

SACRED HEART LOCAL

SACRED
HEART
MISSION



SUPPORT AT HOME

CARE AND SUPPORT FOR PEOPLE
WHEREVER THEY LIVE



Acknowledgement of Country

Sacred Heart Mission respectfully acknowledges the cultural heritage and enduring strength of the Traditional Custodians of the lands and waterways where we work, the people of the Boonwurrung and the Woiwurrung.

Our origins are in St Kilda and we acknowledge and extend our respects to the Elders and community of the Yalukit Wilam people of the Boonwurrung and we are grateful for their guidance, wisdom and partnership.

Our work is deeply inspired by values that define First Nations peoples - community, respect, and resilience. We are committed to fostering an inclusive and culturally safe environment, honouring the cultural significance of the land, waterways, and its people. We extend our respect to all First Nations peoples.



Inclusion Statement

Sacred Heart Mission celebrates people's diversity. We offer a safe and inclusive culture where everyone is welcomed for who they are. We apply an intersectional lens to all our work. We recognise there are many dimensions to one's identity including gender, age, ethnicity, religion, sexuality and ability.

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Support at Home Program

What is Support at Home?

Support at Home is a new aged care program that helps older people live independently and safely in their own homes, for as long as possible. It brings together services that were previously offered under different programs, like Home Care Packages and Short-Term Restorative Care.

As a participant, you will receive services that are tailored to your individual needs. These needs were identified during your aged care assessment and are outlined in your Notice of Decision. Your care manager will work with you to develop a personalised care plan that reflects your goals, preferences, and the types of support you require.

Support at Home includes a variety of service types, such as:

- Personal care (e.g. assistance with showering or dressing)
- Domestic assistance (e.g. cleaning, laundry)
- Meals and food preparation
- Transport
- Nursing and allied health
- Social support and connection

Not all services are available to every participant; your services will depend on your assessed needs and available funding.

For a full list of service types available under Support at Home, please refer to Appendix 1.

INTRODUCTION

About Sacred Heart Local

Sacred Heart Local is a provider of two government-funded Community Aged Care Programs. These are:

- **Commonwealth Home Support Program**
- **Support at Home program**

We provide care and services to our participants living in their own homes and can also support participants who are experiencing or at risk of homelessness.

We provide trauma-informed, culturally responsive, and inclusive support that meets each participant where they are.

Our dedicated team consists of:

- Support workers
- Care partners
- Social workers
- Client liaison officers
- Registered nurses
- Reception/admin

We also engage a range of qualified specialists as required, including physiotherapists, podiatrists, gardeners, psychologists, dieticians and nutritionists, home maintenance trades, occupational therapists and others.



OUR VALUES AND BEHAVIOURS



WELCOME

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.



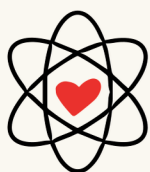
COMMUNITY

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.



KINDNESS

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.



INTEGRITY

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.



COURAGE

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.



Our Approach

At Sacred Heart Mission, we follow a wellness and reablement approach in all our services, supporting people to live with dignity, purpose and independence.

Wellness

Focusing on your strengths and supporting you to stay active, connected and in control of your life.

We work alongside you, not just for you, to help you maintain your independence and wellbeing.

These approaches help ensure that your care plan is not just about meeting needs but about helping you live the life you choose.

The types of services you receive are based on your assessed needs. These were identified using the Integrated Assessment Tool, which considers a range of factors to determine the most appropriate supports. Original assessment for the participant eligibility for services is completed by the Aged Care Assessment Agency, not Sacred Heart Local.

The diagram below outlines the key elements assessed.



Your Care Partner

Your Care Partner is your main point of contact for coordinating your care and services under the Support at Home program. They work with you to ensure your care is tailored to your needs, goals, and preferences.

Role of your care partner

Care Partners play a key role in supporting your wellbeing and independence.

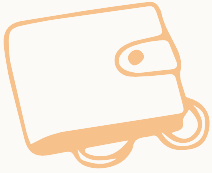
Care Partners work flexibly, so you may not have a set amount of contact each month or quarter.

You can reach out when you need support, and your Care Partner will respond accordingly.

They are responsible for:

- Identifying and assessing your needs, goals, and preferences
- Developing, reviewing, and updating your care plan
- Planning and coordinating services to meet your individual needs
- Supporting you to manage your budget and make informed choices
- Providing education and guidance to you and your family
- Helping resolve issues related to care and services
- Checking in regularly to ensure you feel supported
- Communicating with your family, representatives, and others involved in your care
- Monitoring changes in your care needs and referring to clinical professionals when needed





Care Management Fee

All participants will have 10% of their quarterly budget automatically allocated to care management.

This fee:

- **is not optional – it applies even if you don't receive direct care partner support during the quarter**
- **is capped at 10% – providers cannot charge more than this, even if they previously did under the Home Care Packages program**
- **supports flexible and responsive care management, recognising that your needs may vary over time.**

Care management activities are invoiced in 15-minute increments and will appear on your monthly Support at Home statement.

These activities include a balance of direct and indirect support, such as phone calls, care planning, coordination, and behind-the-scenes work to ensure your services run smoothly.



Clinical Care Partner Support

If your care needs are more complex, for example, you have multiple health conditions, require clinical oversight or need specialised support, a **Clinical Care Partner** may also be involved.

Clinical Care Partners are qualified health professionals who:

- Provide clinical advice and oversight
- Support health-related care planning
- Liaise with your GP and other health providers
- Help manage chronic conditions or recovery after illness

We also have strong relationships with clinicians such as physiotherapists, podiatrists, and other allied health professionals who can contribute to your care plan. This ensures your care is well-rounded and responsive to your physical, emotional, and clinical needs.

For more information about how Care Partners support your care under Support at Home, including clinical pathways, budgeting, service reviews, and access to additional care management funding for people with diverse needs, please refer to Appendix 2: Care Management.



DEVELOPING YOUR UNIQUE CARE PLAN

Your Care Plan is a key part of your support under the Support at Home program. It outlines your goals, preferences, and the services that will help you live safely and independently at home.

Together with your Care Partner (and Clinical Care Partner if needed), we will work with you to:

Understand your goals and preferences	What matters most to you in your daily life and wellbeing
Identify your care need	Including physical, emotional, social and clinical needs
Plan services that support your goals	Choosing the right mix of services to meet your needs
Coordinate service delivery	Making sure services are delivered at the right time and in the right way
Support your decision-making	Helping you make informed choices about your care and budget
Review and update your plan	At least once every 12 months, or sooner if your needs or circumstances change

Your Care Plan will also take into account your quarterly budget, ensuring that the services you choose are affordable and fit within your available funding. We'll help you make informed decisions so you get the most value from your budget.

Your Care Plan may also include input from other professionals such as physiotherapists, podiatrists, or other allied health clinicians we work closely with. This ensures your care is well-rounded and responsive to your health and lifestyle.

We'll also keep care notes to track your progress and any changes, and ensure your plan continues to reflect your needs.



Service plans and scheduling

Your service plan outlines the specific services you will receive, including scheduled times and support workers.

While Sacred Heart Mission will do its best to deliver services as planned, there may be occasions when adjustments are needed.

These may include:

- Prioritising time-sensitive supports such as medication or personal care
- Delays due to traffic or extended time at another visit
- Staff illness or leave

If changes are necessary, we will notify you and seek your agreement.

We encourage you to have a small, consistent group of support workers so you feel comfortable with your team, even when someone is away.

Please speak with your Care Partner if you have specific scheduling needs or preferences.

Your Quarterly Budget

Under the Support at Home program, your services are funded through a quarterly budget. This budget is based on your assessed care needs and is outlined in your Notice of Decision*. We'll work with you to plan services that fit within your budget and support your goals.

How your budget works

When you are approved for Support at Home, you will receive a Notice of Decision* that includes:

- Your classification level, based on your care needs
- Your quarterly budget amount
- A list of the services you're eligible to receive

* (Note for participants who had a Home Care Package: If you are transitioning from a Home Care Package, you won't receive a Notice of Decision. Your funding will continue to be based on your current package level. You will only be reassessed under Support at Home if your care needs change).

Your classification level determines how much funding you receive. The higher your care needs, the higher your classification and the larger your budget.

Your budget includes

- Government funding based on your classification
- Your contribution (if applicable) based on your income
- A 10% allocation for care management, which is automatically set aside
- In some cases, you may also receive supplements (additional funding to provide specific needs). These are added on top of your base budget and do not reduce your core funding.

You may be eligible for supplements, if you:

- are referred by the Care Finder Program
- are an older Aboriginal or Torres Strait Islander person
- are homeless or at risk of homelessness
- are a care leaver
- are a veteran eligible for Veteran's Supplement
- are experiencing financial hardship
- have a long-term medical need for continuous oxygen therapy (oxygen supplement)



How to view your budget

You'll receive a monthly Support at Home statement showing:

- Your available budget, including any supplements
- Services delivered
- Care management charges (in 15-minute increments)
- Any remaining balance

Any supplements will be listed separately on your statement, showing its name and dollar amount. You can also ask us to explain your budget or help you track your spending.

Booking services

Once your Care Plan is agreed, we'll help you book services that suit your schedule and preferences. You can:

- Request preferred days and times and we will try and accommodate as best we can
- Request changes if your needs shift
- Book additional services (if budget allows and the services align with your assessed care needs)

Making changes or cancelling services

To avoid being charged for a service, please let us know at least 2 business days before your scheduled appointment if you need to cancel or reschedule. If you cancel within 2 business days, or if you're not at home when the worker arrives and no alternative arrangements have been made, the full cost of the service may still be charged to your budget. It's your responsibility to:

- Be at home during the agreed service time
- Let us know in advance if you won't be home
- Make alternative arrangements if needed

We understand that unexpected things happen, and we'll do our best to support you, but timely communication helps us manage resources and ensure fair service delivery.

Public holiday services

Some services may not be available on public holidays or may incur higher costs. We'll let you know in advance and help you plan around these dates.

Service Categories and Inclusions

Support at Home offers a wide range of services to help you live safely and independently at home. Your Care Plan will include services that match your assessed needs and fit within your quarterly budget. Below is an overview of the main service categories and what they typically include.



Personal care

Personal care supports your daily living activities and may include:

- Assistance with showering, dressing, grooming, and toileting
- Help with mobility and transfers
- Support with continence care
- Assistance with eating and drinking
- Support with self-administering of medications

Meals

We can support you with meals preparation in your home or arrange for meals to be delivered through approved providers.



We have arrangements with several meal providers, including options that cater to specific dietary needs (e.g. Kosher meals). These pre-prepared meals can be funded through your Support at Home budget, but general groceries from the supermarket cannot.

It is a requirement that you contribute a small amount toward the cost of delivered meals, this covers the cost of ingredients. Your Care Partner can explain this in more detail.



Home maintenance

We can help with minor home maintenance such as:

- Light gardening
- Changing light bulbs
- Clearing walkways



Nursing

Nursing services are provided by qualified nurses and may include:

- Wound care
- Medication management
- Chronic disease support
- Health monitoring and clinical assessments

These services are provided based on your assessed care needs and may be delivered in your home or in coordination with your GP or other health professionals.

Domestic assistance

We can help you maintain a safe and comfortable home environment through services such as:

- General house cleaning
- Cleaning surface areas in the kitchen and bathroom
- Vacuuming and mopping accessible areas (without heavy lifting)
- Emptying rubbish bins
- Laundering clothing and bed linen
- Changing bed linen
- Dishwashing and kitchen tidying
- Light household tasks



Please note: You will need to supply the necessary cleaning products and equipment, and they must be in safe working order. Cleaning products should be as safe as possible for our support staff. Please refer to the Preferred Cleaning Products List in Appendix 3.

Support staff are not able to:

- Move heavy furniture
- Clean areas that are unsafe or inaccessible
- Use hazardous chemicals or broken equipment

Referrals and allied health services

Based on your assessed care needs, we can arrange referrals and appointments with:

- Nursing services
- Physiotherapists
- Podiatrists
- Dietitians or nutritionists
- Occupational therapists
- Psychologists
- Social workers
- Speech pathologists
- Counsellor or psychotherapists
- Allied health therapy assistants
- Exercise physiologists
- Music therapists
- Aboriginal and Torres Strait Islander health practitioners
- Aboriginal and Torres Strait Islander health workers

These services may be delivered in your home or at a community location. We can also assist with transport to and from appointments if needed.



Transport, social support & community engagement

These services help you stay connected and maintain your wellbeing. They may include:

- Transport to appointments, shops, banking, or community activities
- Social support through one-on-one visits or group activities
- Assistance with shopping and errands, as arranged with your care manager
- Support to attend community groups, day centres, or spiritual activities such as church services
- Help reconnecting with activities you used to enjoy, or finding new groups that match your interests

Please speak with your Care Partner about your social, spiritual and transport needs so they can be included in your Care Plan. A detailed list of all available service types is included in Appendix 1.

Specialised Care Pathways

In addition to regular services, Support at Home includes **three specialised care pathways** that may be available depending on your individual circumstances. These pathways are designed to provide targeted support for specific needs and can be accessed alongside your regular services if you're eligible.

Assistive Technology and Home Modifications (AT-HM)

This pathway provides funding for equipment and changes to your home that help you stay safe and independent. Examples include:

- Grab rails
- Ramps
- Shower chairs
- Mobility aids
- Modifications to bathrooms or entryways

These supports may be needed from the beginning of your care or added later as part of your Care Plan. Assistive Technology (AT) items are classified into three categories based on risk and complexity. Funding for AT-HM is also structured into tiers, which reflect the cost and complexity of the support. These tiers help determine the level of documentation and approval required.

Category & funding tier	Description	Funding allocation cap	Time allocated to expend funding
Low risk	Simple and relatively low-cost daily living products that need no prescription or customisation	\$500	12 months
Under advice	Low risk items, but would benefit from professional advice to ensure that they are selected, installed or used effectively	\$2000	
Prescribed	Items that require a prescription from a suitably qualified health professional	\$15,000	

Restorative Care Pathway

This short-term, intensive support is designed to help you regain function and independence after an illness, injury, or hospital stay. It may include a multidisciplinary team of allied health and other services such as:

- Physiotherapy
- Occupational therapy
- Dietetics
- Speech Pathology
- Social Work

The goal is to help you recover and avoid long-term care where possible.

End-of-life Pathway

This pathway provides additional support for people who are nearing the end of life and wish to remain at home. It includes:

- Up to \$25,000 in extra funding over 12 weeks
- Clinical care and symptom management
- Emotional and spiritual support
- Coordination with palliative care providers

Access requires a clinical assessment and confirmation from a GP or nurse practitioner.

Accessing these pathways

If you think one of these pathways may be right for you:

- Talk to your Care Partner
- We'll assess your needs and update your Care Plan if eligible
- Services will be arranged and funded through your Support at Home budget





Contributions and Fees

Understanding how fees and contributions work is an important part of managing your Support at Home services. This section outlines the framework for participant contributions, income-tested fees, and the support available if you're experiencing financial hardship.

Contribution Framework Overview

Support at Home operates under a fair and transparent contribution framework. This means that while government funding covers a significant portion of your care, you may be asked to contribute toward the cost of your services based on your financial situation.




Your contribution helps ensure services remain sustainable and accessible for everyone.

Service Categories and Contribution Model

Support at Home includes a defined service list with:

- 14 Service Types
- 49 Individual Services

These are grouped into three main categories.

Category		Examples of services	Contribution level
	Clinical Care	Nursing, most allied health, nutrition, care management and restorative case management	No contribution - fully funded by the government
	Independence Support services	Personal care, social support & community engagement, therapeutic services, respite, transport, assistive technology, home modifications	Moderate contribution
	Everyday Living services	Domestic assistance, home maintenance & repairs, meals	Highest contribution

Your contribution depends on your income, assets, and pension status. The government pays the remainder as a subsidy. Financial hardship support is available if needed.

Each service type has a list of in-scope and out-of-scope activities, and some services (like nursing or allied health) specify required qualifications for providers. Out-of-scope activities and items cannot be funded through your Support at Home Budget. A full list of services (including out of scope activities and items) can be found in Appendix 1.

Or via the QR code on the Department of Health, Disability and Ageing website.



Contribution model




Participants contributions are based on

- Type of service received
- Income and assets assessment
- Pension status

Key features

- Contributions are calculated as a percentage of the service price
- Government pays the remainder as a subsidy
- No contributions for clinical services

Contribution rates by participant type

Participant contributions		Full pensioner	Part pensioner	Self-funded retiree
	Clinical Care	0%	0%	0%
	Independence Support services	5%	5-50%	50%
	Everyday Living services	17.5%	17.5-80%	80%

Funding by Classification Level

The amount of government funding you receive depends on your classification level, which reflects your assessed care needs (Notice of Decision for new participants). The table below outlines the current funding amounts for each level, effective 1 November 2025.

A	B	C	D	E
Classification Level	Annual budget	Quarterly budget	Quarterly spending amount after deducting 10% care management fee	Maximum rollover per quarter
	\$	\$	\$	\$
1	10,731.00	2,682.75	2,414.48	1,000
Transitioned HCP Level 1	10,986.50	2,746.63	2,471.97	1,000
2	16,034.45	4,008.61	3,607.75	1,000
Transitioned HCP Level 2	19,319.45	4,829.86	4,346.87	1,000
3	21,965.70	5,491.43	4,942.29	1,000
4	29,696.40	7,424.10	6,681.69	1,000
5	39,697.40	9,924.35	8,931.92	1,000
Transitioned HCP Level 3	42,055.30	10,513.83	9,462.45	1,051.38
6	48,114.30	12,028.58	10,825.72	1,202.86
7	58,148.15	14,537.04	13,083.34	1,453.70
Transitioned HCP Level 4	63,758.20	15,939.55	14,345.60	1,593.96
8	78,106.35	19,526.59	17,573.93	1,952.66

Note: Quarterly budgets and annual amounts are effective from 1 November 2025 and are subject to change in March and September each year in line with indexation.

All-inclusive Pricing

Under the Support at Home program, all service prices must be all-inclusive. This means the rate you are charged includes everything needed to deliver the service, such as staff wages, administration, meeting government compliance requirements, rostering, and coordination.

For example, if we arrange a service from an external provider, the price you see includes our costs for managing bookings, ensuring quality and safety, following up handling invoices, and meeting government compliance requirements.

These costs are not listed as separate line items, but they are included in the total price shown in our pricing schedule and on your monthly statement. If you have questions about pricing, your Care Partner can walk you through it.

Allied health and nursing services

We charge an all-inclusive hourly rate for allied health and nursing services. However, the total time charged may include more than just the time the clinician spends with you.

Under the Support at Home program, the government requires us to record and claim for both:

- Direct activities – time spent with you (e.g. during a home visit or telehealth session)
- Indirect activities – time spent on tasks that support your care but don't involve direct contact

Direct and indirect activities

- Writing progress notes or updating your records
- Preparing reports or recommendations
- Talking with your Care Partner or other providers
- Participating in case conferences
- Developing care plans or clinical programs

This means that a one-hour face-to-face appointment may be charged as more than one hour in total, depending on the amount of indirect work involved.

We will always obtain your consent for the total time to be charged before the service goes ahead.

Income-tested care fees

If you are receiving a Support at Home aged care package, you may be required to pay an income-tested care fee. This fee is determined by Services Australia and is based on your income and financial assets.

- You will receive a formal notification if an income-tested fee applies to you.
- This fee is separate from any standard participant contributions for services under Support at Home.

If you believe your income-tested fee has been calculated incorrectly, you can request a reassessment through Services Australia.

Financial hardship support

If you're experiencing financial hardship in paying your aged care costs, you may be considered for financial hardship assistance.

Speak with your Care Manager if you're struggling to meet your contribution obligations. We will work with you to explore available options and ensure your care continues without interruption.

Lifetime caps: How do they work?

To protect you from excessive costs, the government has set annual and lifetime caps on income-tested care fees:

- Annual cap: Limits how much you can be asked to pay in a single year.
- Lifetime cap: Limits your total out-of-pocket costs over your lifetime.

Once you reach these caps, you will no longer be required to pay income-tested fees. The annual and lifetime caps for income-tested care fees are set by the Australian Government and change over time.

For the most up-to-date information, please visit the My Aged Care website via the QR code.



Making Payments & Managing Fees

You will receive monthly statements outlining your service usage and any applicable fees. If you are required to contribute to your Support at Home Package, **Sacred Heart Mission will issue invoices monthly.** These invoices will outline your service usage and any applicable fees.

Payments can be made via

Direct debit

Please ask your Care Partner for our Direct Debit authorisation form.

Direct Deposit

Sacred Heart Mission Inc

BSB: 083-419

Account Number: 51 555 5611

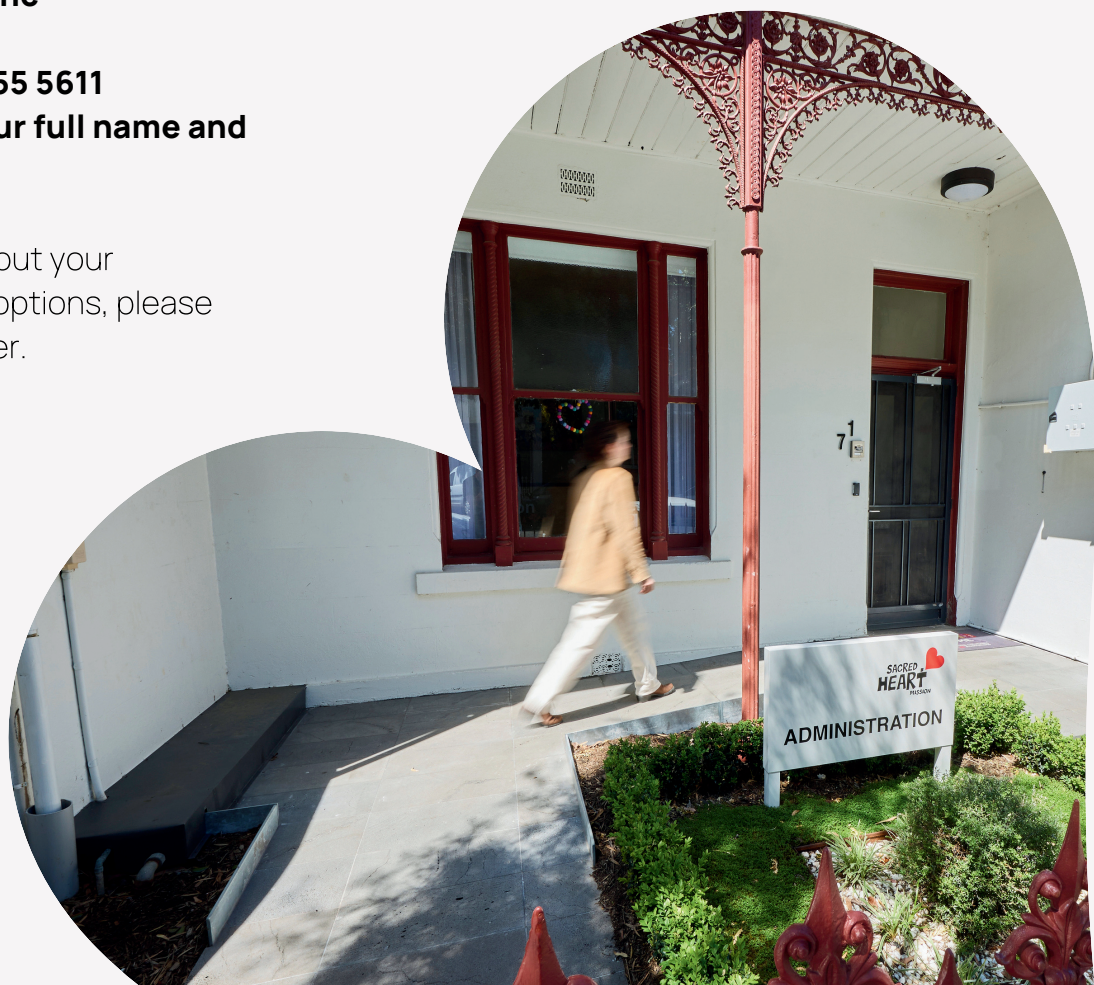
Reference: Include your full name and 'SAH'

If you have questions about your statements or payment options, please contact your Care Partner.

Self-management & service choice

Support at Home offers flexibility in how your services are delivered.

While Sacred Heart Mission can fully manage your services, some participants may choose to self-manage certain aspects of their care.





Our Commitment to Quality & Compliance

Sacred Heart Mission holds formal agreements with reputable, accredited service providers who meet strict quality, safety, and legal standards. These providers are carefully selected and monitored to ensure they:

- Are appropriately qualified, registered, and experienced
- Comply with required Police Check / NDIS Worker Screening clearance, aged care safety standards, and the Aged Care Code of Conduct
- Maintain insurance, professional conduct, and ongoing training

Under the Aged Care Act 2024, Sacred Heart Mission is legally responsible not only for our own staff, but also for any workers engaged through suppliers or associated providers. This includes ensuring compliance with:

- Strengthened Aged Care Quality Standards
- Worker screening and professional qualifications
- Serious Incident Response Scheme (SIRS) reporting
- Whistleblower protections
- Supported decision-making principles

Important: Sacred Heart Mission reserves the right to decline any provider who does not meet these legal and operational requirements. This is part of our duty to ensure your safety and the integrity of your care.

When You Choose Your Own Provider

We understand that some participants may wish to continue using a provider they know and trust. If you choose to engage your own provider, Sacred Heart Mission still holds responsibility for ensuring they meet all required standards.

Before services begin, we will:

- Engage with your chosen provider to confirm qualifications, registrations, insurances and compliance systems
- Ensure they understand and adhere to the Aged Care Act 2024 obligations
- Maintain oversight of service delivery and documentation

You may arrange for your provider to invoice Sacred Heart Mission directly or submit receipts for reimbursement. Please note that:

- You are responsible for negotiating service pricing
- A 10% administration fee applies to all self-managed services to cover our compliance responsibilities and invoice processing



Invoicing & Payment Timeframes

For timely processing

- Your chosen provider must submit invoices within 30 days of service delivery; or
- You must submit a claim for reimbursement within 45 days of service delivery
- Late invoices / reimbursements may not be processed or paid

Sacred Heart Mission is required to submit claims to the government within 60 days of the end of each quarter. This ensures that your services are funded correctly and your budget is reset on time. If invoices or reimbursements are submitted late, we may not be able to claim the cost, which could result in the service not being reimbursed or paid.

Sacred Heart Mission will support you

- By reviewing and approving providers
- Offering tools and guidance to manage services
- Monitoring compliance and service quality
- Assisting with any concerns or complaints

You or your provider must ensure invoices are:

- Complete and accurate
- Submitted within the required timeframe
- Clearly referenced with your name and service details

Only services listed on the Support at Home Service List are eligible for funding.

A copy of the approved list is attached. Invoices that do not match this list may not be paid.

Self management

If you choose to self-manage, you are responsible for:

- Booking, rescheduling and cancelling services directly with your provider
- Negotiating pricing and service arrangements
- Staying within your quarterly budget
- Submitting invoices or receipts within 30 days

Your Rights & Responsibilities

Support at Home is built on respect for your dignity, autonomy, and individual circumstances. As a participant, you have important rights under the Aged Care Act 2024, and you also play a role in ensuring your care is safe, respectful, and effective.

Statement of Rights

The Statement of Rights is a core part of the Aged Care Act 2024. It promotes safe, quality care and outlines the rights of older people when accessing funded aged care services. These rights apply to all participants and guide how providers must deliver care.

View an easy-read version of the Statement of Rights and for more information, scan the QR code below.



You have the right to:

Independence, choice and control - make your own decisions about your care, services, money, and belongings, even if those choices involve some personal risk.

Equitable access - receive a fair and culturally safe assessment that respects your background, trauma history, and cognitive needs.

Quality and safety - access services that are free from abuse, neglect, and discrimination, and delivered by trained, qualified workers.

Privacy and information - have your personal information protected and receive clear, accessible information about your care.

Communication and feedback - communicate in your preferred language or method, and raise concerns without fear of reprisal.

Support, advocacy and connection - stay connected with family, friends, community, and culture. You have the right to access advocacy and decision-making support.

Dignity of Risk

You have the right to make choices that reflect your values and preferences, even if those choices involve some level of risk. This is known as dignity of risk, and it is protected under the Statement of Rights.

Sacred Heart Mission will support you to make informed decisions while balancing safety and autonomy.

Advocacy

You have the right to access independent advocacy to help you understand your care, express your preferences, and raise concerns.

Sacred Heart Mission staff will support you to connect with an advocate but will not act as your formal advocate. This ensures your decisions are respected and made independently.

You may choose a trusted person or access free advocacy services such as:

Older Persons Advocacy Network (OPAN)

1800 700 600
www.opan.org.au

Elder Rights Advocacy

1800 700 600
www.era.asn.au

You may also nominate a Registered Supporter to assist with decision-making, if needed.

Support for Diverse Needs

Support at Home recognises that older people are unique individuals and have the right to receive services that value their identity, culture, spirituality, and diversity. Sacred Heart Mission is committed to inclusive care that reflects your background, beliefs, and preferences.

Your Responsibilities

As a participant, you are responsible for:

- Treating staff, providers, and other participants with respect
- Providing accurate information about your needs and preferences
- Participating in care planning and service reviews
- Using services safely and appropriately
- Communicating changes in your health, circumstances, or preferences
- Managing your budget and service choices (if self-managing)
- Submitting invoices or receipts on time (if self-managing)

Occupational Health & Safety

Sacred Heart Mission is committed to the health and safety of both our staff and the participants we support. Many tasks involved in delivering care come with a level of risk, and we are required to assess these risks before services are provided.

This means that:

- Some requests may take longer to accommodate if a risk assessment is required
- In certain cases, we may not be able to proceed with a service if the risk cannot be safely managed
- If we believe that you or our staff are at risk, we will work with you to find safe alternatives

Important: If a risk cannot be resolved or minimised, Sacred Heart Mission may need to refuse a request or withdraw a service to protect everyone's safety.

We also ask that you help us maintain a safe working environment. For example:

- Smoke-free homes: To protect staff health, we ask that clients do not smoke while staff are present in the home
- Safe spaces: Please ensure your home is free from hazards and safe for service delivery
- Reporting risks: Let us know if you identify any safety concerns or changes in your environment

Your cooperation helps us deliver care safely and respectfully.

Privacy and Confidentiality

We take your privacy seriously. Your personal information is protected under the Aged Care Act 2024 and relevant privacy laws. We will only share your information with others involved in your care – and only when necessary to support your wellbeing.

You have the right to:

- Access your records and request corrections
- Be informed about how your information is used
- Decide who can access your personal information

Sacred Heart Mission is committed to respecting your privacy and ensuring your information is handled safely and transparently.



Registered Supporters

Under the Aged Care Act 2024, older people have the right to make their own decisions about their care and services. If you would like help communicating or making decisions, you can formally appoint a Registered Supporter.

What is a Registered Supporter?

A Registered Supporter is someone you choose to help you understand information, express your preferences, and communicate decisions about your aged care. Their role is to support your decision-making, not to make decisions for you. Registered Supporters may be:

- Family members
- Friends
- Carers
- Advocates or trusted professionals

You can have more than one Registered Supporter, and you can change or remove them at any time.

How can they assist you

Your Registered Supporter can:

- Help you understand your care options and services
- Attend meetings or care planning discussions with you
- Assist with communication, especially if you have language or cognitive barriers
- Support you to raise concerns or provide feedback

They must always act in your best interests and respect your right to make your own choices.

Registered Supporters vs Legally Appointed Decision Makers

It's important to understand the difference between a Registered Supporter and a legally appointed decision-maker:



A Registered Supporter helps you make and communicate your own decisions. They do not have legal authority to make decisions on your behalf.



A legally appointed decision-maker (such as someone with Enduring Power of Attorney or Guardianship) can make decisions for you, but only within the scope of their legal authority under state or territory laws.

Some people may have both roles, for example, a family member who is your Registered Supporter and also holds legal decision-making authority. In these cases, they must act according to their legal responsibilities and in your best interest.

How to register a supporter

To formally appoint a Registered Supporter, they must be registered through My Aged Care.

If you previously had a representative in My Aged Care (regular or authorised), they automatically transitioned to a Registered Supporter on 1 November 2025.

Choosing not to have a Registered Supporter will not affect your access to services. You can continue to make decisions independently or with informal support.

To register a supporter or for more information visit the My Aged Care website by scanning the QR code.



Staff as Registered Supporters & Exceptional Circumstances

It is important for Sacred Heart Mission Staff to maintain professional boundaries and avoid potential conflicts of interest. Therefore, we do not generally encourage staff to act as Registered Supporter.

However, in exceptional circumstances, and only where it is in your best interest, a staff member may be considered for this role. This may occur if:

- You have expressly requested a staff member to act as your Registered Supporter
- The staff member has a pre-existing personal relationship with you (e.g. family member, long-term support, or cultural connection)
- There is no other suitable person available to fulfil the role

If this situation arises, Sacred Heart Mission will:

- Discuss the arrangement with you
- Conduct a formal assessment and seek approval from our senior leadership team
- Ensure the arrangement is clearly documented and monitored
- Maintain transparency and uphold our Conflict of Interest Policy





Feedback, Compliments & Complaints

We welcome your feedback – whether it's a compliment, suggestion, or concern. Your input helps us improve services and uphold your rights under the Aged Care Act 2024, which places a strong emphasis on transparency, safety, and respect.

How to Provide Feedback

You can share your thoughts in a way that suits you:

- Speak directly with your Care Partner, Client Liaison Officer or Support Worker
- Contact the Sacred Heart Local Program Manager or Clinical Team Leader first, we aim to resolve issues promptly.
- If you prefer, speak with the Head of Aged Care.
- You'll receive a response within three business days.
- You will not be disadvantaged for making a complaint.

If you feel your concern hasn't been resolved, you can contact:

Aged Care Quality and Safety Commission

1800 951 822
agedcarequality.gov.au

Elder Rights Advocacy (via OPAN)

1800 700 600
opan.org.au

Office of the Public Advocate (Victoria)

1300 309 337
publicadvocate.vic.gov.au



Advocacy & Support Services

You can access free, independent, and confidential advocacy through the **Older Persons Advocacy Network (OPAN)**.

Advocates can:

- Help you understand your rights
- Support you in making complaints
- Speak on your behalf (with your permission)
- Empower you to make informed decisions

Call OPAN on 1800 700 600

Visit opan.org.au.

Compliments and Signs of Appreciation

We appreciate your kind words and gestures. If you'd like to express thanks you can speak with any staff member.

Please note: staff cannot accept gifts of significant value or personal financial gifts, including bequests. Minor gifts may be accepted with approval and shared among the team.



Whistleblower Protections

Sacred Heart Mission has a Whistleblower System to help keep everyone safe and supported. If you see something, like unsafe care, abuse, or someone breaking the rules – you can speak up. You can tell:

- Any staff member at Sacred Heart Mission (like your Care Partner or Program Manager)
- An independent advocate
- The Aged Care Quality and Safety Commission
- The Department of Health and Aged Care
- The police

You can choose to speak up in person, in writing, or anonymously. We will:

- Keep what you say confidential
- Make sure you are not treated unfairly for speaking up
- Take your concern seriously and respectfully

This system is part of our commitment to providing safe, high-quality care under the Aged Care Act 2024. You may request a copy of our Whistleblower Policy at any time or view it on the Sacred Heart Mission website: sacredheartmission.org.



Our Quality & Governance

Sacred Heart Mission delivers care in line with the Strengthened Aged Care Quality Standards. These standards guide everything we do to ensure your care is safe, respectful and responsive.

Strengthened Aged Care Quality Standards

Expectations for older people



Consumer Advisory Body (CAB)

The Consumer Advisory Body gives participants and their representatives a formal way to share feedback with Sacred Heart Mission's governing body. We:

- Offer to establish a CAB, in writing, at least once every 12 months
- Consider all feedback from the CAB when making decisions
- Provide a written response explaining how the feedback was considered

How your feedback helps improve services

Your feedback helps us:

- Understand what's working well
- Identify areas for improvement
- Make services safer and more responsive
- Meet the Aged Care Quality Standards

We use your feedback to guide staff training, improve systems, and inform decisions made by our leadership and governing body.

Quality Care Advisory Body (QCAB)

The Quality Care Advisory Body supports Sacred Heart Mission's leadership team by:

- Advising on the quality of care and services
- Helping identify problems and suggest improvements
- Providing written reports to the governing body every six months
- Offering feedback at any time

Membership includes:

- A member of key personnel with aged care experience
- A staff member involved in the delivery of clinical care
- A member who represents consumers' interests (e.g. a client or representative)

The CAB and the QCAB is made up of participants and/or their representatives and is facilitated by Sacred Heart Mission.

If you're interested in joining, please reach out to your Care Partner who will put you in touch with the Program Manager.

Service Absences & Exit



Temporary Leave

If you're planning to be away, for example going on holiday or staying with family, or you are admitted to hospital, please let your Care Partner know as soon as possible.

You can:

- Take temporary leave from your services
- Resume services when you return
- Keep your place in the program during your absence

We'll work with you to:

- Adjust your services and budget if needed
- Make sure everything is ready when you return

Leave is counted from the first full day of absence until services resume. Your budget and care plan may be adjusted during this time to reflect any changes.

Your Care Partner activities will continue on a monthly basis during your leave period.

There is a maximum period services can be stopped for before you are no longer eligible for funding. Your Support at Home funding will be reduced to \$0 if you have not accessed services for more than one year (four consecutive quarters).

Exiting the Program

You may choose to leave Sacred Heart Mission's program at any time, for example, to transfer to another provider or move to residential aged care.

We ask that you give at least 14 days' notice in writing, where possible, to help us:

- Finalise your services and budget
- Support a smooth transition
- Provide any necessary documentation

You can exit the program for any reason, and we will respect your decision and support you through the process.

Unspent funds and final statements

If you have paid fees, any unspent portion will be returned to you in line with government guidelines and your Client Agreement.

If you are transferring to another provider, unspent funds will be transferred within 56 calendar days of your exit date, as required by Services Australia.

You will receive a final statement showing how your budget was used and any remaining funds.

Changes in care needs

If your health or care needs change and you require a higher level of support than Sacred Heart Mission can provide, we can help arrange a reassessment through the national aged care assessment service, via My Aged Care. This may lead to a recommendation for more suitable services, such as residential aged care. If you choose to move to a residential aged care facility, Sacred Heart Mission can assist you in finding a suitable placement and support your transition.

Respite Care and Accommodation

Respite care is a short-term stay in a Residential Aged Care Facility. This can be arranged if required and available. We can also assist you to find residential care or alternative accommodation if you require it.



APPENDIX 1: APPROVED SERVICE LIST

Participant contribution category	Service type	Services	In-scope	Out-of-scope
<p>Clinical supports Specialised services to maintain or regain functional and/or cognitive capabilities. Services must be delivered directly, or be supervised, by university qualified or accredited health professionals trained in the use of evidence-based prevention, diagnosis, treatment and management practices to deliver safe and quality care to older people.</p>	Nursing care	<ul style="list-style-type: none"> Registered nurse Enrolled nurse Nursing assistant Nursing care consumables Providers may apply for the supplementary Oxygen Supplement for Aged Care through Services Australia for eligible participants. 	<p>Community based nursing care to meet clinical care needs such as:</p> <ul style="list-style-type: none"> assessing, treating and monitoring clinical conditions administration of medications wound care, continence management (clinical) and management of skin integrity education specialist service linkage 	<p>Subsidised through other programs:</p> <ul style="list-style-type: none"> services more appropriately funded through other systems (e.g., health or specialist palliative care)
	Allied health and other therapeutic services	<ul style="list-style-type: none"> Aboriginal and Torres Strait Islander health practitioner Aboriginal and Torres Strait Islander health worker Allied health therapy assistant Counsellor or psychotherapist Dietitian or nutritionist Exercise physiologist Music therapist Occupational therapist Physiotherapist Podiatrist Psychologist Social worker Speech pathologist 	<ul style="list-style-type: none"> Assistance for an older person to regain or maintain physical, functional and cognitive abilities which support them to remain safe and independent at home. Assistance may include a range of clinical interventions, expertise, care and treatment, education including techniques for self-management, and advice and supervision to improve capacity. Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate. Interventions can be provided: <ul style="list-style-type: none"> in person or via telehealth individually or in a group-based format (e.g. clinically supervised group exercise classes). A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional where safe and appropriate to do so. Prescribing and follow-up support for Assistive Technology and Home Modifications 	<p>Subsidised through other programs: other government programs must be exhausted in first instance if already in place (e.g., Chronic Disease Management Plan, Mental Health Plan)</p> <ul style="list-style-type: none"> services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care) management of conditions unrelated to age/disability related decline (e.g., acute mental health)
	Nutrition	<ul style="list-style-type: none"> Prescribed nutrition <p>Providers may apply for the supplementary Enteral Feeding for Aged Care Supplement through Services Australia for eligible participants.</p>	<ul style="list-style-type: none"> Prescribed supplementary dietary products (enteral and oral) and aids required for conditions related to functional decline or impairment. 	<ul style="list-style-type: none"> General expenses: Products that are not prescribed for age related needs (e.g., weight loss)
	Care management	<ul style="list-style-type: none"> Home support care management 	<ul style="list-style-type: none"> Activities that ensure aged care services contribute to the overall wellbeing of an older person (e.g., care planning; service coordination; monitoring, review and evaluation; advocacy; and support and education). Care partners will hold clinical qualifications or be supervised by a clinician dependent on consumer complexity. 	<ul style="list-style-type: none"> Administrative costs funded through prices on services.
	Restorative care management	<ul style="list-style-type: none"> Home support restorative care management 	<ul style="list-style-type: none"> Restorative care partners provide specialist coordination services for older people undergoing the time-limited Restorative Care Pathway. Care partners will hold clinical qualifications. 	<ul style="list-style-type: none"> Administrative costs funded through prices on services.

APPROVED SERVICE LIST CONT'

Participant contribution category	Service type	Services	In-scope	Out-of-scope
<p>Independence Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.</p>	<p>Personal care</p>	<ul style="list-style-type: none"> Assistance with self-care and activities of daily living Assistance with the self-administration of medication Continence management (non-clinical) 	<ul style="list-style-type: none"> Attendant care to meet essential and on-going needs (e.g., mobility, eating, hygiene). Support with self-administration of medication activities (e.g., arrange for a pharmacist to prepare Webster packs). Attendant care to manage continence needs (e.g., support to access advice/funding, assistance changing aids) 	<ul style="list-style-type: none"> General expenses: <ul style="list-style-type: none"> professional services that would usually be paid for (e.g., waxing, hairdressing). Subsidised through other programs: services more appropriately funded through the health system (e.g., pharmaceuticals, dose administration aids).
	<p>Social support and community engagement</p>	<ul style="list-style-type: none"> Group social support Individual social support Accompanied activities Cultural support Digital education and support Assistance to maintain personal affairs Expenses to maintain personal affairs 	<p>Services that support a person's need for social connection and participation in community life. Support may include:</p> <ul style="list-style-type: none"> service and activity identification and linkage assistance to participate in social interactions (in-person or online) visiting services, telephone and web-based check-in services accompanied activities (e.g., support to attend appointments). Support to engage in cultural activities for people with diverse backgrounds and life experiences. This includes older Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and lesbian, gay, bisexual, transgender and/or intersex people. Support may include: <ul style="list-style-type: none"> assistance to access translating and interpreting services and translation of information into the older person's chosen language referral pathways to advocacy or community organisations assistance in attending cultural and community events. Access to training or direct assistance in the use of technologies to improve digital literacy where the support aids independence and participation (e.g., paying bills online, accessing telehealth services, connecting with digital social programs). Internet and/or phone bills where the older person is at risk of, or is homeless, and support is needed to maintain connection to services 	<p>General expenses:</p> <ul style="list-style-type: none"> costs to participate in an activity (e.g., tickets, accommodation, membership fees.) the purchase of smart devices for the purpose of online engagement service fees (e.g., funeral plans, accountant fees). Subsidised through other programs: the delivery of digital education where the need can be met through the Be Connected program delivered through the Department of Social Services.
	<p>Therapeutic services for independent living</p>	<ul style="list-style-type: none"> Acupuncturist Chiropractor Diversional therapist Remedial massage Art therapist Osteopath 	<ul style="list-style-type: none"> Assistance (e.g., treatment, education, advice) provided by university qualified or accredited health professionals using evidence-based techniques to manage social, mental and physical wellbeing in support of the older person remaining safe and independent at home. Treatment programs should aim to provide the older person the skills and knowledge to manage their own condition and promote independent recovery where appropriate. Interventions can be provided: <ul style="list-style-type: none"> in-person or via telehealth individually or in a group-based format (e.g., diversional therapist led recreation program). A treatment program may be delivered directly or implemented by an allied health assistant or aged care worker under the supervision of the health professional, where safe and appropriate to do so. Remedial massage may only be delivered by an accredited therapist, where included in a prescribed allied health treatment plan to address functional decline. Engagement of a diversional therapist to design and/or facilitate recreation programs that promote social, psychological and physical well-being for older people who live with age or disability related impairments that will benefit from a tailored program to enable and maintain participation. 	<ul style="list-style-type: none"> Subsidised through other programs: other government programs must be exhausted in first instance if already in place (e.g., Chronic Disease Management Plan) services more appropriately funded through the primary health care system (e.g., ambulance and hospital costs, medical diagnosis and treatment, medicine dispensing, psychiatry, dental care) management of conditions unrelated to age/disability related decline (e.g., acute mental health) services from a Chinese Medicine Practitioner, such as herbal medicine dispensing, are out of scope for aged care (see description for acupuncture exception). General expenses: <ul style="list-style-type: none"> massage for relaxation costs to participate in recreation programs (e.g., tickets, accommodation, membership fees, supplies to participate like craft materials).

APPROVED SERVICE LIST CONT'

Participant contribution category	Service type	Services	in-scope	Out-of-scope
<p>Independence Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.</p>	Respite	<ul style="list-style-type: none"> • Respite care 	<ul style="list-style-type: none"> • Supervision and assistance of an older person by a person other than their usual informal carer, delivered on an individual or group basis, in the home or community. 	<ul style="list-style-type: none"> • Subsidised through other programs: residential respite is funded through the Australian National Aged Care Classification funding model (AN-ACC).
	Transport	<ul style="list-style-type: none"> • Direct transport (driver and car provided) • Indirect transport (taxi or rideshare service vouchers) 	<ul style="list-style-type: none"> • Group and individual transport assistance to connect an older person with their usual activities. 	<ul style="list-style-type: none"> • General expenses: <ul style="list-style-type: none"> • purchase of an individual's car and an individual's vehicle running costs • licence costs • professional transit services (e.g., public transport, flight, ferry) • claiming transport costs where state-based or local government travel assistance programs are available • travel for holidays.
Assistive technology and home modifications	<ul style="list-style-type: none"> • Assistive technology • Home modifications 	<ul style="list-style-type: none"> • Assistive technology and home modifications by the Assistive Technology and Home Modifications Scheme list, including wrap-around services, maintenance, and repair. 		

APPROVED SERVICE LIST CONT'

Participant contribution category	Service type	Services	in-scope	Out-of-scope
<p>Everyday living Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their homes.</p>	<p>Domestic assistance</p>	<ul style="list-style-type: none"> • General house cleaning • Laundry services • Shopping assistance 	<ul style="list-style-type: none"> • Essential light cleaning (e.g., mopping, vacuuming, washing dishes). • Launder and iron clothing. • Accompanied or unaccompanied shopping. 	<ul style="list-style-type: none"> • General expenses: professional cleaning services that would usually be paid for (e.g., pest control, carpet cleaning, dry cleaning) • pet care • cost of groceries and other purchased items.
	<p>Home maintenance and repairs</p>	<ul style="list-style-type: none"> • Gardening maintenance and repairs • Assistance with home repairs • Expenses for home maintenance and repairs 	<ul style="list-style-type: none"> • Essential light gardening (e.g., lawn mowing, pruning and yard clearance for safe access). • Essential minor repairs and maintenance where the activity is something the person used to be able to do themselves or where required to maintain safety (e.g., clean gutters, replace lightbulbs and repair broken door handle). 	<ul style="list-style-type: none"> • General expenses: professional gardening services that would usually be paid for such (e.g., tree removal, landscaping, farm or water feature maintenance). • gardening services that relate to visual appeal rather than safety/accessibility (e.g., installation and maintaining plants, garden beds and compost). • professional maintenance and repair services that would usually be paid for (e.g., professional pest extermination, installing cabinetry, replacing carpets due to usual wear and tear) except if there is an imminent age-related safety risk (e.g., repairing uneven flooring that poses a falls risk or section of carpet damaged by a wheelchair) • services that are responsibility of other parties (e.g., landlords, government housing authorities, generally covered by private insurance).
<p>Meals</p>		<ul style="list-style-type: none"> • Meal preparation • Meal delivery 	<ul style="list-style-type: none"> • Support to prepare meals in the home. • Pre-prepared meals. 	<ul style="list-style-type: none"> • General expenses: cost of ingredients • takeaway food delivery • meal delivery for other members of the household.

APPENDIX 2: CARE PARTNER RESPONSIBILITIES

Care management is a key part of the Support at Home program. It ensures that your services are well coordinated, responsive to your needs, and focused on supporting your independence and wellbeing.

Care Management Activities

Care planning	<ul style="list-style-type: none"> • Identifying your needs, goals, preferences, and existing supports • Developing and reviewing your care plan • Reviewing your service agreement
Service Coordination	<ul style="list-style-type: none"> • Communicating with service workers • Liaising with your family or informal carers (with your consent)
Budget Support	<ul style="list-style-type: none"> • Helping you understand your budget • Supporting transitions between care types (e.g. hospital to home)
Monitoring & Evaluation	<ul style="list-style-type: none"> • Checking in regularly • Reviewing goals and service quality • Responding to changes in your needs or risks
Education & Advocacy	<ul style="list-style-type: none"> • Providing advice and resources • Supporting wellness and reablement • Assisting with complaints and feedback • Ensuring your views and rights are respected

Clinical Pathways

Care Partners may support access to clinical pathways when appropriate. These include:


- Restorative Care – short-term support to help you regain function and independence.
- End-of-Life Care – tailored support for people with life-limiting conditions, focused on comfort, dignity, and choice.
- Other clinical referrals – such as allied health, nursing, or specialist services, based on your assessed needs.

You may be eligible for additional care management funding if you:

- Are referred by the Care Finder Program
- Are an older Aboriginal or Torres Strait Islander person
- Are homeless or at risk of homelessness
- Are a care leaver
- Are a veteran eligible for the Veterans' Supplement

APPENDIX 3: APPROVED CLEANING PRODUCTS FOR HOME CARE WORKERS

Please refer to this list of non-hazardous products that all SHL staff must only use when providing services in a client's home.

	<ul style="list-style-type: none"> • Products considered hazardous must not be used • When using cleaning products, Staff must wear gloves at all times. • Care Workers must only use those recommended products listed below that are non-hazardous.
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Approved Cleansers:	
<ul style="list-style-type: none"> · Fresh Savings Crème Cleanser · Gumption · Jiff Crème 	<ul style="list-style-type: none"> · Lemon Ajax Powder Cleanser · Lemon and Regular Ajax Crème Cleanser · Reliance Crème Cleanser
Approved Furniture Polish:	
<ul style="list-style-type: none"> · Mr Sheen Trigger · Mr Sheen Water Guard Aerosol · Mr Sheen Furniture Polish Wipes 	<ul style="list-style-type: none"> · Mr Sheen with Natural Almond Oil Aerosol · O'Cedar Oil · O'Cedar Oil Aerosol
Approved Surface Cleansers:	
<ul style="list-style-type: none"> · Ajax Spray and Wipe · Bicarbonate of Soda · Nifty All Purpose Spray 	<ul style="list-style-type: none"> · No Frills Grime Fighter · White Vinegar
Approved Insect Sprays:	
<ul style="list-style-type: none"> · Mortein Insect Seeking Low Irritant Fly Spray Aerosol 	
Approved Disinfectants/General Cleaners:	
<ul style="list-style-type: none"> · Handy Andy · Home Brand Eucalyptus Disinfectant · Home Brand Pine Disinfectant 	<ul style="list-style-type: none"> · Home Brank Pine Disinfectant Concentrate · Reliance Disinfectant – Eucalyptus

Approved Glass/Window/Shower Cleaners:	
<ul style="list-style-type: none"> · No Frills Window Cleaner · Savings Window Cleaner · Shower Sparkle 	<ul style="list-style-type: none"> · Windex Blue · Windex Shower Clean · Shower Power
Approved Dishwashing Liquids:	
<ul style="list-style-type: none"> · Earth Choice Dishwashing Liquid · Home Brand Green Dishwashing Liquid · No Frills Dishwashing Liquid Green 	<ul style="list-style-type: none"> · Palmolive Dishwashing liquid · Spree Dishwashing Liquid · Trix Dishwashing Liquid
Approved Carpet Cleaners:	
<ul style="list-style-type: none"> · Glade Snake & Vac Carpet Cleaner 	
Approved Floor Cleaners:	
<ul style="list-style-type: none"> · Ajax Floor Cleaner · Earth Choice Floor and Surface Cleaner · Pledge One Go 	
Approved Toilet Cleaners:	
<ul style="list-style-type: none"> · Duck Disinfectant Peach Blossom · Duck Disinfectant Ocean Breeze 	<ul style="list-style-type: none"> · Duck Disinfectant Eucalyptus · Duck Disinfectant Fresh Pine
Approved Laundry Products:	
<ul style="list-style-type: none"> · Cold Power Laundry/Liquid Powder Regular · Clorox Oxi Magic Multi-Purpose Stain Remover- (Liquid) · Cuddly Sunshine Fresh Fabric Softener · Cussons Radiant Ultra Brilliant Laundry Liquid · Dynamo Liquid Regular · Dynamo Matic Powder/Liquid-for Front loaders · Dynamo Ultra Powder Regular · Earth Choice Wool Wash · Fab Laundry Detergent - Sunshine Fresh 	<ul style="list-style-type: none"> · Fabulon Iron Free Trigger · Fabulon Iron Fresh · Fabulon Trigger & Refill · Fluffy Fabric Softener · Reliance Pre-wash Stain Remover · Sard Wonder Spray - Eucalyptus · Sard Wonder Soap-Laundry Bar · Spree Powder · Sunlight/Velvet Laundry Soap



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