

## CACPs, EACH and EACHD PACKAGES

An information sheet for people receiving or about to receive a Community Aged Care Package, an Extended Aged Care At Home Package or an Extended Aged Care At Home – Dementia Package

### *What is a Community Aged Care Package?*

A Community Aged Care Package (CACP) is a package of personal care services and other personal assistance that is delivered to you in your home. To access this service you must first be assessed by an Aged Care Assessment Service (ACAS) as needing low level care. For information about your local ACAS contact a Carelink Centre on 1800 052 222.

Services in your package could include:

- assistance with your meals, showering, dressing, and laundry;
- assistance with maintaining your health;
- some maintenance/gardening services;
- temporary respite care; or
- transport to medical appointments, shopping or social activities.

It is important to know that the services are very flexible and can be changed as your needs change.

### *What is an Extended Aged Care at Home Package or an Extended Aged Care at Home - Dementia Package?*

Extended Aged Care at Home (EACH) Packages and Extended Aged Care at Home – Dementia (EACHD) packages comprise individually tailored and managed packages of care that are delivered to you in your home. EACHD packages are specifically designed for people assessed as having complex care needs because of behavioural and psychological symptoms associated with dementia.

Both packages are flexible and coordinated to suit your particular needs.

To access an EACH or EACHD package you must first be assessed by an ACAS as needing high level care. The types of services that may be provided as part of an EACH or EACHD package include:

- care by registered nurses;
- care by allied health professionals such as physiotherapists and podiatrists;
- personal care;
- transport to appointments;
- social support;
- home help; and
- assistance with oxygen and/or enteral feeding.

### *Your rights as a consumer*

The *Community Care Standards* comprise minimum standards set down by the Australian Government. All CACP providers must comply with the standards which include your right to:

- information about the care services;
- quality services that meet your needs;
- a written care plan;
- dignity and privacy; and
- access advocates.

Providers of EACH and EACHD packages have similar obligations to those of community care providers. Additional responsibilities of EACH and EACHD providers, and many of your rights, are set out in a Payment Agreement made between the Australian Government and the provider. The Payment Agreement includes the standards that the provider must meet and the specific care and services that are available.

You can obtain a copy of the Standards or the Payment Agreement by calling ERA on 1800 700 600 or the Aged Care Information Line on 1800 500 853.

Providers must also comply with certain obligations regarding, for example, your entitlement to:

- a written agreement;
- security of tenure; and
- protection of personal information.

### *Agreements*

You must be offered a written agreement by the provider before any services begin. This agreement must include information about:

- the care you have been assessed as needing;
- your rights in relation to decisions about the kind of care you receive;
- the fees you will be charged and how they are calculated;
- your entitlement to temporarily suspend services;
- your right to complain without fear of reprisal; and
- situations when the services can be terminated.

### *Care plans*

Your care needs must be assessed and an appropriate care plan developed with you and your carer. This plan should describe the services you are receiving, including details about who delivers them and when they will be delivered. Your care plan should also be regularly reviewed and changed if your needs change. It should be responsive to your needs.

### *Fees*

You can only be charged fees for:

- your ongoing care;
- major home maintenance; and
- other services not included as part of your CACP or EACH or EACHD package.

The maximum fees you can be asked to pay are regulated by the Australian Government and are based on your income. Up to those maximums, the amount you pay is a matter for negotiation with the provider. However, no-one will be denied a service they need based on an inability to pay fees.

### *Records*

You are entitled to look at any personal information or personal records held by your provider. Your provider should tell you how you can access this information.

### *Suspension of services*

You can have your services temporarily suspended, for example, if you go on a holiday. The fees paid during this time will depend on your agreement with the provider, the reason for the suspension and the length of time the services are suspended.

### *Complaints*

You are entitled to complain about anything related to your care, for example, the fees charged, the standard of care, your access to information, and so on.

All providers are required to have a complaints resolution process. You can also complain to the Aged Care Complaints Investigation Scheme run by the Department of Health and Ageing (telephone 1800 550 552).

### *Advocacy*

An advocate can help you to understand and enforce your rights, explain the services provided, negotiate with the provider about something you are unhappy with, and so on. The provider cannot stop you from using an advocate. You can contact ERA for assistance.

### *Contact ERA*

Phone: (03) 9602 3066, 1800 700 600

Email: [era@era.asn.au](mailto:era@era.asn.au)

Mail: Elder Rights Advocacy  
Level 4, 140 Queen Street  
Melbourne VIC 3000

Website: [www.era.asn.au](http://www.era.asn.au)

# *Empowering older Victorians*

Elder Rights Advocacy is the registered business name of Residential Care Rights Inc. (ABN 63 367 539 827) which is part of the National Aged Care Advocacy Program - an Australian Government Initiative.

Note: The information in this fact sheet is general information only.—it is not legal advice.

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