

## Why choose ACCS as your provider?

ACCS is a not-for-profit community service that commenced in 1984, and our history is steeped in personal stories and testimonies from consumers who have experienced our supportive team.

We have experienced aged care staff that are bi-lingual and are able to meet the language and cultural needs of our specialised cultures, Croatian, Bosnian and Herzegovinian, and to the broader community.

Aside from the diverse cultural backgrounds of our consumers and our staff, we share a common bond, to respect and support each other.

ACCS also offers other services that may be of benefit to you, including, Social Support Groups, Social Support Individual, Transport, Education Services and Community Development.

## How do you find out more information?

Please call us and we will assist you with all your enquiries that help support you to stay at home.

### Australian Croatian Community Services

Ground Floor, 4-8 Parker Street,  
Footscray VIC 3011

T: 9689 5811

F: 9689 8419

E: [support@accs.asn.au](mailto:support@accs.asn.au)

Suite 3, 3/57 Robinson Street,  
Dandenong VIC 3175

T: 9791 6000

F: 9791 6011

E: [support@accs.asn.au](mailto:support@accs.asn.au)

34 McClelland Street,  
Bell Park VIC 3215

T: 4222 8072

F: 9689 8419

E: [support@accs.asn.au](mailto:support@accs.asn.au)



## HOME CARE PACKAGES

ACCS provides individualised care for people to continue living in their own home through the Home Care Packages program. A Home Care Package is a Government subsidy for services to keep you at home for as long as possible.

Our caring team can help you with housework, meal preparation, transport and personal care. Our team also extends to linking you to skilled health care professionals including nurses, occupational therapists, physiotherapists and podiatrists. What services you receive are flexible, and you can choose these.

FOOTSCRAY 9689 5811

DANDENONG 9791 6000

GEELONG 4222 8072



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## What is a Home Care Package?

The Australian Government provides a subsidy towards a package of care, services and case management to meet your personal needs and identified goals that will support your health, wellbeing and access to the community.

**There are different types of Commonwealth funded aged care.**

## We will help you

Our goal is to work with you, and other health professionals involved in your care, to help you to achieve optimal health and be as independent as possible at home.

We will meet with you to design a care plan that meets your needs and preferences. We will form a Home Care Agreement and Care Plan that will detail how your services will be provided, who will provide them and how much they will cost. Your Care plan can be changed at any time, as your needs may change over time.

1

The Commonwealth Home Support Program (CHSP) which provides entry level support for older people.

2

The Home Care Packages program which provides support for people with higher levels of care that require care coordination and case management to help them live independently.

3

Residential Aged care which provides full time care in a residential facility.

## How do you obtain a Home Care Package?

Here is a guide to the steps involved

1

**The first step is to contact My Aged Care on 1800 200 422** for registration and phone screening. The staff at the contact centre will ask you some questions in order to understand your needs. If applicable they will arrange a free assessment with an Aged Care Assessment Service (ACAS).

2

**Be assessed for a Home Care Package** by professional health and community care clinician who will visit you at home to assess your eligibility. You can have a representative or family member present with you during the assessment if you wish.

3

**Receive the outcome of your assessment** by mail. A letter from ACAS will tell you if you are eligible and if so, what level of home care package that has been approved and your priority for care.

4

**Make enquiries about who will provide your services.** There is a list of providers on the My Aged Care website [http:// www.myagedcare.gov.au/service-finder](http://www.myagedcare.gov.au/service-finder). Only an approved Home Care Package Provider can host a Home Care Package. ACCS is a registered provider and meets all government criteria.

5

**Be Assigned a Home Care Package.** This will be assigned based on your position in a national queue. When it becomes available, you will receive a letter from My Aged Care that contains a unique referral code that you will need to provide to your chosen Service Provider.

6

Enter into a Home Care Agreement with your chosen Service Provider. Note: Once a Home Care Package is assigned, you have 56 days to choose a Service Provider and enter into a Home Care Agreement.

7

Start Receiving Services. Once you have a Home Care Agreement with a care plan and budget you can start receiving the services you choose.

## What are the Home Care Package levels?

There are four levels of care within the Home Care Packages program:

### HOME CARE LEVEL 1

This is a very basic level of entry into home care packages and is designed to support people with basic care needs. We find our consumer mainly use this for things they are struggling to do themselves, such as domestic assistance.

### HOME CARE LEVEL 2

This is to support people with low level care needs who are still independent in areas such as personal care, but need a bit more support each week to remain independent. We find our consumers may use this level of support for domestic assistance, shopping and social support, possibly home podiatry or some gardening assistance.

### HOME CARE LEVEL 3

This is to support people with intermediate care needs. Most people will have support in personal care, some meal preparation and medication support. Other funds may be spent on social support, transport, nursing, allied health, gardening and minor home modifications like ramps and rails.

### HOME CARE LEVEL 4

This is to support people with high care needs. Most people will have support in personal care from five to seven times per week, once to twice daily. Other funds may be spent on social support, transport, nursing, allied health, gardening and minor home modifications.

## How many hours can you get from your package?

It depends and you are not locked into purchasing hours of care. Your package gives you a specific amount of funding. Some of this money will go towards administrative and case management charges. The rest of the funding can be spent on hours of care, or something else, depending on your care needs.

If you do decided to use your subsidy on hours of care, you can expect to receive approximately the following range of hours of care from your package. Note: this is not precise.

- ◆ **Level 1** approx. 2 hours per week (on average)
- ◆ **Level 2** approx 3-4 hours per week (on average)
- ◆ **Level 3** approx 7-9 hours per week (on average)
- ◆ **Level 4** approx 10-12 hours per week (on average)

## What services do Home Care Packages provide?

Funds can be spent on most things that relate to your care and well-being. There is flexibility and choice in what services you choose.

Common spending items include:

- ◆ Domestic assistance for household jobs like cleaning, clothes washing and ironing
  - ◆ Personal care assistance with bathing or showering, dressing, hair care and toileting
  - ◆ Food assistance, including preparing and eating meals, storing food and delivering meals to your home
  - ◆ Transport and personal assistance with shopping, banking, visiting health practitioners and attending social group activities
  - ◆ Respite support in either the home or the community, giving your carer a break from their caring role
  - ◆ Medication assistance in prompting you to take medications
  - ◆ Case Management and care advisory to develop and manage your package of services and any care needs
  - ◆ Wellbeing and social support assisting you with correspondence, writing, information, translations and assistance to access the community
  - ◆ Social Support Groups at community venues
- Some services ACCS do not offer directly but can be provided by external agencies and included in your Home Care package:
- ◆ Home maintenance for minor general repairs and care of your house or garden
  - ◆ Home modification by installing safety aids such as alarms, ramps and support rails
  - ◆ Nursing care where a qualified nurse comes to dress a wound or provide continence advice to obtain any aids and equipment
  - ◆ Allied health and other clinical services i.e. podiatry, occupational or physiotherapy services, hearing and vision services.

## What type of services do you want?

When determining your package of services it is useful to think about your needs and goals. To decide on your goals you can start by answering the following questions:

- ◆ What do you enjoy doing most?
- ◆ How could your daily living be improved?
- ◆ What type of lifestyle do you want at home?

We will develop a care plan that will take into account your needs, personal preferences and lifestyle choices.





## How much do you need to pay?

The Australian Government provides a subsidy for the delivery of Home Care Packages in Australia. Depending on the level of care, ACCS will receive daily subsidy on your behalf, plus additional supplements if you are eligible for them. Subsidies paid by the Australian Government include:

- ◆ Daily subsidy (depending on your assigned level – Level 1, 2, 3 or 4)
- ◆ Supplements ( if applicable) for:

- |   |  |
|---|--|
| - people caring for someone with dementia | - people with special feeding needs        |
| - veterans with mental health problems    | - people living in very remote areas       |
| - people who need oxygen                  | - people in significant financial hardship |

## Types of fees

You could be asked to pay fees for care you get as part of your home care package. The fees are based on the financial information you give to Centrelink.

Any fees will be discussed between you and your provider before you start services.

**There are three types of fees your provider may ask you to pay:**

### ◆ Basic daily fee

Basic daily fee for a home care package is 17.5% of the single person rate of the basic age pension. Please note, ACCS does not charge you a basic daily care fee.

### ◆ Income-tested care fee

An income-tested care fee is calculated by the Centrelink, and applies if your income is over a certain amount. There are annual and lifetime caps that apply to the income-tested care fee. Once these caps are reached, you cannot be asked to pay any further income-tested care fees. Centrelink will advise how much your income-tested care fee is.

### ◆ Fees for additional services

Your chosen provider is able to charge administration costs, case management costs and any other additional amount you have agreed to pay, to your home care package funds. All amounts to be charged to the home care package funds must be outlined in your individualised budget that will form part of your Home Care Agreement and agreed to by you.

## What if you cannot pay your care contribution?

You can discuss this matter with your Program Manager, and we will help you with the options.

## Private Care

Private Care Program is suited for those who require assistance to remain living independently in their own home but are not eligible for or waiting to receive government funded services, or wish to fund services privately.

## Is there anything that Home Care Packages don't provide?

Yes, some things are excluded. The package won't pay for day-to-day bills, food, rent or mortgage, gambling, holidays, entertainment, things already covered by Medicare or Pharmaceutical benefits and programs already funded or subsidised by the Australian Government.