



Live your best life



Home Care Packages

Call us on **1300 578 478**

Home Care Packages

Home Care Packages (HCP) offer subsidised aged care in-home support and services and 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, together with a contribution from you (maximum 17.5% of the single aged pension).

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 4.

The four (4) levels of packages are:

Level 1: Supports people with basic care needs (equates to approximately 1 to 2 hours of service per week)

Level 2: Supports people with low-level care needs (equates to approximately 3 to 5 hours of service per week – travel kilometres may impact)

Level 3: Supports people with intermediate care needs (equates to approximately 7 to 9 hours of service per week – travel kilometres may impact)

Level 4: Supports people with high-level care needs (equates to approximately 10 to 13 hours of service per week – travel kilometres may impact)

Please contact ACAT via My Aged Care on 1800 200 422 or visit 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 give us a call on 1300 578 478.

About Adssi In-home Support

Working together with you and your loved ones to keep you living your best life comfortably at home is what gets us up in the morning.

When you choose Adssi In-home Support for your HCP, you know you're in safe hands, with an accredited organisation, experienced case managers, and qualified and police checked in-home staff. We have over 30 years' experience in our community and have supported thousands of people to stay living at home.

At Adssi, your HCP support plan is uniquely tailored to meet your specific 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 is to help older people live as independently as possible with a focus on *doing with*, not *doing for* you. An HCP with Adssi In-home Support also gives you access to allied health services including occupational therapy and physiotherapy in your home, a range of wellbeing programs including gentle exercise (either in your home or in a small group), falls prevention programs, overnight respite getaways, social support outings like going to the movies, enjoying lunch and variety concerts.

Our friendly Building Services Team is police checked and qualified and in conjunction with our Allied Health Team's recommendations, can help you with home modifications, including ramps and rails, to make access easier and to keep you safe moving in and around your home. 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 own package to suit your needs.

A Home Care Package can assist you with:

- ✓ personal care (showering and dressing);
- ✓ general household chores like cleaning, meal preparation and laundry;
- ✓ transport for shopping and medical appointments;
- ✓ allied health including occupational therapy and physiotherapy;
- ✓ social support and outings (visiting a friend, movies, lunch, hobbies);
- ✓ personal safety, monitoring devices and other equipment;
- ✓ home modifications to make things easier and safer (e.g ramps, rails);
- ✓ garden and lawn maintenance;
- ✓ linen hire and delivery;
- ✓ wellbeing programs e.g. gentle exercise at home or in a group, falls prevention programs and more;
- ✓ respite services to give carers a break.

If you don't use one or more of the services in your package for a period of time, because you are away or in hospital for example, you may be able save some of the funds for other things you have identified in your care plan.

There are some things you can't use your home care package for:

- ✗ pay your rent or mortgage;
- ✗ buy your groceries or meals;
- ✗ pay for holidays;
- ✗ pay your Home Care Package or other fees.



What's the cost?

The government's Home Care Package guidelines require you to pay a fee for the cost of the service, to supplement the package budget. The fee is based on 17.5% of the single full pension. The fee you will be expected to pay is based on an assessment of your financial situation. The assessment does not take into consideration the value of your home or any other assets, and is determined by Centrelink.

Adssi's fee policy ensures that no one who is genuinely financially disadvantaged is refused service and support.

Affordability

- Home Care Packages are subsidised by the Federal Government and are allocated via My Aged Care;
- Package holders are asked to pay a fee to contribute to their package;
- If your only income is the Government aged pension, your fees will not exceed 17.5% of the single pension rate;
- 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. Payment of your invoice can be made by Direct Debit, Centrepay, Credit/Debit card (over the phone or in person) or by cheque.

2

Discuss your abilities, needs, priorities and goals

E.g. 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 is important to you, and when you'd like to receive it.

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 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 was important to keep him engaged and active. Through his Home Care Package, he has been able to return to fishing, with the support of an Adssi worker who is also a keen fisher. When the fish are biting, Malcolm is able to go fishing, sit in the sunshine and fresh air, and hopefully get a bite.



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 for 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, as well as keeping him in touch with friends.



Living at home with her cat, Smoky, and dog, Bella, is important to Glenda*. Identified as a falls risk, Glenda was having difficulty moving around safely in her home and in the community. Our Occupational Therapist assessed Glenda in her home and prescribed a light-weight 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 further support her independence and improve safety. Glenda continues to live her best life, happily at home with Bella and Smoky.



In order 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 lead to him being able to take an overseas trip to visit friends – something he couldn't have imagined prior to the support provided by his Home Care Package.

*Names have been changed.

So many reasons to choose us

Our care and support team have a combined 398 years' experience – that's a lot of knowledge to complement their qualifications.

Qualifications – we have high expectations and standards of all our staff. Everyone who comes to your home is a qualified aged care worker, many with specialised tertiary education. We provide ongoing training opportunities to ensure staff are up-to-date with new techniques, research and industry standards.

Accredited – Adssi In-Home Support maintains compulsory accreditation with various government and non-government quality standards. This involves routine audits that verify the high quality of the support, care and services we provide to you. Adssi meets the requirements of Home Care Standards and holds AS/NZS ISO 9001-2016 Quality Standard Management System Certification for Home Modification and Maintenance.

30 + years experience – we have employed hundreds of locals to support thousands of clients for more than 30 years. Our local knowledge and networks are extensive and available to you.

Peace of mind – all our staff, regardless of their role, are police checked and fully insured. For your reassurance, they carry photo identification so you know exactly who is coming into your home.

Our kind and friendly team of Case Managers is highly experienced. Your HCP Case Manager will be there throughout your journey to help you manage your aged care needs. If and when your needs change, we can discuss how to adjust the types or frequency of services you have. An HCP with Adssi provides you with the flexibility to make these changes, either in the short term or permanently.

Find out how we can help you:

📞 1300 578 478

✉ info@adssi.com.au

📍 adssi.com.au

📍 3A Pioneer Ave, Tuggerah NSW 2259