



HOME CARE PACKAGES

INFORMATION PACK

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WHY YOU MIGHT BE LOOKING AT THIS BOOKLET

- You have been assessed by the Aged Care Assessment Team (ACAT), approved for a Home Care Package (HCP), and while waiting to be assigned a HCP, you need to select a provider.
- Your family member/dependent has been assessed by ACAT, approved for, or assigned a HCP and now needs your assistance in choosing a provider.

This information pack has been carefully prepared to give you a comprehensive overview of South Eastern Community Care and how we deliver quality HCPs to Tasmanians.

WE ARE LOCALS CARING FOR LOCALS,
HELPING OUR COMMUNITY
ENJOY THE LIFE THEY WANT TO LIVE.



ABOUT SOUTH EASTERN COMMUNITY CARE

South Eastern Community Care (SEC Care) is a Tasmanian not-for-profit organisation that provides quality community care to people of all ages.

At SEC Care, we have supported people to live independently in their homes and community for over 45 years.

We offer a range of flexible in-home care, community support and centre-based services to people who require assistance in all activities of daily living in Southern Tasmania.

We have Day Centres located at Sorell, Brighton and Orford, offering a wide range of services and activities that you can access through your Home Care Package.

Quality care is provided by experienced and qualified staff and dedicated volunteers in accordance with National Standards and Program Guidelines.



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WHAT IS A HOME CARE PACKAGE?

A Home Care Package (HCP) is a government subsidised program that provides support services to maintain and extend your health, wellbeing and independence.

HCPs are individually tailored to meet your needs to remain at home and support your lifestyle choices.

Consumer Directed Care

Your HCP will be delivered under a Consumer Directed Care (CDC) model. CDC is a way of delivering services that give you and/or your carer greater control over your life.

The CDC model recognises that you have been managing your own life for many years and respects your right to continue to do so.

CDC allows you to make choices about the types of care and services you access, and how and when those services are delivered to you.

CDC puts the power in your hands. Through this model, you make the choices that are important to you, such as the types of care and support you receive, when you receive it, and how it is delivered to you.



HOW DOES A HOME CARE PACKAGE DIFFER FROM OTHER SUPPORT SERVICES?

A Home Care Package (HCP) is a specified government program that provides a coordinated package of services tailored to meet your individual needs. It is not the Commonwealth Home Support Program (CHSP) or Home and Community Care (HACC).

How it differs from other programs:

- A HCP is yours to keep for as long as you need or choose.
- You have greater choice and control over your services.
- You can change service provider or move to another location without losing your HCP.
- It is delivered under a Consumer Directed Care (CDC) model (see previous page for more information).

HCP funding levels

Individuals assigned a HCP will be given a level of funding based on their needs. The levels are as follows:

- Home Care Level 1 – basic care needs.
- Home Care Level 2 – low level care needs.
- Home Care Level 3 – intermediate care needs.
- Home Care Level 4 – high care needs.

SEC Care is an approved HCP provider. Our team will work with you to develop a HCP Care Plan tailored to your needs, lifestyle and budget.



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HOW DOES A HOME CARE PACKAGE WORK?

Following initial contact, we will schedule an appointment with you. During this appointment, one of our experienced Coordinators will conduct a full assessment of your needs.

Depending on your circumstances, it may take more than one visit to complete this assessment. We also recommend that your carer or family member be present at these visits.

During your assessment, your Coordinator will work with you to establish what you would like to achieve (your goals). Once your goals have been established, your Coordinator will help you decide what services best suit your goals. With this information, we create your Care Plan and calculate your Budget (see Your Budget Explained on page 8 for more information).

Your Coordinator will then return with a detailed Budget and Care Plan for you to view; making sure you are happy with your chosen services and how your money will be spent.

With this in mind, your Coordinator will work closely with you to plan, arrange and coordinate your services.

Throughout this process, you will have time to consider your decisions and make any changes you need.



YOUR BUDGET EXPLAINED

Government Contribution (Daily Subsidy)

As a Home Care Package (HCP) recipient, the government will contribute a Daily Subsidy to your HCP. The government's Daily Subsidy, combined with your Basic Daily Fee (see below for explanation) creates your total income. We use your total income to create your Budget.

Please note: SEC Care retains up to 15% of the Daily Subsidy to cover the coordination costs of delivering your package. These costs include:

- Wages for our Coordinators.
- Costs associated with superannuation and workers compensation.

SEC Care also retains up to 20% of the Daily Subsidy to cover the administration costs of delivering your package. These costs include:

- Insurance and government reporting.
- Wages for administration staff.
- Organisational overheads.

Client Contribution (Basic Daily Fee)

Clients on a HCP make a small contribution called a Basic Daily Fee. This contribution is added on top of the Daily Subsidy (see above) to create your total income. As highlighted above, we use your total income to create your Budget. Your Budget shows the amount of money available for you to spend on your care.

You may choose to make an additional contribution to your Package anytime by notifying SEC Care in writing. Making an additional contribution increases the services available to you. For the current Basic Daily Fee recommended for your HCP level, please contact a Coordinator on (03) 6169 1200.



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HAVE YOU COMPLETED AN INCOME ASSESSMENT WITH CENTRELINK?

Even if you are a full pensioner, we highly recommend that you contact the Department of Human Services on 1800 227 475 to begin the pre-commencement income assessment.

You may be asked to pay an additional Income Tested Fee. The Income Tested Fee only applies if you have been assessed as being able to contribute more to your Home Care Package (HCP) by Centrelink.

The HCP subsidy is reduced by the amount of the Income Tested Fee. Centrelink will issue a letter stating the Income Tested Fee as a daily amount you will have to pay towards your HCP. The Income Tested Fee applies from the commencement of the Home Care Agreement.

You can call My Aged Care on 1800 200 422 to get an estimation of the fees and charges you may have to pay towards your HCP. We recommend you have your financial information ready before you call.

If you believe you will face financial hardship paying any of these fees you can be considered for financial hardship assistance. The application forms are available through Centrelink. No client will be refused a service due to an inability to make a contribution.

We are here to help

If you are unsure, or have a question at anytime during the set-up of your Home Care Package, please call us on (03) 6269 1200 – we are available to offer any support, clarification or guidance you may need.



SUPPORT FOR YOUR CARER

At SEC Care, we have quality respite services available to support your loved-ones who care for you.

Our respite services provide relief to carers by assisting them with their caring role.

Through your HCP, we can provide supportive respite at our Day Centres or through our in-home respite service.

This service allows carers and their loved ones to create new relationships and support networks by providing in-home assistance, centre-based assistance, community outings and social activities.



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THANK YOU

Thank you for taking the time to read this information pack. If you have any questions, please feel free to get in touch with us anytime.

CONTACT INFORMATION

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OFFICE HOURS

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9:00 am – 4:00 pm

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www.secommunitycare.com.au