



Transition Care.

short term support with long term benefits



**Government
of South Australia**

Department of Health




Australian Government

Department of Health and Ageing



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What is the Transition Care Program?

The Transition Care Program is jointly funded by the Australian Government and the South Australian Government to provide older people with short term assistance following a hospital stay.

The program provides a range of care services that include therapy, nursing support and/or personal care that will help older people to regain as much independence as possible and assist in making long term care and support arrangements.

Transition Care.



How does the Transition Care Program work?

Care is provided either in your own home or a home like environment within a residential setting such as an aged care home or similar facility.

You will be provided with therapy as well as assistance with activities of daily living. This can be a combination of a range of care services and could, for example, include nursing, physiotherapy, occupational therapy, speech therapy, social work and dietary advice.

HOSPITAL STAY

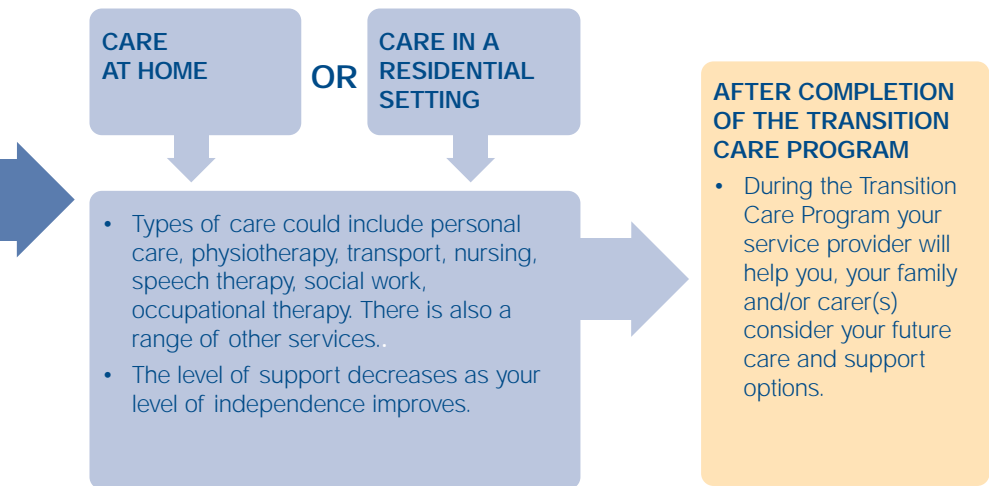
- You may need further support at the end of your hospital stay.
- You will be assessed by the Aged Care Assessment Team (ACAT) to identify your eligibility for the program.
- A meeting is arranged between you and your Transition Care Program service provider.

TRANSITION CARE PROGRAM

- If you are eligible, you are referred to a Transition Care Program service provider who consults with you, your family and/or carer(s) to develop an agreed Care Plan.
- The program may last up to twelve weeks, with most people receiving support for eight weeks.
- Your Health and Personal Care Plan indicates the best setting for your care.

The Transition Care Program

- is flexible and gives you time to make the best choices about your future care
- provides you with support and assistance from a range of care services, and
- provides you with care and support to assist you to regain as much independence as possible either at home or in a residential setting, following your hospital stay.



What can you expect from the Transition Care Program?

Aged Care Assessment Team (ACAT)

You will be assessed by the ACAT to see if you are eligible for the program. The ACAT will work in consultation with you and your family and/or carer(s) and hospital staff, to plan the most appropriate type of care for you to achieve your health goals.

Meeting your Transition Care Program service provider

A service provider will work with you, your family and/or carer(s) to discuss your health goals and identify what type of care and services best meet your needs.

Depending on your needs, you may receive care in your own home or within a residential setting such as an aged care home or similar facility.

Remember

- It is your choice to be involved in the Transition Care Program.
- You need to be assessed by an ACAT to see if you are eligible for the program.
- You need to enter transition care directly from hospital.
- You may receive care either in your own home or in a residential setting.

Transition Care Program Plan - Setting your care needs

Your service provider will work with you to determine your care needs and develop a Transition Care Program Plan and will involve you and your family and/or carer(s) in decisions at all stages of your program.

A range of services will be provided based on an assessment of your needs. They could include

- care coordination
- nursing
- personal care assistance
- meal assistance
- social activities
- low level therapy such as physiotherapy, occupational therapy and speech therapy
- social work
- house cleaning
- continence aids
- equipment
- transport
- other services as required.

It is unlikely that you will require all of these services. Your Transition Care service provider will discuss with you what you need and what can be provided with the available funding.

Pharmacy medicines are not included in the Transition Care Program and you will be required to pay for these separately.

The full range of specified care and services that are available through the Transition Care Program are listed in the National Transition Care Guidelines. If you would like a copy please ask your Transition Care service provider.

Where will I receive the care?

Your care can either be provided in a residential setting or in your own home.

If it is recommended that you commence your care program in a residential setting, this may only be for a short period of time.

Remember

- Your service provider will support you with your care needs throughout the program.
- You have the opportunity to be involved in the decisions affecting your health and care.

Am I eligible?

You need to be an older person and

- in hospital and nearing the end of your hospital stay
- able to benefit from a program that will help you improve your recovery and restore your independence as much as possible
- have been assessed by the ACAT as being eligible, and
- wish to be part of the Transition Care Program.

Will I need to pay?

The Australian and South Australian governments will pay the majority of your costs while you receive care, however there is also a daily care fee that you may need to contribute. Your ability to pay fees will be discussed with you but it is important to note that you will not be excluded from the program if you are unable to pay fees.

How much is the fee?

The maximum fees are based on the current single Aged Pension. They are

- Transition Care Program in the home: 17.5% of the basic daily rate of the single Aged Pension
- Transition Care Program in a residential aged care facility: 85% of the basic daily rate of the single Aged Pension.

Your service provider will discuss all your payment options with you.

What if I am unable to pay the required fee?

If you are unable to pay any fees you will not be excluded from the program.

You are able to apply for fee reduction or fee waiver.

If you wish to apply for this, please let hospital staff or your Transition Care Program service provider know and they will assist you in applying for a fee reduction or fee waiver.

Remember

- If you are unable to pay any fees, then you will not be excluded from the program.
- Your service provider will discuss payment options with you.
- Fees can be reviewed and discussed any time.

How long can I stay on the program?

Transition Care services can be provided for up to twelve weeks, however on average people stay on the program for about eight weeks. The length of your program will depend on your progress during transition care and your individual care needs.

What happens once I have completed the program?

During your Transition Care Program your service provider will help you, your family and/or carer(s) consider your future care and support options.

What are my rights and responsibilities?

If you decide to participate in the Transition Care Program you enter into an agreement with your Transition Care Program service provider.

It is important to know that there are a number of rights and responsibilities for both you and your service provider. They aim to ensure that your needs are being met and are clearly outlined in your agreement.

Take the time to discuss the following rights and responsibilities with your service provider before you sign your agreement.

You have the right to

- be treated as an individual, to be treated with dignity and shown respect
- be supported in decision making processes, and have someone to speak on your behalf, if you require it
- information to assist you to make decisions about your care
- be part of any planning and decision making that affects you and your chosen lifestyle, including the development of your care plan
- talk freely, and in confidence, with your service provider about any aspect of your care requirements including any concerns, and
- an interpreter and culturally appropriate services.

You have the responsibility for

- actively participating in achieving your care plan goals
- providing information about your care needs and any special requirements
- respecting the rights of the people who are employed to provide your care and treating them with the same dignity with which you wish to be treated, and
- providing the people who are employed to work in your home with a safe and healthy working place.

What if I have a complaint?

Your feedback is important and you are encouraged to advise your Transition Care Program service provider in the first instance if you have any concerns or complaints.

If you believe that in this process your concerns or complaints have not been resolved, please contact

- *The South Australian Health and Community Services Complaints Commissioner* for complaints regarding the Transition Care Program. The Health and Community Services Complaint Commissioner (HCSCC) assists people to resolve complaints about health and community services.

For more information about the SA Health and Community Services Complaints Commission, visit <http://www.hcsc.sa.gov.au>

Enquiry Service operates Monday to Thursday
10.00am to 4.00pm.

Telephone 08 8226 8666, or 1800 232 007
(toll free in South Australia).

- *The Aged Care Complaints Investigation Scheme (CIS)* is operated by the Department of Health and Ageing and is a free and independent service available to anyone who wishes to make a complaint about an Australian Government aged care service, including a transition care provider.

For more information about the Aged Care Complaints Investigation Scheme, visit www.health.gov.au/oacqc

You can make a complaint during business hours on Telephone 1800 550 552 (free call), or in writing to Aged Care Complaints Investigation Scheme c/- Department of Health and Ageing
GPO Box 9848 in your capital city.

What if I need assistance or advice with a complaint?

There are a number of advocacy and information services in South Australia that might be useful if you are seeking advice and information

- ***Aged Rights Advocacy Service Inc (ARAS)***

The Aged Rights Advocacy Service assists older people or their representatives to uphold their rights and entitlements. It assists those who may be experiencing abuse and are residing (permanently or temporarily) in an Australian Government subsidised residential aged care facility, or receiving other Australian Government funded aged care services in their home.

For more information about the Aged Rights Advocacy Service Inc, visit www.sa.agedrights.asn.au, or Telephone 08 8232 5377 or 1800 700 600.

- ***Seniors Information Service Inc***

The Seniors Information Service Inc aims to maximise the independence and improve the quality of life of older people, their families and carers by providing access to free information about the services and facilities available to them.

For more information about the Seniors Information Service Inc, visit www.seniors.asn.au, or Telephone/TTY 08 8232 1441 or 1800 636 368.

- ***Office of the Public Advocate (OPA)***

The Office of the Public Advocate promotes and protects the rights of people who have a reduced mental capacity and, where appropriate, their carer(s).

For more information about the Office of the Public Advocate, visit www.opa.sa.gov.au, or Telephone 08 8269 7575 or 1800 066 969.

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More information

For further information on the Transition Care Program in South Australia please contact

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