



**COMBINED PENSIONERS AND SUPERANNUANTS
ASSOCIATION OF NEW SOUTH WALES INC.**
Founded 1931.
Serving pensioners of all ages, superannuants and low-income retirees.

Consumer Protection Awards – 2002, 2003, 2004

FACT SHEET

Last Updated April 2005

Extended Aged Care at Home

The following information has been compiled to assist people who require assistance to remain living in their own home. For further information please phone CPSA on (02) 9281 3588 or 1800 451 488 (country callers) or refer to the organisations listed.

What is Extended Aged Care at Home (EACH)?

- The EACH Program enables frail older people to remain living in their own home whilst being supported by high level care.
- The program has grown from a pilot project and in January 2005 an additional 828 places were announced.* There are still only 264 places in NSW**.
- As EACH packages are equivalent to high level care received in a residential care facility, one high care place in a residential care facility must close for every EACH package that is delivered in the community.

Who is eligible?

- Anyone who requires high level care but would rather remain living in their own home can apply for an EACH package.
- As the program is still relatively small, EACH packages are only available in certain areas.
- It is necessary to be assessed by an ACAT***. You will be referred for an EACH package if it would be suitable for you and they are available in your area.

* *Aged Care Matters*, The Hon. Julie Bishop, Australian Government Minister for Ageing, February 2005.

** From Australian Government Department of Health and Ageing. As at April 2005.

*** Aged Care Assessment Teams (ACATs) are comprised of doctor, nurse, social worker, occupational therapist and physiotherapist. You may be referred to an ACAT by your GP or contact Commonwealth Carelink Centre for details of your local ACAT.

What types of services are available?

- Bathing and dressing
- Meal preparation
- Housework
- Laundry
- Home maintenance and modification
- Nursing care
- Social activities
- Emotional support and advocacy
- Equipment

What costs are involved?

- You are required to contribute to the costs of services received.
- If you receive the maximum amount of pension, the fees you are charged must not exceed 17.5% of that pension.
- People receiving a higher level of income may be asked to pay more but this will be limited to 50% of any income above the maximum rate of pension.
- Inability to pay is no reason to deny a service.

Do I have rights?

Yes. You have the following rights when receiving an EACH package:

- To have your lifestyle, cultural and religious preferences respected.
- To be treated with dignity and have your privacy respected.
- If you are not offered an EACH package and feel this decision is unfair you may ask the Secretary of the Department of Health and Aged Care to review the decision. The written appeal must be within 28 days of the date you received notification of the decision.
- You have the right to complain without fear of reprimand.
- If the problem cannot be resolved with the service provider an application may be made to the Administrative Appeals Tribunal.

FOR FURTHER INFORMATION

- **Commonwealth Carelink Centres** – Phone 1800 052 222 or visit the website www.commcarelink.health.gov.au
- **Commonwealth Carer Resource Centre** – Phone 1800 242 636 or visit the website www.carernsw.asn.au

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