

# Home Care Package Information



## What is a Home Care Package?

A Home Care Package is an allowance provided by the government to a Home Care Package provider to buy in-home services and support to help you stay living independently in your own home.

## How can I receive a Home Care Package?

To receive a Home Care Package, you must be assessed by the Aged Care Assessment Service (ACAS). During your assessment, they will ask you about what help you need to stay living at home. If you are eligible to receive a Home Care Package, you are placed on the National Queue (or waiting list) and be contacted once a package becomes available.

ACAS assessments are free of charge and can be arranged through My Aged Care by phoning 1800 200 422.

To be eligible for a Home Care Package, you must let the ACAS team know you want to be cared for in your home.

**It's important** - if you would like Cooinda to deliver your package, you need to let the ACAS and My Aged Care team know also.

If ACAS decide you are not eligible for a Home Care Package, Cooinda can still help you at home. You can choose supports that you pay for without government contribution.

## What home help is available with a Home Care Package?

Home Care Packages are very flexible and designed to help with the care needs of your choice. Services provided to you in your home as part of a package include:

- personal care - assisting with dressing and showering
- social support - shopping or social activities
- transport to appointments
- help at home - cleaning, linen change, laundry and gardening
- meal preparation

It is important to know that the services provided can change if your care needs change. Your Case Manager is a member of staff from Cooinda, who will visit to help you choose the services you need and develop a Care Plan.

## How is a Home Care Package arranged?

When notified by My Aged Care that you have been assigned a package, you will need to call Cooinda to arrange our Case Manager to visit you to plan your services. You, your family or representatives and our case manager will decide on the types of care you will receive. After you have agreed on your care, you will receive a copy of your care plan setting out the services you will receive. Your care plan can change if your needs change.

## How much will I have to pay?

Before you can commence receiving a Home Care Package your income details will need to be up to date with Centrelink.

If you are a full pensioner, you won't need to do anything, as your income details with Centrelink will be current.

If you receive a part-pension or are a self-funded retiree, you will need to call Centrelink 1800 227 475 to check if your income details are current or update them. You may also need to complete an Income Assessment form, which we can give you.

Depending on the outcome of your assessment, you may have to contribute some fees towards your package.

There are two types of fees:-

Income tested care fee: this fee set by Centrelink and applies to part-pensioners and self-funded retirees.

Basic daily fee: this fee is set and charged by providers. Cooinda does not charge a basic daily fee.

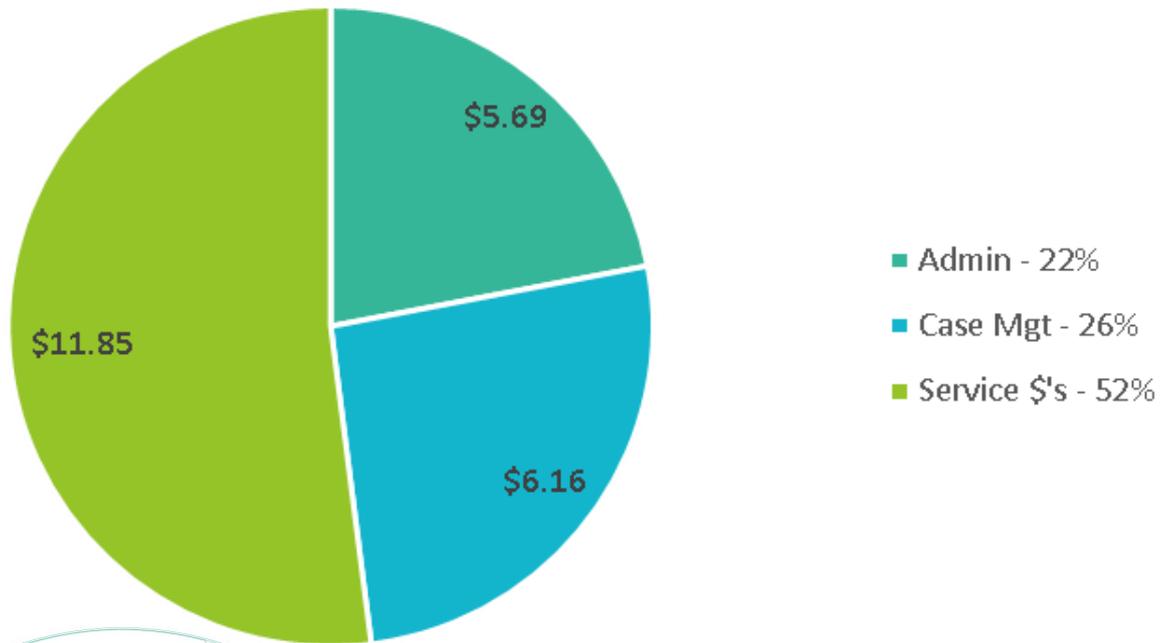
## How is my package spent?

Home Care Package subsidy rates are how much your provider will receive to purchase the supports you choose. Subsidy rates are set at different levels, depending upon your support needs. The below are current until June 2019:

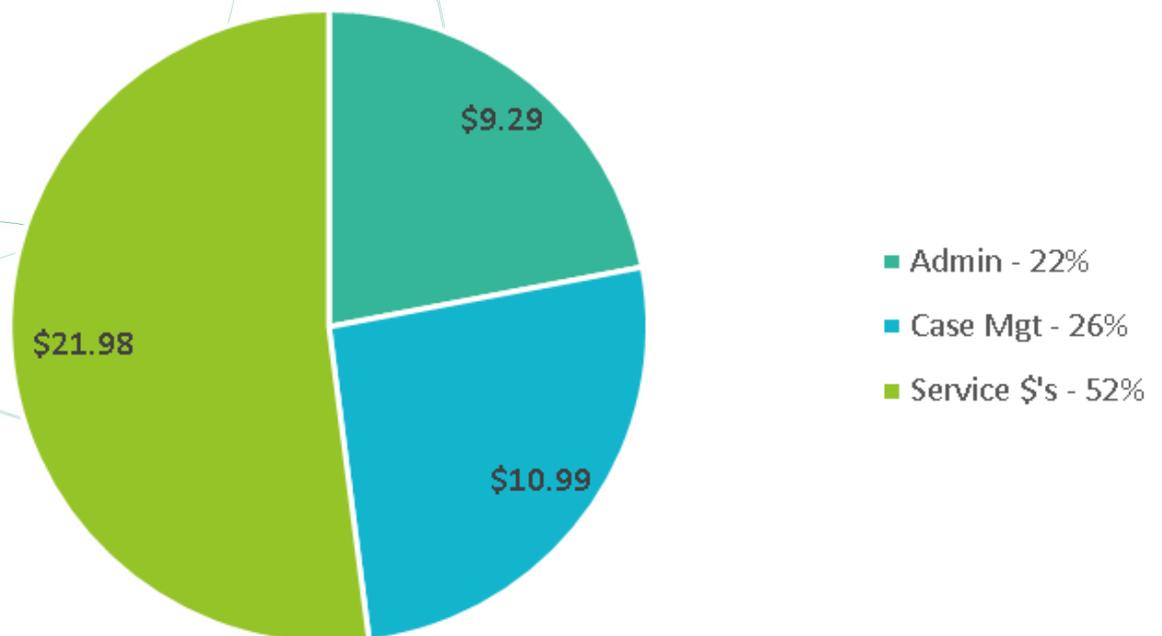
- Level 1 - \$22.66 per day
- Level 2 - \$41.22 per day
- Level 3 - \$90.62 per day
- Level 4 - \$137.77 per day

People living in rural areas, including the Benalla Rural City, are entitled to a additional supplement of \$1.05 /per day.

## Level 1 Home Care Package - \$23.71/day



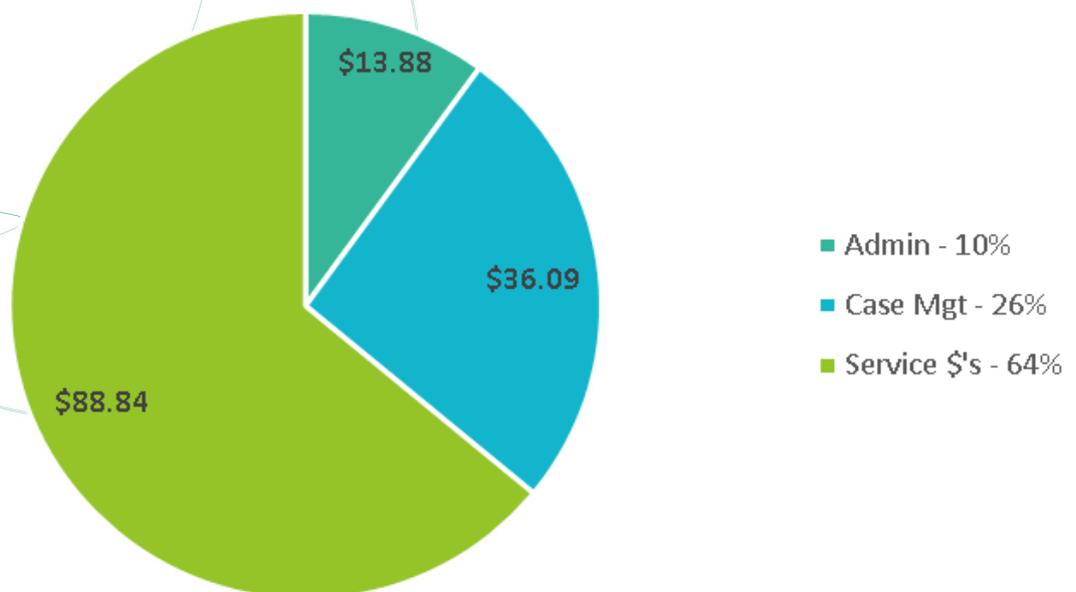
## Level 2 Home Care Package - \$42.27/day



### Level 3 Home Care Package - \$91.67 /day



### Level 4 Home Care Package - \$138.82/day



### How does my case manager help me?

Your case manager helps you choose the supports and services to help you live in your own home by :

- working with you to make Care Plan that suits your current and future needs
- setting goals you want to achieve and review them each year or as your needs change
- coordinating your package budget by finding the most cost effective solutions to suit your needs
- ensuring you understand the income testing requirements and that you receive monthly statements of your personalised budget
- ensuring your package falls within government standards and guidelines
- advocating beside you or on your behalf with other agencies and organisations, help you fill out forms and paperwork such as Centrelink, Medicare and phone bills
- liaising with medical or allied health professionals beside you or on your behalf, to ensure you receive optimum care
- referring you to services such as physiotherapist, podiatrist, home nursing , respite or post-acute care, following hospitalisation, for extra short- term services on your behalf with your permission.

### About Cooinda

Cooinda is a not for profit, community owned aged care services in Benalla. We offer a wide range of age care services that meet the changing needs of our community. Our continuum of services include :

- Cooinda in the Home - home care services including Home Care Package Case Management and Fee for Service
- Independent Living - modern, onsite independent living units offering on-call nurse assist, maintenance and access to home care services
- Residential Care - ageing in place, person centred high care and specialist dementia care

Cooinda is fully accredited and embrace Quality Improvement. In 2017, Cooinda ranked 5 out of 115 aged care facilities for overall relative satisfaction, 94% of residents said they'd recommend Cooinda to others and 96% of staff are proud to work at Cooinda.

In February, Cooinda was winner of the 2018 Victorian Organisation Excellence Awards, recognising excellence and innovation by industry body Leading Age Services (LASA).