



Associated Provider's Handbook



Kaya!

Ciao Dzień Dobry ЗДРАВО

Hello Bonjour
Hola Guten Tag Olà

Namaste سلام

こんにちは Ūdv Ahoj

你好 Γειά σου

Shalom Selamat Siang

Salve Merhaba



Acknowledgment

We acknowledge the Noongar nation and specifically the Whadjuk people as the traditional custodians of the land on which our services are based. We pay our respects to their elders past, present and emerging.

We acknowledge the LGBTIQA+ elders, and we express our gratitude for the recognition and acceptance that the LGBTIQA+ community receives today.

We also acknowledge the elders of the multicultural, multilingual and multifaith communities who serve as the inspiration for our mission and values. As we stand on their shoulders today, we celebrate diversity and continue to promote respect and inclusion for all.

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Our Vision

A world where everyone, regardless of language, gender identity, culture, or financial status, can fully enjoy their Golden Years with respect and dignity.

Our Mission

To deliver accessible, affordable, and high-quality community and aged care services that respect and honour linguistic, gender, cultural, and economic diversity.

Our Values

- C – Compassion
- A – Accountability
- R – Respect
- E – Excellence

Our Objectives

The Happiest Clients

Provide flexible, safe, high-quality and culturally appropriate services and always strive to make our clients feel that we care for them like family

The Best People

Attract, recruit, and retain the best people to deliver quality, safe and caring services for our clients

Enabling Environment

Ensure our assets, systems and structures support us in achieving our goals

Strong Governance and Brand

Maintain effective governance, financial capacity and reputation to ensure our long-term sustainability

Our Strategies

Engage and consult clients to deliver the care they need

Maintain the multicultural and inclusive character of Umbrella

Maintain strong social support programs

Attract and retain new clients

Attract and retain high-quality staff

Stay abreast of sector changes to ensure responsiveness and compliance

Maintain a well-trained and motivated team

Build and retain a diverse pool of volunteers

Maintain a workforce that is quality and safety conscious

Obtain our own permanent building/premises

Ensure our systems support efficient operations and reporting

Advance digital empowerment and connectivity

Ensure the organisational structure supports quality care

Maintain multicultural, LGBTQIA+ and multidisciplinary Board including clinical professional

Ensure regulatory compliance and continuous improvement

Retain our position as an industry leader in the aged care and multicultural sectors

Build diverse income streams

Strengthen our financial reserves

Optimise our financial resources





UMBRELLA MULTICULTURAL COMMUNITY CARE

Umbrella Multicultural Community Care (Umbrella) is a multicultural and LGBTIQ+ inclusive service provider dedicated to delivering high-quality, person-centred care in line with *Aged Care Act 2024*, *Aged Care Rules 2025* and strengthened Aged Care Quality Standards.

We provide a wide range of community care services, as outlined on the national service list, ensuring that each individual receives support tailored to their unique needs and circumstances.

Umbrella works closely with communities across Perth Metropolitan region to identify local partners and collaborate to develop individualised, culturally sensitive services.

Through our strong commitment to community involvement and inclusion, Umbrella has established a distinctive presence, positively impacting the lives of many people and fostering a sense of belonging and support.

We currently operate from three convenient office locations in Belmont, Ascot, and Bayswater.



OUR PURPOSE

At Umbrella our purpose is to:

- Strengthen and enhance social and personal well-being for older individuals;
- Promote and facilitate access, equality and inclusive programs; and,
- Deliver high quality, value driven home care services that supports independence, dignity and choice

WHAT WE DO

Umbrella offers a wide range of services, support and information for:

- Home Care (personal care, domestic assistance, respite, transport)
- Allied Health (such as Occupational Therapy, Physiotherapy, Podiatry, Speech therapy)
- Nursing Care and consumables
- Gardening and Home Maintenance support
- Meals and Nutrition
- Therapeutic Services (such as remedial massage therapy, chiropractic, osteopathy and acupuncture)
- Social Support Groups and Community Engagement
- Assistive Technology and Home Modifications
- Prescribed equipment

OUR COMMITMENT

Umbrella is committed to embracing and leading industry change while continuing to deliver inclusive, high-quality aged care that celebrates diversity and respects the individuality of every person we support.

Your role as an approved associated provider is pivotal in upholding our values, vision, and compliance obligations under the:

- **Aged Care Act 2024**
- **Aged Care Rules 2025**
- **Strengthened Aged Care Quality Standards**
- **Aged Care Code of Conduct**

Together, we will ensure that every service delivered under Umbrella reflects the highest standards of care, professionalism, and accountability.

Purpose of this Handbook

This handbook outlines the key changes, responsibilities, and compliance requirements for associated providers working in partnership with Umbrella. It is designed to help ensure that all providers understand and align with the new national regulatory framework.

We warmly welcome you as a valued associated provider working alongside Umbrella. As a community-focused organisation, we recognise the essential role you play in delivering high-quality, person-centred care that meets the evolving standards of the aged care sector

This handbook is designed to support you in:

- Understanding your **responsibilities and obligations** under the new reforms
- Delivering services in alignment with **Umbrella's policies and values**; and
- Ensuring **regulatory compliance** with national aged care requirements



SUPPORT AT HOME

The Support at Home Program is the Australian Government's new model for in-home aged care, commencing 1 November 2025.

This program will replace the existing Home Care Packages (HCP) and Short-Term Restorative Care (STRC) programs, and by 2027, it will also incorporate the Commonwealth Home Support Program (CHSP) to create a unified and simplified in-home care system.

The Support at Home Program introduces:

- A streamlined, single assessment process for all in-home aged care supports.
- A nationally consistent service list to ensure equity and transparency; and
- Clearer expectations for accountability, documentation, and service quality.

Support at Home Approved Service List & Claimable Services

From **1 November 2025**, all services delivered under the Support at Home Program and the Commonwealth Home Support Program (CHSP) must align with the new National Service List of approved community care services.

Only the products and services listed on the National Service List will be eligible for claiming under government funding arrangements.

All associated providers must ensure they:

- Are familiar with the approved National Service List and its categories.
- Accurately prescribe, deliver, and document services in accordance with the approved list; and
- Bill correctly by identifying and using the appropriate product or service level codes.
 - Invoice and claim against the prescribed service list and types listed in **Appendix A** of this handbook
 - Invoices must be submitted within 5 working days of service delivery
 - Each invoice should include only services delivered within the same calendar month
 - Every service claimed must be supported by proof of delivery
 - Cooperate with verification as you may be asked to provide further details or records to confirm services claimed

Adherence to these requirements is essential to maintain compliance, ensure accurate reporting, and uphold the integrity of funding and service delivery under the Support at Home Program.

Refer to Appendix A on page 24 for the service list

Objectives of the Support at Home Program

The program aims to:

- Provide timely and tailored support to meet the individual needs of older Australians;
- Reduce administrative complexity through a single assessment and entry process; and
- Strengthen oversight and safeguards through the new *Aged Care Act 2024*, *Aged Care Rules 2025*, strengthened Quality Standards, and enhanced audit and reporting requirements.

Role of Associated Providers

Associated providers and staff play an integral role in ensuring that the delivery of care under this new model meets the standards of quality, safety, and inclusivity expected across the sector.

Umbrella is committed to guiding and supporting all associated providers throughout this transition; helping you to understand new compliance obligations, align service practices, and continue delivering person-centred, inclusive, and high-quality care.



THE AGED CARE ACT 2024

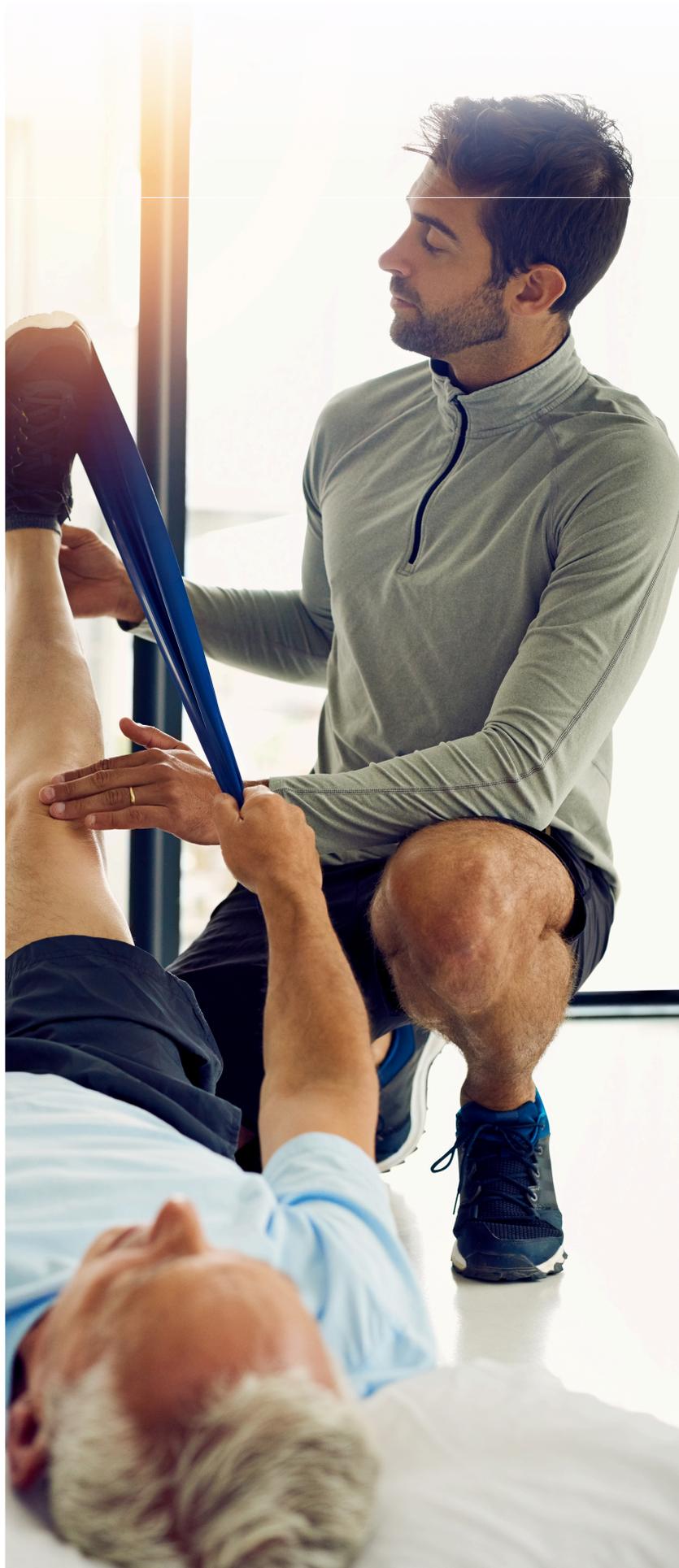
From **1 November 2025**, the ***Aged Care Act 2024*** will formally govern the aged care sector in Australia. This legislation represents a significant step in **simplifying regulations** and **placing older people at the centre of their care journey**.

The new Act establishes a clear and accountable framework for the **delivery, governance, and regulation** of aged care services, ensuring transparency, fairness, and a stronger focus on quality and rights.

The **Aged Care Quality and Safety Commission (ACQSC)** provides a range of resources, guidance materials, and training programs for people working in aged care.

You can access detailed information and training on the Aged Care Act via the **Aged Care Quality and Safety Commission website**.

This handbook contains a summary of the vital but complex changes that affect you.



STATEMENT OF RIGHTS

The Statement of Rights forms the foundation of the *Aged Care Act 2024*. It establishes the fundamental rights of older people and defines the standards of **respect, dignity,** and **fairness** that must underpin every aspect of aged care service delivery.

Under the legislation, all registered providers are required to act compatibly with the Statement of Rights in the planning, delivery, and management of care and support services.

As a contractor delivering services on behalf of Umbrella, associated providers and their personnel are equally obligated to ensure their actions and decisions align with and uphold these rights at all times.

The Statement of Rights is a central feature of the *Aged Care Act 2024* and defines what every older person can expect when receiving care and support. It reinforces the sector's commitment to delivering services that uphold dignity, safety, inclusion, and respect.

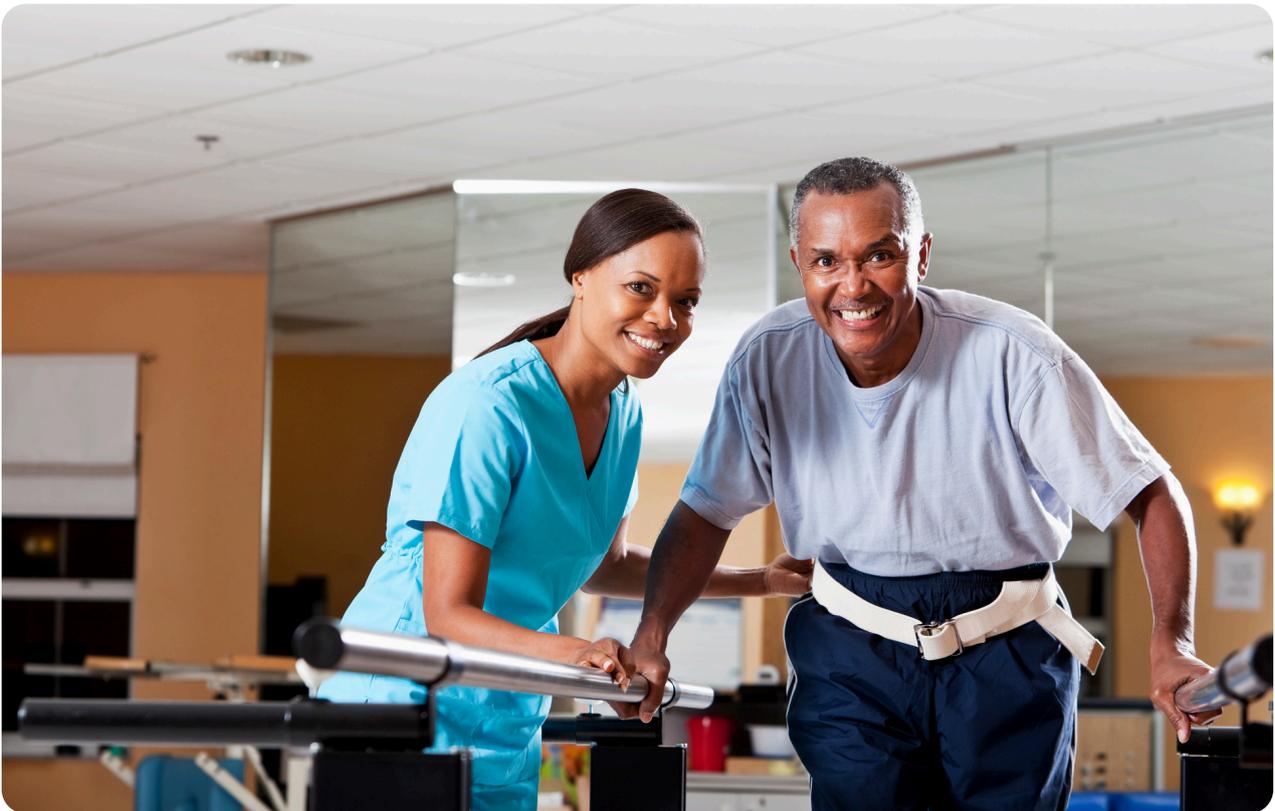
Every Older Person Has the Right To:

- Independence, autonomy, empowerment, and freedom of choice in decisions about their life and care.
- Access to culturally safe and inclusive services that respect their background, identity, and preferences.
- Quality and safe aged care services that meet national standards and are delivered with professionalism and compassion.
- Respect for privacy and personal information, ensuring confidentiality and trust.
- Person-centred communication, with the ability to express concerns or make complaints without fear of reprisal.
- Support from advocates, significant persons, and social connections to maintain wellbeing and community belonging.

RESPONSIBILITIES OF ASSOCIATED PROVIDERS

As an associated provider, you are responsible for ensuring that the Statement of Rights is actively upheld in all aspects of service delivery. You must:

- Ensure all staff delivering services are aware of and understand the Statement of Rights.
- Provide and record training to maintain staff awareness and compliance.
- Report any concerns, breaches, or potential risks immediately to Umbrella.
- Refer to the Department of Health and Aged Care's official fact sheet on the Statement of Rights for full details and guidance.



Further Information

The full Statement of Rights can be accessed through the Department of Health and Aged Care by scanning this QR code



THE CODE OF CONDUCT FOR AGED CARE

All associated providers and their personnel **must adhere** to the **Aged Care Code of Conduct**, which outlines the **behaviours expected** of everyone **delivering aged care services**.

The Code Requires You To:

1. Act with respect for people's rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions.
2. Treat people with dignity and respect, valuing their individuality and diversity.
3. Respect people's privacy and handle all personal information appropriately and confidentially.
4. Provide care, supports, and services safely and competently, using appropriate skill, diligence, and professional judgement.
5. Act with integrity, honesty, and transparency in all interactions and decisions.
6. Promptly raise and act on concerns about any matter that may impact the quality or safety of care, support, or services.
7. Deliver care that is free from all forms of violence, discrimination, exploitation, neglect, abuse, or sexual misconduct.
8. Take all reasonable steps to prevent and respond to any form of violence, discrimination, exploitation, neglect, abuse, or sexual misconduct.

CONSEQUENCES OF BREACHES

Any breach of the Code of Conduct may result in:

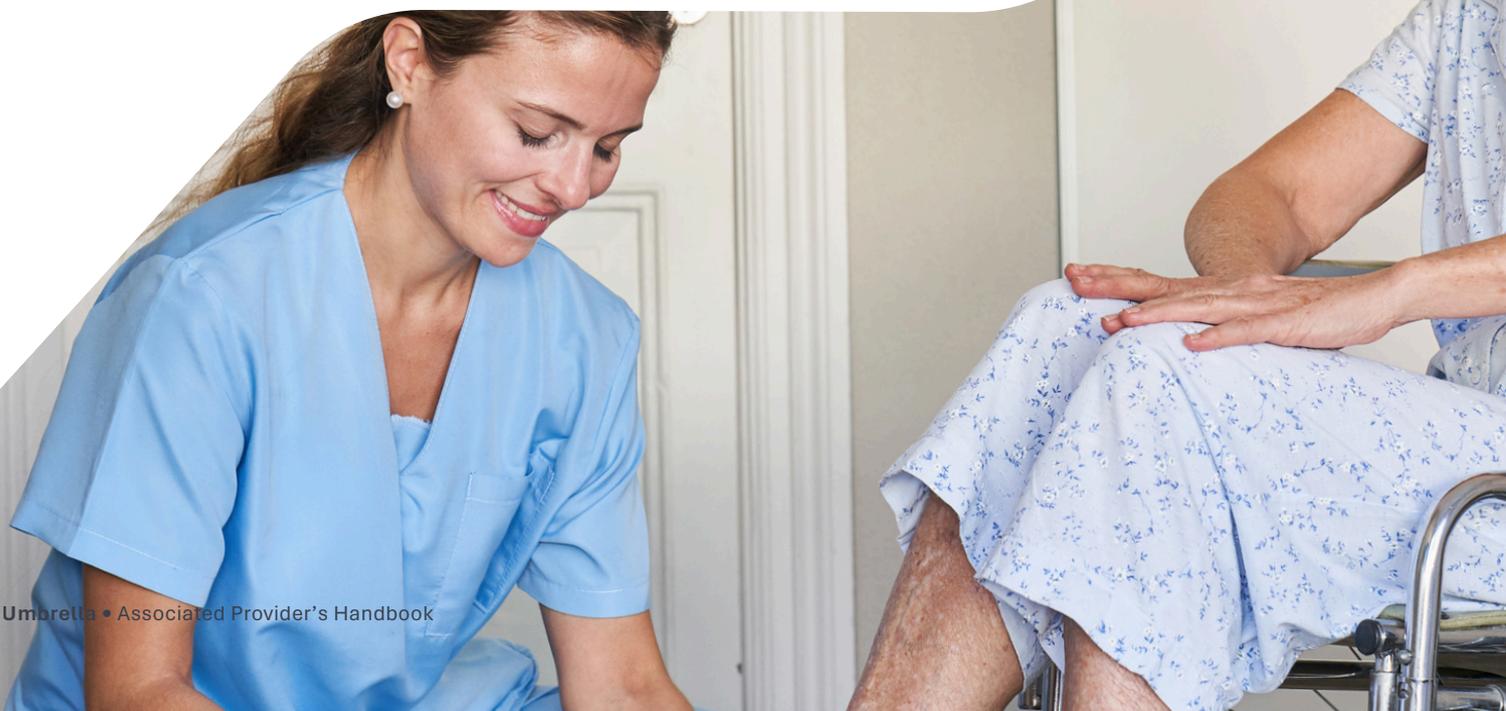
- **Disciplinary action**, including **termination of engagement**; and/or
- **Disqualification from working in the aged care sector**, as determined by the Aged Care Quality and Safety Commission (ACQSC).

RESPONSIBILITIES OF ASSOCIATED PROVIDERS

As an associated provider, you are responsible for ensuring compliance with the **Code of Conduct** by all personnel delivering services on behalf of Umbrella.

You must:

- Ensure all staff delivering services are aware of and understand the **Code of Conduct**.
- **Provide training** to staff on the Code, and **maintain accurate records** of that training.
- **Report any concerns, breaches, or suspected breaches** immediately to Umbrella Community Care for appropriate action.





THE STRENGTHENED AGED CARE QUALITY STANDARDS

The Purpose of the Quality Standards

- Ensure older people receive safe, high-quality aged care.
- Set minimum expectations for the level of care and services.
- Focus on consumer dignity, choice, and wellbeing.

Strengthened Standards (Effective 1 November 2025)

- Updated standards define safe, high-quality care more clearly.
- Emphasise person-centred care: care that respects the individual's preferences, culture, and values.
- Reinforce consumer rights, ensuring older people have control and involvement in decisions about their care.
- Aim to improve oversight and accountability of service delivery.

Why This Matters for Providers

- All aged care providers, including associated providers, must align service delivery with these standards.
- Compliance ensures older people receive care that is safe, respectful, and tailored to their needs.
- Providers will need to demonstrate adherence through documentation, reporting, and quality assurance practices.

The new **Aged Care Quality Standards (2024)** focus on outcomes. They include:



THE INDIVIDUAL



THE ORGANISATION



THE CARE & SERVICES



THE ENVIRONMENT



CLINICAL CARE

As a registered provider, **Standards 1-7** apply to the funded services we deliver.

As an associated provider of Umbrella it is essential that you are delivering services that are in alignment with the strengthened quality standards.



FOOD AND NUTRITION



THE RESIDENTIAL COMMUNITY

The **Aged Care Quality and Safety Commission** website has a number of **resources**, including **training** for people who work in aged care. Please scan the QR code for **information on the quality standard**.





WHISTLEBLOWER PROTECTION

The new whistleblower protections are designed to:

- Encourage reporting of misconduct, abuse, neglect, unsafe practices, or breaches of care.
- Protect individuals who raise concerns from retaliation or negative consequences.
- Ensure safety and quality in aged care services.

RESPONSIBILITIES OF ASSOCIATED PROVIDERS & PERSONNEL

- Raise concerns to Umbrella about any suspected wrongdoing or risks.
- Ensure protection for staff or others who make a whistleblower disclosure in accordance with the Act.
- Report in good faith through the appropriate channels.
- Understand that protection applies even if concerns are later found to be unfounded, as long as they were made honestly and reasonably.

UMBRELLA'S COMMITMENT

- Create a safe environment for people to speak up.
- Confidential reporting will be supported and treated seriously.
- Further guidelines and policy documentation will be provided once finalised.

INCIDENTS AND SERIOUS INCIDENT REPORTING SCHEME

Reporting incidents is a critical requirement under the Umbrella Associated Provider Agreement and the Aged Care Act.

These expectations have been in place for some time, but under new reforms, registered providers and our associated providers must demonstrate clearer, faster, and more transparent incident reporting.

Associated providers **must** cooperate fully with investigations and provide any information requested by Umbrella Community Care Inc. or any other regulatory authority.

EXAMPLES CAN INCLUDE BUT ARE NOT LIMITED TO:

Client injury or fall

Client not answering the door during a scheduled visit

Wellbeing concerns or deterioration in health

Property damage or unsafe environments

Client changes in living or care arrangements

Allegations or concerns of abuse, neglect, or exploitation



Associated Provider are contractually obliged to follow SIRS incident reporting, investigation and record keeping obligations as outlined in the Associated Provider Service Agreement



RECORD KEEPING AND AUDITS

Associated providers and staff are required to maintain accurate and complete records in accordance with the *Aged Care Act 2024* and guidelines. These obligations are designed to demonstrate full transparency of competent staff, quality and accuracy of service delivery, prioritising client safety, and ongoing regulatory compliance.

As an Approved Associated Provider You must:

- Maintain up-to-date and verifiable records of services delivered, staff qualifications, police checks, insurances, and training.
- Understand and comply with record-keeping obligations under the new Aged Care Act and associated rules, including the requirement to retain all records for a minimum of seven (7) years in accordance with applicable legislation.
- Ensure all records are stored securely within Australia and remain readily accessible when required.



AUDIT INVESTIGATION, AND REVIEWS

Associated providers must actively participate in all compliance and quality assurance processes, including:

- Providing any records, reports, or information requested by Umbrella Inc., the Department of Health, the Aged Care Quality and Safety Commission, or any other authorised body.
- Cooperating fully during both scheduled and unscheduled audits or investigations.
- Responding promptly to any requests for information, clarification, or corrective action.

NON-COMPLIANCE

Failure to maintain adequate records or to respond to audit or investigation requests may result in contract suspension or termination, and may also trigger regulatory action under the Aged Care Act.

ONGOING SUPPORT

Umbrella Multicultural Community Care would like to acknowledge and thank you and your team for your ongoing support and commitment to the services provided to our clients. Your business plays a vital role in Umbrella supporting the wellbeing, safety, and independence of the elderly people we support.

If you require further clarification or support, please do not hesitate to contact Umbrella Quality Team at quality@umbrellacommunitycare.com.au or phone (08) 9275 4411



We are here to work together in delivering safe, quality, and compliant care to our clients.

**Thank you for your continued partnership with
Umbrella Multicultural Community Care**

Mandatory Training & Vital Information

Accessing Further Information & Training

The new Act establishes a clear and accountable framework for the delivery, governance, and regulation of aged care services, ensuring transparency, fairness, and a stronger focus on quality and rights.



**THE AGED
CARE RULES**



**AGED CARE
ACT 2024**



**AGED CARE ACT
2024 - TRAINING**



**DEPARTMENT FACT
SHEET STATEMENT
OF RIGHTS**

AGED CARE QUALITY AND SAFETY COMMISSION WEBSITE



Appendix A: Service Level List

Allied health and therapy

- Allied health assistance
- Podiatry
- Social work
- Speech pathology
- Diet or nutrition
- Aboriginal or Torres Strait Islander Health Practitioner assistance
- Aboriginal or Torres Strait Islander Health Worker assistance
- Physiotherapy
- Psychology
- Exercise physiology
- Occupational therapy
- Counselling or psychotherapy
- Music therapy

Care management

- Home support care management

Community cottage respite

- Cottage respite

Domestic assistance

- General house cleaning
- Laundry services
- Shopping assistance

Home maintenance and repairs

- Gardening
- Assistance with home maintenance & repairs
- Expenses for home maintenance & repairs

Home or community general respite

- Flexible respite
- Community & centre-based respite

Meals

- Meal delivery
- Meal preparation

Nursing care

- Registered nurse clinical care
- Enrolled nurse clinical care
- Nursing assistant clinical care
- Nursing care consumables

Personal care

- Assistance with self-care and activities of daily living
- Assistance with self-administration of medications
- Continence management (non-clinical)

Restorative care management

- Home support restorative care management

Social support and community engagement

- Group social support
- Individual social support
- Accompanied activities
- Cultural support
- Digital education and support
- Assistance to maintain personal affairs
- Expenses to maintain personal affairs

Therapeutic services for independent living

- Acupuncture
- Chiropractic
- Diversional therapy
- Remedial massage
- Art therapy
- Osteopathy

Transport

- Direct transport (driver and car provided)
- Indirect transport (taxi or rideshare service vouchers)

Equipment and products

- Managing bodily function items
- Self-care items
- Mobility items
- Domestic life items
- Communication and information management items
- Assistive technology prescription and clinical support

Home adjustments

- Home modification items
- Home modifications, prescriptions and clinical support



Phone:

(08) 9275 4411 – General enquiries

(08) 6155 6793 – Social Support Services



Email: enquiries@umbrellacommunitycare.com.au



Head Office: 39 Abernethy Road, Belmont WA 6104

Home Support Services: 234 Great Eastern Highway Ascot WA 6104

Hub: Olive Tree House, 6b Blades Close, Morley 6062

Postal: PO BOX 311, Belmont WA 6984



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