

## What's the cost?

The Home Care Package guidelines require you to pay a fee for the cost of the service. The fee will be based on 17.5% of the single full rate of pension. Adssi HomeLiving Australia's fee policy ensures no-one who is genuinely financially disadvantaged is refused service.

The fee you will be expected to pay is based on an assessment of your financial information, does not include the value of your home or any other assets, and is determined by the Department of Human Services.

### Affordability

- Home Care Packages are subsidised by the Federal Government;
- Care recipients are asked to pay a fee;
- If your only income is the Government pension, your fees will not exceed 17.5% of the single aged pension rate – however, those on higher incomes may be asked to pay additional fees. These are limited to 50% of any income above the maximum pension rate;
- Adssi HomeLiving Australia's fee policy ensures no-one who is genuinely financially disadvantaged is refused service;
- A monthly invoice will be sent outlining the services you received and the cost for those services. Payment of your fee can be made by direct debit, Centrepay, credit or debit card (over the phone), or cheque.

### 398 reasons to choose Adssi HomeLiving Australia

- 398 years' experience** – our care and support team have a combined 398 years of experience in aged and disability care - that's a lot of knowledge to complement their qualifications;
- Qualifications** – all staff are qualified aged care workers, many with specialised tertiary education. AHLA provides ongoing training opportunities for staff, ensuring they are up to date with new techniques, research and industry standards. This means a better level of support and care for you.
- Almost 30 years** – AHLA has been delivering care and support to frail aged and people living with disability on the Central Coast since 1987 and 8,000 Veterans' Home Care in Northern Sydney and the Hunter since 2013. Our local knowledge of networks and services is extensive, all of which is shared with you.
- Peace of Mind** – all staff are police checked and fully insured. For your peace of mind, they carry photo identification so you know exactly who is coming into your home.
- A phone call away** – if there's a change in service, you can let us know with just one phone call and we'll sort it out. When we need to make a change (e.g. a worker is on holidays), we'll make the arrangements for you to ensure your service goes ahead.
- Your HCP Support Advisor** will be there throughout to help you manage any transition if your care needs change.
- Accredited** – AHLA maintains compulsory accreditation with various government and non-government quality standards. This involves routine audits that verify the high quality of the support, care and services we provide.



your home – your life – your way

## Home Care Packages

The Federal Government's Living Longer Living Better aged care reform package has been designed to reshape aged care and build a better, fairer and more nationally consistent aged care system.

This package is built around 'consumer directed care' or CDC as it is often referred to and recognises that older people have managed their own lives for a lifetime and want to continue to do this when they need the support of aged care services.

Very simply, CDC is a way of delivering services that allows you to have greater control over your home care assistance. It allows you to make choices about the types of support you access, who delivers them, and how and when those services are be delivered. You decide, in partnership with a provider, all these details that will best enable and enhance your lifestyle.



# Home Care Packages

Home Care Packages (HCPs) provide assistance for people who need support to stay safe and well at home.

Sometimes you may find that you cannot manage some things around your home like you used to. Home Care Packages are one of a number of supports you can access, in conjunction with the help of family and friends and other community resources. A Home Care Package can assist with personal care such as showering and dressing, general support around the home including house cleaning and meal preparation, transport for shopping and medical appointments as well as personal safety and monitoring devices.

If you think you might like to have some assistance, you can make enquiries to see if you are eligible for a HCP. You will need an Aged Care Assessment Team (ACAT) assessment if you want to access aged care services through any type of Home Care Package. They will talk with you about what is important to you to help you to continue living at home on the HCP Level that will best support you. You can contact ACAT via My Aged Care on 1800 200 422.

There are four (4) levels of packages, depending on what level of support you need to stay living independently as you get older. They are:

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

Each package level is funded at a different amount and is paid by the Australian Government to the service provider that delivers care and services to you.

Following the ACAT assessment you will be given a list of providers to choose from. When you choose Adssi HomeLiving Australia, you know you're working with a very experienced team. We've been delivering support to older people on the Central Coast for almost 30 years, as well as Northern Sydney and the Hunter since 2013. For your peace of mind, our not-for-profit organisation is fully insured and accredited.

# How does a Home Care Package work?

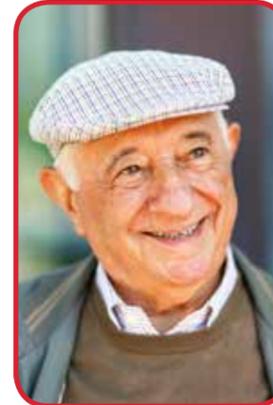


**For more information on Home Care Packages, visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or phone 1800 200 422, Monday – Friday 8am – 8pm and Saturday 10am – 2pm.**

# Stories from Our Clients



Using the CDC model, June\* identified it was important to her that she caught up with a friend (social support). June was able to use her package for transport to take her to visit her friend, someone she hadn't seen for many years. June exchanged some domestic assistance services (she could manage the lighter work herself), for the opportunity to do this. Both June and her friend have benefited from the social support.



Frank\* identified it was important for him to have the windows of his home cleaned, inside and out. To provide a really fresh feel to his home, the curtains were taken down, washed, and rehung. Externally, the gutters were cleaned to ensure nothing was blocked the next time there was a downpour.

**"This really freshened things up for me, and as I spend a fair bit of time in the house, it was important for me. There are plenty of things I can still manage but I'm no longer able to use the ladder to clean the gutters, so it was great to use some of my package to get this job done."**



For Alice\*, who has significant arthritis in her hands and fingers, using the taps in her home was becoming very difficult. She can still manage the dishes and can shower herself and likes to water her pot plants. To enable Alice to remain living safely and independently in her home, she decided to have a more significant spend at the beginning of her package. Flip Taps were installed throughout Alice's home, making it easy for her to carry out the everyday tasks she can still manage.

**"It has made such a difference to me, being able to easily turn the tap on and fill up the kettle, or to run the shower or water the garden. It seems like a little thing, but it means I can live safely and independently."**



After a recent fall, Malcolm\* was nervous in the shower, and his family were anxious he might fall again. Malcolm, together with his family, identified that safety in the bathroom was critical for him to remain independent. An occupational therapist assessed Malcolm's bathroom and arranged for grab rails to be installed in the shower and the toilet.

**"This has given me and my family, who live out of town, peace of mind. I can confidently use the bathroom knowing I have the rails for support. I no longer need to rely on anyone else. Without the rails, I may have had to move."**

\* Names changed to protect client confidentiality