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# Extended Aged Care at Home (EACH) Packages

## What are Extended Aged Care at Home packages?

Extended Aged Care at Home (EACH) packages are individually planned and coordinated packages of care, tailored to help frail older Australians remain living at home. They are funded by the Australian Government to provide for the complex care needs of older people.

## What help is available?

EACH packages are very flexible and are designed to help with individual care needs. Generally a person who requires high level care could be eligible for an EACH package, and the types of services that may be provided as part of an EACH package include:

- registered nursing care;
- care by an allied health professional such as a physiotherapist, podiatrist or other type of allied health care;
- personal care;
- transport to appointments;
- social support;
- home help; and
- assistance with oxygen and/or enteral feeding.

## Who will provide the care?

The Australian Government provides EACH approved providers with a daily subsidy per package to supply and coordinate care services for frail older people. The individual services within an EACH package may be provided by a variety of organisations in your local area, but will be coordinated and planned by the approved aged care service provider.

## How can I access an EACH package?

To receive an EACH package you must be assessed by an Aged Care Assessment Team (ACAT) as requiring high level care. Information on ACATs is available from doctors, hospitals, and community centres or by calling the Aged Care Information Line on **1800 500 853\*** or Commonwealth Respite and Carelink Centres on **1800 052 222\***. ACAT assessments are free of charge.

If your ACAT assessment approves you as eligible for high level care and you have expressed a preference to be cared for in your home, the ACAT will refer you to a local service provider who may offer you an EACH package if there is one available.

## How is an EACH package arranged?

When a service provider accepts you, a package of services will be tailored to meet your needs as assessed by the ACAT. The service provider will discuss the options available for meeting your care needs and a Care Recipient Agreement will be created.

You, your family or representatives including your carer have the right to negotiate with the provider on the types and levels of care to be provided. After you have agreed on your care, the service provider will give you a copy of your Care Recipient Agreement and Care Plan setting out the services you will receive.



## How much will I have to pay?

You may be asked to pay a fee for an EACH package of care. The amount charged forms part of your Care Recipient Agreement between yourself and the service provider.

For older people on the maximum basic rate of single pension, fees must not exceed 17.5% of that pension. The maximum fee changes each March and September, in line with changes to the pension. The current maximum fee is available from the Department of Health and Ageing website: [www.health.gov.au](http://www.health.gov.au) or by calling the Aged Care Information Line on **1800 500 853**\*

People on higher incomes\*\* may be asked to pay additional fees. This is limited to 50% of any income above the maximum pension rate. The service provider must inform you of its fees policy. However, no one will be denied a service they need, based on an inability to pay fees.

\*\* 'Income' means income after tax and the Medicare levy.

## What quality of service can I expect?

The Australian Government has specified standards for EACH packages of care, which approved providers are legally required to meet to ensure that care recipients receive care of the highest quality. Recipients of an EACH package of care (or their representative) are entitled to:

- quality services that meet their assessed needs;
- where possible, their preferred level of social independence;
- access information about the care options available and the facts they need to make informed choices;
- access to details of the care being provided; and
- take part in developing a package of care that best meets their needs.

## What are my rights and responsibilities?

On 1 October 2009 the Australian Government introduced the Charter of Rights and Responsibilities for Community Care (the Charter).

The Charter is a legal document that explains the rights of people receiving aged care services in the community, as well as their responsibilities, including their responsibilities towards care workers.

Copies of the Charter are available electronically on the Department of Health and Ageing website.

## What if I have a complaint?

If you, your family or your representatives are not happy with the service provided as a part of your EACH package, you have the right to complain. The Australian Government has put arrangements in place for people to do this. If after talking to your service provider the problem has not been resolved, the Aged Care Complaints Investigation Scheme is available.

The Aged Care Complaints Investigation Scheme can be contacted on **1800 550 552**\*

Recipients of EACH packages of care, their families and their representatives are also able to access advocacy services. Advocacy services help people find out what they are entitled to. For information on advocacy services, please contact the Aged Care Information Line on **1800 500 853**\*

## What is the subsidy rate for Extended Aged Care at Home packages?

The subsidy rate changes each year on 1 July. The current rate is available on the Department of Health and Ageing website: [www.health.gov.au](http://www.health.gov.au) or by calling the Aged Care Information Line on **1800 500 853**\*

Oxygen and enteral feeding supplements are also payable in some circumstances.

## Key Documents

The following key documents which govern EACH service provision are available for download in PDF format from the Department of Health and Ageing website [www.health.gov.au](http://www.health.gov.au)



### **Payment Agreement**

Details the current Payment Agreement that is to be signed by the service providers of EACH packages and the Australian Government.

### **Standards**

Details the current standards that must be met by the service provider. This document is schedule 1 to the Payment Agreement.

### **Specified Care and Services**

This document is schedule 2 to the Payment Agreement, and lists the specific care and services available to the care recipient.

### **Annual Financial Reporting Statement**

This document is schedule 3 to the Payment Agreement, and is a requirement by the Australian Government of all EACH service providers.

If you are having problems downloading these PDF files please send an email to: [acc@health.gov.au](mailto:acc@health.gov.au) for a copy to be sent to you.

#### **\*Cost of phone calls**

Calls to 1800 numbers are generally free to the caller when made from a land line.

Calls to 13 or 1300 numbers are charged at a low fixed amount to the caller when made from a land line.

All calls made from mobile phones are charged at the rates applicable to each phone provider.

All calls made from public phones are charged at the rates applicable to each phone provider.