

St Jude's

Aged Care

With us, it's possible!



St Jude's Support at Home Services

Providing quality care in the comfort of your home

Table of Contents

Welcome to St Jude's	3
About Us	4
Your Journey to Support at Home Services	5
Why Do People Choose Us?	7
Combined Home Care Services	8
Fee for Service (Privately Funded)	8
Our Support at Home Services	9
New Funding Arrangements	10
What About Current Home Care Package Recipients?	12
Aged Care Statement of Rights	13
Aged Care Code of Conduct	14
Privacy Policy	15

Welcome to St Jude's Support at Home Services

In this booklet you will find information relating to St Jude's Support at Home Services providing assistance to you or your loved one.



About Us

St Jude's Health Care Services has been supporting the community since 1982. In addition to our Support at Home Services we provide Residential Aged Care, Disability Services, and Mental Health Services. With more than 40 years' experience providing quality person centred care services to our clients, St Jude's Support at Home Services has the expertise to support you with all aspects of your needs at home.

Backed by a professional management team, St Jude's Support at Home Services strive for excellence in the delivery of cost-effective support. Drawing from our comprehensive medical and non-medical staff database, we have the capability to provide you with the most suitable support person in your home.

We strive to provide you with the highest level of care and support that you need to continue staying at your most comfortable place - your home.

It is important to us that it's all about your choice, and we work alongside you to tailor your care and services to match your needs. We take great care in matching our support workers to specific requirements, and at the same time, ensure you have your preferred support staff coming to your home when you need them most. Our staff are carefully reviewed and chosen to suit your lifestyle and choices, so you can relax and enjoy the freedom of home living.



Your Journey to St Jude's Support at Home Services

Do you already have government funded home care packages?



We have a simple guide for you to possibly access Support at Home Funding.

Speak to your GP about your support needs. The GP can refer you to an Aged Care Assessment Team, or if you are in hospital the medical and nursing staff can arrange this for you, or you can call 'My Aged Care' on 1800 200 422.

Face-to-face assessment

The Aged Care Assessment team may meet with you in person at your home. With your consent, they will assess your needs and eligibility for services. They will then work with you to develop a support plan which addresses your needs, goals and preferences.

You will receive a letter outlining your eligibility for funding, whether you have been approved, and the level of package and funds that has been approved.

Find out the costs

My Aged Care Service Finder and preferred service providers (St Jude's Support at Home - if you choose us) can give you information about the costs and financial assessment.

If you choose us as your provider of Support at Home Services

Our representative (Assessor or Manager) will come to you and discuss the services we can offer at no cost. If you choose us, we can carefully design a plan that best suits you for when you are allocated Support at Home funding.

You will receive a letter from My Aged Care with the details of your Support at Home funding once allocated. Your unique referral code will be included in the letter.

Once you receive your letter or chose us as your service provider, you have 56 days to finalise your Support at Home funding and Agreement. You can request an extension by contacting My Aged Care.

Do you already have government funded Support at Home packages?



Commencing Your Support at Home With St Jude's

- 1** Contact us or we will contact you to arrange a time for our Manager to come out and meet with you to discuss your support needs and choices. You may ask your friends or family to join the meeting.
- 2** With the information you provide, the Manager will prepare a service plan, proposed budget and a Support at Home agreement.
- 3** These will be given to you for you to discuss with your family, carer or your friends to make sure you have everything you need.
- 4** When you are ready give us a call, and the Manager will return to meet with you to sign your Support at Home Agreement, complete a full assessment, prepare your care plan based on your assessment, and confirm your service plan.
- 5** Our schedulers will then put in place and assign your services based on the dates and times you wish to commence with St Jude's Support at Home Services.

Now you are on board with St Jude's Support at Home Services

- 1** Our schedulers will contact you to advise the name of your support workers and the time slots they will be with you for your services.
- 2** If there is a change to your support worker and/or their schedule, then we will contact you.
- 3** You can cancel the scheduled services by giving us a call within the cancellation policy time frame, if you do not need the support.
- 4** We will provide you with a monthly statement of services provided the funding attributed to these services and the balance of funds available.
- 5** The support workers will follow a detailed care plan to ensure your needs are being met.
- 6** The Manager will review and update your services as your needs change.
- 7** If for any reason you wish to change homecare providers, then feel free to contact us.
- 8** If for any reason you wish to raise any concerns, then be assured we have a robust feedback system, where your concerns will be addressed in a timely manner (within 5 working days).

Why Do People Choose Us?

- We have over 40 years of experience supporting people with various needs
- We listen to you and your preferences.
- We are flexible and we work with you
- We are committed to recruiting quality staff
- We are experienced in developing a plan that works for you
- We offer time specific services
- We take the time to match our support staff and our clients so that you get the right person coming to attend you and your service requests
- We offer culturally competent and gender specific support staff
- We provide you with reliable and consistent support staff
- We offer value for money with no hidden service charges
- We can be contacted 24 hours, 7 days a week
- We listen to your feedback and make necessary changes to match the client needs



Combined Home Care Services

St Jude's Support at Home Services works in collaboration with other organisations and sectors to provide comprehensive services to assist people to continue living in their home and community.

If you are receiving services through the Department of Veteran Affairs or Veterans Home Care, you may also be able to receive additional services through Support at Home packages which will enhance your safety and independence while remaining in your own home and community. We are happy to discuss your customised package and your individual needs with you.

Fee For Service (Privately Funded)

Some people require additional services on top of the Support at Home packages, and not all people are eligible for Government funded services, but don't worry! We can assist you if you do not have a sufficient support package, and we will tailor these services to meet your requirements. Often, the time it takes to secure Support at Home funding means you will not have your immediate needs met, so in the interim, services can be put in place while you progress through the process.

If you are waiting for your assessments to be completed or you are researching the most appropriate provider to meet your needs, we can put services in place immediately while you wait.

If you wish to know more about our fee for service, please contact us. We have a range of cost-effective service models.

New Services under Support at Home

The new Support at Home program offers a clear list of services provided, grouped into the following three categories:



Clinical Supports

A comprehensive range of clinical and therapeutic supports designed to help you maintain or regain your functional and cognitive abilities.



Independence Supports

Tailored independence support services to help you manage activities of daily living and empower you to live independently.



Everyday Living

Support to assist older individuals to keep their home in a liveable state to enable them to stay independent for longer.

Our Support at Home Services

The below are some of the services we can offer you:*

Clinical Supports

- Registered nurse
- Enrolled nurse
- Nursing assistant
- Nursing care consumables
- Aboriginal and Torres Strait Islander health practitioner
- Aboriginal and Torres Strait Islander health worker
- Allied Health assistance
- Counselling or Psychotherapy
- Diet or Nutrition
- Exercise Physiology
- Music Therapy
- Occupational Therapy
- Physiotherapy
- Podiatry
- Psychology
- Social Work
- Speech Pathology
- Prescribed oral or enteral nutrition
- Home support care management
- Home support restorative care management

Everyday Living

- General house cleaning
- Laundry services
- Shopping assistance
- Gardening
- Assistance with home maintenance and repairs
- Expenses for home maintenance and repairs
- Meal preparation
- Meal delivery

Independence Supports

- Assistance with self-care and activities of daily living
- Assistance with the self-administration of medication
- Continence management (non-clinical)
- Group social support
- Individual social support
- Accompanied activities
- Cultural support
- Digital education and support
- Assistance to maintain personal affairs
- Expenses to maintain personal affairs
- Acupuncture
- Chiropractic
- Diversional therapy
- Remedial massage
- Art therapy
- Osteopathy
- Flexible respite
- Community and centre-based respite
- Direct transport (driver and care provided)
- Indirect transport (taxi or rideshare service vouchers)
- Assistive technology
- Home modifications

*Where required, services from third parties may be provided.

New Funding Arrangements

The tables below set out the various funding amounts for grandfathered, transitioning and new support at home participants. The amounts include funding for care management, are indicative and subject to indexation revisions.

Grandfathered and Transitioning Participants

Transitioned Home Care Recipients	Level of Care Needs	Quarterly Budget	Annual Amount
TRANSITION LEVEL 1	Basic	\$2,708	\$10,833
TRANSITION LEVEL 2	Low Level	\$4,762	\$19,049
TRANSITION LEVEL 3	Intermediate	\$10,365	\$41,460
TRANSITION LEVEL 4	High Level	\$15,713	\$62,853

New Participants

Classification	Approximate Quarterly Budget	Approximate Annual Amount
1	\$2,750	\$11,000
2	\$4,000	\$16,000
3	\$5,500	\$22,000
4	\$7,500	\$30,000
5	\$10,000	\$40,000
6	\$12,000	\$48,000
7	\$14,500	\$58,000
8	\$19,500	\$78,000

The Assistive Technology and Home Modifications Scheme

The table below outlines the approximate funding amounts for the funding tiers for assistive technology and home modifications scheme.

Funding Tier	Funding allocation cap	Time allocated to expend funding
Low	\$500	12 months
Medium	\$2,000	12 months
High	\$15,000	12 months

The Restorative Care Pathway and the End of Life Pathway

The table below outlines the approximate funding amounts for restorative care and end of life.

Service	Budget amount
Restorative Care Pathway	\$6,000 (up to 16 weeks). Can be increased to \$12,000, when eligible.
End-of-life Pathway	\$25,000 (up to 16 weeks).

Participant Contributions

The table below outlines the standard Support at Home participant contribution rates as a percentage of service prices.

Type of Service	Full Pensioner	Part Pensioner and Self-Funded with CHSC	Self-Funded non-CHSC
Clinical Support	-	-	-
Independence	~5%	~5% and 50%	50%
Everyday Living	~17.5%	~17.5% and 80%	80%

What About Current Home Care Package Recipients?

If you're already receiving a Home Care Package, assessed as eligible for HCP or on the National Priority System before 12 September 2024, you will be considered a **grandfathered participant**. This means:

- You can **continue with your current Home Care Package** arrangements.
- You can be "no worse off" under Support at Home Program in terms of your funding and contributions.
- You will transition across to Support at Home immediately on your current level of funding.
- Your provider will assist you in the transition to the Support at Home program.

Who else is affected?

→ **Transitional Participants**

Assessed between 12 September 2024 and 31 October 2025

If you're assessed as eligible for a Home Care Package during this time, you'll be considered a **transitional participant**.

- You'll be required to contribute to the Support at Home program under the new fee structure when it commences on 1 November 25.

→ **New Participants**

Assessed after 31 October 2025

From 1 November 2025, new participants will be assessed using a new Single Assessment System. Approved participants will receive:

- A Notice of Decision
- A personalised support plan outlining care needs and goals
- A classification and associated budget

Aged Care Statement of Rights

St Jude's respects your rights through the Australian Government's Aged Care Statement of Rights

As a person using aged care, your rights as stated in the charter are:

1. safe and high-quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal and have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated.

Aged Care Code of Conduct

Everyone has the right to a safe, respectful and enjoyable aged care experience.

The Code of Conduct for Aged Care describes how aged care providers, their governing persons, and workers must behave and treat people receiving aged care.



Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.



Act with integrity, honesty and transparency.



Act in a way that treats people with dignity and respect and values their diversity.



Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, support and services.



Act with respect for the privacy of people.



Provide care, supports and services free from:

- i) all forms of violence, discrimination, exploitation, neglect and abuse
- ii) sexual misconduct.



Provide care, supports and services safely and competently, with care and skill.



Take all reasonable steps to prevent and respond to:

- i) all forms of violence, discrimination, exploitation, neglect and abuse
- ii) sexual misconduct.

Privacy Policy

We only ask for information required to fulfill the lawful purpose that is directly related to the delivery of Support at Home services.

We will not collect information that is not related to the function of Support at Home services.

We will seek your consent before we disclose your information to any other party other than St Jude's Support at Home Services.

We will not collect your personal information for purposes which do not relate to the functions of the agency.

We can request a copy of all information we maintain in relation to the delivery of your Support at Home services.



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www.stjudes.com.au



Contact Us

For more information or to start your journey,
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