

What are my rights and responsibilities?

You have the right to:

- Be treated with dignity and respect
- Be supported to make decisions and have someone speak on your behalf if you wish
- Be given information to assist you to make decisions about your care
- Talk freely and privately with any team member about your care

You have the responsibility to:

- Actively participate in planning and achieving your goals
- Respect the rights of the staff who are providing your services
- Treat staff with the same dignity with which you wish to be treated
- Provide the staff who come into your home with a safe working environment
- Contribute to the development of your care plan
- Raise any concerns that you have with your Care Facilitator
- Contribute to the cost of your services to the extent that you can afford

What if I have a concern or complaint?

We want to ensure that problems and concerns are dealt with quickly and successfully. In the first instance raise your complaint with your care facilitator or other TTCP staff member. You can also contact:

Manager – Home Services **6195 3130**
BaptistCare

TTCP Manager Canberra **5124 0065**
Health Services

If you cannot resolve your issue with the service providers, or if you are unhappy with the outcome, you can also raise your concern with:

Canberra Health Services **51245932**
Consumer Feedback and
Engagement Team

Health Services **6205 2222**
Commissioner

Contacts

If you would like to speak to someone regarding TTCP please ring: 5124 0065.

Acknowledgement of Country



Canberra Health Services acknowledges the Traditional Custodians of the land, the Ngunnawal people. We acknowledge and respect their continuing culture and contribution to the life of this city and region.



Accessibility (how to get this information in other ways)

To get this information:

- in large print
- to listen to
- in any other format
- call (02) 5124 0000.



If you need the translating and interpreting service call 131 450.

canberrahealthservices.act.gov.au/accessibility

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Canberra xxxxxxxx 202x



ACT
Government

Canberra Health
Services

Transitional Therapy and Care Program (TTCP)

Canberra Health Services
BaptistCare



 **BaptistCare**

What is TTCP?

Transitional Therapy and Care Program (TTCP)

- A short-term, goal-oriented program of up to 12 weeks
- Aims to improve your independence and ability to manage at home directly after discharge from hospital

Entry Process

The Commonwealth Government provides guidelines and eligibility criteria to access the program. You will need an Aged Care Assessment (ACAT) to access TTCP. A Liaison Officer will coordinate this process and be available to discuss and answer any questions. You must remain in hospital during this process to access TTCP. Your BaptistCare Facilitator will come to see you to sign the service agreement and arrange your care supports.

Mullangarrie Unit

You can take part in the program at the Mullangarrie Unit, your own home, or a combination of both. The Mullangarrie Unit is a 14-bed residential rehab facility located in Red Hill. Our staff will talk with you to decide the best place for your care to be delivered.

Goals

To be eligible for the program you will need to set therapy goals that you would like to work on. For example, "I want to be able to have a shower by myself". You will need to actively participate in therapy that will help you to achieve your goals.

What can TTCP provide?

The services that you receive will be based on your assessment by the multidisciplinary team and will be arranged by your Care Facilitator. Depending on your identified goals and care needs, services may include:

- Nursing
- Case management by a Care Facilitator
- Help with personal care
- Help with cleaning and shopping
- Transport to medical appointments

- Low intensity therapy provided by Allied Health
 - Physiotherapy
 - Occupational therapy
 - Allied Health Assistants
 - Social Worker
 - Dietitian
 - Speech Pathologist

What services are not included?

The program does not cover the cost of services such as pathology, radiology or your GP but may assist with arranging appointments and transport.

The cost of your medications is not included and you will need to pay for these separately.

Will I need to pay?

TTCP is supported by funding from Canberra Health Services and the Commonwealth Government under the Transition Care Program. However, you are also asked to pay a fee to contribute to the cost of your care. This is not covered by private health insurance. The Commonwealth Government sets the maximum fee and is based on the current single aged pension. The fees are:

Residential clients (Mullangarrie Unit):

Daily rate of 85% of the single aged pension

Community clients (TTCP at Home):

Daily rate of 17.5% of the single aged pension

If you cannot pay the required fee, you can apply for a fee reduction. If you are able to demonstrate financial hardship, you will not be refused a service if you cannot pay. Fees are negotiable and can be reviewed at any time with your Care Facilitator.

What happens if I return to hospital during TTCP?

If you return to hospital and you are there for less than 7 days, it may be possible for you to return to the program. This will depend on your health and care needs. Ask your team to contact the TTCP Liaison Officer. If you are in hospital for longer than an accumulated 7 days in total, the program will end. This will be discussed with you at the time.

