

# HOME CARE PACKAGES

## Frequently Asked Questions



## Introduction

This booklet outlines the main differences between the three main services available within aged care.

Additional information can be obtained by contacting My Aged Care on **1800 200 422** or on the internet at **[www.myagedcare.gov.au](http://www.myagedcare.gov.au)**.

## Commonwealth Home Support Programme (CHSP)

### Entry level support at home

Planned respite, help with housework, personal care, meals and food preparation, transport, shopping, allied health and social support are just some of the services provided under the programme.

## Home Care Packages (HCP)

### More complex support at home

Four levels of consumer directed and coordinated service packages including personal care, support services and nursing, allied health and clinical services.

## Residential Aged Care

Personal and nursing care in aged care homes for older people unable to live independently in their own homes.

## How Do I Access CHSP?

You must contact My Aged Care at [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or call **1800 200 422**.

My Aged Care will organise someone from the Regional Assessment Service (RAS) to visit you at home to assess which services you can use under the CHSP.

You may need a new assessment each time you want to use a different service under this programme. It's a good idea to think about whether you might need to use any of the range of CHSP services in advance, to save you having to go through the whole referral and assessment process again.

# What Services Can I Access Under CHSP?

Under CHSP, you can access the following supports and services:

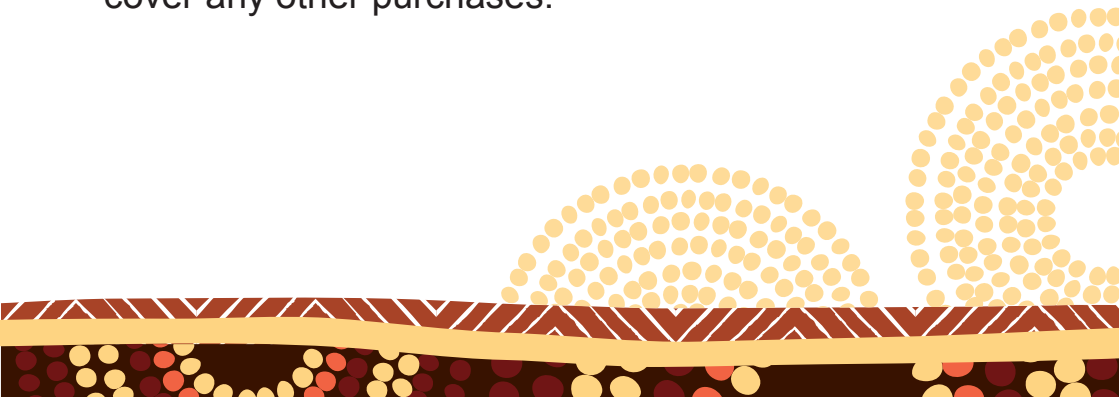
- **Domestic Assistance**—household jobs like cleaning and laundry
- **Personal Care**—help with bathing, showering or getting dressed
- **Home Maintenance**—lawn mowing and gardening
- **Social Support**—social activities in a community-based group setting or accompanied activities
- **Transport**—help getting out and about for shopping or medical appointments
- **Allied Health Support Services**—physiotherapy (exercises, mobility, strength and balance)
- **Podiatry**—foot care
- **Occupational Therapy**—help to recover or maintain your physical ability
- **Help with shopping for food**
- **Help with making meals and storing food in your home**

# What Services Are Restricted Under CHSP?

There are care and services that you are not able to access CHSP funds for:

- Cleaning of any items or surfaces that require standing on a step ladder or chairs or moving furniture
- Client accommodation expenses such a rent or mortgage
- Direct treatment for acute illness, including convalescent or post-acute care
- Household items which are not related to functional impairment (i.e. general household or furniture or appliances)
- Furniture removal
- Window cleaning
- Carpet cleaning/shampoo or curtain cleaning
- Travel and accommodation for holidays
- Pay for or provide food or medications

CHSP funding is very limited and is not able to cover any other purchases.



## How Do I Access a Home Care Package (HCP)?

To qualify for a Home Care Package, you must first have had an assessment completed by the Aged Care Assessment Team (ACAT) and based on this you will be assigned a Home care Package level.

**To request an assessment by an ACAT you must contact My Aged Care at [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or call 1800 200 422.**

5

ACATs are professional health and community care clinicians who visit you at home to assess your needs.

The complete a comprehensive assessment for your eligibility for a Home Care Package, residential respite care or permanent residential aged care.

Aboriginal Community Services can provide Home Care Packages for the following:

Home Care Package	Support Required
Level 1	Basic care
Level 2	Low level care
Level 3	Intermediate care
Level 4	High level care and dementia

Level 1 and 2 Home Care Packages are not intended to provide comprehensive clinical or health services.

Level 3 and 4 Home Care Packages have a greater emphasis on delivering complex care in the home, including more clinical care where needed.

## How Is HCP Funded?

The money for your Home Care Package comes from the Commonwealth Government and is paid to your aged care provider. They call this amount a “subsidy” and it is calculated daily and paid monthly to the provider. The provider “hosts” the package on your behalf, looking after the finances. The provider is accountable to the government and to you for how the package money is spent.

Home Care Package providers are not funded separately for their operating costs, such as building, vehicles, telephones, staff and administration. Therefore, some of your package subsidy is used to contribute to these costs.

Your provider also charges you for the cost of coordinating your care and services, known as ‘Case Management’. This includes things like home visits for assessments and reviews, care plan development, making and receiving calls relating to your care plan and rosters, and so forth.

Providers are expected to keep these costs to a minimum so that most of the subsidy is spent on you and your needs, but the government doesn’t control what providers can charge. The government has implemented reforms whereby providers must advise their pricing structures under a transparency and comparability initiative, so you might want to compare costs before you sign a Home Care Agreement with a provider.



# What Is The Difference Between Approved and Assigned Packages?

When it comes to a Home Care Package, “Approved” and “Assigned” mean two very different things.

If you have been assessed as needing a higher level of care by the Aged Care Assessment Team (ACAT), you will receive a letter stating that you have been **approved** for a Home Care Package. At this point, if you wish, your name will be added to the National Priority Queue.

It is important to note that after being **approved** for a Home Care Package there may be a waiting period before you will be **assigned** a Home Care Package.

Only once you receive a letter from My Aged Care stating that you have been **assigned** a Home Care Package and given a referral code are you able to access HCP funded services.

If you are waiting and need services, you may be able to access services under the Commonwealth Home Support Programme (CHSP) in the interim by registering with My Aged Care at **[www.myagedcare.gov.au](http://www.myagedcare.gov.au)** or call **1800 200 422**.

# What Services Can I Access With a HCP?

The types of services you can access under a Home Care Package include, but are not limited to:

- **Personal Care**—assistance with personal activities such as bathing, showering, toileting, dressing and undressing, mobility and communication
- **Domestic Assistance**
- **Garden Maintenance/Lawn Mowing**
- **Nutrition, Hydration, Meal Preparation and Diet**—assistance with preparing meals, using eating utensils and feeding
- **Continence Management**—assistance in using continence aids and appliances such as disposable pads and absorbent pads, commode chairs, bedpans and urinals, catheter and urinary draining appliances, and enemas
- **Mobility and Dexterity**—providing crutches, quadruped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids
- **Nursing, Allied Health and Other Clinical Services**—speech therapy, podiatry, occupational or physiotherapy services, hearing and vision services

- **Transport and Personal Assistance**—assistance with shopping, visiting health practitioners and attending social activities
- **Management of Skin Integrity**—assistance with bandages, dressing and skin emollients

## What Services Are Restricted Under HCP?

There are care and services that you are not able to use HCP funds for:

- Items that would normally be purchased out of general income, such as food and utilities
- Buying food, except as part of enteral feeding requirements and medications
- Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- Payment of home care fees
- Home modifications or assets that are not related to your care needs
- Travel and accommodation for holidays
- Cost of entertainment activities, such as club memberships and tickets to sporting events
- Gambling activities
- Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme
- Furniture Removal

# What Are the Principles of Consumer Directed Care?

These principles guide the delivery of Home Care Packages.

The six principles of Consumer Directed Care are:

- Consumer choice and control
- Rights
- Respectful and balanced partnerships
- Participation
- Wellness and reablement
- Transparency



**Australian Government**  
Department of Health

Aboriginal Community Services Home Care Packages (HCP) are funded by the Australian Government Department of Health. Although funding for HCP services has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

## If You Require Further Information Please Contact Us At:

### **Aboriginal Community Services**

**67 Henley Beach Road**

**Mile End SA 5031**

**p: (08) 8346 9155**

**f: (08) 8346 9766**

**e: [reception@aboriginalcs.org.au](mailto:reception@aboriginalcs.org.au)**

**[www.aboriginalcs.org.au](http://www.aboriginalcs.org.au)**

