

*In good hands*



**Home Care Packages**

 **(02) 4992 3348**



**BCC**  
BERESFIELD  
COMMUNITY CARE

# Home Care Packages

Home Care Packages (HCP) offer subsidised aged care in-home support and services. They are allocated in levels, from Level 1 - Level 4. HCPs are delivered under a 'consumer-directed care' model, encouraging you to have control over the type of in-home support you receive and the frequency.

You are encouraged to make the choices that best suit you and your needs, tailoring the package to help you live your best life.

Each level has a budget assigned by the government, and you may be asked to make a contribution towards your care and support. The amount of this contribution is determined by Services Australia (Centrelink).

**To access a Home Care Package, you will need an assessment by the Aged Care Assessment Team (ACAT).** They will talk with you about what is important to you to help you continue to live at home and the level that might best support you.

The main difference between the home care levels is the amount of care and services that can be purchased. More care services can be purchased at level four (4).

## The four levels of packages are:

- Level 1:** Basic care needs
- Level 2:** Low-level care needs
- Level 3:** Intermediate care needs
- Level 4:** High-level care needs

**Please contact ACAT via My Aged Care on 1800 200 422 or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au)**

If you have already received a letter from My Aged Care letting you know you have been assigned a Home Care Package, our experienced Case Managers can help you through the set-up process. Please have your letter from My Aged Care handy and call us on (02) 4964 1131.

# Beresfield Community Care

**When you choose Beresfield Community Care as your HCP provider, you can trust that you are in good hands.**

We are an accredited organisation with experienced case managers, and our in-home staff are qualified and have undergone police checks. We have over 30 years of experience in our community and have supported thousands of people to stay living at home. We have scores of local staff and volunteers from across the Hunter area. When you call us, we're just around the corner, not in another city, state or country. Being local means, we know exactly where you want and need to go and how to get there.

At Beresfield Community Care, your HCP support plan is uniquely tailored to meet your needs and wishes. We welcome the input of loved ones and are very experienced at helping our clients identify and prioritise the best use of their HCP. The range of choice is extensive.

The aim of HCPs is to help older people live as independently as possible, with a focus on doing *with*, not doing *for* you. A HCP with Beresfield Community Care also gives you access to in-home nursing, allied health services such as occupational therapy and physiotherapy in your home, a range of well-being programs including gentle exercise (either in your home or in a small group), falls prevention programs, respite, social activities like going to the movies, enjoying lunch and outings.

Some home maintenance services are also available under the HCP guidelines.

## How does a Home Care Package work?

### 1. Talk it over with us.

We will give you a clear understanding of what's involved, included and excluded.

# How can we help?

## DESIGN YOUR PACKAGE TO SUIT YOUR NEEDS.

### A Home Care Package can assist you with:

- ✓ Personal care (showering and dressing).
- ✓ Dementia care and support.
- ✓ General household chores like cleaning, meal preparation and laundry.
- ✓ Transport for shopping and medical appointments.
- ✓ In-home nursing, occupational therapy and physiotherapy.
- ✓ Social activities and outings (e.g. visiting a friend, going to the movies, lunch, hobbies, the library).
- ✓ Personal safety, monitoring devices and other equipment.
- ✓ Home modifications to make things easier and safer (e.g. ramps, rails).
- ✓ Garden and lawn maintenance.
- ✓ Wellbeing programs, e.g. gentle exercise at home, in a group or online, falls prevention programs and more.
- ✓ In-home respite services to give carers a break.

### There are some things you can't use your Home Care Package for:

- × Rent or mortgage.
- × Renovations (unless they are approved home modifications to increase access and safety).
- × Groceries or meals.
- × Holidays.
- × Home Care Package fees or other related fees.



## What's the cost?

Beresfield Community Care's fee policy ensures that no one who is genuinely financially disadvantaged is refused service and support. Beresfield Community Care does not charge for care plan reviews or exit fees.

The income tested care fee is an extra contribution that some people pay, as determined through an income assessment. This fee is different for everyone. It's based on your individual income, including your pension. However, full pensioners and people with an income up to \$32,331.00 (as of February 2024) do not pay an income tested care fee.

### Affordability

- Home Care Packages are subsidised by the Australian Government and are allocated via My Aged Care;
- Package holders are asked to pay a small fee to contribute to their package;
- If you have a higher income, you will be income-tested by Centrelink to determine your contribution.
- A monthly statement is issued to you so you can keep track of your package budget.
- Our invoice can be paid by Direct Debit, credit/debit card (over the phone or in person) or by cheque.

## 2. Discuss your abilities, needs, priorities & goals.

For example, I'd like to join or return to a social/hobby group.

## 3. Develop a care plan that supports your goals.

With flexible times and services to suit you.

## 4. Choose your services and support.

Select what services are important to you and when you want to receive them.

## 5. We'll monitor and review your care plan.

With you/your carer to ensure it's appropriate and make any changes if and when required.

# Client Success Stories



Fishing is something **Malcolm\*** used to enjoy. Now unable to drive, it is difficult for him to continue. In his care plan, Malcolm identified returning to his beloved fishing as important to keep him engaged and active.

Through his Home Care Package, he has returned to fishing with the support of a Neighbourcare Support Worker who is also a keen fisherman. When the fish are biting, Malcolm can go fishing, sit in the sunshine and fresh air, and hopefully get a bite.

Living at home with her cat, Smoky, and dog, Bella is important to **Glenda\***. Identified as a fall risk, Glenda had difficulty moving around safely in her home and the community. Our occupational therapist assessed Glenda in her home and prescribed a lightweight walker, which she uses regularly (and happily reports an end to falls). Rails will be installed in her home, on the stairs, and in the bathroom to support her independence further and improve her safety. Glenda continues to live her best life, happily at home with Bella and Smoky.



Following ill health, **Donald\*** was under the care of our physiotherapist to help improve his strength and balance. Through his HCP, an in-home program was tailored to Donald's needs. He improved quickly, and weights were added to his regime to increase the challenge. Donald is now

ready to go to his local exercise program, which will support his ongoing physical improvement and independence and keep him in touch with friends.

To maintain his independence, being able to drive was very important to **Stephen\***. To support this, we coordinated a specialised occupational therapy driving assessment (which he passed!). In addition, we supported Stephen with physiotherapy to improve his balance, strength, confidence and independence, which ultimately led to him being able to take an overseas trip to visit friends – something he couldn't have imagined before the support provided by his Home Care Package.



*Names\* have been changed to protect client privacy.*

## Five Reasons to Choose Beresfield Community Care

- 1. Professional Care with a Heart:** Our staff are happy, highly trained, professional, and compassionate, ensuring you receive the best care with dignity and respect.
- 2. Trust and Credibility:** Choose us, a government-approved provider, ensuring the highest standards of quality and safety in-home care services. Your trust is our foundation.
- 3. Not-for-profit community aged care provider:** All our resources go into service delivery and quality improvement.
- 4. Wide-ranging services:** Including personal care, domestic assistance, social support, nursing, and respite care, ensuring everyone receives the care and support they deserve.
- 5. Continued Care:** Being both a CHSP (Commonwealth Home Support Programme) provider and an Approved Home Care Package provider, we can offer a continuum of care, from basic support to more complex, personalised care, ensuring seamless and flexible care at every stage of the aging journey.

Would you like more information? Scan the QR code, fill out the form and we'll get back to you.



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