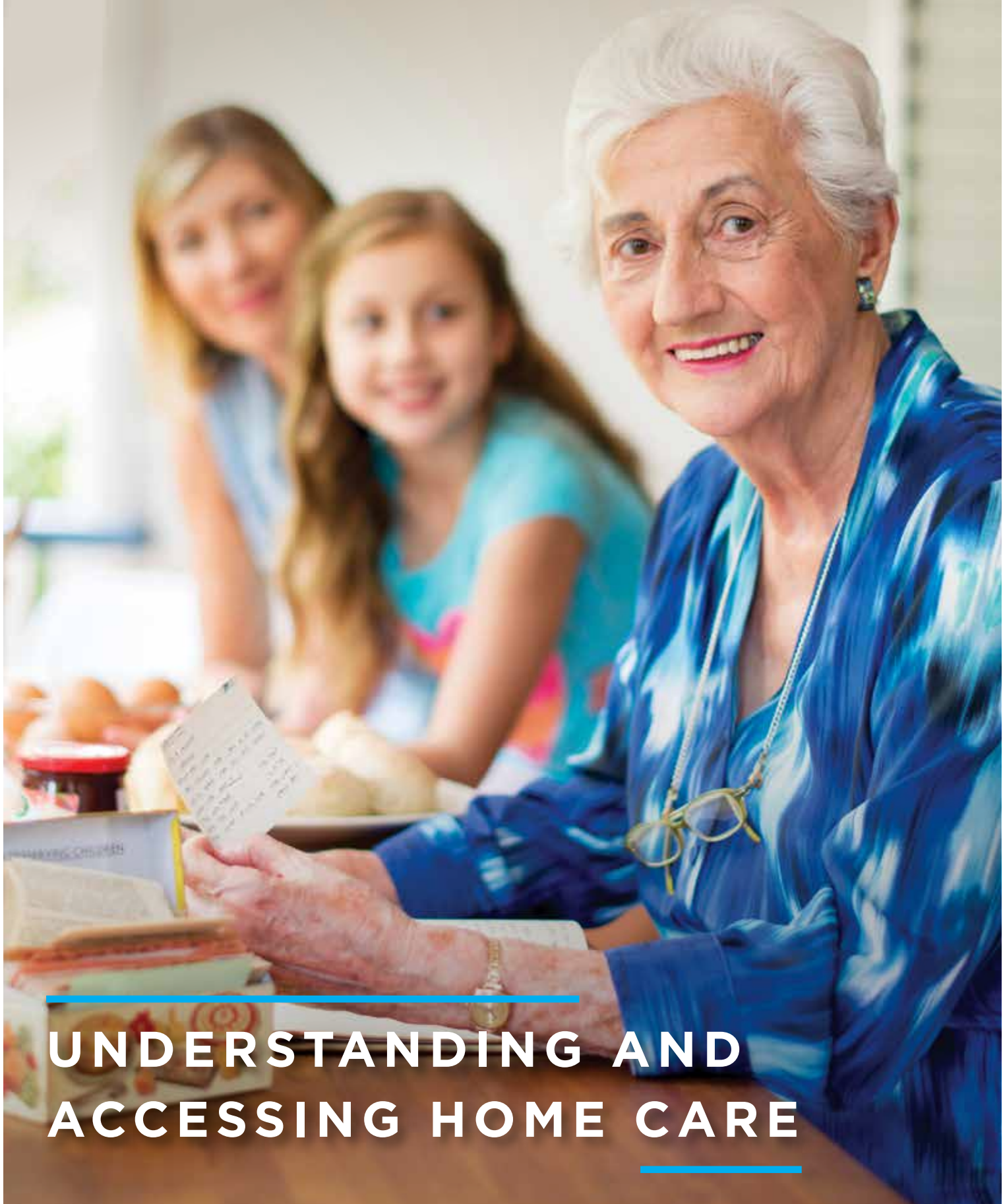




**HOME CARE**



**UNDERSTANDING AND  
ACCESSING HOME CARE**



## About Carinity

Carinity's caring people enjoy building communities where you feel at home: places where you are heard, valued and included.

Since 1949, driven by our Christian values, Carinity has been creating communities of care where people feel at home, secure and embraced with compassion and respect.

Carinity provides services to over 15,000 clients each year in Queensland. Our 1,600 plus motivated staff and volunteers are here for you as they provide:

- › counselling for families and young people;
- › education for disengaged teenagers and indigenous children;
- › home care services;
- › supported care for the frail and aged;
- › retirement living communities;
- › accommodation for homeless youth;
- › practical support and respite for people living with disability and their families;
- › chaplaincy in hospitals, aged care communities, home care, prisons and schools.

For over 70 years we've been making a real difference to the lives of people in need. ***We're here for you too.***

**Carinity.org.au**

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## WE BELIEVE LIVES ARE FOR LIVING

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That's why at Carinity Home Care we take the "you can" approach.

We value every person as a unique individual and take the time to really listen and understand you, your needs and aspirations.

Because relationships are important to us, we work with you and your family to deliver services to meet your quality of life and wellness goals. And as your circumstances change, we ensure our services adapt with you.

We're about helping you live the life you love, in the home and local community you've always loved.

# Our personal and local approach to your care

Carinity Home Care have supported seniors in their homes for over 20 years, and we're here to support you on this journey to remain living independently in your home and community - living the lifestyle you enjoy!

When joining Carinity Home Care you will enjoy:



A dedicated, locally-based Coordinator you can contact directly, anytime, ensuring a consistent point of contact for all your queries.

They will visit you at home to get you started accessing care; help you navigate My Aged Care; develop an individualised plan and budget that quickly finds solutions to make life easier for you.



Competitive and inclusive fees and rates, with NO TRAVEL FEES to deliver care in your home - stretching your budget as far as it can, ensuring your budget is spent on the care you need.



Our local team take the time to get to know you, carefully matching you and your carers, ensuring your care is delivered by a trusted, familiar face.



Locally-based care teams allows us to be flexible. Our rostering teams are all local, making it easy to adjust care and support services to suit your changing plans and needs.



A full range of services including nursing care, wellbeing programs and getting you out and about, plus coordination of your support services - enabling you to focus on living the life you love.

Our carers are specialists in supporting people with dementia and chronic health issues.



## We provide so much more than just help around the home

With Carinity, it's your agenda. Whatever you want to get out of life, we'll work with you to make it happen.

Whether you require regular care, short-term care or additional top-up care, we will work with you to develop a tailored solution to your unique needs.

Our years of experience working with clients in similar situations enables our team to quickly find solutions, making daily living easier for you and addressing any worries or concerns you or your family may have.

Carinity Home Care offers a full range of services from basic support and care to keep you healthy, happy and safe at home; to assisting with personal care and supporting you after a stay in hospital. We can help you stay active, getting you out and about to the shops and with friends in your community.



### PERSONAL CARE

Showering & dressing assistance

Carer respite

Medication assistance & monitoring

Help with medical appointments

Transportation

*And more, just ask us!*



### NURSING CARE

Health assessments

Clinical care

Medication assessment

Allied health assessments

Tele-health services

*And more, just ask us!*



### WELLNESS & LIFESTYLE

Social outings & community connections

Transport to social activities, hobbies and crafts

Exercise & wellness activities

Support services advice & referrals

Falls-prevention initiative

*And more, just ask us!*



### DOMESTIC CARE

Cleaning & housekeeping

Washing & ironing

Shopping, errands & paying bills

Home-cooked meals

Lawn mowing & gardening

Support with pet care

*And more, just ask us!*

# Who can access home care?

Anyone can receive support services at home – the only difference is how you pay for it.

You have many options regarding how you will pay for your care based on your individual needs and circumstances. You may be eligible for subsidised care through assistance programs from the Australian Government or you can access and pay for the services privately.

Just like your individual care needs, the team at Carinity will discuss all the available options to find the one that best suits you, and develop a personalised budget to meet your quality of life and wellness goals.

## Government-subsidised services

The Australian Government subsidises the cost of home care services that you can receive. Depending on your needs and your financial situation, you may be eligible to receive care through the **Commonwealth Home Support Programme** (CHSP) or **Home Care Packages** (HCP) assistance programs.

### Commonwealth Home Support Programme

This support is aimed at assisting older people who need entry-level support for one or two everyday tasks.

Ongoing or short-term care and support services that are available include:

- › help with housework
- › personal care
- › meals and food preparation
- › transport
- › shopping
- › allied health
- › social support
- › respite

You will pay a client-contribution towards the cost of your services if the Government deems you can afford to do so.

### Home Care Packages

Support is aimed at assisting older people needing longer-term/more complex care and support services to remain living independently at home.

There are four levels of coordinated care and support services – the greater your needs the higher level of Home Care Package you will be assigned.



HCP level	Care need	Daily subsidy rate*
Level 1	Basic care needs	\$28.14
Level 2	Low-level care needs	\$49.49
Level 3	Intermediate-level care needs	\$107.70
Level 4	High-level care needs	\$163.27

\* as at 1 July 2023

Each level receives a different subsidy amount, which is used to purchase care and support services that meet your assessed needs, as well as paying for the coordination and management of your support.

You may be asked to contribute towards the cost of your services if the Government deems you can afford to do so.

[➤](#) See ***Home Care Package Fees Explained*** on page 16 for more details.

## Private services

Privately funded (fully self-funded) care may be the option for you if you're not eligible for government-subsidised care; the package allocated doesn't fully meet your needs or you've exceeded your funding; or you require support while waiting for your funding to come through.

	Government-subsidised		Private
<i>Government assistance program</i>	<i>Commonwealth Home Support Programme (CHSP)</i>	<i>Home Care Packages (HCP)</i>	
<b>Funding</b>	Subsidised		Fully self-funded (no subsidy)
<b>Type of support</b>	<ul style="list-style-type: none"> <li>› Low-level needs on an ongoing basis</li> <li>› Short-term support after injury or illness               <ul style="list-style-type: none"> <li>› Interim support while waiting for a Home Care Package</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>› Basic to higher needs</li> <li>› Ongoing support to help with the management and coordination of services</li> </ul>	<ul style="list-style-type: none"> <li>› All levels of need - short-term care or ongoing</li> </ul>
<b>Assessment</b>	Following registration with My Aged Care, if you are eligible:		You don't need to register with My Aged Care or have an assessment to start receiving services.
	Home support assessment with a Regional Assessment Service (RAS)	Comprehensive assessment with an Aged Care Assessment Team (ACAT)	
<b>Wait time to access services</b>	You will receive referral codes at the end of your assessment. You can then contact providers and start organising services.	You're placed in the Government's national priority system until your package is allocated to you. This usually takes three to 12 months.	No wait time. You can contact providers immediate and start organising services.
<b>Costs &amp; fees</b>	You pay a contribution towards your CHSP services.	Costs for your care and support services are paid out of your budget, made up of: <b>Government contribution</b> (the subsidy) <i>plus</i> <b>Your contribution</b> (fees and possible out-of-pocket costs)	You pay the full-fee, direct to the provider.
<b>Income assessment</b>	You don't need this assessment for CHSP.	You may need to have an income assessment to determine whether you will need to contribute to the cost of your care (income tested care fee).	Not required

	Government-subsidised		Private
<b>Government assistance program</b>	<b>Commonwealth Home Support Programme (CHSP)</b>	<b>Home Care Packages (HCP)</b>	
<b>Providers &amp; coordination of services</b>	You manage and coordinate your services, which can be provided by multiple providers.	You choose one provider to manage your HCP, and coordinate the delivery of products and services by their staff, or approved third-parties.*	You can use multiple providers.
<b>If your needs change</b>	If your needs change or increase you can contact My Aged Care for a reassessment for a Home Care Package, a higher level of Home Care Package, or other aged care services such as respite or permanent residential aged care.		Discuss your changing needs directly with your provider. You can also contact My Aged Care to discuss if your new circumstances qualify you for an assessment for subsidised care.

\* Some providers will let you manage your own home care services. However, if you choose to do this, there is more work involved for you. We recommend that you carefully consider whether a self-managed package is the right option for you.

# Steps to accessing government-subsidised home care

There are four key steps to accessing Australian Government-subsidised home care services.

## Step one: Register with My Aged Care and apply for an assessment

Whether your needs have increased, or you are looking to access government-subsidised home care services for the first time, you will need to register with My Aged Care, and apply for an assessment, to determine your eligibility for subsidised care.

You can complete the application yourself or on behalf of a family member or friend.

**Note:** If you have previously registered with My Aged Care, you cannot use the online form and will need to call My Aged Care.

### What is My Aged Care?

My Aged Care (MAC) is the Government gateway for all your aged care needs, including assessment and information on aged care support and programs across Australia.

You can call the My Aged Care contact centre on **1800 200 422**, or you can apply online at [myagedcare.gov.au](https://myagedcare.gov.au).

My Aged Care contact centre hours are:  
Monday to Friday, 8am to 8pm; Saturday 10am to 2pm AEST.

### What do I need to apply?

You will need your Medicare card and enough time to complete the application.

### What will I be asked?

The My Aged Care staff will complete a screening process and ask you questions that will help them understand your needs and personal situation. This will include any help you currently receive from family, friends and other programs or services.

Your answers will help MAC understand your needs and whether you are eligible for an assessment.

My Aged Care will keep a record of your application, so you won't have to provide the same information again at your assessment.

### When to get reassessed?

If you've had an assessment in the past, this would have been based on the needs that you had at that time. However, your circumstances and needs can change - perhaps some other daily tasks have become more difficult for you. You can ask for a reassessment at any time.

## Step two: Face-to-face assessment

If your application is successful, you will be referred for a free assessment to better understand your support needs. Assessments are done in person, at your own home.

If you are eligible, My Aged Care will determine whether your assessment will be conducted by the Regional Assessment Service (RAS), or the Aged Care Assessment Team (ACAT).

### A home support assessment with a Regional Assessment Service (RAS)

If, from the information you've provided during the registration, it sounds like you need low-level support to stay independent in your home, MAC may recommend a home support assessment with a RAS assessor. This type of support is provided through the Commonwealth Home Support Programme (CHSP).

### A comprehensive assessment with an Aged Care Assessment Team (ACAT)

If MAC believe you have care needs that are greater than what the Commonwealth Home Support Programme (CHSP) can support, a comprehensive assessment with an ACAT assessor may be recommended.

The types of care an ACAT can assess you for include:

- › Home Care Packages (HCP)
- › Short-term care options
- › Residential aged care (respite & permanent)

## Step three: Support services approved

Your assessment will determine if you are approved for **Commonwealth Home Support Programme** (CHSP) services, or for support under a **Home Care Package** (HCP):

- › If your assessor approves you for CHSP, you're given a referral code/s. You can use this referral code/s to contact providers and start organising services.
- › If you are approved for a HCP, you're placed in the Government's national priority system until your package is assigned (also referred to as 'allocated') to you. You are prioritised based on the date you were approved for care and the level of care you need. The wait can be from three to 12 months. ACAT assessors can also approve you for an interim package or for CHSP to access a few services while you wait.

## Step four: Home Care Package assignment

When you receive a letter confirming that you've been assigned a package, you have 56 days to choose a provider. Your services can begin once you're happy with your agreement with the provider.

SUBSIDISED HOME CARE	PRIVATE HOME CARE
<p>1. Register with My Aged Care and apply for an assessment. An initial phone interview will help them understand your needs and personal situation.</p> <p>If your application is successful, you will be referred for an in-person assessment.</p>	<p>If you were not eligible to receive government-subsidised home care service, you are still able to access service privately, paying the full-fee for services.</p> <p>You do not need to apply for an assessment, nor complete an income assessment to access private services.</p>
<p>2. An in-person assessment, at your home, to understand your support needs and eligibility for subsidies.</p> <p>My Aged Care will determine, based on your needs, if you will receive an assessment by the Regional Assessment Service (RAS), or the Aged Care Assessment Team (ACAT).</p>	<p>There is no wait time for accessing these services.</p> <p>Often this is an option to commence receiving support services while you are waiting for your Home Care Package to be assigned.</p>
<p>3. Your assessment will determine if you are approved for Commonwealth Home Support Programme (CHSP) services, or for support under a Home Care Package (HCP).</p> <p><b>CHSP approval:</b> You can use the referral code/s provided at the end of your assessment to contact providers and start organising services.</p> <p><b>HCP approval:</b> You're placed in the Government's national priority system until your package is assigned (funding available).</p>	
<p>4. When you get your letter advising that you have been assigned a package, you have 56 calendar days from the date on the letter to find a provider and enter into a Home Care Agreement.</p>	



## Finding a home care provider

Choosing a home care provider is a really important, and a very personal, decision.

Taking the time to choose your home care provider can make all the difference in making sure you feel safe and supported with the care you are receiving from a provider you trust.

It's important to get a provider that is right for you. Make a list of what you are looking for in a provider and your expectations for the services they will provide. Everybody has different needs and wishes.

You can use the ***My Aged Care: Find a provider*** tool to search for home care providers in your area that provide services you need.

➤ To help make things a little easier, we've included a ***Checklist for Choosing a Home Care Provider*** on pages 19 and 20.

**Note:** Provider may have a waitlist for accessing HCP or CHSP services in your area.

## Switching providers

Over time your personal circumstances may change, and you may find your home care provider is no longer meeting your needs. If you find yourself in this situation, rest assured that switching to Carinity is easy.

While it may seem a little daunting at first, we can take care of everything to ensure you start experiencing the Carinity difference straight away.

We ensure your care is continued so you are not left without support. And we assist you, making it easy and worry-free to make the change.

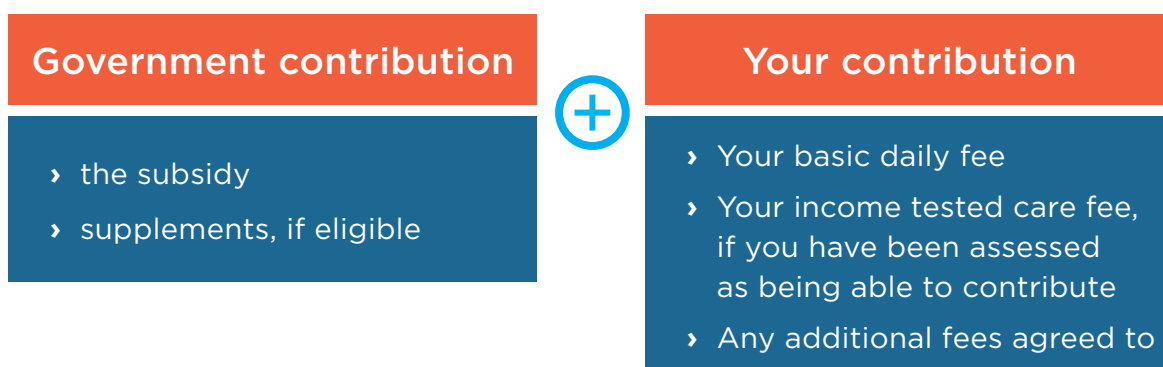
# Home Care Package fees explained

## Home Care Package budget

When you receive a Home Care Package you are allocated a budget to pay for your assessed support services, as well as the management costs from your provider to organise and manage your services.

The total amount of funds available is based on your level of Home Care Package and includes contributions from you and the Government.

Your total Home Care Package budget is made up of:



## Government contribution

### Subsidy

The Australian Government contributes a different amount for each level of Home Care Package. The government subsidy for each package level is:

HCP level	Daily subsidy rate*
Level 1	\$28.14
Level 2	\$49.49
Level 3	\$107.70
Level 4	\$163.27

\* as at 1 July 2023

The government contribution is paid directly to the home care provider you choose.

**Note:** If you are eligible to pay an income tested care fee, the government subsidy is reduced by this amount.



## Supplements

You may be eligible for extra funding supplements, including:

- › dementia and cognition supplement
- › oxygen supplement
- › enteral feeding supplement
- › veterans' supplement
- › viability supplement

## Your contribution

Depending on your financial situation, you may be asked to contribute towards your Home Care Package.

### Basic daily fee

The basic daily fee is added to the government subsidy to increase the funds available in your Home Care Package budget.

The basic daily fee is an amount that everyone can be asked to pay. This fee is set by the Government at a percentage of the single basic age pension and varies depending on your Home Care Package level.

HCP level	Daily fee*
Level 1	\$11.43
Level 2	\$12.08
Level 3	\$12.42
Level 4	\$12.75

\* as at March 2024

The basic daily fee changes in March and September each year in line with the age pension.

### Income tested care fee

The income tested care fee is an extra contribution that some people pay. It is determined through an income assessment.

This fee is different for everyone. It's based on your individual income, including your pension. However, full pensioners **do not** pay an income tested care fee.

Your income tested care fee is calculated by Services Australia. This fee will reduce the subsidy the Government contributes towards your Home Care Package.

There are annual and lifetime caps that apply to the income tested care fee for home care. Once you reach a cap, you cannot be asked to pay any more income tested care fees.

➤ More details at [myagedcare.gov.au](https://myagedcare.gov.au).

### Do I need to pay an income tested care fee?

You can use the ***My Aged Care fee estimator*** to find out if you need to pay an income tested care fee and get an estimate of what the amount might be.

➔ Visit [myagedcare.gov.au/how-much-will-i-pay](https://myagedcare.gov.au/how-much-will-i-pay)

If you have to pay an income tested care fee, you may need to complete an income assessment to find out the exact amount.

### Additional fees

Additional service fees are any other amounts you have agreed to pay for additional care and support services that wouldn't otherwise be covered by your Home Care Package budget.

# Checklist for choosing a provider

When looking for home care, whether for yourself or a loved one, it's important to get what is right for you. You are trusting someone in your home often with the most intimate times of your life. To help make things a little easier, we've put together a checklist to ask potential providers.

	<b>PROVIDER #1 CARINITY HOME CARE</b>	<b>YES</b>	<b>PROVIDER #2</b>	<b>PROVIDER #3</b>
<b>Approved provider</b>	Carinity is approved by the Australian Government.	✓		
<b>Experience</b>	Over 70 years of experience providing care solutions.	✓		
<b>Trained staff</b>	All our Lifestyle Coordinators and Carers are industry trained and supported.	✓		
<b>Specialised care</b>	Our full range of specialised care includes access to a registered nurse, dementia support, palliative care, respite and more.	✓		
<b>Dedicated person</b>	A dedicated locally-based Lifestyle Coordinator you can contact directly, any time.	✓		
<b>Simplifying the system</b>	We will help you register and navigate the My Aged Care process.	✓		
<b>Consistency of carers</b>	We match you and your carers, providing a familiar face and someone you trust.	✓		
<b>Directly employed carers</b>	Our carers are directly employed by Carinity.	✓		
<b>Value for money</b>	We stretch your budget with low-cost and innovative options freeing up funds to spend elsewhere.	✓		
<b>Inclusive service rates</b>	No hidden travel fees to deliver care in your home.	✓		
<b>People first</b>	Carinity is a not-for-profit organisation so we put people before profits.	✓		
<b>Regular review</b>	We listen to what's important to you, understand your dreams and goals. As your circumstances change, we'll review and adjust your services.	✓		

	<b>PROVIDER #1 CARINITY HOME CARE</b>	<b>YES</b>	<b>PROVIDER #2</b>	<b>PROVIDER #3</b>
<b>Individualised plan and budget</b>	Whatever you want to get out of life, we'll work with you to make it happen with a tailored plan and budget.	✓		
<b>24/7 care</b>	At Carinity Home Care you have access to care 24/7.	✓		
<b>Full range of services</b>	Full range of services from basic support and care to keep you healthy and safe at home, assisting with personal care, through to social activities.	✓		
<b>Flexible</b>	We ensure our services adapt to your changing lifestyle, even with little notice.	✓		
<b>Coordination</b>	We take away the worry and hassle of care. Your dedicated Lifestyle Coordinator will tailor a plan and schedule to meet your individual preferences.	✓		
<b>Payment options</b>	There are many options to pay for your care including access to subsidies. We can find the solution that best suits you.	✓		
<b>Customer recommendations</b>	Our clients love us, and love telling their friends and family. 99% of our clients agree we are helping them to live a good life at home.	✓		
<b>Live your life, your way</b>	We don't enforce routines. With Carinity, it's your agenda. Whatever you want to get out of life, we'll work with you to make it happen.	✓		
<b>Always listens and responds</b>	We listen to what's important to you, and understand your dreams and aspirations.	✓		
<b>Address your concerns</b>	Direct access to your Lifestyle Coordinator means we act on any concerns promptly.	✓		

# Residential aged care

## What is residential aged care?

Residential aged care is for elderly people who can no longer live independently at home due to health reasons. It includes accommodation and personal care 24 hours a day, as well as access to nursing and general health care services.

Residential aged care can be offered as either short-term respite care or permanent care, with specialisation in dementia and palliative care.

A person must be approved as a resident before they can enter subsidised residential aged care.

The Aged Care Assessment Team (ACAT) must approve a care recipient. People can apply for an assessment, or reassessment, through My Aged Care.

## Residential respite care

Residential respite care is short-term care provided in an aged care home. It can be on a planned or emergency basis. Respite gives a carer or care recipient a break from their usual care arrangements.

An ACAT assesses and approves care recipients to access respite care.

Approved residents are entitled to 63 days of subsidised respite care each financial year. They can apply for an extension of up to 21 days.

## Carinity's residential aged care communities

At Carinity, we believe the individuals living in our residential aged care communities deserve to live with purpose. Our warm and welcoming aged care communities are a home-away-from-home for seniors who need additional care, beyond what they can safely manage at home. Far more than simply a nursing home, our communities offer care, compassion and social connection.

Carinity offers personal, responsive aged care that recognises each individual's changing care needs. Our communities receive round-the-clock support and care from our dedicated care staff, with registered nurses on-site at all times.

Permanent residential aged care, respite care and dementia specific care are available at our 11 aged care communities across Queensland.

 For more details visit: [Carinity.org.au/agedcare](https://www.carinity.org.au/agedcare)







If you are at the stage of life where you require a little extra help, but wish to continue living at home, call **1300 109 109** or visit **[CarinityHomeCare.org.au](http://CarinityHomeCare.org.au)** for more information.

