



Need help?
1300 866 464

Getting started ...

Welcome to Care Connect. Inside this booklet, you will find a variety of helpful information. If you have any further questions, please give the team a call. Care Connect is here to make life easier.

1. What is the Client Portal?
2. How do I register and log in to the Client Portal?
3. Advocacy support and resources.
4. Carer support and resources.
5. Rights as a consumer receiving aged care services.
6. Responsibilities as a consumer receiving aged care services.
7. What is EziDebit, and how does it work?

1. What is the Client Portal?

The Client Portal is a central location where you can access and manage information relevant to Care Connect and your services, such as:

1. View your schedule of services.

- Use the My Schedule buttons and arrow keys to look at your schedule, current and future.

2. Request to cancel or change an appointment or service.

- Click on a future appointment (24hrs before it's due) in your calendar to make a change.

3. Request to review your appointment.

- If a service differed from the schedule, e.g. didn't occur, shorter, longer, click on it to request a review.

4. Download a Summary of Services.

- If you need a copy of any documents on the portal, they are all available to download.

5. Enquire about additional services.

- Click on the SERVICES link to enquire about additional services.

6. Invite family or carers to join your Client Portal.

- Scroll down to MY PERSONAL DETAILS.
- Click the down arrow key next to the name of your emergency contact. Now enter their email address and click the INVITE button.
- They will receive an email that will enable them to register and log in to your portal too. (You can control what they see by ticking boxes in the SETTINGS.)

7. Share your information with family or carers.

- Click on SHARE SCHEDULE if you would like family or loved ones to have a copy too.

2. How do I register and log in to the Client Portal?



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1. To REGISTER, visit: www.careconnect.org.au

- Click on CLIENT LOG IN or type in myportal.careconnect.org.au
- Click on the REGISTER tab.
- Enter your name, email etc.
- You can find your Client ID on your Summary of Services Statement.
- Create a password with a minimum of 8 characters, at least one capital, one lowercase and a number please.
- Click REGISTER.
- Check your email folder and open the email from Care Connect Support.
- Click the link in the email to confirm your registration.

LOG IN REGISTER

Last Name

Client ID

Email Address

Password
 Show Password

REGISTER

To LOG IN, visit: www.careconnect.org.au

- Click on CLIENT PORTAL or type in myportal.careconnect.org.au
- Click on the LOG IN tab.
- Enter your name, Client ID etc.
- Click LOG IN.

LOG IN REGISTER

Last Name

Client ID

Email Address

LOG IN

Life, made easier

3. Advocacy support and resources.

You may be interested to know more about advocacy. Having someone there to listen and identify solutions that put your needs first can help you stay in control of your aged care.

3.1 Who is regarded as an advocate?

- Your advocate can be someone you know and trust, like a family member or friend.
- An advocate can also be from an independent organisation that specialises in advocacy.
- An advocate will act on your behalf to support and promote your health and care rights.
- You may choose to have an advocate to ensure your voice is heard and your needs are accurately and fairly represented.

3.2 Is there a cost involved with having an advocate?

- Depending on the matter they are helping with, some advocacy services are free, and others may come at a cost.

3.3 Where can I go to learn more about advocacy?

- Older Persons Advocacy Network is a national service that provide support, information and resources.
- Please visit Older Persons Advocacy Network.

www.opan.gov.au

1800 700 600



4. Carer support and resources.



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Carers play an essential role in the lives of those who require assistance. However, many people don't classify themselves as a carer. A carer can be a child, parent, partner or friend who cares for someone close to them. If you care for a friend or loved one, you can get help and support from the government and other organisations.

4.1 Who is regarded as a carer?

- Anyone who assists or cares for a family member or a friend who has a disability, health condition, chronic illness, dementia, mental illness or is aged and frail is regarded as a carer.

4.2 Did you know there are supports and resources available for carers?

- There are organisations that provide support and resources for carers.
- You may be able to access payments and other financial support to help with costs associated with being a carer.
- The Australian Government provides payments to support carers.

4.3 Where can a carer go for support?

- Carer Gateway is a national service funded by the Australian Government to provide support, information and resources.
- Please visit Carer Gateway.

www.carergateway.gov.au
1800 422 737



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5. Rights as a consumer receiving aged care services.



All consumers have rights, regardless of the type of care and services they receive. The Charter explains in detail what should be expected from the care and services you receive from your aged care provider.

You have the right to:

- Choose your provider of services and have the flexibility to change your provider if you wish.
- Receive reliable, coordinated, safe, quality care and services to help you meet your goals and ongoing needs.
- Receive care without being obliged to feel grateful to those providing your care.
- Be accepted as an individual and be treated respectfully and with dignity.
- Be treated without exploitation, abuse, discrimination, harassment or neglect.
- Receive support, choice and flexibility to determine your goals and ongoing needs and to make decisions to maintain your independence for as long as possible.
- Have an advocate or representative participate in decisions relating to your care.
- Receive a written agreement and plan of care and services, ongoing reviews of care and services you receive, and modification of the care and services as required.
- Receive an individualised budget for care and services, including reviews of this budget, full disclosure of all costs, and a monthly statement of your expenditure, showing the remaining funds available.
- Privacy and confidentiality of your personal information, and access to your personal information.
- Be given information on how to make complaints without fear of losing care or being disadvantaged in any other way.
- Not to be denied care and services because of your inability to pay a fee for reasons beyond your control.
- Receive a copy of the Charter of Rights and Responsibilities and help to understand any part of it.

6. Responsibilities as a consumer receiving aged care services.



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Responsibilities apply to all consumers, regardless of the care and services they receive. The Charter explains in detail your responsibilities as a consumer receiving care and services from your aged care provider.

You have the responsibility to:

- Give Care Connect enough information to assist in developing, delivering and reviewing a care plan with you.
- Abide by the terms of the written Client Agreement.
- Notify Care Connect of any changes, and provide reasonable notice if you don't need your Care Manager or services on a particular day.
- Accept responsibility for your actions and choices and the outcomes of your own decisions.
- Respect the rights of care workers and service providers, and treat them with respect.
- Allow safe and reasonable access for care workers and service providers to your property.
- Inform Care Connect about any problems with your care and services.
- Pay any charges as specified in your Client Agreement, or negotiate an alternative arrangement with Care Connect, if any changes occur in your financial circumstances.
- Inform Care Connect immediately, if you intend to cease home care services.

You are entitled to receive a full copy of the Charter of Human Rights and Responsibilities under The Aged Care Act 1997, Schedule 2 User Rights Principles 2014 (amended on 27 February 2017).

Please contact us if you would like to receive a copy or discuss any questions you may have. A copy is also available on our website: careconnect.org.au/aged-care-home/your-rights-and-responsibilities.

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7. What is EziDebit, and how does it work?



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EziDebit Australia is a safe, secure and convenient way of making regular payments. Once set up, payments will automatically be deducted. If needed, your payments may be canceled or placed on hold.

1. Let's get started.

- First, please fill out the form (Green) and return it in the reply-paid envelope supplied.
- Nominate a bank account or credit card.
- Specify the amount to be deducted monthly OR make a one-off payment.
- Nominate a date between the 20th and 25th of each month for payments.

2. Whose name should go on the EziDebit form?

- Ensure the person's name on the invoice matched the name on the EziDebit form.
- Make sure the form is signed and dated by the bank account or credit card owner.

3. How frequent are EziDebit payments?

- Monthly payments are preferred, but you can make weekly payments.

4. Will I be charged any fees associated with using EziDebit?

- You will not be charged any associated fees for using EziDebit.
- If there are insufficient funds in your nominated account, your bank may charge a dishonour fee which you will be responsible for.