



Connecting you to choice, wellbeing and independence

Information booklet



“At Care Connect we support people to live healthy, engaged and independent lives in the community.

With our experience and extensive network of service partners, we can offer the best community care available.

Why? Because for our clients, it’s all about choice, wellbeing and independence”



*Paul Ostrowski,
Chief Executive Officer,
Care Connect.*

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 person and their support network.

Our Vision

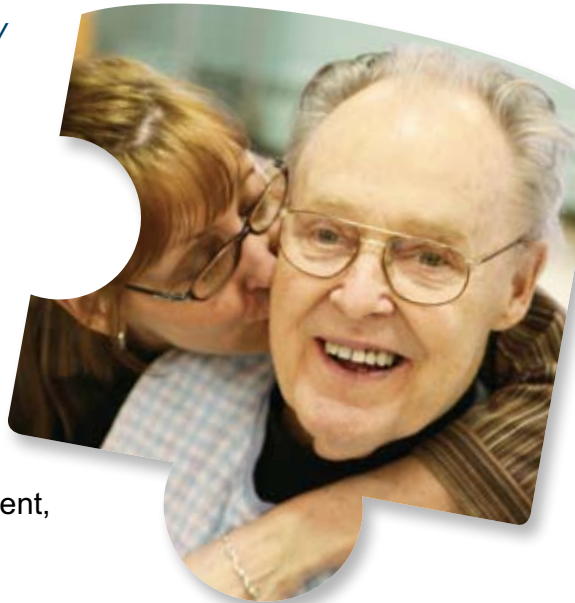
To be Australia's leading community care organisation, actively sought for its innovation, care leadership and community participation.

Our Mission

Creating excellence in community care through innovation, commitment, knowledge and choice.

To achieve this Care Connect works in consultation with government, services providers, community organisations and you to build and manage your person-centred support plan.

You can choose the type and level of support that best meets your independent living requirements.



About Care Connect

What services do we provide?

Our highly trained staff:

- assess your support requirements
- prepare and manage your support plans
- facilitate community supports and personal/homecare services
- provide advocacy to promote your independence and protect your rights
- review your progress and needs
- monitor the quality of your services to meet your needs and ensure quality and value-for-money.



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

The Care Connect Way

The Care Connect Way provides access, choice, guidance and information. This model supports you in creating personalised support plans that best suit your independent living requirements. Our approach is collaborative, inclusive and accessible to all.

We are committed to fair and equitable treatment for all. We strive to provide a respectful service that values the rights of each person and their support networks irrespective of age, race, culture, religion or sexual orientation.



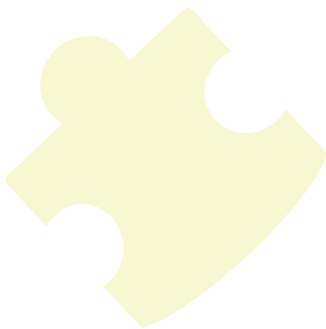
Who is eligible for our programs?

Individuals accessing our services include:

- frail older adults with special/complex needs including dementia
- adults and children with an identified disability
- adults with multiple health concerns, including mental health issues
- families and carers who care for a child or adult with multiple and/or complex needs
- adults from culturally and linguistically diverse (CALD) backgrounds
- older adults from the lesbian, gay, bisexual, transgender and intersex community
- adults from Aboriginal and Torres Strait Islander communities
- individuals transitioning from hospital to home
- veterans.

“I find that the staff are very helpful. They have the clients’ interest as a priority and they are always happy to assist in every way possible. My family can’t thank them enough for their continued support”

Lyne, Nunawading



What is case management?

Case management is professional assistance that supports people to stay at home by providing:

- planning advice and assistance
- informal counselling and support to help determine issues that affect an individual's ability to stay at home
- advocacy to support decision making and information sharing
- assistance in obtaining reliable, value-for-money services.

Our Case Managers are highly skilled health professionals who have experience working with individuals as they transition between hospital, rehabilitation, residential and home environments.

Once a support plan is written a Case Manager and/or a Care Coordinator assists with:

- accessing a range of tailored services
- payment coordination and/or support
- home visit coordination
- advocating on an individual's behalf
- monitoring and evaluating the support plan.



“Our Case Managers are highly skilled health professionals”

What is the difference between a Case Manager and a Care Coordinator?

A Case Manager assists with assessment and planning and helps ensure all aspects of the plan are followed up. The Case Manager is the primary contact at the start of the process.

A Care Coordinator manages service visit times, alterations in services and assists with finding new services or carers. Care Coordinators liaise with service providers and ensure continuity of care.

Care Connect offers case management services through:

- government subsidised programs
- private fee-for-service programs.

Private case management

Private case management is available if you require immediate support to assist you living at home. Care Connect's private case management service can assist you whilst you wait for a government-funded care package or if you are not eligible for subsidised support. Our Case Managers have valuable knowledge and experience in the community, aged and disability sectors.

Our service offers:

- professional assessment and information
- referrals to support services
- access to medical and nursing services
- access to coordinated respite care, mental health and community services
- access to recreational, social, educational and employment services
- coordination of a wide range of community and ancillary health services
- coordination of service purchase and payment.



Government-subsidised programs

Care Connect delivers contracted case management services on behalf of:

- the Department of Health & Ageing (Commonwealth)
- the Department of Health (NSW)
- the Department of Ageing, Disability & Home Care (NSW)
- the Department of Human Services (VIC)
- the Department of Health (VIC).

Access

Access to local knowledge

We have offices across the country with strong service provider relationships. This knowledge enables our Case Managers to create support plans that take full advantage of local services and supports.

Access to specialist staff

Our staff are tertiary qualified with expertise in social work, psychology, disability, community work and nursing. We have staff specialising in Acquired Brain Injury (ABI), Autism Spectrum Disorder (ASD), dementia, chronic illness and carers' support.

Access to support services

Subject to assessment you may be required to make a financial contribution towards the delivery of the service. You will not however be denied services if you cannot pay.

“As a client of Care Connect I have been offered choice to ensure that I have independence to live the life I want. As the Care Connect Consumer Voice Committee Chairperson I am given a voice to speak on behalf of other clients”

Dorothy, Ringwood



Choice in planning

Our Case Managers work collaboratively with you to determine the level of support you require. Support can be as simple as providing you with information on relevant services or as complex as engaging multi-disciplinary services to provide 24-hour care. You and/or your support network can choose what combination of services and support best meet your needs.

Our experienced Case Managers will regularly monitor your progress to ensure your support plan is meeting your goals.

Your Case Manager will arrange care and support services for you by purchasing services from Care Connect's Preferred Supplier List.

These service providers:

- have each been police checked
- have had their qualifications verified
- have a proven track record working in their area of expertise
- are reviewed on an annual basis and form Care Connect's Preferred Supplier List.

You may choose a service provider that is not from Care Connect's Preferred Supplier List. However Care Connect does not take responsibility for services undertaken by these providers and cannot verify the quality. Care Connect will encourage these service providers to become a preferred service provider if appropriate.



Guidance

Providing a pathway

Our Case Managers will work one-on-one with you to provide a roadmap of the health system and propose a range of possible pathways forward.

Case Managers are trained in supporting you to identify the type of supports you require. This approach builds your capacity to make informed decisions now and into the future.

Providing guidance options

Guidance can come in the form of:

- meeting with you to understand your history of support
- providing you with a range of service provider options
- offering you activities that will support your ability to participate in the community
- acting as your advocate through the health process
- ensuring quality outcomes by informing you of the most up-to-date products, services and processes in community care.

Our Case Managers will maintain ongoing communication with you to ensure that your support is set at an appropriate level.

“I really appreciate the support I get from Care Connect and I think that without the help from the organisation I don’t know what I would do”

Mary, Melton



Information

Information provision

Information is central to making good decisions. As a result our Case Managers are regularly in contact with government departments, industry bodies, networks, associations and service providers. These meetings ensure our Case Managers have up-to-date information about the many services, products and supports on offer in your local area.

Case Managers will then liaise with you to develop a support plan that meets your independent living requirements.

To complement this Care Connect will provide:

- ongoing one-on-one support
- program-specific information (flyers and brochures)
- information about complementary services offered by other service providers
- advocacy with key organisations when required.

Access to information

We offer information in a range of formats and languages including:

- a translation support service (see back cover of booklet)
- information created in a range of media (audio, online)
- information written in a manner that is culturally and linguistically appropriate
- a free 1800 number
- a website that is updated regularly with useful links.



Aged Care Services

Care Connect specialises in providing assistance to frail aged people living at home.

Our Case Managers organise support and services to help you live at home and participate in your community. They are highly skilled to:

- assist you with referrals to services
- assist you with health and wellbeing
- keep you informed about services and opportunities (including new types of funding for home care and support)
- ensure you receive the maximum financial benefits and community services you are entitled to.

If you are without support in the community our trained Case Managers will assist you in finding services.

Our Case Managers will also assist your carer in accessing services and supports they need to continue caring for you.

Private case management

Private case management is available if you require immediate support to assist you living at home. Care Connect's private case management service can assist you whilst you wait for a government-funded care package or if you are not eligible for subsidised support. Our Case Managers have valuable knowledge and experience in the community, aged and disability sectors.

Our service offers:

- professional assessment and information
- referrals to support services
- access to medical and nursing services
- access to coordinated respite care, mental health and community services
- access to recreational, social, educational and employment services
- coordination of a wide range of community and ancillary health services
- coordination of service purchase and payment.

Government-subsidised programs

Care Connect manages a range of aged care programs on behalf of the Department of Health & Ageing (DoHA).

Care Connect also manages a range of state government funded programs on behalf of the:

- Department of Health (NSW)
- Department of Ageing, Disability & Home Care (NSW)
- Department of Human Services (VIC)
- Department of Health (VIC).

You can apply for a government package if:

- you want to remain living at home with appropriate and reliable support
- you have a range of needs arising from physical, medical, social and/or psychological factors
- you would like expert assistance to arrange your services and monitor your care needs
- you require assistance in order to live safely at home.



“I would like to express my gratitude and appreciation to you and your team of helpers for assisting my mother with her daily chores and thank you for the kindness and impeccable service you provided her when she needed it most”

Helen for Nina, Mt Druitt



Disability Services

Care Connect specialises in providing assistance to individuals with a disability living at home.

Our Case Managers organise support and services to help you live at home and participate in your community. They are highly skilled to:

- assist you with referrals to services
- assist you with health and wellbeing
- keep you informed about services and opportunities (including new types of funding for home care and support)
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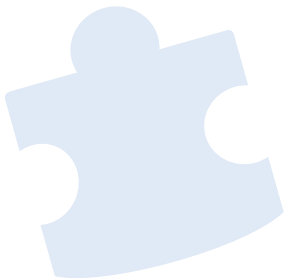
Government-subsidised programs

Care Connect manages a range of disability-related programs on behalf of the:

- Department of Health (NSW)
- Department of Ageing, Disability & Home Care (NSW)
- Department of Human Services (VIC)
- Department of Health (VIC).

You can apply for a government package if:

- you want to remain living at home with appropriate and reliable support
- you have a range of needs arising from physical, medical, social and/or psychological factors
- you would like expert assistance to arrange your services and monitor your care needs
- you require assistance in order to live safely at home.



Respite Services

Respite offers a carer the opportunity to have a short-term or long-term break from caring duties. Respite may mean the carer has a break for a few hours, a few days or a few weeks.

A carer can be a family member, friend, neighbour or community volunteer.

Supporting carers in maintaining their own level of support enables them to stay fit and active in their own lives.

Respite services may include in-home care or out-of-home care, such as a day centre or residential care.

Care Connect values the vital contribution carers make and supports them by:

- providing access to carer-related information
- connecting them with other carers as a support network
- providing two purpose-built respite centres (Victoria).

“Respite offers a carer the opportunity to have a short-term or long-term break from caring duties”



Respite Retreats

Rosebud Retreat

The Rosebud Retreat is a beautiful three bedroom unit that accommodates up to eight people.

Located in Rosebud on the Mornington Peninsula, just 75 minutes from Melbourne, this retreat offers short-term respite for carers (and their families) who support the frail aged, people with a disability or people with a mental health issue.

The retreat is available for use seven days a week.

For booking enquires phone **03 9362 8000** or email **rosebudretreat@careconnect.org.au**



Daylesford Retreat

The Daylesford Retreat is a charming three bedroom home that accommodates up to six people. **The Daylesford Retreat is a wheelchair-accessible house.**

Located in Daylesford, just 90 minutes from Melbourne, this retreat offers short-term respite for carers (and their families) who support the frail aged, people with a disability or people with a mental health issue.

The retreat is available for use seven days a week.

For booking enquires phone **03 9362 8000** or email **daylesfordretreat@careconnect.org.au**



The Department of Human Services (DHS) and the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) provided set-up funding for the respite houses.

Making a contribution


There are many ways you can contribute positively to the lives of frail aged people, people with a disability and carers.

Sharing your story

Have you learnt about a new service, heard about an innovative product or got an inspirational story to share?

If so we would love to share your experience and knowledge with the wider Care Connect community.

To contribute information to our quarterly publication 'Connections' or to receive a free copy of the publication please contact our Marketing Coordinator on **1800 116 166** or email **info@careconnect.org.au**



“Make a positive contribution to the lives of others”

Making a donation

Making a donation to Care Connect supports our ability to deliver quality aged care, disability and respite services to the community.

To find out how you can support frail aged people, people with a disability and carers contact our Fundraising Manager on **1800 116 166** or email **donations@careconnect.org.au**

Donations can be made over the phone by calling **1800 116 166** or online by visiting **careconnect.org.au**.

Every donation over \$2 is tax deductible.

Care Connect follows a strict policy and procedure for all donations received and is a member of the Fundraising Institute of Australia.



Offering feedback

One of the most important ways you can participate is to give us feedback about your experience with our services. We are interested to hear from you and value all feedback. We record and follow up all complaints.

To give a compliment or make a complaint:

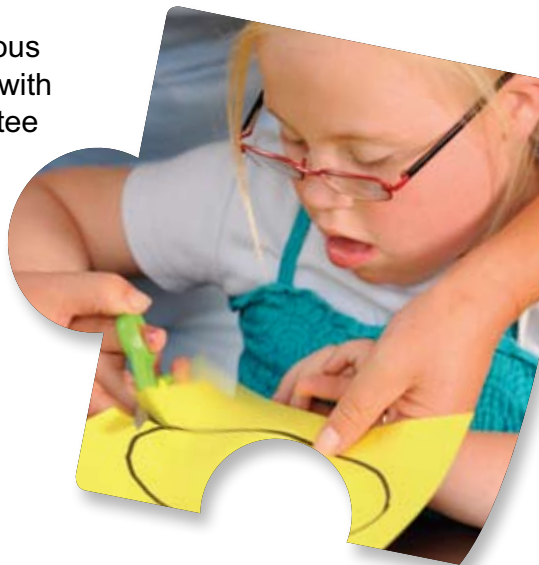
- call or write to your Care Connect Case Manager
- telephone Care Connect's Quality Manager on **1800 116 166** or email **info@careconnect.org.au**
- participate in Care Connect's annual survey.

Consumer Voice Committee

Care Connect's Consumer Voice Committee (CVC) consists of clients and carers who use or have used Care Connect's services.

The committee acts as a representative voice for community care consumers and works in partnership with Care Connect to improve consumer outcomes.

The committee meets monthly at various Care Connect offices around Victoria with a dedicated Consumer Voice Committee facilitator. These meetings provide members the opportunity to interact with Care Connect staff and share their experiences and ideas.



Frequently asked questions

How much will it cost?

The funding Care Connect receives does not cover the full cost of delivering direct care services. As a result, costs are assessed on an individual basis and discussed upon referral or admission to the service. No one is excluded from receiving a service due to financial hardship.

To access our services through government-subsidised care programs clients are assessed against program eligibility criteria.

For more information about costs contact Care Connect on **1800 116 166** or email **info@careconnect.org.au**

How long will you support me?

You have a secure place with Care Connect until you no longer need this service. Care Connect will only cease your services if:

- you advise us you that wish to terminate this agreement
- your needs can be more appropriately met by other types of services or care e.g. if Care Connect does not have sufficient resources to meet your needs
- the welfare and safety of Care Connect staff and/or staff from other providers is in jeopardy.

If Care Connect ceases your services, we will first discuss the situation with you and/or your representative and we will plan alternative services with you and assist in changing you over to the other service.

Does your service cover the area I live in?

Care Connect has a variety of government-subsidised programs. For more information about program locations contact Care Connect on **1800 116 166** or email **info@careconnect.org.au**

What are the eligibility criteria?

To access our services through government-subsidised programs you must be assessed against various eligibility criteria. For more information about eligibility contact Care Connect on **1800 116 166** or email **info@careconnect.org.au**

If for whatever reason we are unable to support your needs we will refer you to another agency better equipped to deal with your individual requirements.

What happens if my circumstances change?

If your circumstances change talk with your Case Manager who will plan with you the best options available to suit your changing circumstances.

What services do you provide?

Our highly trained staff:

- assess your support requirements
- prepare and manage your support plans
- facilitate community supports and personal/homecare services
- provide advocacy to promote your independence and protect your rights
- review your progress and needs
- monitor the quality of your services to meet your needs and ensure quality and value-for-money.



Who provides the care at home?

The services you receive are provided by service providers on Care Connect's Preferred Supplier List. They are selected carefully to match your preferences and needs. Care Connect requires its service organisations to meet strict standards including employing staff who are qualified and experienced in aged and disability care.

Useful information

Aged Care

National aged care links

AgedCarer: www.agedcarer.com.au

Department of Health and Ageing: www.health.gov.au

Department of Veterans' Affairs: www.dva.gov.au

Aged and Community Services Australia: www.agedcare.org.au

NSW aged care links

Department of Ageing, Disability & Home Care: www.adhc.nsw.gov.au

NSW Department of Health: www.health.nsw.gov.au

Aged and Community Care Association of NSW & ACT:
www.agedservices.asn.au

QLD aged care links

Queensland Health: www.health.qld.gov.au

Aged Care Queensland: www.acqi.org.au

VIC aged care links

Department of Human Services: www.dhs.vic.gov.au

Department of Health: www.health.vic.gov.au

Aged and Community Services: www.accv.com.au

Disability

National disability links

Able Australia: www.ableaustralia.org.au

Association for Children with a Disability www.acd.org.au

National Disability Services: www.nds.org.au

National Association of Community Legal Centres: www.naclc.org.au

NSW disability links

Department of Ageing, Disability & Home Care: www.adhc.nsw.gov.au

NSW Department of Health: www.health.nsw.gov.au

Disability Council NSW: www.disabilitycouncil.nsw.gov.au

QLD disability links

Queensland Health: www.health.qld.gov.au

Department of Communities – Disability and Community Care Services:
www.communities.qld.gov.au/disability

Queensland Aged and Disability Advocacy: www.qada.org.au

VIC disability links

Department of Human Services: www.dhs.vic.gov.au

Department of Health: www.health.vic.gov.au

Victorian Advocacy League for Individuals with a Disability:
www.valid.org.au

Respite

National respite links

Carers Australia: www.carersaustralia.com.au

Commonwealth Respite and Carerlink Centre: www9.health.gov.au

NSW respite links

Carers Australia NSW: www.carersnsw.asn.au

Queensland respite links

Carers Australia Queensland: www.qld.carersaustralia.com.au

VIC respite links

Carers Australia Victoria: www.carervictoria.org.au

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**.

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



National Office

Level 1, 204-206 Gipps Street,
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