

Feedback

If you have feedback, positive or constructive – you are encouraged to contact your service provider. If your concerns are not resolved you can contact the following services:

- The South Australian Health and Community Services Complaints Commissioner – www.hcscs.sa.gov.au
Telephone: (08) 8226 8666 or 1800 232 007 (toll free SA) Monday to Thursday 10.00am to 4.00pm
- The Aged Care Complaints Investigation Scheme (CIS) www.health.gov.au/oacgc or 1800 550 552 (free call)

Further assistance

If needing help with a complaint contact:

- Aged Rights Advocacy Service Inc (ARAS) – www.sa.agedrights.asn.au
Telephone: (08) 8232 5377 or 1800 700 600
- Seniors Information Service Inc – www.seniors.asn.au Telephone: (08) 8232 1441 or 1800 636 368
- Office of the Public Advocate (OPA) - www.opa.sa.gov.au Telephone: (08) 8269 7575 or 1800 066 969

For more information

Central Adelaide Local Health Network
Transition Care Program
PO Box 43
Woodville SA 5082
Telephone: (08) 8222 8864
Email: PHCSCentralTCP@health.sa.gov.au



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Central Adelaide Local Health Network

Transition Care Program

Short term support for older people following hospital discharge, Transition Care Program (TCP) is provided at home or within an aged care residential setting

You will receive low intensity therapy and assistance with daily living, with the goal of regaining as much independence as possible. This assistance may be a combination of:

- Nursing
- Physiotherapy
- Occupational Therapy
- Speech Therapy
- Social Work
- Dietary advice



Your service provider will work with you and your family/support person to develop your goals for care. The services based on the goals for care can include:



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Your service provider will work with you and your family/ support person to develop your goals for care. The services based on the goals for care can include:

Care Coordination

Nursing

Personal Care assistance

Social activities

Low level therapy – physiotherapy,

Occupational therapy and speech therapy

Social Work

House cleaning

Continence aide

Equipment

Transport

Other services as required

A full range of specified care and services available are listed in the *National Transition Care Guidelines*

While in the TCP service, the costs of medication are **not included** and funding of medication remains your responsibility.

TCP is for a period of **up to 12 weeks**. Your time with the TCP can be less than 12 weeks, depending on your progress.



Client contribution fees

The **majority of costs** associated with the program are covered by government.

Client Contribution Fees will be discussed with you as there may be a daily care fee.

In accordance with the Transition Care Program Guidelines 2011, the TCP *may* charge a maximum fee of:

- 17.5% of the basic daily rate of the single pension for care delivered at home or
- 85% of the basic daily rate of the single pension for care delivered in a residential care setting

No person will be excluded from the Transition Care Program if they are unable to contribute a fee to the care package.

Rights and responsibilities

If agreeing to enter into a TCP with a provider, there are rights and responsibilities for both you and your service provider.

Please take time to read the rights and responsibilities booklet.