

# Bundaleer

## In-Home Care Agreements and Plans explained

### In-Home Care Agreements

Once you have chosen a In-Home Care Provider that best meets your needs, they must provide you with an In-Home Care Agreement.

An In-Home Care Agreement is a legal agreement between you and your service provider that sets out exactly what your package will provide, who will provide the services and most importantly how much they will cost. It is important to remember that you and the service provider are entering into an In-Home Care Agreement as equal partners.

Your service provider must give you a copy of the Charter of Care Recipients' Rights and Responsibilities – which sets out the expectations for you and your service provider.

Your service provider must work with you to design an In-Home Care Plan based on your needs and provide you with an individual budget setting out the total funds available in your package and how they will be used. Your In-Home Care Agreement must be signed before your In-Home Care Package services can start.

### Signing the In-Home Care Agreement

If you cannot sign an In-Home Care Agreement because of any physical incapacity or mental impairment, another person representing you may enter the In-Home Care Agreement on your behalf.

While the service provider must always offer and be prepared to enter into an In-Home Care Agreement, you can choose not to sign the agreement. If this happens, the service provider still needs to talk with

you about how much involvement you would like to have in managing your In-Home Care package, as well as helping to design the type of care and services you need.

It is important that the service provider records the reasons for you not having a signed an In-Home Care Agreement and the basis of the care that you are getting. The service provider should always be able to provide proof that an 'in-principle' agreement is in place. This may include a copy of the agreement offered to you, a file note of the discussion with you about the basis of the agreement (including the date the discussion took place) and proof that you are receiving an In-Home Care package as described in the agreement.

### Can Providers end Agreements?

Once you have signed your In-Home Care Agreement, your provider must continue to deliver your In-Home Care package services for as long as you need them. This is called 'security of tenure' and your In-Home Care Agreement should include detailed information about this.

If you wish to end your In-Home Care Agreement you must do so in line with the agreement you signed. This usually requires you to tell your provider in writing the day you wish to end the In-Home Care Agreement.

Please note that an In-Home Care provider may stop providing services if you do not meet the responsibilities within your control, including not paying your income-tested care fee.

## About your In-Home Care Plan

Your In-Home Care provider will already have some information about your individual care needs recorded in your ACAT Assessment.

An In-Home Care Plan forms part of your In-Home Care Agreement. Your service provider must work with you to identify your goals and design an In-Home Care Plan to help you reach those goals.

Your In-Home Care Plan cannot change without your agreement. And if you do make changes your service provider must give you a copy of any agreed changes to your In-Home Care Plan for your records. Your In-Home Care Plan must be reviewed at least once every 12 months to make sure the care and services you receive through your In-Home Care package still meet your needs. It is also worth noting that you can ask for a review of your In-Home Care Plan at any time if your care needs change.

## Personal Goals and Identified Care Needs

Personal goals are an important part of your In-Home Care Plan. Goals such as “maintaining a healthy lifestyle” or “achieving independence in mobility”, can guide your choice of care and services.

Identified care needs are the areas in your day-to-day living where you have been assessed as needing extra care and support. These care needs are identified by a member of the ACAT during the In-Home Care Planning process.

During the In-Home Care Planning process, your service provider will need to take into account any support you already have in place, such as carers, family members, local community and other services. Your In-Home Care package is intended to meet needs that are not already met by these other supports.

As a guide, your In-Home Care Plan may include:

- the services you will receive
- who will provide which services
- how much involvement you will have in managing your services
- where your services are delivered
- when your services are delivered (for example, which day of the week and at what time)
- how much the services will cost.

You should discuss the possible list of care and services further with your service provider. If you identify a type of service that you feel would best meet your identified care needs, the service provider has to do what they can to assist you to access that care or service.

As this may increase the costs charged to your In-Home Care package, any additional costs should be made clear to you prior to you agreeing to the service.

We appreciate that this can be an overwhelming time so the friendly staff at Bundaleer are only too happy to assist you in any way they can. Call us on (02) 6858 2811 to let us know how we can help.