

Meet a Patient

Joanne is 61 years old and lives alone. She resides in a small property some 20km from the nearest health centre. She was referred to the SASH packages by the Social Worker for support with tasks such as cleaning, laundry, shopping, and preparing meals.

Joanne has multiple health conditions including Chronic Fatigue Syndrome and Heart Failure. She has associated impairments such as: breathlessness, insomnia, and impaired mobility.

Joanne has applied to the NDIS on 2 occasions, but her latest Access Request was declined because there was insufficient evidence to support her case.

The SASH Case Manager met with Joanne at her home to assess her needs and establish a Care Plan. Joanne's plan included assistance with shopping and meal preparation weekly and domestic tasks such as cleaning and washing fortnightly. To reapply for the NDIS was Joanne's long-term goal.

The OHC Case Manager linked Joanne to a Disability Advocate to appeal the latest NDIA decision.

Joanne was assessed by an Occupational Therapist who documented in her report Joanne's lifelong impairments. Joanne and her Disability Advocate commenced the appeals process through the NDIA. Joanne's appeal was successful and her NDIS support plan, now allows her to access home support and therapy services. Joanne continued with the SASH package until her NDIS support plan was implemented.

Contact Information SASH Package

Hospital Contact:

Name:

Phone:

Out of Hospital Care Provider:

Name:

Phone:

This material is copyright. It may be reproduced for training and information purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated requires written permission from NSW Health, Media and Communications Branch.



Health

The Out of Hospital Care Program Safe and Supported at Home (SASH)



Information for Patients and Families



Health



A SASH Package can offer

medium term home care services to assist you at home while supporting you to access long term supports through the National Disability Insurance Scheme (NDIS), My Aged Care or other pathways.

A six-week package

A SASH package is available for **up to six weeks at a time**. The SASH Case Manager will work with you to monitor your ongoing needs. Packages can be repeated if you are assessed as requiring additional support.

Getting a SASH referral

Referrals can be made by Health staff when you are in hospital or when you are receiving out-patient or community health services. These staff include:

- Nurses
- Occupational Therapists / Physiotherapists
- Social Workers

How much does SASH cost?

You will be asked to contribute up to \$10.00 per week towards your SASH package. If you have any concerns regarding this payment, please discuss this with your SASH Case Manager.

SASH Services

When you are referred to SASH, you are allocated a Case Manager who will be your key contact throughout the program.

The Case Manager will meet with you to discuss your needs and arrange services such as:

Personal care - assistance with bathing, oral care, dressing, hygiene, dressing, grooming and monitoring medication.

Domestic assistance - house cleaning, vacuuming, mopping, laundry and shopping.

Meals - meals delivered to your home or meal preparation.

Transport - for medical and other appointments.

Social support - accompaniment to: appointments, shopping and paying bills.

In home respite care - support for carers.

Who is eligible for SASH?

You are eligible for SASH if you are aged between 18 - 64 years and have:

- physical, sensory or psycho-social disabilities that impact your daily activities,
- limited or no informal supports,
- started the NDIS application process and have received a reference number or
- had your application after NDIS rejected and need home care support while reapplying for the NDIS or appealing an access decision.

What happens when SASH finishes?

Before the SASH package finishes, the Case Manager will:

- Assist you with your transition to ongoing services delivered via the NDIS or My Aged Care.
- Provide you with information if you wish to engage services yourself at a later date.

Questions

If you have any questions or concerns regarding your SASH package, please contact your Case Manager.