



Transition Care Program

This booklet gives you information about the Transition Care Program (TCP). It also explains your rights, responsibilities and what to expect.

Contact us

Case Manager:

Phone:

Email:

Transition Care Program Manager:

Phone:

Email:

What is the Transition Care Program (TCP)?

The TCP can help you recover after a hospital stay, gain independence, and connect you with the support you need.

How it works

1. The Aged Care Assessment Service (ACAS) will confirm if you can get TCP services.
2. You will need to fill out and sign the TCP agreement.
3. If you are offered a place in the program it will start as soon as you finish your hospital stay.
4. You can get support for up to 12 weeks (84 days) as you recover at home, in an aged care facility or hospital.
5. You will have a care plan that will describe the types of services you will get.
6. You can move between different locations or types of care as your needs change.
7. You will get help with finding options for longer-term care if you need it.

In the program, there are two types of care you can get:



Home based care

You will get care in your home.

Services could include:

- ✓ Nursing and in-home respite
- ✓ Help with cleaning, meals or bathing
- ✓ Setting up medical appointments
- ✓ Travel to appointments or social activities
- ✓ Therapy from allied health staff, such as a physiotherapist
- ✓ Support equipment such as handrails, ramps or continence aids

Fees

You will need to pay **17.5%** of your current single aged pension per day.



Bed based care

You will get care in a hospital or aged care facility.

Services could include:

- ✓ Nursing and on-call support
- ✓ Medication assistance
- ✓ Help with everyday tasks like bathing or walking
- ✓ Dementia support
- ✓ Setting up medical appointments
- ✓ Therapy from allied health staff, such as a physiotherapist

Fees

You will need to pay **85%** of your current single aged pension per day.

You will also need to pay for any prescription medication you need from your chosen pharmacy.

The program does not include services like:

- ✗ Pathology or radiology (like blood tests or x-rays)
- ✗ Ambulance travel to or from hospital
- ✗ Prescription medicine or pharmacy fees
- ✗ GP appointments

What to expect in the Program?

To make the most of the TCP, you will have different rights and responsibilities.

What does my case manager do?

Your case manager is your key contact, supporter and advocate during the program.

A case manager can help you:

- Create a care plan and update it based on your needs
- Make decisions that affect your care
- Advocate for your needs and give you emotional support
- Share and action feedback about your care
- Plan your care in advance, including understanding your values and beliefs so your care team can make decisions on your behalf if you're unable to
- Create a discharge plan and set up long-term support

Your case manager won't make medical decisions about your care. You will work with the medical professionals in your care team to do this.

How will my information be shared?

When you fill out and sign the agreement, you are giving permission for us to share your information with:

- Your GP, health professionals, My Aged Care, and other service providers so that we can meet your care needs
- The Commonwealth Department of Health, Disability and Ageing, the Aged Care Quality and Safety Commission and the Victorian Department of Health so that they can fund and measure the success of the program.

What will I need to do?

You will have different responsibilities as part of the program. You will need to:

- ✓ Actively work towards your care plan goals
- ✓ Be responsible for your own actions and choices
- ✓ Tell your case manager what you need. If you need help with something, ask
- ✓ Tell your care team if you have a specific request (e.g. if you'd like to smoke, vape or drink alcohol)
- ✓ Treat your care team with respect, the way you'd like to be treated
- ✓ Provide your care team with a safe and healthy place to work if you're recovering at home

What are my rights?

All TCP clients have their rights protected under the:

- Statement of Rights (Aged Care)
- Commonwealth Aged Care Act 2024, Aged Care Rules 2025
- Victorian Charter of Human Rights and Responsibilities Act 2006
- Victorian Privacy and Data Protection Act 2014
- Victorian Health Records Act 2001
- Commonwealth Privacy Act 1988

Fees and payments

While the TCP is mostly funded by the government, you will need to pay a fee towards the cost of your care.

What will I need to pay?

You will need to pay fees based on the type of care you will get:



For home based care

If you are in the program at home, you will need to pay **17.5%** of your current single aged pension per day.



For bed based care

If you are in the program at an aged care facility or hospital, you will need to pay **85%** of your current single aged pension per day.

You will also need to pay for any prescription medication you need from your chosen pharmacy.

If you don't have a pension, you will need to pay a *daily fee* that is equal to the percentage outlined above.

TCP is **not** covered by:

- × Medicare
- × Private health insurance
- × Department of Veterans Affairs

What if I can't pay?

TCP fees can be flexible based on your unique circumstances. If you can't pay the fee, you can still be part of the program.

You can talk to your case manager about different options, including reducing the cost, or asking for more time to pay.

How will I pay?

You will get an invoice from the Bayside Health Billing team and more information about how to pay once you start the program.

This invoice will include a fee for each day you're on the program, including days where you might not get care, such as a weekend.

What if I need to take a break?

You can take up to 7 days of leave, this can include time off for social activities or if you need to return to hospital. Taking leave will not change your program end date.

You can use this time as single days, or as a longer block. You will need to pay fees for days that you take a break from the program.

Where to get help

Your **case manager** is your key contact for the program, but you can also get in touch with other organisations for different kinds of support.

For information and support with aged care services

My Aged Care

☎ 1800 200 422

🕒 8:00 am to 8:00 pm Monday to Friday
10:00 am to 2:00 pm on Saturday

🖱 www.myagedcare.gov.au

Aged Care Quality and Safety Commission

☎ 1800 951 822

🖱 www.agedcarequality.gov.au

For people who are deaf and/or find it hard hearing or speaking with people who use a phone

National Relay Service (NRS)

☎ 13 36 77

For complaints, concerns or feedback about the program

TCP Manager

☎ 13 36 77

🖱 tcp@alfred.org.au

Bayside Health (Alfred Health) Patient Feedback and Liaison

☎ (03) 9076 8001

🖱 feedback@alfred.org.au

Office of the Health Complaints Commissioner

☎ 1300 582 113

🖱 hcc.vic.gov.au

If you need advice or someone to speak on your behalf

National Aged Care Advocacy Line

☎ 1800 700 600

Elder Rights Advocacy

☎ (03) 6902 3066

🖱 elderrights.org.au