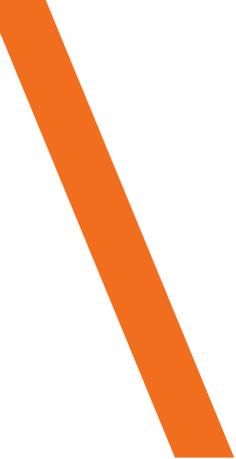




Helping Hand  
*new aged care*

# Home care services





At Helping Hand we believe our clients should have the right to choice, which is why our community services offer a wide range of care options to support you to remain independent at home.

Our programs are tailored to meet the needs of individuals, ensuring the most appropriate and effective care.

Services are offered both in-home and within other community settings and are available for older people, including veterans and war widows or those needing short or long term help after a hospital stay.

They include:

- / Personal and nursing care as a standalone or packaged service.
- / Domestic support and general assistance.
- / Therapy and rehabilitation including physiotherapy, podiatry, occupational therapy and encouragement with independence and reablement.
- / Respite and carer support.
- / Emotional and social support.
- / Shopping.
- / Local transport to shops and appointments.
- / Assistance with meal preparation in the client's home.





## Home Care Packages

A Home Care Package is a co-ordinated package of services tailored to meet the consumer's specific care needs. The package is coordinated by a home care provider, for example Helping Hand, with funding provided by the Australian Government.

A range of services may be provided under a Home Care Package, including:

- / Personal care – such as assistance with bathing, dressing, mobility and transfers.
- / Domestic support – such as general house cleaning and laundry.
- / Support services – such as help with house cleaning, personal laundry and ironing, gardening, basic home maintenance and local transport.
- / Social support - such as leisure interests and activities.
- / Clinical care – such as nursing and other health support such as physiotherapy.

Services available under a home care package are designed to meet clients needs and preferences. As a service provider, Helping Hand takes a flexible approach to the provision of home care services and will try to accommodate any additional service requests. Please contact us on **1300 444 663** to discuss.

## Accessing a home care package

To arrange a Home Care Package an assessment with an Aged Care Assessment Team (ACAT) will need to be carried out to determine eligibility. ACAT conduct comprehensive assessments to assist the elderly and their carers to determine what level of care will best meet the consumer's needs taking into account their physical, medical, psychological, cultural and social requirements.

There are four levels of Home Care Packages based on the level of care required:

- / Level 1 supports people with basic care needs.
- / Level 2 supports people with low-level needs.
- / Level 3 supports people with intermediate care needs.
- / Level 4 supports people with high-level care needs

## Consumer Directed Care

From July 2015, all Home Care Packages must be delivered on a Consumer Directed Care basis. This gives consumers control and choice about the types of care and services they receive, how care is delivered and who delivers it. Any government funding will be paid to the service provider who will work with the consumer to manage their individual budget and develop goals and a support plan that best suits their needs. This is a transparent process and the consumer will know exactly how much they have to spend. Monthly statements will be available that clearly outline income and expenditure.

Helping Hand will work with you to identify and agree on the personal care tasks that will best help you, prior to starting to provide services to you.

## Private in-home support

Services can also be arranged with a provider as a private fee-for-service option charged at an hourly rate. They can be arranged as stand-alone services or in addition to top up a package.



## Fees

### Basic daily fee

All consumers receiving a Home Care Package will be asked to pay a basic daily fee which is equivalent to 17.5% of the single basic aged pension. Rates are amended twice a year when pensions are adjusted.

### Income tested care fee

On 1 July 2014, the Australian Government made changes to way aged care operates in Australia which affected the fee arrangements for Home Care Packages. From this date, consumers who are on a part pension or are self-funded retirees will be required to contribute to the cost of their care via a fee called an income tested fee. A means test will be performed by the Government to determine whether a person has enough income to be able to further contribute to their care expenses.

An income tested care fee is an extra contribution towards the cost of care that consumers may need to pay on top of the basic daily fee if their income is over the Government set threshold.

The Department of Human Services (Centrelink) works out the income-tested care fee based on an assessment of an individual's financial information. The assessment does not include the value of your home or any other assets you possess. If you are required to complete and lodge this form but choose not to supply this information, maximum income-tested care fees may be charged.

If you were already receiving a Home Care Package before 1 July 2014, nothing will change and services will continue under the previous arrangements. However, if you stop receiving a Home Care Package and discharge from the program, the new fee arrangement will apply if you then commence a new package.

Consumers will not be denied access to care if they cannot afford to pay the fees and can apply to be considered for financial hardship assistance through Centrelink.

For a detailed explanation of the new aged care reform and its impact on you please visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or call My Aged Care on **1800 200 422**.

Helping Hand offer a wide range of services to assist you to stay at home and keep doing the things you love. For more information on how Helping Hand can support you to maintain independence at home call our community services team on **1300 444 663**.