

So what's the "go" with Home Care Packages ?



Liberty Home Care Packages

We are excited to offer a personalised support service that reflects your needs, choices and interests. We understand the value you place on doing things the way you need or want them done. With Liberty, you will gain a sense of belonging and a dedicated group of skilled support staff who are committed to treating you like family.

What is a Home Care Package

A Home Care Package (HCP) is a coordinated package of individualised care services that helps you stay in your own home for as long as possible. Home Care Packages are provided under an approach called Consumer Directed Care (CDC), it's about you having greater choice and flexibility. Woohoo! You have the liberty of choice. (pun intended)

How can I get a Home Care Package?

This is the formal bit. Eligibility for a Home Care Package is decided by an Aged Care Assessment Team (ACAT). An ACAT representative will meet with you to assess your health status and care needs and decide if you are eligible for a Home Care Package.

There are four levels of Home Care Packages:

- Level 1 – for people with basic care needs
- Level 2 – for people with low level care needs
- Level 3 – for people with intermediate care needs
- Level 4 – for people with high care needs

To find out more about ACAT visit www.myagedcare.gov.au or phone 1800 200 422



Liberty's Home Care Packages

When you have been given the nod and assessed as eligible, you will go onto a national waiting list prioritised according to the date of your assessment and the urgency of your needs. When a package becomes available you will receive notification from My Aged Care (MAC) (this will be in the form of a rather official letter that gives you a referral code). When you approach Liberty to be your packaged care provider you will need to quote your referral code. We will pop over and visit you to discuss the details and arrange a quote for the services that suit your needs. During this visit and after a good chat about what you want, together we will :

- Create a tailored support plan- at Liberty we call it your "Livin' Well Support Plan"
- Discuss the package budget- how much do you have and what can you do with it?
- Consult with your family and friends, if required, this is totally your call
- Get on the phone to other services and service providers, as required
- Find the best care solutions , including letting you know about our brilliant Liberty services
- Arrange ongoing support, including helping you to select your support team, to enable you to remain at home for as long as possible on your terms

Home Care Package services



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Home Care Fees

Home care fees are set by the Australian Government and are paid by you directly to your service provider.

Your Care Contribution

(Basic daily care fee)

\$73.01 per week is the maximum contribution

This rate increases on 20 March and 20 September each year in line with changes to the Age Pension. This applies to each person receiving a Home Care Package, even if you are a member of a couple.

Income Tested Fee

This additional fee is means tested and determined by the Department of Human Services.

Liberty Community Connect Schedule of charges

SERVICES	Mon-Fri 6 am -8 pm
Home and Community Housework, meal preparation, medication monitoring, personal care, in home respite care, shopping, social support, assisted appointments.	\$48.00 per hour* for evening/weekend and public holiday rates please call for a quote.
Leisure and Lifestyle Centre Based and Community Access inclusive of transport, meal and standard program.	\$90.00 per day *
*Please note GST is not applicable if Liberty manages your Home Care Package.	
Package Management Fee	% of total package budget (Government subsidy plus home care fees excluding supplements and top-up payments).
Home Care Package	Basic Management Full Management
Level One/Two	17.5% 22.5%
Level Three/Four	20.0% 30.0%
Exit Fee	\$240.00
Home Maintenance Gardening, lawn mowing, cleaning gutters windows, home modifications.	Call for a quote
Clinical Nursing Care	Call for a quote
Allied Health Dietician, diversional therapy, occupational therapy, physiotherapy, podiatry, speech pathology.	Call for a quote
Mileage Travel to appointments, activities e.g. shopping, to collect goods/ services. The mileage cost of a support worker travelling to your home is included in the hourly rate, unless travel is to a rural and remote location. Mileage cost will be negotiated as per quoted rate.	0.84 cents per km
Cancellations: A minimum 24 hours' notice of cancellation is required otherwise the full rate may be charged. This charge may be waived in the event of an emergency.	

Our Vision ~ "For all people to have the opportunity to live a meaningful, engaged and socially connected life."

Our Mission ~ "To make a positive difference by providing exceptional care and flexible services that respects the individual and their choices."

Our Values ~ "We recognise the dignity of each individual, demonstrate integrity in all that we do, and are proudly client focused."

Fees and charges explained

Home Care Fees

Home care fees are set by the Australian Government and made up of :

- Your Care Contribution (basic daily fee) ; and
- Any Income Tested Fee (if applicable).

The fees are payable by you as the home care package recipient monthly in arrears to Liberty as the home care package provider.

The fees and contribution are added to the subsidies paid by the Government to make up the total funds available to a home care recipient under their package.

If your individual circumstances impact on your ability to pay these fees, please feel free to discuss this with us.

Liberty Charges

Liberty charges are deducted from the package funds so no direct payment is required by you as the home care package recipient. These are the costs of your services provided by Liberty staff and/or contractors eg Lawn Mowing.

Package management fee covers our costs in managing and administrating your package. Below outlines the standard costs incurred in providing our service but is not limited to these:

- Administrative Costs
- Operating and set up
- Costs associated with improving the services you are receiving
- Staff training
- Providing information, consultation and advocacy
- Sub-contracting costs
- Costs associated with the reporting we must do to government as part of their funding agreement

Package management includes the tasks associated with creating, implementing and reviewing your Livin' Well Support Plan and includes:

- Package Management advisory services
- The initial assessment by your dedicated support planner
- The identification of your goals (i.e. what you want out of your package)
- Development of the Home Care Agreement, Livin' Well Support Plan and individualised budget
- Coordination of the services requested by you, including changes/cancellation of services from time to time
- Ongoing monitoring and informal reviews
- Client record documentation

- Formal re-assessment of your needs, and adjustment of the Home Care Agreement, support plan and individualised budget as required
- Referral to an Aged Care Assessment Team (if a re-assessment is needed to move to a higher level of package)
- Provision of support to you where you elect to manage the package yourself.



To ensure we maintain a high standard of service which does not compromise on quality Liberty offers a dedicated care planner and our own qualified support staff as part of our package management this is included in both our basic or full package management service.



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Package Management -- What's included

	Basic	Full
Initial assessment	✓	✓
Annual review and reassessment	✓	✓
Referrals for allied health, equipment, subcontractors , brokerage services etc	✓	✓
Staff coordination and scheduling of initial services	✓	✓
Liaising with other service providers	✓	✓
Carer support , information and communication	✓	✓
Disaster management advice and support	✓	✓
Service Agreement establishment and negotiation quoting	✓	✓
Requoting and amendment to Service Agreement	✓	✓
Statements /Invoicing	✓	✓
Staff follow ups and change in condition reporting	✓	✓
Sourcing and establishing suppliers/contractors/brokered services	✗	✓
Equipment hire, purchasing, maintenance and replacement	✗	✓
Liaising between you and contractors/suppliers for services	✗	✓
Management of contractor complaints and service quality issues	✗	✓
Advocacy or referral to advocacy services	✗	✓
Liaising with medical professionals eg GP	✗	✓
Navigate the MY AGED CARE referral and assessment processes	✗	✓
Appointment/ongoing service coordination	✗	✓
Ongoing wellness and health management services	✗	✓
Non response to service delivery	✗	✓
Assistance with statement and invoice interpretation	✗	✓

Home Care Package- Will it pay for your holiday to the Bahamas? What's covered and what's excluded?

Funds can be spent on most things that relate to your care and wellbeing. The list is endless – you have flexibility and choice – so be creative. Services need to fit within your package budget and be listed in your Livin' Well Support Plan. If you can afford to, you can pay for some extra things out of your personal funds.

These are some examples that could be included:

- Personal care, showering, dressing, continence management
- Podiatry, physiotherapy, counselling, speech therapy, some vision aids
- Companion pet care
- Domestic assistance, professional laundering, spring cleaning, shopping assistance
- Assistive Technology- Internet access, iPad, computer equipment, hands-free speaker phone
- Transport to appointments, such as medical or even hairdresser (escorted by a care worker)
- Meal preparation, basic cooking classes, meal delivery for diabetic support
- Home maintenance, basic gardening ,lawn mowing, making raised garden beds, purchase or hire of some
- Equipment and paying towards some modifications at home
- In-home respite care
- Personal support during travelling or whilst visiting other locations. Medication prompts, personal alarm monitoring
- Social activities and programs, worker to help create photo memory books, go for a stroll in the park, out for coffee, walk the dog or provide support on your holiday
- Exercise programs and classes (such as hydrotherapy, yoga, massage, gym, personal trainer, treadmill, etc)



and thats just to get you thinking.....

Excluded items

The following items must not be included in the package of care and services provided:

- Use of the package funds as a source of general income for the care recipient
- Purchase of food, except as part of enteral feeding requirements
- Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- Payment of home care fees
- Payment of fees or charges for other types of care funded or jointly funded by the Australian Government
- Home modifications or capital items that are not related to the care recipient's 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



So the good news.....there are many things you can spend your package funds on, but that holiday to the Bahamas is on your own tab!

Home Care Package- Joining the Liberty Family!



A benefit of your Home Care Package is that you can choose a provider who best meets your goals and needs. So you can move your package management to Liberty to take advantage of our flexible and Livin' Well approach.

It's not a difficult process but you do have responsibilities to advise your current provider that you intend to make a change. We will do all we can to make it a smooth transition for you.



Here's how it works:

1. Advise your current provider that you are wanting to move your Home Care Package to Liberty
2. Your current provider will agree to a date to cease your services and notify My Aged Care
3. Your current provider will tell you how much you have remaining in your budget (check the details as there may be an exit fee)
4. My Aged Care will send Liberty a referral and we will contact you to arrange your Livin' Well Support Plan and Service Agreement to get you up and running from the date your old provider stops. (We will handle any of the fiddly bits together)
5. Services are implemented and you have joined the Liberty team.

Behind the scenes we will work with your old provider to make sure you are getting a continuity of service and smoothing out any bumps in the road.

Liberty Community Connect has a passion to ensure that our clients are treated with utmost respect. As such we value your feedback and appreciate your concerns being raised.

If you have any matters of concern regarding your home care package, the services you receive from us, your statements, budgets, Livin' Well Support Plan or you are just needing to reassure yourself of how its all going. Please give us a call or make an appointment to come in to our centre to have a chat. We would love to hear from you.



Liberty Community Connect Inc.

31 Martin Street, Nerang QLD 4211 | PO Box 446, Nerang QLD 4211

T: (07) 5578 1668 | F: (07) 5578 1331 | E: info@libertycommunity.org.au | W: libertycommunity.org.au