



GIPPSLAND CARE SERVICES

78 ALBERT STREET, WARRAGUL

0429650196 0448255885

0429650350 0429650508

Gippsland Care Services (GCS) provides care and services under the Commonwealth Home Care Packages Program. (HCP)
Under the Home Care Packages program GCS offers government funded care and individual support services which are individually tailored to meet the assessed needs of the client.

Mission

Gippsland Care Services' mission is to facilitate older people in Gippsland to access quality Home Care and Services to enable them to remain living in their own homes for as long as possible.

Vision

Gippsland Care Services will be recognised as a home care service provider for older people in the Gippsland Community demonstrating commitment to quality of care

This vision will be reflected in our commitment to the development and maintenance of an organisation which:

Is committed to service excellence in achieving optimal outcomes for clients, using the wellness, reablement and person-centred approach to care.

Is committed to upholding a consumer directed approach to care

Through consultation and engagement GCS is aware of the diverse needs of the community it serves.

Demonstrates evidence-based approaches in service delivery

Is committed to continuous quality improvement

Provides a safe working environment for staff

Is responsive in its approach to addressing individualised client needs

Promotes continuity of care, dignity, choice, and respect for all its clients

Provides clients with the choice to age in place in their home environment



Types of services under home care

Commonwealth Home Support Programme (CHSP)-PRE ENTRY LEVEL

The Commonwealth Home Support Programme (CHSP) provides you access subsidised entry level support services to live independently and safely at home. This program may be suitable if you do not qualify for a Home Care Package. You can apply for this programme through My Aged Care. Gippsland Care Services can provide personal care, home modifications and transport under Commonwealth home support program.

Home Care Package

A Home Care Package is a government-funded program designed to support you to live at home independently. A Home care package is to assist older people with complex care needs, therefore enabling you to access an extensive range of affordable home care services. You can apply for a Home Care Package through My Aged Care. If you already have a Home Care Package, you can easily access this service with Gippsland Care Services, or we can support you with transferring your home care package to us.

Veterans' Community Nursing – DVA COMMUNITY NURSING

Department of Veterans' Affairs community nursing program enables veterans to access nursing care and support which is designed to maintain the health, wellbeing, and independence of eligible veterans and/or war widows and widowers.

Privately Funded

The government assessment process can take time, so if you need services immediately or don't want to wait, you could consider privately funded services as an ongoing or interim measure. You can top up, add, reduce or cease private services as you like. You can also supplement your package or government funding with additional privately funded services.

Fees and charges –Home care package

How your Home Care Package budget will be used - Your Home Care Package budget will be split into three main expenditures:

1. Package Management
2. Care Management
3. Money to spend on services

Package and Care Management are not out of pocket costs, they are deducted from your Home Care Package budget.

What is Care Management?

Care Management is an important component of your Home Care Package.

It includes the following:

- Reviewing your Home Care Agreement (a written agreement between you and your provider detailing the services you will access);
- The initial and ongoing assessment, planning and development of your Care Plan (a plan we design together to ensure the services you choose help you achieve your goals);
- Ensuring there is someone to speak to when you need to;
- Ensuring your care is aligned with your culture and other supports.
- Identifying and addressing risks to your safety;
- The coordination of your budget, care and services to help you achieve your goals.
- Coordination of allied health professional, discharge planning post hospital admission, support to transition from one care level to another.

Every Home Care Package will require some level of care management, ensuring you receive the appropriate level of support for your current and future care needs and goals. Gippsland Care Service uses 20% of the package to complete the care management

What is Package Management ?

Package Management fees cover the ongoing administration and organisational activities required to coordinate your package. It includes the cost of preparing monthly statements, managing package funds, aged care compliance and quality assurance activities.

Income-Tested Care Fee

If you have or are about to get a Home Care Package, and if you do not receive a full pension, you may be required to contribute to the cost of your care. This is known as an income-tested care fee. The fee is different for everyone because it is based on your individual income. Please note, the money you receive from the government will reduce by the same value of the income tested fee you are assessed to pay. Additionally, the income-tested care fee is payable daily from the date of signing the agreement, regardless of how often services are provided. If you haven't already, you will need to have an income assessment to determine if you are required to pay this fee. Gippsland Care Services recommend that you do this as soon as you can as the process can take time. For more information visit myagedcare.gov.au/income-assessment-home-care-packages or call 1800 227 475.

Additional Fees

If you have a Home Care Package, there are a range of additional fees you may be required to pay in certain circumstances. Please speak to case manager for personalised advice regarding these fees.

What's included in a home care package?

What is a Level 1 Home Care Package?

A Level 1 Home Care Package is designed to support people who have basic level care needs.

Those with a Level 1 Package are still independent and can perform most day-to-day tasks on their own. Some of the common services used by those with a Level 1 Home Care Package are:

Domestic assistance, Social support, Meal preparation, Shopping, Supported Transport, Personal care, Cab Charge or any other items that will assist you to stay living within your home for longer.

A Level 1 Home Care Package will give you approximately 2.5 hours of support per week, depending on your provider's fees. Most of the customers we speak to choose to use this for weekly household cleaning and fortnightly or monthly gardening duties.

What is a Level 2 Home Care Package?

A Level 2 Home Care Package is aimed at supporting people who have *low-level care needs*. Those who have a Level 2 Home Care Package require a little bit of care, but are still able to perform a lot of tasks around the home themselves. A Level 2 Home Care Package can be used for services such as the following (as well as much more):

Personal care, Domestic assistance, basic care equipment, Social support, Meal preparation, Shopping, Transport or Cab charge, Social support, Basic home & garden maintenance, Some nursing care including wound care. This amount of funding will give you approximately 4.5 hours of care and support per week, depending on your provider's fees. Most of the customers we speak to choose to use this for some personal care, household cleaning, transport and gardening duties.

What is a Level 3 Home Care Package?

A Level 3 Home Care Package supports people who have *intermediate level care needs* and need quite a bit more support than Levels 1 and 2 in order to remain safely in their home. A Level 3 Home Care Package will give you approximately 9-10 hours of support per week, depending on your provider's fees. Generally, those with a Level 3 Package will access more personal care, nursing, or allied health support than those with lower-level packages.

What is a Level 4 Home Care Package?

A Level 4 Home Care Package is intended to support people who have *high level care needs*. This works out to be approximately 12-14 hours of care per week, depending on your particular provider's fees. If you or a loved one has high-level or complex care needs, you may be eligible to receive assistance with:

Personal care (showering/dressing etc) Domestic assistance (laundry/cleaning etc) min 2 hrs, Assistance with aids and appliances, Social support, Meal preparation, Medication management, Nursing care, Allied health support and or equipment, Shopping, Support Transport or cab charge Support with changes to memory and/or behaviour

Level 4 Packages are often allocated to people who are living with dementia, or Parkinson's disease. These conditions require a lot of care, and care from support workers who specialise in these complex areas.

What's not included in your Home Care Package? All products and services funded under a Home Care Package must meet the Home Care Package guidelines determined by the government. The following items are excluded from your Home Care Package and cannot be arranged through Gippsland Care Services:

- Use of the package funds as a source of general income such as household bills, purchase of a car or petrol or funeral cover;
- 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 such as the income-tested care fee;
- Payment of fees or charges for other types of care funded or jointly funded by the Australian Government such as Transition Care fees or services that can be covered by the public health system;
- Home modifications or capital items 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

Aged Care Assessment- My Aged Care

All community members who would like access to a funded home care package must have an assessment through My aged care. The assessment team will determine the level of home care package and or the level of assistance via commonwealth home support program (Pre-home care package)

Consumers need to consider their financial situation prior to accepting services as in some cases clients are asked to contribute to their own care via home care packages. This is called an income tested fee. This fee is not determined by the provider, it is determined by the Centrelink and cannot be waived. The Dept of health will reduce the home care package amount by the income tested fee and the provider will be required to seek this income tested fee from the consumer and add it to their home care package

Example -Level 2 home care package- \$16000 annually. The consumer has a \$5.00 per day income tested fee which is payable to the provider.

$\$5.00 \times 365 \text{ days} = \1825.00 The dept will reduce the payment annual from \$16,000 to \$14,175 and the consumer pays the \$1825 to the home care package via the home care provider.

FIND A RESIDENTIAL AGED CARE SERVICE

There are several organisations that can assist with finding a Residential aged care home that is suitable. One is Aged Care Decisions (www.agedcaredecisions.com.au)- this is a free service

My Aged Care also has a website that can assist you to find a residential provider in the area.

In Baw Baw Shire we have several good residential care providers and when completing your research you can see which organisation has the best star rating via my aged care website.

Locally we have

Baptcare Abbey Gardens Community- Warragul Overall star rating 3

Fairview Inc- Warragul- Overall star rating 3

Cooinda Lodge Nursing Home- Warragul -Overall star rating 4

Baptcare- Amberlea Community- Drouin Overall star rating 3

Lyrebird Village -Drouin- No rating available

Bunyip Hillview Aged Care Inc-Bunyip - Overall star rating 2

Andrews House - Trafalgar-Overall star rating 4



Aged Care Quality Standards - The Commission assesses and monitors quality of care and services against the Aged Care Quality Standards. Information and resources are available to help service providers and consumers understand the Standards. www.agedcarequality.gov.au