

Support at home *and* in your community



Access care
at home to
help you live
independently
for longer



Information in this booklet is current at the time of publication and is subject to change.

AccessCare is a City of Kingston service.

AccessCare and Kingston City Council proudly acknowledge the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respect to their Elders, past and present.

*“With AccessCare,
I have the support to keep
living my life the way I want –
which means I can keep taking
care of my bees in my own
backyard!”*

AccessCare client,
Maurice



My life, *my way*

Here at AccessCare, we understand that taking that first step on your home care journey can be difficult.

You might not know where to start, who to talk to or what support options are available to you.

That's why we designed this booklet. Its purpose is to help you understand what exactly home care is, how you can access support at home and how to choose a home care provider.

I know how important it is to our clients that they stay living at home for as long as possible. Home is where the heart is, as the saying goes, and we know that is very true for most of our clients. As we age, we all crave the warmth and familiarity of our home, our garden and our community. Our goal as a home care provider with 30 years' experience is to help all older Australians to continue to live their life independently and with dignity.

After all, it's your life; you deserve to live it your way, and on your own terms.

Inside this booklet, you will find information on who we are, and the types of services we provide. You will also find an overview of the fees associated with home care services.

If you need any further advice or guidance at this stage, please do not hesitate to contact AccessCare's friendly team on 1300 819 200.

Thank you, and we look forward to supporting you along your home care journey, and helping you to stay active and connected to your community.

Warm regards,

Camille Hoyle

Camille Hoyle

Manager – AccessCare



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In-home care *explained*

Home is a special place. For many of us, it's where we feel safest and happiest. Understandably, it's where most of us would like to grow old, surrounded by photos and memories from a long life well lived.

In order for many older Australians to achieve this goal, they will likely need the support of in-home care services at some stage. Thankfully, government-subsidised support is available to help more Australians live independently at home for longer.

What is in-home care?

As we age, it's natural for it to become more difficult to do certain things around the house. The purpose of in-home care is to assist older people with some of these everyday tasks to help them continue living safely and independently in their own home. In this way, in-home care is different to traditional aged care, where a person has moved out of their home and into a residential aged care facility, or nursing home.

Exactly what in-home care looks like will differ from person to person. Some people may need help with housework, meal preparation or shopping, while others may need assistance with such daily activities as dressing and showering. Others may even need modifications made to their home, such as having a ramp installed, to ensure they can continue to move around safely.

Australia's federal government subsidises the cost of many in-home support services, with different levels of care available depending on the amount of support you need.

How do I access in-home care services?

The first thing you will need to do is contact My Aged Care. My Aged Care is the gateway to government-funded aged care services. Run by the federal government, My Aged Care aims to inform older people and their families and carers about what aged care services are available to them.

Once you contact My Aged Care, they will organise a time to do an assessment to find out more about your personal situation and the sort of care you may need.

Depending on the outcome of their assessment, you might be eligible for the **Commonwealth Home Support Programme** (CHSP) or a **Home Care Package** (HCP). Both of these options are subsidised by the federal government, and you can find more information on the differences between these options on page 5 of this booklet.

If you have not contacted My Aged Care already, you can reach them on **1800 200 422** or via **myagedcare.gov.au**.

What is a home care provider?

An approved home care provider, like AccessCare, is an organisation that has been authorised to deliver government-subsidised in-home care services. Their job is to work with you to organise and schedule the in-home care services that you are approved for by My Aged Care.

These days, there are many home care providers on the market. Whether you have been approved for the Commonwealth Home Support Programme or a Home Care Package, you have the right to choose your own home care provider – assuming that your preferred provider offers the services you have been approved to receive.

As such, it's worth doing some research before making your choice, as different providers have different services, prices, values and styles.



How do I choose a home care provider?

When beginning your search for an in-home care provider, be sure to think about what is most important to you. For instance, some factors to consider when choosing an approved home care provider may be how much they charge, whether they specialise in the services that you require and where they are located.

You may also like to ask how long they have been providing services, as there are several new organisations that offer different levels of experience and service quality.

You should also talk to your friends or family, as they might be able to share insights from their own experiences with certain in-home care providers. Alternatively, you can find reviews for most in-home care providers online, and you can look at their social media pages too to get an idea of their values and personality.

We encourage you to call any in-home care provider you are considering and chat about your personal needs. Some questions you might like to ask an in-home care provider include:

- » What services do you offer?
- » What fees do you charge?
- » How long have you been providing in-home care services?
- » How are you different to other providers?
- » How do you screen your staff, including support workers?
- » What is your service change or cancellation notice period?
- » What complaints processes are in place?

The most important thing to remember when getting started with in-home care is that asking for help around the house doesn't mean you are giving up your independence. Instead, in-home support is designed to help you remain living independently for longer by offering you care and companionship in your own home.



Funding options

There are two key government-subsidised home care programs available to older Australians: the Commonwealth Home Support Programme, which is designed for people with low-level care needs, and Home Care Packages, which are better suited to people with more complex care needs.

To access these programs, you will need to obtain an assessment through My Aged Care and be approved for a particular level of care. AccessCare is an accredited provider of both programs.

Commonwealth Home Support Programme (CHSP)

This program is designed to help people with low level support needs to continue living independently at home, with services ranging from light housework to assisted shopping or transportation to medical appointments.



For more information on the CHSP, visit our website:



Home Care Packages (HCP)

These packages are designed to assist people with more complex care needs.

There are four levels of home care packages designed to help meet different levels of care needs:

Level 1: Basic assistance (this includes help with everyday tasks such as cleaning, grooming, preparing meals and shopping, and typically consists of one or two visits from a support worker per week)

Level 2: Low care needs (the same as level one, but with three or four visits from a support worker per week)

Level 3: Intermediate care (this includes more care on most days of the week, and could include visits from nursing and medical staff as well as a support worker)

Level 4: High level care (this level is suitable for people with complex care needs who may require daily visits)

For more information on the HCP program, visit our website:



about AccessCare

AccessCare is an experienced provider of home care and support services managed by Kingston City Council in Melbourne.

Our purpose

We ensure that those who are older, have disabilities or are carers, are heard and supported and can continue to enrich our community.

Our reputation

We have earned a strong reputation over the past 30 years for supporting people, including those with complex needs. Through our connection to local council, we have developed an unparalleled amount of industry knowledge and experience, which we use to ensure our clients receive care that addresses their unique and specific needs.

As a council-backed service rather than a private provider, we offer our clients reliability and accountability. The City of Kingston is committed to providing its senior residents with in-home care services, and through AccessCare will continue to serve all community members, no matter the complexity of their health needs.

Our people

AccessCare's highly qualified team includes trained support workers, registered nurses and health specialists as well as home maintenance workers, bus drivers and volunteers, with everyone working together to provide our clients with a holistic approach to healthcare.

Additionally, we specialise in care management, and employ an exceptional team of professionals who provide our clients with advice, care and compassion. We believe in people-centric care, and put our clients' wellbeing at the heart of everything we do.

Why choose AccessCare as your home care provider



As a home care provider run by the local council, AccessCare works differently from many other providers. We focus on helping you get the right supports you need to stay in your own home and community.

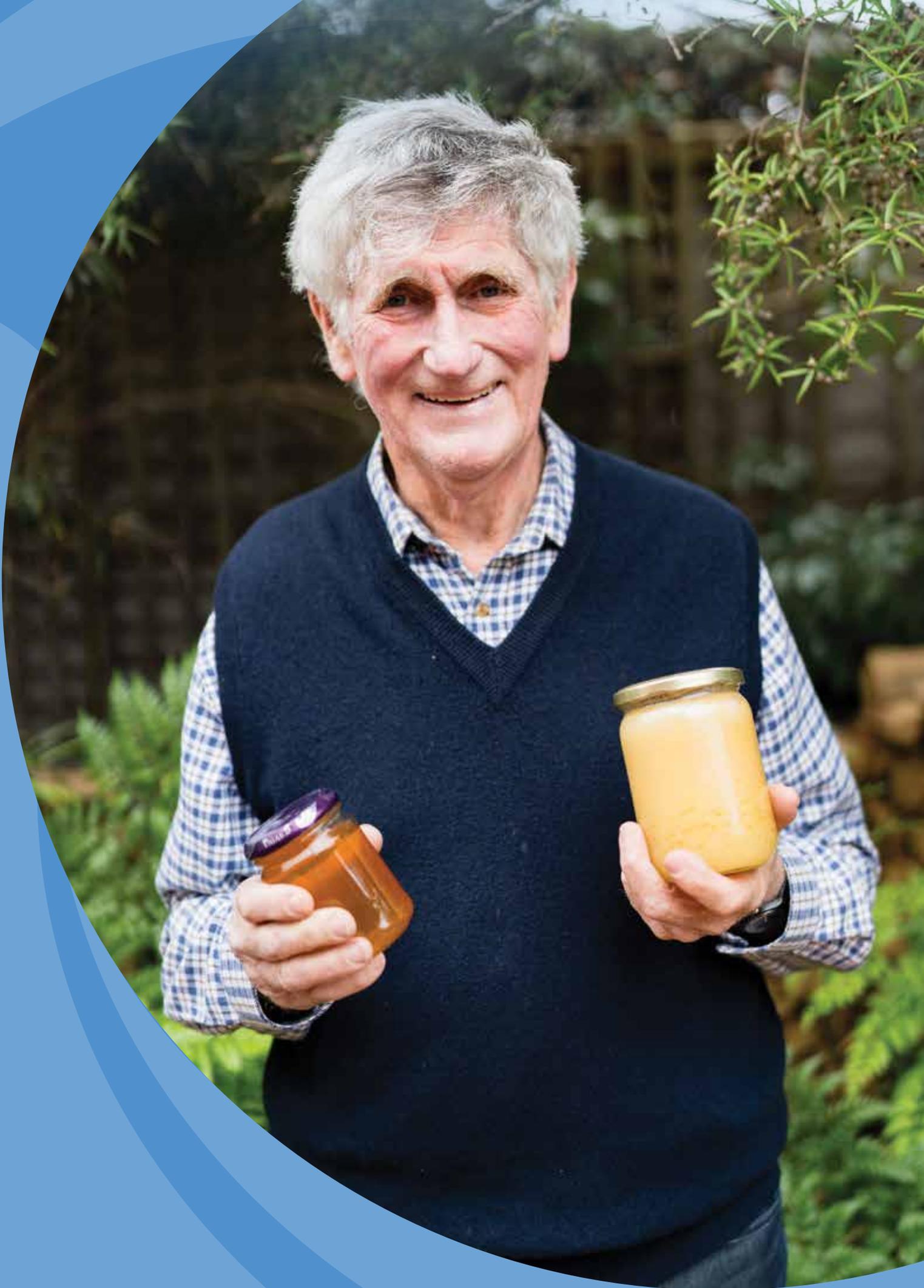
We understand that when it comes to care, one size does not fit all. So at AccessCare, we work with you to customise a care plan that best meets your individual needs.

We get to know what's important to you and connect you with the range of health programs, home support services and social activities that you need to continue living at home. We listen to you and respect your values and preferences when it comes to helping you select the best combination of services to support you in your home.

Our team is very responsive, and always available to provide advice and guidance whenever you need it.

We are also highly flexible, meaning we can easily adapt your care to continue meeting your needs as they change in the future.

Our goal is to empower you to make decisions about your own care, and we therefore enable you to have as little or as much involvement in your care planning as you wish.



Our services

AccessCare provides a wide range of support services to assist people to live independently in their own home.

Exactly which support services you can access will depend on the level of cover you have been approved to receive.

Here is a list of the sorts of services AccessCare can provide.



Home care

Whether you need a little extra help around the house or more substantial care, AccessCare can provide personalised services to help you maintain your independence.

Housework and laundry

General cleaning and washing.

Meal preparation

Support to cook healthy meals at home.

Personal daily tasks

Including tasks such as showering and dressing.

Home modifications and maintenance

Installing ramps, rails or hand-held showers, and completing small jobs around the house.

Home safety checks

Ensuring there is always someone looking out for you, to help you maintain your independence and prevent falls.

Care management

Expert advice and guidance provided by knowledgeable healthcare professionals.



Healthcare

Our team of qualified and experienced nurses is committed to supporting our clients to live life with dignity and on their terms.

Nursing services

We offer support in areas such as medication management, wound management, continence management, dementia care and more.

Specialised healthcare

We connect clients with the specialists they need in areas such as podiatry, physiotherapy, pain and chronic disease management and more.

Respite care

We provide carer support through in-home respite services.

Reablement

Reablement assists you to regain any loss in your ability that may have resulted from a fall, operation or other situation and improve your independence. It is short-term assistance that is targeted towards your specific goal.

Community care

In addition to supporting you around the home, AccessCare is also committed to helping you to remain active in your community and socially connected.

Delivered meals and shopping

We offer escorted and unescorted trips to the grocery store, or we can deliver nutritious meals to your door.

Transport

We can support you to attend appointments, shopping and social activities through taxi cards and our volunteer transport service.

Social outings and connections

Our community bus helps socially isolated people to attend luncheons, day trips and fun group activities as a part of our social calendar. We can also connect clients with different social clubs and other services aimed at combating loneliness.

Payment and charges

Whether or not you are required to pay anything for your home care services depends on the type of care you have been approved to receive, the services you require, the home care provider you choose and your financial situation.

If you've been approved for the **Commonwealth Home Support Programme**, you won't be asked to cover the full cost of your services. You are required to contribute a fee for the services provided to you, but if you cannot afford to contribute, you can still receive the care you need. You can discuss your options with your home care provider.

If you have been approved for a **Home Care Package**, you may be required to make a contribution to cover necessary fees. These include:

- » A basic daily fee (this is a small fee that everyone receiving a Home Care Package can be asked to pay – do note, AccessCare does not charge this fee)
- » An income-tested care fee (this is an extra contribution that only some people pay as it is based on an income assessment – do note that full pensioners do not pay this fee)



For more information about what out-of-pocket expenses you may have, please visit the My Aged Care website via myagedcare.gov.au.

In both cases, the Australian Government covers most of the costs associated with home care. Once you start receiving services, you will receive a personalised budget and monthly statements, which allows you to keep an eye on how much funding is available for your care and how it is being spent.

You may also be eligible for a supplement to cover additional needs, like dementia and cognition support, oxygen or enteral feeding. AccessCare can apply for these supplements on your behalf.



Changing *providers*

It is your right to change home care providers at any time. This may be because you are moving home, or because you are looking for a provider more in line with your needs or values.

STEP
1

Contact your new preferred home care provider

This first thing you'll need to do is call the home care provider you wish to switch to and have a chat about your personal needs. They will then be able to determine if they are the right fit for your needs.

STEP
2

Notify My Aged Care

Next, contact My Aged Care on **1800 200 422** to notify them that you are switching providers. Depending on your circumstances, you may need another assessment. If not, they will provide you with a new referral code.

STEP
3

End services with your current provider

Next, you will need to let your existing provider know that you are transferring your services. You will need to agree on the date when your services will cease with them and when they can begin with your new provider.

STEP
4

Start receiving support

Once services have ceased with your existing provider, your new provider can begin to deliver services for you.

“My wife and I feel very safe knowing our support worker visits us once a week to help us with those tasks that are a little harder for us to do on our own these days. We enjoy having a chat with them over a cuppa, and sharing some of my bees’ honey with them as well!”

AccessCare client,
Maurice



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Our office hours are 8am–5pm, Monday to Friday

For translating and interpreting support, please call
TIS National on 131 450

For hearing and speech impairment support, please call
the National Relay Service on 1800 555 660

You can also scan the below QR code to access language
and communication assistance on our website:

