

Home Care Packages Frequently asked questions

Why choose Alfred Health?

Alfred Health is a not-for-profit organisation. Our goals are to support you:

- To optimise your health and well-being in accordance with your needs, goals and preferences
- To live safely and independently at home
- To keep you connected to your community.

In partnership with you, we assess your care needs, develop a care plan, and deliver a coordinated package of care and services to meet your individual needs.

Our case managers are allied health professionals and registered nurses with significant expertise and experience in working with older people.

As part of Alfred Health, your Home care packages team works closely with other Alfred Health services including:

- The Alfred, Caulfield and Sandringham Hospitals for acute and subacute or rehabilitation care
- Outpatient clinics, for example, geriatrics, continence, pain management, cognitive decline and memory service
- Allied health and nursing services such as podiatry, occupational therapy, physiotherapy, nutrition, social work, speech therapy, community health nurses, hydrotherapy and healthy living or exercise programs.

This benefits you by improving communication and coordination of your health care needs.

We would be very happy to discuss any further questions about your home care package with Alfred Health. Please call us on 9076 6864. We are open 8am-4.30pm Monday-Friday.

We are conveniently located at:
Caulfield Community Health Service
Ashley Ricketson Building
260 Kooyong Road, Caulfield, 3162.



Lisa Eyres, Acting Team Leader

What types of services are provided in your Home Care Package?

Each package is tailored to meet your individual needs, and is delivered using a consumer directed care focus. Having a consumer focus means that you have choice and flexibility in the support you need and access. Your home care package has a case manager who can assist you in co-ordinating and managing your care needs at home.

We respect your right to be treated with dignity, respect, maintain your identity, to be informed about your care and services and live the life you choose.

We have a wellness approach, which involves assessing, planning and delivering all care and services in a way that builds on your strengths and goals. This means we will actively encourage you to optimise your independence in your everyday activities as well as reducing any risks to living safely at home.

If you have short-term goals related to a loss of confidence or independence, we will support you to participate in reablement interventions to help you to return to your needed activities. This could involve learning a new skill, or re-learning a lost skill, minor modifications to your home or having access to equipment or assistive technology.

Depending on your needs, home care packages may include support with:

- Personal care, Domestic activities, shopping or gardening assistance
- Transport to appointments, needed shopping or to attend social activities
- Social support
- Respite care, either in-home or day program
- Nursing for medication assistance or wound care
- Allied health, therapy services and exercise classes
- Minor home maintenance, reasonably required for safety & minor home modifications
- Prescribed equipment and assistive technology

What can I expect initially and ongoing?

Initially, our team leader or one of our case managers will meet with you to discuss how the package works; complete any sign-up documents and home care package agreements; as well as address any queries or concerns you may have.

One of our case manager assistants and case manager will then find out more about you, your health, care needs, personal situation and preferences. Together you will develop a care plan which outlines support you need to stay well and at home. Your case manager will develop a budget with you, as well as organise direct care services and any referrals if needed.

From there, your case manager will monitor how your package is meeting your care needs, as well as direct contact by phone or home visits, where required. Our home care package team is in regular communication with your direct care providers who let us know how things are going and if there are any issues. Please also contact us if you ever have any concerns or worries, phone 9076 6864, 8am-4.30pm Monday to Friday.

Who is involved in my Home care package?

Your team consists of:

- You
- Any nominated family member, friend or advocate
- Alfred Health Home care packages team leader
- Case managers, whom have professional backgrounds in nursing, social work, occupational therapy, or physiotherapy
- Allied health assistants
- Administration officer
- Your direct carers and service providers at home

Who provides the direct care?

Alfred Health works with a number of carefully selected and monitored local agencies that provide the direct care workers whom visit the clients in their own homes. This allows Alfred Health a broader access to direct care workers to match with clients' needs (e.g. language skills, gender, medication or dementia training). All Alfred Health and contracted service provider staff have appropriate training, qualifications and police checks.

What qualifications do the direct care workers have? How do you monitor the quality of their work?

Alfred Health ensures that private service providers are using staff that have undergone relevant safety checks and have qualifications necessary for their roles. All direct care workers employed by these private service providers have minimum qualifications including first aid certification and relevant experience working with older people. The private service providers have undergone a selection process as approved providers with Alfred Health and have signed a contract with service criteria for quality standards, training and support of their staff.

We work with you in ensuring the quality of the service delivered is meeting your needs. We would ask that you keep your Alfred Health case manager informed of the quality of the work so we can inform their employer and provide feedback accordingly.

What is the hourly rate for the services you provide under a home care package?

Hourly rates charged by private service providers can vary considerably. Generally, extra charges apply for any services provided afterhours, on weekends or on public holidays. In addition, a cancellation fee applies to most services if adequate notice of cancellation is not given. Your case manager, allied health assistant or administration officer can provide you with further information regarding rates of service providers and other costs or charges.

If I need to cancel a shift, how much notice do I need to give?

Alfred Health requires one business days' notice for cancellations of services. Please let your case manager or home care package office know of any cancellations or changes to your care needs as soon as possible.

What is my home care package budget?

The care and services you receive will be paid for using your home care package budget. The total amount of your budget is made up of what the Australian Government pays (subsidies and supplements), and what you may be asked to pay (an income tested fee, if applicable).

Your package budget shows what funds are available in your budget. It is important to remember your care and services must fit within your package budget. You can make additional contributions to top up your budget if you need to.

You are actively involved in deciding how home care package funds are spent. We work with you to ensure that the home care funding is used in accordance with government/ home care package guidelines and your identified needs in your care plan.

The pricing schedule (see pages 5-6) outlines the Medicare subsidy for each package level minus the care management and package management fees. The remaining amount is used for direct care provision. Please be aware that your package level of care is determined by the Aged Care Assessment Service.

Any unspent funds will accumulate in the package, and carry-over year to year. We recommend that there is always some money accumulated in the package, to help manage any unplanned care or needs.

What fees will I have to pay?

Alfred Health does not charge a Basic Daily fee. You will have no out of pocket expenses with your home care package, unless you are required to pay an Income Tested Fee. This fee is determined by Centrelink. Alfred Health is obliged by the Australian Government to collect the income tested fee if Centrelink assesses that such a fee is payable.

An exit fee of \$500 may apply when you leave the package, however, this is not out of pocket, and is taken from any remaining/ unspent funds in the package. The exit fee covers the costs associated with case management and administration in finalising your package.

Can we help further?

We understand that choosing a home care package provider can be a difficult and complex process. At Alfred Health we are proud to help our local community by providing high quality guidance and advice, to ensure your access is as smooth as possible.

Please call us on 9076 6864 if you have any further questions or if we can help at all.

Alfred Health Home Care Package Pricing Schedule

Current as of July 2021

Home Care Packages	Level 1	Level 2	Level 3	Level 4
Annual Medicare Home Care Package Subsidy	\$9,026.45	\$15,877.50	\$34,550.90	\$52,377.50
Weekly Medicare Home Care Package Subsidy	\$173.11	\$304.50	\$662.62	\$1,004.50
Weekly Full Care Management Fee (19%)	\$32.89	\$57.86	\$125.90	\$190.86
Weekly Package Management Fee (16%)	\$27.70	\$48.72	\$106.02	\$160.72
Basic Daily Fee paid by you	\$0	\$0	\$0	\$0
Funds available for services each week	\$112.52	\$197.92	\$430.70	\$652.93

Care Management

Care management ensures you get the right level of support in a way that meets your current and future care needs. Care managers at Alfred Health Home Care Packages are called “case managers” and “case manager assistants”.

In partnership with you, care management may include:

- supporting you to exercise choice and independence;
- initial and ongoing assessment and planning for care and services;
- liaison with your GP and other relevant health and care providers;
- ensuring you get safe and effective personal care and/or clinical care;
- reviewing your Home Care Agreement and care plan;
- organising the delivery of your services;
- ensuring your care is aligned with other supports;
- providing a point-of-contact for you, your carer or your family;
- ensuring that care and services help to meet your needs, goals and preferences;
- ensuring the care you get is respectful of your culture and identity;
- ensuring the supports you get keep you safe;
- developing, updating and monitoring your package budget;
- providing your monthly statement; and,
- doing an annual review of your Home Care Agreement and care plan.

Care management may be provided in different ways including face-to-face or via phone or email.

Package Management

Package Management relates to the administration activities that are required to ensure the smooth delivery of your services. Package Management activities may include the costs for: managing your package funds from Medicare; undertaking record keeping; making invoice payments for your services; preparing your monthly statements; establishing contracts with other providers to meet specialised requests; meeting mandatory government reporting requirements; and, meeting compliance and quality assurance activities.

Other costs

Alfred Health may charge a \$500 Exit Fee in line with applicable legislation upon termination of your package, or if you transfer your Home Care Package from Alfred Health to another provider.

If you are a full pensioner, the Government will pay your Home Care Package provider the full Government subsidy. If you are a part pensioner or fully self-funded, an income-tested care fee may apply, as determined by an income assessment with Services Australia or DVA. If you are asked to pay an income-tested care fee, the amount of government subsidy is reduced by the amount of the income tested care fee you need to pay.

Hourly Rate for Common Services	Monday – Friday	After Hours	Saturday	Sunday	Public Holiday
Personal care Personal care refers to services such as showering, dressing, toileting, medication management	From \$50 to \$66	From \$66 to \$86	From \$66 to \$86	From \$86 to \$106	From \$102 to \$125
Nursing Nursing includes services such as wound care, medication administration, continence assessment, cognitive assessment	From \$107 to \$124	From \$115 to \$180	From \$130 to \$180	From \$130 to \$180	From \$185 to \$235
Cleaning and household tasks Includes vacuuming, dusting, light cleaning, laundry tasks	From \$50 to \$66	From \$66 to \$86	From \$66 to \$86	From \$86 to \$106	From \$102 to \$125
Gardening and Maintenance Gardening and maintenance includes tasks such as mowing the lawn, weeding, light general garden maintenance, fixing small appliances, changing light globes	From \$60 to \$85	N/A	N/A	N/A	N/A
In-home respite In-home respite provides you with carer support and company	From \$50 to \$66	From \$66 to \$86	From \$66 to \$86	From \$86 to \$106	From \$102 to \$125
Allied Health Allied Health includes physiotherapy, occupational therapy, speech pathology, social work, dietetics, podiatry *Please note that if you are receiving a level 1 or 2 HCP you may be eligible for Commonwealth Home Support Program (CHSP) allied health services	From \$100 to \$200	N/A	N/A	N/A	N/A

Other costs

Any care service (excluding case manager travel to & from your home) that requires a transport will include an additional kilometre charge. Our brokered services per kilometre charge range is between \$1.00 and \$2.00.

All the above prices may be adjusted at any time with reasonable notice given to you.

