

# A Harder Working Home Care Package



# What is a Home Care Package?

A Home Care Package is government funding towards a package of care, services and care management to meet your individual needs. It is designed to help you continue to live at home independently and safely.

There are four levels of Home Care Package available depending on your needs. You will have a Care Assessment to determine which subsidy level you require.

Once you have received confirmation of your Home Care Package, you will need to select a care provider to deliver the care and services that you need. Your provider will work with you to develop a Care Plan on your goals and needs, which will utilise the funding you have been allocated.

## Home Care Package Subsidy Levels\*

Level 1	Basic care needs	\$10,271.10
Level 2	Low-level care needs	\$18,063.85
Level 3	Intermediate care needs	\$39,310.50
Level 4	High-level care needs	\$59,593.55

\*Approximate annual values as at July 2023 from myagedcare.gov.au

# How do I get a Home Care Package?

Step 1

Step 2

Step 3

Step 4

Step 5

**Apply for a Home Care Package through the government's My Aged Care service**  
Call them on **1800 200 422** or visit their website **www.myagedcare.gov.au** for more details.

**Receive an at-home assessment**  
My Aged Care will organise an assessment of your needs which will be carried out by an Aged Care Assessment Service (ACAS) nurse who will visit you at home. This assessment will determine if you are eligible for a level 1, 2, 3, or 4 Home Care Package. My Aged Care will write to you, telling you which level you have been approved for.

**Waiting for a package**  
Once you have been approved, you go on a national waiting list for a package to be allocated.

**Your contribution is assessed**  
If you are a self-funded retiree or a part pensioner, you will be asked to contribute some of the value of your Home Care Package - the government will pay the rest. This is called an Income Tested Fee and is determined by the Department of Health and Human Services. Full pensioners are not asked to pay this contribution.

**You are allocated a package**  
You can now choose your care provider to set-up your care and activate your package. You must do this within 56 days or you will go back on the waiting list and your package allocated to someone else. You can request an extra 28 days if you need more time.

# What makes us different?



We're people people. It's the close-knit team of people at Absolute that makes us stand out from the rest. By making sure we absolutely understand your needs and your situation, we deliver great customer experiences, creating and celebrating positive outcomes everyday.

## We offer:

- Personalised care solutions
- Caregiver matching
- All carers employed by Absolute Care & Health
- Care plans designed by registered nurses with you
- Care managers are registered nurses
- Lower fees than most competitors
- Easy exit process which is free from charges
- Open and clear communication







# Your life, your package, your way

Our tailored approach to designing your care means you decide what you need, when you need it and who provides it. We can provide you with:

### Personal care services

- Bathing, dressing, personal hygiene
- Meal preparation and planning
- Medication management

### Domestic support and home help

- Cleaning, domestic duties, laundry
- Household organising
- Shopping and running errands

### Nursing services

- Complex wound management
- Full assessments
- Continence management
- Urinary catheters
- Medications
- Injections
- Removal of staples and sutures
- Palliative care

### Transportation

- Help getting out and about
- Transport to appointments or shopping
- Travel from hospital back home

### After hospital care

- Transition from hospital and settling in
- Rehabilitation and recovery support

### Respite care

- Short-term help when your usual carer is unavailable
- Supplement existing family caregiving and enable valuable ‘time off’
- Support for client and family

### 24-hour care

- 24-hour personal care and nursing services



# Complete care management

We know that your needs are not necessarily just ‘hours of care’. We can manage and coordinate whatever it is that you need to help you enjoy your life, your way.

### Making life safer

- Grab rails, mobility aids, hospital beds
- Organising home modifications

### Making life easier

- Help using your smartphone to video call your family
- Online shopping

### Enhancing your life

- Assisting you as you take up a new hobby
- Helping you to continue doing the things you love

# More care, less fees

Your chosen provider will charge a fee for managing your Home Care Package. The higher the fees, the less money is left in your package for your care services. Some providers can charge significantly higher fees for the same service. We advise you to research and compare before signing with a provider.

At Absolute Care & Health we choose to keep our fees low. We’ve grown our reputation by providing absolutely great care, minus additional charges. We’ve also welcomed many clients who have switched across from other providers to get a better deal with us!

We provide peace of mind with:

- No daily fee
- No hidden fees or charges
- No exit fees
- Low care management and package management fees
- No additional overheads

## Home care package price list

Subsidy Level	Per Fortnight				Per Month*			
	Level 1	Level 2	Level 3	Level 4	Level 1	Level 2	Level 3	Level 4
Home Care Package funding (excluding supplements)	\$393.96	\$692.86	\$1,507.80	\$2,285.78	\$872.34	\$1,534.19	\$3,338.70	\$5,061.37
Care Management	\$68.00	\$120.00	\$230.00	\$350.00	\$150.57	\$265.71	\$509.29	\$775.00
Package Management	\$40.00	\$70.00	\$100.00	\$155.00	\$88.57	\$155.00	\$221.43	\$343.21
% of your package spent on Care Management and Package Management costs	27%	27%	22%	22%	27%	27%	22%	22%
Amount remaining for you to spend on your care	\$285.96	\$502.86	\$1,177.80	\$1,780.78	\$633.20	\$1,113.48	\$2,607.99	\$3,943.16
Approx number of hours of personal care available from your remaining funds**	3.5 hrs	6 hrs	14 hrs	21.5 hrs	7.5 hrs	13.5 hrs	32 hrs	48 hrs

\*The monthly amount shown is based on 31 days but will vary according to the amount of days in the month. The Government requires fees to be shown on a fortnightly basis but we know that many people like to see a monthly amount. Prices correct as of 1st July 2023 and subject to change.

\*\*The approximate number of hours is based on care at our standard weekday, daytime rate. Evening and weekend care is at a higher rate and would reduce the number of hours available.

# It's all about **the people**

Bringing a caregiver into your home is a big deal and we feel very honoured that our clients trust us to do this.

All our team members, whether they work in your home or in our support office, share a vital set of values on which trust can be built.

## Our values

- 1

**Above & beyond. Every day.**

We go all out to truly delight our customers, our team members and our stakeholders.
- 2

**Create belonging. Everywhere.**

We bring people together. We work as a family with colleagues, clients and stakeholders.
- 3

**Re-imagine. With purpose.**

We use initiative, innovation & inquisitiveness. No matter how big or small the challenge.
- 4

**We get you. Absolutely.**

We truly empathise. We ask ourselves what others are feeling and we actively seek to understand.

## Care management team

You will have a dedicated Care Manager who is, quite simply, there for you. Their job is to make sure that your Home Care Package is working for you and that you are getting the support and services you need.

They are involved in selecting the right caregiver for you and overseeing any services or equipment you may require as part of your package such as mobility aids, gardening or home modifications. Our Care Managers are all nurses and will stay in touch with you regularly to make sure the care you're receiving remains appropriate, and that your Care Plan is modified should your needs change.

# Some very **important information**

## Your safety

Absolute Care & Health strives to provide a safe environment for you and a safe workplace for our staff. We encourage an environment in which clients and staff are treated with dignity, and respect and where staff conduct themselves professionally at all times. Absolute Care & Health have a concerns or feedback process in place, if needed. We encourage you to bring to our attention anything that may cause concern or anything we may be able to improve.

## Privacy

Absolute Care & Health acknowledges and respects your right to privacy and is committed to maintaining the confidentiality and security of your personal information, which is collected in line with legislative requirements. This information is collected to assess, plan and provide services needed to meet your individual needs. Absolute Care & Health will not disclose your personal information to a third party, and your rights to access it will be upheld. Absolute Care & Health is compliant with and will observe the Privacy and Data Protection Act 2014.

## Appeals & advocacy

Absolute Care & Health welcomes feedback and we encourage you to bring to our attention any aspect of our services that concerns you. Complaints should be raised with your Care Manager to ensure prompt attention. Absolute Care & Health understands you have the right to be represented by an advocate at any time. We encourage the use of advocates during the assessment and planning process. An advocate might be a family member, friend, medical practitioner or from an advocacy body. Your Care Manager can assist you to access the services of an advocacy body.

## Interpreters

Please let us know if you need an interpreter. We can provide qualified interpreters through Translating and Interpreting Services (TIS) which are available through your Home Care Package or can be paid for privately.



**Nobody likes  
the fine print right?  
That's why we keep our  
Care Agreements short and  
simple. If you'd like to see  
a copy, please call us  
on 1300 030 032.**



# It's your life

Live it. Love it. Own it.

Like to talk about it? **Absolutely.**  
Please call us on

## 1300 030 032



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