








SELF-MANAGEMENT IN HOME CARE PACKAGES



CONSUMER GUIDE TO SELF-MANAGEMENT

CONTENTS

	PAGE	
Introduction	3	
What is self-management?	4	
Key features of self-management	5	
Is self-management right for you?	6	
Getting started	8	
1. Skills and Knowledge	9	
2. Support Workers and Suppliers	11	
3. Spending	14	
4. Transparency	17	
5. Help and Support	20	
Quality Standards	22	
What can my package be spent on?	23	
Charter of Consumer Rights	26	
Frequently Asked Questions	27	



INTRODUCTION

Welcome to COTA Australia's Self-management in Home Care Packages: Consumer Guide to Self-management.

This is your complete guide to self-management from a consumer's perspective. It outlines the important elements that make up a successful experience of self-managing your home care package.

Reading this Guide will help you understand the concepts, principles, tasks and activities of self-management.

You will discover how to prepare yourself to gain more control and independence in the day-to-day tasks of your home care package.

This Consumer Guide to Self-management is a companion to the Consumer Self-management Toolkit



WHAT IS SELF-MANAGEMENT?

Older people have been looking after themselves and others for a long time. Self-management in home care packages acknowledges that older people and their carers understand their own care and support needs, and bring skills and experience to continue to make decisions in their lives.

There is no single way to describe self-management in the context of home care. Each consumer's motivation to self-manage is as individual as they are. And just as importantly, each provider is different with their strengths, strategy, orientation and business model.

Self-management does not mean that a consumer is left to their own devices. All providers must remain involved with their self-managing consumers to make sure they have the care and support they need.

Idea in Brief

In self-managed care, the consumer is active in managing the practical tasks of their home care.

Consumers can choose the types of activities and the level of involvement they wish to have.



You're in the driver's seat....

You have choice and control, **at a level you feel is right for you**, over the way your home care funding is directed to support your health and well-being.

KEY FEATURES

Self-management gives consumers and carers:

- ❑ more control of how their funding is spent,
- ❑ shared authority to decide on purchases,
- ❑ a way of directly paying for services, products and activities relevant to their care,
- ❑ a way to choose support workers and other contractors.

This Guide is organised into the following sections to guide you through our model of self-management:

SKILLS AND KNOWLEDGE

Sound skills and understanding of tasks involved in self-management

SUPPORT WORKERS AND SUPPLIERS

Choice of workers and suppliers or preferred organisation

SPENDING

Make decisions and directly make purchases aligned with care plan

TRANSPARENCY

Transparent access to up-to-date statement of funds available

HELP AND SUPPORT

Access to helpful people and other resources when needed

IS SELF-MANAGEMENT RIGHT FOR YOU?

Who can self-manage?

Any consumer, their carer or other representative, may wish to be more involved in self-managing their home care package. A consumer's capacity or suitability to manage their own home care package is not for the provider to decide. The Aged Care Act states that consumers have the right to choose the level of involvement they have over their package, however, a partnership approach to self-management works best.



Providers need to offer:

- Consistent information to prepare consumers for self-management.
- Clear agreement around mutual responsibilities and obligations.
- Ongoing support and involvement, in line with Aged Care Quality Standards.

IS SELF-MANAGEMENT RIGHT FOR YOU?



Idea in Brief

It is important to understand the concept of self-management so you can manage your home care package well. Self-management varies from person to person and from provider to provider.

Some providers only offer self-managed home care, some offer both self-managed plus provider-managed home care, some offer shared management, and others won't offer self-management at all.

GETTING STARTED

STEP 1: CONTACT YOUR PROVIDER

Let your provider know you're interested in self-management.

- Each provider differs in their approach to self-management
- Shop around if your provider doesn't match your needs

STEP 2: CHECK IF YOU'RE READY

- Read through this Consumer Guide to familiarise yourself with self-management
- Complete the **Getting Ready** checklist in the Consumer Toolkit

STEP 3: TAKE CHARGE

- Re-evaluate your care and support needs using the Consumer Toolkit

STEP 4: DECIDE WHO DOES WHAT?

Work out the tasks you'd like to do as a self-managing consumer.

- You will need to decide what tasks you and your provider will each be responsible for.
- Complete the **Who Does What?** checklist in the Consumer Toolkit.

STEP 5: GET THINGS SET UP

*Work through the **To Do Lists** for each section in this Consumer Guide.*

- The types of tasks you will do will depend on the self-management model used by your provider.

SKILLS AND KNOWLEDGE

The **Getting Ready** checklist describes the knowledge, skills and attributes you are likely to need to self-manage your home care package.

Understanding your care and support needs is an important part of self-management. Your care plan should reflect your unique qualities, characteristics and life experiences to ensure you achieve the best possible health and wellbeing.



Idea in Brief

It is essential to have a good understanding of your tasks and responsibilities as a self-managing consumer.

Your provider can help you develop the knowledge and skills you need to self-manage your home care package.

Key considerations for you as a self-managing consumer:

- Be active and involved in your care.
- Work in partnership with your provider.
- Ensure you understand your provider's policies around self-management.
- Develop the skills you need and familiarise yourself with new systems.
- Understand the costs involved in self-management. Your provider should be able to discuss costs and charges in-depth.
- Understand your self-management responsibilities.
- Identify and ask for the help, information, resources or training you need to manage your package well and with confidence.
- Ensure you know how to initiate changes to care plans and other documents if your health, preferences or home environment changes.

SKILLS AND KNOWLEDGE

You, or your carer or representative, can take on the role of self-managing the package. Self-management is not a 'one size fits all' approach; it's about being flexible depending on your situation.



Not all tasks listed here will apply to you, so ask for help from your provider if you're unsure. In many cases, these tasks will need to be coordinated with your provider, so it's best to work together through this list.

TO DO LIST:

- ☐ Read all the information available to you on the COTA Australia website,
- ☐ Talk with your provider about self-management and understand their approach including the kinds of tasks, responsibilities and systems involved,
- ☐ Read through your home care Agreement and any policies from your provider that are relevant to self-management,
- ☐ Make sure you understand your responsibilities – and those of your provider,
- ☐ Review your care plan to make sure it meets your needs,
- ☐ Gain the skills and knowledge you need, as required by your provider, for the self-management model that you're working with,
- ☐ Ask your provider for help, if you need it.

SUPPORT WORKERS & SUPPLIERS

Getting involved

You are encouraged to play a more active role in choosing and managing your support workers and suppliers.

You can choose your own workers and suppliers for your care needs, but some limitations apply and you must talk with your provider first to understand their requirements.

While your provider hosts the home care package, you are entitled to choose some services and support workers external to them. This freedom of choice is a key aspect of self-management.



Idea in Brief

You can choose your support workers and suppliers. How you do this and where you can source them from depends on what your provider offers as part of their self-management service.

You can choose your level of involvement in the daily management of your care support workers. There are many options in managing the contractual aspect of this arrangement: some providers create individual contracts with each external worker, while others use online platforms to manage the process. It will vary depending on your provider, but if their arrangements do not suit you, you can look around for a new provider who meets your needs.

SUPPORT WORKERS & SUPPLIERS

What are your options?

You may be able to select workers from the following sources:

- workers already working with you,
- from your provider's 'preferred provider' list,
- people you know from your neighbourhood or community,
- online platforms that connect people directly with independent care and support workers in local communities, eg. Mable.



What you need to know:

Your provider:

- will have a process in place for you to choose your workers and suppliers,
- is legally responsible for your safety when it comes to your home care, so they must be involved in the process of contracting workers and setting up suppliers that you have chosen,
- will need to establish contracts or arrangements with anyone coming to your home to provide care services or other services,
- may not agree to your arrangements if your chosen supplier or worker does not meet their requirements.

SUPPORT WORKERS & SUPPLIERS

Idea in Brief

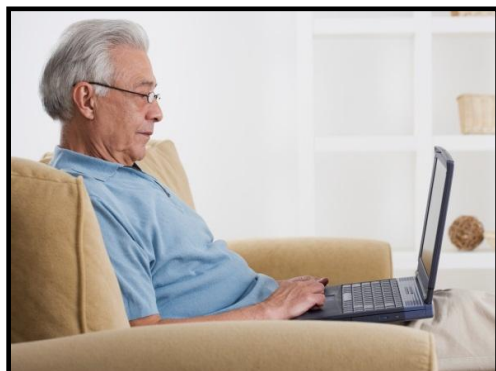
Choosing support workers and arranging contracts is only a small part of the overall picture. How involved you want to be with the induction, management, communications and monitoring of workers needs to be discussed with your provider.

In a self-management model, you do not need to be involved beyond the 'choosing' part, but you can be more involved if you want to should this option be available through your provider.

To do list:

Not all tasks listed here will apply to you, so ask for help from your provider if you're unsure. In many cases, these tasks will need to be coordinated with your provider, so it's best to work together through this list.

- ☐ Book time with your provider to talk through how they can help you choose your own support workers, whether that's through an online platform or independent contracts, and if they have their own pool of internal staff.
- ☐ Register with an online platform if needed and set up your account.
- ☐ Search for workers and help with their induction together with your provider.
- ☐ Agree on responsibilities with your provider and your workers in management of staff, including hourly rate, communication, cancellation arrangements and rostering.
- ☐ Read the Care and Services Schedule (page 23) for ideas on services allowable in home care.
- ☐ Create an emergency plan for action in case things go wrong - ensure your workers and your provider all have a copy.



SPENDING

Self-management can provide ways for you to take more control of your home care package funding, so you can buy services and supplies that relate to your care needs. Even in self-management, all spending needs to be matched to your care plan, and fit within your home care budget.

You will need to consider two key things:

1. the process of making decisions and,
2. the way you make purchases.



Idea in Brief

You can buy some services and supplies directly. What you can buy – and how – will depend on your provider.

Following a consistent decision-making process is critical so that you don't make mistakes.

1. Decision Making Process

As a self-managing consumer, you can think creatively about your care and initiate the decision-making process. Rather than immediately contacting your provider for permission, you will have methods and knowledge to first spend some time thinking through the purchase.

Your provider must teach you the processes for decision-making. There are times when it's not easy to figure out if an item or service should be paid for using home care funding. The Australian Government has an 'Included Items' and 'Excluded Items' list, which is fairly broad. Decision-making needs to be consistent and objective for home care package spending that seems to be in the 'grey' area. You and your provider are both accountable for spending taxpayer dollars in a fair and reasonable way.

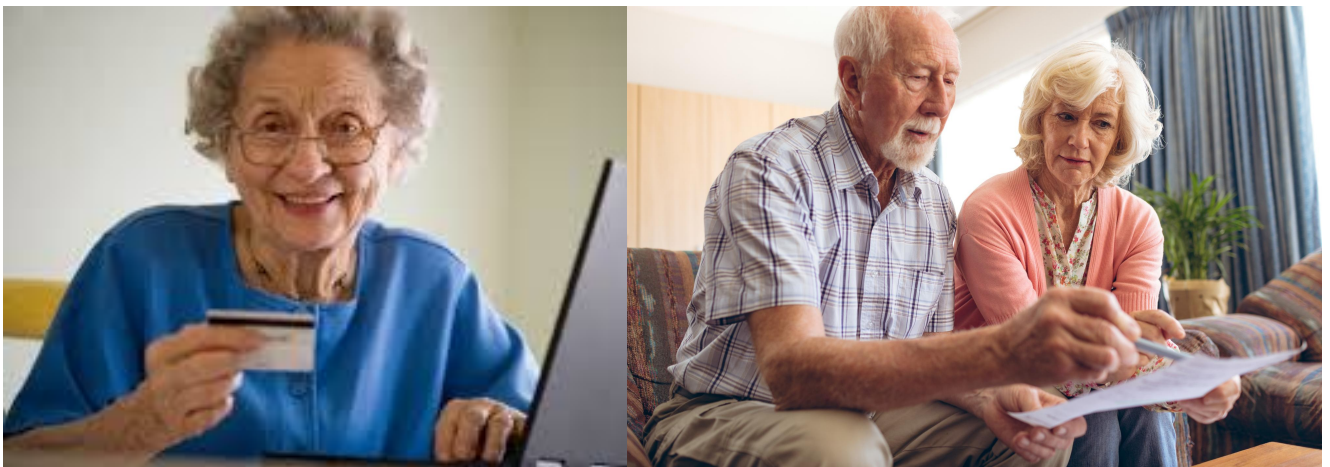
The COTA Australia team have developed a tool for decision-making, and we recommend that you use the Spend Check Tool with your provider.

SPENDING

2. The way you make purchases:

Your provider will have a mechanism for you to make purchases yourself, in line with your care plan and goals. It could include using:

- a debit card for home care package funds, e.g. a Load'n'Go card issued by Australia Post, and/or a dedicated bank account, or
- your personal card/account, with your provider reimbursing you after you've made a purchase, or
- other methods to make direct payments.



Benefits to you:

- You will have a clear process for making decisions about the services and supplies you need to buy for your care.
- You will have authority to buy services and supplies with your home care funding.
- You will spend less time asking for permission to buy simple items that are listed in your care plan or clearly aligned with it.
- You will have the dignity and trust of being able to make purchases that are clearly linked to your care needs, e.g. continence supplies, allied health appointments, taxi fares.

SPENDING

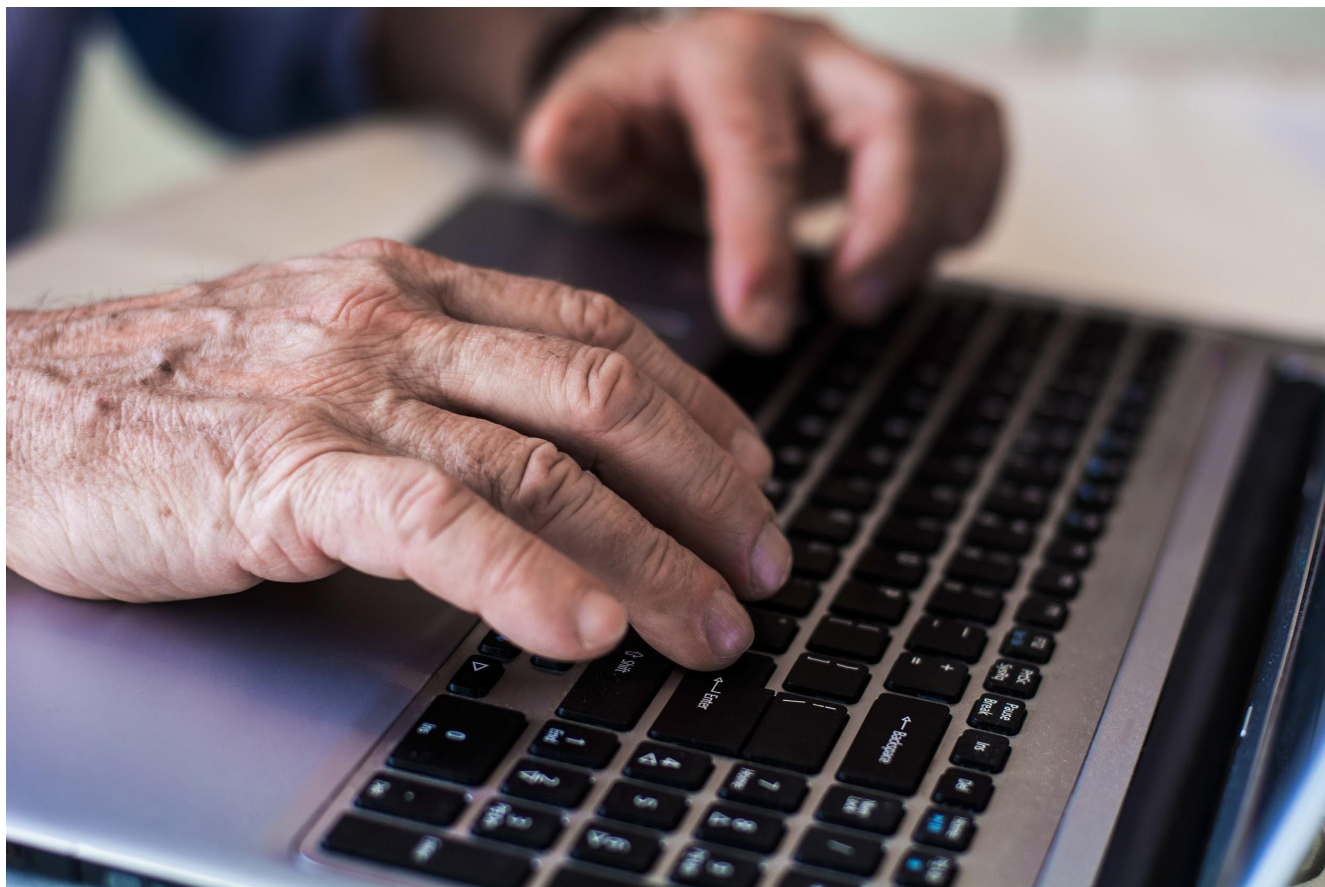
TO DO LIST:

Not all of the tasks listed here will be applicable to you, use your discretion and help from your provider if you're unsure. In many cases these tasks will require coordination with your provider, it's best to work together through this list.

- ☐ Set up the accounts and/or cards you need, which may include providing identification and other establishment tasks.
- ☐ Ensure you understand your provider's process for providing receipts for all spending.
- ☐ Ensure you understand and agree to your responsibilities to your provider and for general card use.
- ☐ Read and understand the decision-making processes for spending funds, including the Spend Check Tool and the eligible spending guiding legislation on pages 22, 23 & 24 of this document.



TRANSPARENCY



In self-management, you will need access to information in a timely way, to help you with purchases, and for communicating with support workers and other suppliers of services.

TRANSPARENCY IN HOME CARE SPENDING:

Your provider will show you how to access your up-to-date home care funds balance. How they do this will be different for each provider.

For example, some may use an online portal, phone app or phone calls, while others may use an independent financial intermediary to manage the package finances.

The method they use will influence the skills and technology you will need to set yourself up in self-management.

Idea in Brief

Knowing the amount of funds available to you each day will help you decide what services and supplies to buy and when. Accessing your funds balance frequently will help you to make decisions and purchases by yourself.

TRANSPARENCY

TRANSPARENCY WHEN YOU SELECT AND MANAGE YOUR SUPPORT WORKERS:

You have responsibilities to meet if you wish to select and manage your own workers. You will also need a way to confirm and authorise the work that has been done so that payment can be made. Openness and communication between you, your provider, your support workers and contractors is essential.

Your provider can show you how to set up a profile with an online platform that connects independent workers and consumers together. Make sure the online platform does all the necessary checks and insurances on behalf of the workers.

Alternatively, your provider may contract the support workers as an independent contractor. In this case, you and your provider need to work together to conduct qualification and police clearance checks, as well as seeing evidence of relevant insurances.

The method your provider offers will influence the skills and technology you will need to set yourself up to manage your own care team.

Benefit to the Consumer

- You will know the amount of funds available to you each day.
- You will be able to identify more ways to use these funds.
- With access to up-to-date statements online, you won't need to make as many calls to your provider about your funding.
- If you know how much money you have, it's easier to spend it on your care and support when you need to.



TRANSPARENCY



TO DO LIST:

Not all tasks listed here will apply to you, so ask for help from your provider if you're unsure. In many cases, these tasks will need to be coordinated with your provider, so it's best to work together through this list.

- ☐ Set up your online account to view financial statements for your home care debit card spending.
- ☐ Create an account with an online platform that connects independent workers and customers with each other - ask your provider if you are unsure.
- ☐ Make sure you share online access to your statements with your provider and family members or carers helping you to self-manage.

HELP AND SUPPORT

Even people who are self-managing their home care will need back-up and support from time-to-time. Sometimes unexpected things crop up that mean we need others to step in and help.

Your provider can give you access to resources and provide professional help when you need it. Whilst your provider is responsible for providing basic care management to every consumer, you will need to agree on how you can get additional help, and how much your package may have to pay for it.

Create a contingency plan:

Think about:

- identifying events and/or scenarios that could disrupt your ability to self-manage, even for a short time,
- who you would call if you need support: a trusted support worker? a family member? your Care Manager?
- keeping enough funds in your home care budget to pay for professional help, if you need it,
- making sure you have all the relevant approvals to use residential respite care - just in case...

Idea in Brief

There will be times when you will need help as a self-managing consumer. You may need access to helpful resources, including a care management professional.

Be clear about what sort of help you want and be prepared that there may be additional costs.



HELP AND SUPPORT

- Assess the likelihood of those events and/or scenarios and the risks they pose to your health and wellbeing,
- Have solutions for managing these events and make sure you share your contingency plans with your provider and other important people in your life.

Ask for your provider's involvement in the preparation of this plan as their ideas could prove valuable. Should you require assistance with the initial setting up of services, your provider should be able to direct you to helpful written and digital resources, training and technologies.



TO DO LIST:

Not all tasks listed here will apply to you, so ask for help from your provider if you're unsure. In many cases, these tasks will need to be coordinated with your provider, so it's best to work together through this list.

- ☐ Read the required resources and have helpful information easily accessible to you and your family and/or carers,
- ☐ Work out a plan for keeping in contact with your provider; this may help to identify potential problems before they arise,
- ☐ Know who to contact for advice or help and keep the details handy.

SELF-MANAGEMENT AND QUALITY STANDARDS

Your Approved Provider must comply with the Australian Aged Care Quality Standards, and must deliver care and services in accordance with the *Aged Care Act, 1997* (Cwlth). COTA Australia’s model of self-management attempts to align with Australian Aged Care legislation. The model is designed to complement the ongoing Aged Care Reform agenda, which is strongly premised on Consumer Directed Care.

Providers’ obligations and responsibilities to the Department of Health, and to their consumers, do not change in any way for consumers who choose to self-manage. The same legislation, standards, rights and guidance continue to apply.



Standard 1
Consumer dignity and choice



Standard 2
Ongoing assessment and planning with consumers



Standard 3
Personal care and clinical care



Standard 4
Services and supports for daily living



Standard 5
Organisation's service environment



Standard 6
Feedback and complaints



Standard 7
Human resources



Standard 8
Organisational governance

Excerpt from the Quality of Care Principles 2014 (revised 2018)

Part 1 – Care and services

1 Care services **The following table specifies the care services that an approved provider of a home care service may provide.**

Care services		
Item	Column 1 Service	Column 2 Content
1	Personal services	Personal assistance, including individual attention, individual supervision and physical assistance, with: (a) bathing, showering including providing shower chairs if necessary, personal hygiene and grooming, dressing and undressing, and using dressing aids; and (b) toileting; and (c) dressing and undressing; and (d) mobility; and (e) transfer (including in and out of bed).
2	Activities of daily living	Personal assistance, including individual attention, individual supervision and physical assistance, with communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language, assistance with the fitting of sensory communication aids, checking hearing aid batteries, cleaning spectacles and assistance in using the telephone.
3	Nutrition, hydration, meal preparation and diet	Includes: (a) assistance with preparing meals; and (b) assistance with special diet for health, religious, cultural or other reasons; and (c) assistance with using eating utensils and eating aids and assistance with actual feeding, if necessary; and (d) providing enteral feeding formula and equipment.
4	Management of skin integrity	Includes providing bandages, dressings, and skin emollients.
5	Continence management	Includes: (a) assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas; and (b) assistance in using continence aids and appliances and managing continence.
6	Mobility and dexterity	Includes: (a) providing crutches, quadruped walkers, walking frames, walking sticks and wheelchairs; and (b) providing mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses; and (c) assistance in using the above aids.

2 Support services

The following table specifies the support services that an approved provider of a home care service may provide.

Support services

Item	Column 1 Service	Column 2 Content
1	Support services	<p>Includes:</p> <ul style="list-style-type: none">(a) cleaning; and(b) personal laundry services, including laundering of care recipient's clothing and bedding that can be machine-washed, and ironing; and(c) arranging for dry-cleaning of care recipient's clothing and bedding that cannot be machine-washed; and(d) gardening; and(e) medication management; and(f) rehabilitative support, or helping to access rehabilitative support, to meet a professionally determined therapeutic need; and(g) emotional support including ongoing support in adjusting to a lifestyle involving increased dependency and assistance for the care recipient and carer, if appropriate; and(h) support for care recipients with cognitive impairment, including individual therapy, activities and access to specific programs designed to prevent or manage a particular condition or behaviour, enhance quality of life and provide ongoing support; and(i) providing 24-hour on-call access to emergency assistance including access to an emergency call system if the care recipient is assessed as requiring it; and(j) transport and personal assistance to help the care recipient shop, visit health practitioners or attend social activities; and(k) respite care; and(l) home maintenance, reasonably required to maintain the home and garden in a condition of functional safety and provide an adequate level of security; and(m) modifications to the home, such as easy access taps, shower hose or bath rails; and(n) assisting the care recipient, and the homeowner if the home owner is not the care recipient, to access technical advice on major home modifications; and(o) advising the care recipient on areas of concern in their home that pose safety risks and ways to mitigate the risks; and(p) arranging social activities and providing or coordinating transport to social functions, entertainment activities and other out-of-home services; and(q) assistance to access support services to maintain personal affairs.
2	Leisure, interests and activities	<p>Includes encouragement to take part in social and community activities that promote and protect the care recipient's lifestyle, interests and wellbeing.</p>

3 Clinical services

The following table specifies the clinical services that an approved provider of a home care service may provide.

Clinical services

Item	Column 1 Service	Column 2 Content
1	Clinical care	Includes: (a) nursing, allied health and therapy services such as speech therapy, podiatry, occupational or physiotherapy services; and (b) other clinical services such as hearing and vision services.
2	Access to other health and related services	Includes referral to health practitioners or other related service providers.

Part 2—Excluded items

4 Items that must not be included in package of care and services

The following table specifies the items that must not be included in the package of care and services provided under section 13.

Excluded items

Item	Column 1	Column 2
1	Excluded items	The following items must not be included in the package of care and services provided under section 13: (a) use of the package funds as a source of general income for the care recipient; (b) purchase of food, except as part of enteral feeding requirements; (c) payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent; (d) payment of home care fees; (e) payment of fees or charges for other types of care funded or jointly funded by the Australian Government; (f) home modifications or capital items that are not related to the care recipient's care needs; (g) travel and accommodation for holidays; (h) cost of entertainment activities, such as club memberships and tickets to sporting events; (i) gambling activities; (j) payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.



Charter of Aged Care Rights

I have the right to:

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 to 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.

Consumer

Consumer (or authorised person)'s signature (if choosing to sign)

Full name of consumer

Full name of authorised person (if applicable)

Provider

Signature and full name of provider's staff member

Name of provider

/ /

Date on which the consumer was given a copy of the Charter

/ /

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

Charter of Aged Care Rights takes effect from 1 July 2019

FREQUENTLY ASKED QUESTIONS

How much money do I get on my debit card?

- This amount will be negotiable with your provider.
- Some people prefer to have a small amount for occasional use and others require a significant portion of their package funds if they pay their support workers directly or have regular services and supports they pay for.

Do I need to provide receipts for my purchases?

- **Yes, you will need to provide receipts.** Your provider is accountable to ensure your home care package funds are spent in line with the Quality of Care Principles. A copy of the Care and Services Schedule is on pages 23, 24 & 25.
- Your provider needs to match your spending with your receipts.
- You need to make a plan for how you will supply your receipts to your provider in a timely way.
- You must provide suitable evidence of your purchases for your provider to reimburse you or top-up your debit card.

Will I get a reduced fee as a self-managing consumer?

- Possibly. All providers set their own costs and charges according to how much or how little support you need with self-management.
- How much your package is charged under self-management may also depend on how many activities you manage, and to what extent you manage them.

What is meant by the term ‘supplier’?

- A supplier refers to any person or business that provides a service or product to you. For example: gardener, podiatrist, continence product specialist, equipment supplies, hydrotherapy pool, and so on.

FREQUENTLY ASKED QUESTIONS

Who is ultimately responsible for how the home care funding is spent?

- Your provider is accountable to the Australian Government's Department of Health for how the funding is spent.
- Self-managing consumers share responsibility to ensure spending is in line with home care packages guidelines.
- Home care packages are a taxpayer-funded government program. This means providers and consumers are responsible for ensuring the packages' funds are spent according with each consumer's assessed care needs, and in a safe and responsible way.

Do I need to get permission for every product or service I want to buy?

- Check with your provider. Some choose to simplify the processes and responsibilities, e.g. items that are listed in the care plan can be bought by the consumer without approval from the provider.
- Your provider should have a clear decision-making process in place as part of their self-management model.
- Except for pre-approved spending, you will need to confirm with your provider before you make a purchase.

Can I choose my own support workers?

- Many providers will allow you to select your own support workers and suppliers. Read through the 'Support Workers & Suppliers' section of the toolkit.
- When choosing support workers, ensure they comply with your provider's requirements regarding insurances, police checks and qualifications checks.
- Providers may have varying approaches to sub-contracting. Please check your provider's policies around this first.

FREQUENTLY ASKED QUESTIONS

Who has authority to make spending decisions?

- You are encouraged to make your own decisions about what products and services meet your care needs. Use the Spend Check Tool to guide you.
- Unless already pre-approved, you will need to get approval from your provider before you make any purchase.
- Work with your provider on decision-making around buying products and services.

Who is responsible if things go wrong with my support workers?

- Your provider is accountable to make sure your care staff, supports and services meet the highest quality standards, so they cannot transfer this responsibility entirely to you.
- You have an obligation to work with your provider to meet these quality standards and compliance requirements.
- You need a contingency plan in place in case things go wrong, so you can quickly put the plan into action if you need to.

What happens if there are changes due to a hospital admission, respite care, transition care or a holiday?

- Tell your provider about any changes that may affect your home care funding, e.g. hospitalisation, residential respite care or other leave.
- Your provider is responsible for advising Medicare, which will adjust your subsidy payments accordingly.

FREQUENTLY ASKED QUESTIONS

Who is responsible for monitoring my support worker's quality of care?

- Your provider is accountable to ensure your care staff meet the highest quality standards.
- When contracting your own support workers, you and your workers need an active plan to ensure you are meeting these quality standards.
- You will need to consider things like feedback loops between support workers and your provider, and emergency contacts and procedures.

What are the different options for financial self-management?

These are:

- A debit card issued by your provider's bank, in your name, or
- Your own personal payment method followed by your provider reimbursing funds to that account, or
- A re-loadable debit card.

Can I choose to self-manage even if my provider thinks it is risky for me?

- Under the *Aged Care Act 1997* (Cwlth), consumers have the right to choose how involved they want to be and how much control they have in the provision of their home care.
- You have the right to ask for self-management, but you also have the responsibility to meet the requirements of self-management for consumers.
- Your provider should give you information and training to help you build the skills and knowledge you need to successfully self-manage.

FREQUENTLY ASKED QUESTIONS

What happens if you and your provider disagree about what you can purchase with your funds?

- Work through the Spend Check Tool with your provider.
- If you still don't agree, you can contact the following organisations for help:
 - Older Persons Advocacy Network, Phone: 1800 700 600
 - Aged Care Quality and Safety Commission (Complaints Commission), Phone: 1800 951 822.

My provider doesn't offer self-management, what should I do?

- If you want to pursue self-management, you may need to start shopping around for a provider that offers self-management. You can search for 'home care packages self-management providers' on your internet search engine, or by visiting the My Aged Care Service Finder: <https://www.myagedcare.gov.au/find-a-provider>



Website: <https://www.cota.org.au/information/self-management-in-home-care/>

Acknowledgements

COTA Australia has developed this document in collaboration with a number of valued contributors. The development of this document was funded by the Australian Government through the Dementia and Aged Care Services (DACS) fund.

We'd like to extend our thanks to our key contributors and acknowledge their valuable input including our provider partners, participants, expert reviewers and working parties involved in the Self-management project.

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