

# Aged Care Services

## Community Aged Care Package (CACCP)

## Extended Aged Care at Home (EACH)

## Extended Aged Care at Home Dementia (EACHD)



### What are the packages?

The packages offer a plan of support and care for older people who have care needs and are living at home. All packages are individually planned and coordinated and help you to remain active in your own community.

### How are the packages delivered?

A Care Connect Case Manager is your personal point of contact. Your Case Manager is a qualified professional who will:

- visit you at home and keep in contact by phone
- ask you what will help you to live independently
- help plan services and support that meet your requirements
- monitor and adjust your services to ensure they are of the highest quality and meet your changing needs.

The packages are delivered through a coordinated support plan that offers assessment, monitoring, review, referral, advocacy and service coordination.

***“Our priority is your wellbeing and independence at home and in the community”***

# Aged Care Services

## What can I expect?

Your Case Manager and you/your carer will jointly decide your services:

- personal care (including showering, dressing, bathing)
- home care (light housework)
- medication monitoring
- help with meal preparation (including specific dietary requirements)
- in home respite
- minor home maintenance (including gardening)
- social outings
- help with transport.

An EACH/EACHD package may also provide:

- nursing care
- continence aids and management
- care by allied health professionals including physiotherapists or podiatrists
- 24-hour on-call access for emergency care
- supply equipment and oxygen
- tube feeding
- assistance with home safety.



## Am I eligible?

To be eligible for a package you need to be assessed by your local:

- Aged Care Assessment Team, ACAT (QLD/NSW)
- Aged Care Assessment Service, ACAS (VIC).

If you have not been assessed by an Aged Care Assessment Team/Service but believe you would benefit from a CACP, EACH or EACHD package you can refer yourself for an assessment. Your doctor, a health professional or a community care service provider can also make a referral for you.

These assessments are free of charge.

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You are suitable for a package if:

- you wish to remain living at home with appropriate and reliable support
- you have a range of needs arising from physical, medical, social or psychological factors
- you would like expert assistance arranging your services
- with the assistance of the package, you will be able to live at home safely.

## **What is the fee?**

Care Connect requests a financial contribution to the cost of services in accordance with Commonwealth Government guidelines. Your contribution is assessed individually based on your financial circumstances. You will not be refused service if you cannot pay.

## **What if I have special needs?**

Care Connect supports frail older adults who are:

- Aboriginal or Torres Strait Islander
- from culturally and linguistically diverse backgrounds
- lesbian, gay, bisexual, transgender or intersex
- from rural and remote areas.

Care Connect supports frail older adults who have a Housing Linked Care Package, Forgotten Australians and veterans.

## **About Care Connect**

Care Connect is a major community care provider that supports frail aged people, people with a disability and carers to live independently at home and in the community.

Care Connect has offices nationally and is a not-for-profit, non denominational, registered charitable organisation.

Care Connect provides choice, guidance and information to support individuals to remain independent and engaged in their community.

Care Connect's approach is collaborative, inclusive and accessible. We are committed to providing a respectful service that values the rights of each individual and their support network.

## **Confidentiality**

At Care Connect we are committed to the highest possible confidentiality and privacy standards. This ensures that any information shared with Care Connect is dealt with according to legislative and regulatory requirements.



## Do you need an interpreter?

Care Connect has interpreters available on request. If you need an interpreter, please call the Translating and Interpreting Service on **131 450** and ask to be connected to Care Connect on **1800 116 166**.

<b>Arabic</b>	يُرجى الاتصال بخدمة الترجمة التحريرية والشفهية على الرقم <b>131 450</b> وطلب توصيلك بـ Care Connect على الرقم <b>1800 116 166</b> .
<b>Chinese</b>	請電翻譯傳譯服務處，電話 <b>131 450</b> ，請他們轉接Care Connect，電話 <b>1800 116 166</b> 。
<b>German</b>	Bitte rufen Sie den Übersetzer-und Dolmetscherdienst, den Translating and Interpreting Service, unter <b>131 450</b> an und bitten Sie darum, mit Care Connect unter der Rufnummer <b>1800 116 166</b> verbunden zu werden.
<b>Greek</b>	Παρακαλούμε καλέστε την Υπηρεσία Μεταφραστών και Διερμηνέων στο <b>131 450</b> και ζητήστε να σας συνδέσουν με το Care Connect στο <b>1800 116 166</b> .
<b>Italian</b>	Per favore telefoni al Translating and Interpreting Service (Servizio interpreti e traduttori) al <b>131 450</b> e chiedi di metter La in contatto con Care Connect al <b>1800 116 166</b> .
<b>Vietnamese</b>	Xin hãy gọi Dịch Vụ Phiên Dịch và Thông Ngôn ở số <b>131 450</b> và yêu cầu được nối với Care Connect ở số <b>1800 116 166</b> .

### To find your local Care Connect office contact:

#### National Office

Level 1, 204-206 Gipps Street,  
Abbotsford VIC 3067  
PO Box 1388, Collingwood VIC 3066

**T.** 1800 116 166 **F.** (03) 9415 9724

**E.** [info@careconnect.org.au](mailto:info@careconnect.org.au)

**W.** [careconnect.org.au](http://careconnect.org.au)

CACP, EACH and EACHD packages are funded by the Commonwealth Department of Health and Ageing.

