

3 WAYS TO GET MORE FROM YOUR HOME CARE PACKAGE.



BY HOME CARE EXPERTS

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By downloading this e-book you have taken an important first step to finding the right Provider for you.

There are quite a few factors that impact how much support you do or don't get through your Home Care Package. Navigating the journey can be difficult, which is why we've put together this guide to help path the way.

Everyone's situation is different, which is why the support you receive should be too.

Your Provider is there to ensure that your individual documented care needs are met. The Package is there to give you funding for care, support and services that achieve those care needs and goals.

Unfortunately many Home Care Package holders don't know what to expect when they receive their Package, and often don't get the most from it because they don't know what they are entitled to.

This guide will help address some of those areas of confusion, and give you some clear and actionable tips to get more from your Package.

Better Living Homecare

1. Research Providers Early.

This is a really key step that can begin even before you have received your Home Care Package. Researching different Provider options available to you will help ensure that the Provider you select will be able to support you at home.

You will need to find out things like, the fees they charge, the services they offer, how often you will be able to contact them for assistance, how much support you will receive, where they are located and more.

Here are some example questions to start you off:

Question:	Why it's important:
What services do you offer?	Your services are key to living well at home. Check with Providers what services they offer and if they are the ones you are interested in.
Can I choose who provides my services?	This is key to having people you trust deliver your care and services.
Do you employ your own staff or are your services brokered?	Providers can choose to employ staff or broker services.
Do you have care and support workers local to me?	Some Providers only operate within specific postcodes.
Will I have a dedicated Care Manager to support me with my Package?	Your Care Manager will generally be your go to for all questions.
What Package management options do you provide?	Some examples are self, part and full management. These dictate how your Package is set up and managed.
How long has the organisation been providing home care services?	There are always new Providers starting, decide if experience is of value to you.

Question:	Why it's important:
Do you have client testimonials I can read or watch?	Client testimonials are a great way of seeing real people explain what it's like to be with that Provider.
Can I have a family member or carer there to support me in my discussions with you?	If you would like a support person, it's important to see how the Provider will include them in discussions.
Can I bring my own carers onboard with you?	If you have carers you already trust, some providers will allow you to continue to use them.
How much do each of the services you offer cost?	Providers will have different costs for various services.
What do my Monthly Activity Statements look like?	Ask for an example of this as it will show your fees/ spend each month.
Do you offer any technology solutions to help support me with my Package?	Some Providers will give you technology options to help with your Package.
Do you have a client newsletter or forum?	Some Providers will do this to keep you informed and updated.
What is your Care Management and Package Management fee?	Both of these make up the total fee you will be charged if you select this Home Care Package Provider.
What does my Package budget look like? Can you take me through an example?	An example of this will help you see how the Provider will help you manage your funding.
What do I do if I have a complaint about the quality of the service I am receiving?	This is key to how you communicate feedback with your Provider.

2. Think About The Services You Might Need.

The services and supports you receive through your Package will help you stay living safely at home and help you meet your care goals.

Thinking about the types of services that you might need early on, will help you in your discussions with different Providers.

When you are chatting to Providers you can discuss the types of services you believe will support you at home, and decide which of them can be funded through your Package funding. They will then be included in your Care Plan and Budget when you sign up with a Provider.

Here are some of the services you may be able to access through your Package:

BATHING, HYGIENE, AND GROOMING:

- Help with bathing, showering, and toileting.
- Help with dressing/undressing.
- Assistance with getting in and out of bed.
- Help with washing and drying hair, and shaving.
- Reminders to take your medication.



NURSING:

- Wound care and management.
- Someone to help you take your medication.
- General health and other assessments.
- General health and treatment education to improve self-management.



PODIATRY, PHYSIOTHERAPY, AND OTHER THERAPIES:

- Speech therapy.
- Podiatry.
- Occupational therapy or physiotherapy services.
- Other clinical services such as hearing and vision service.



MEALS AND FOOD PREPARATION:

- Help with meal preparation (including special diets for health, religious, cultural or other reasons).
- Meal delivery services (excluding the cost of food).



HELP WITH IMPAIRMENTS OR CONTINENCE:

- Continence advisory services.
- Dementia advisory services.
- Vision and hearing services.



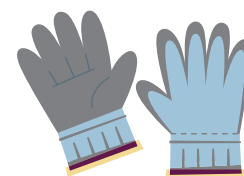
CLEANING, LAUNDRY, AND OTHER CHORES:

- Help with making beds.
- Help with ironing and laundry.
- Help with cleaning like dusting, vacuuming, and mopping.
- Help with unaccompanied shopping.



HOME OR GARDEN MAINTENANCE:

- Fixing uneven flooring.
- Cleaning gutters.
- Minor garden maintenance including weeding, pruning, and lawn mowing.



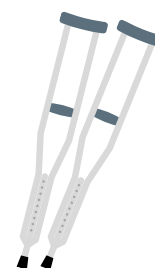
CHANGES TO MY HOME:

- Installing easy access taps.
- Installing grab rails in the toilet, bath and/or shower.
- Installing a ramp.
- Providing advice on areas of concern regarding the safety of your home.
- Accessing technical assistance for major home modifications (that are not included in My Aged Care services).



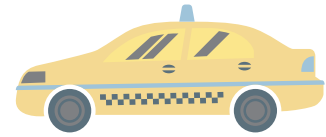
AIDS TO STAY INDEPENDENT:

- Walking aids like crutches, quadruped walkers, walking frames, and walking sticks.
- Mechanical devices for lifting you in and out of bed.
- Bed rails.
- Aids like slide sheets, sheepskins, and tri-pillows.
- Pressure-relieving mattresses.



TRANSPORT:

- Arranging a driver service.
- Providing transport vouchers and subsidies.
- Assistance with shopping, visiting health practitioners, and attending social activities.



SOCIAL OUTINGS, GROUPS AND VISITORS:

- Arranging for a visitor to make in-home or telephone-based social calls.
- Providing a companion to assist with shopping or getting you to an appointment.
- Arranging social activities and providing or coordinating transport to social events.
- Arranging for you to attend group-based activities in a centre.
- Assistance setting up phone and internet communication services to keep in touch with loved ones.
- A care worker visiting you in your home for a short period of time (for example, when your carer is away or unavailable).



3. Consider Who You Want To Deliver Your Care And Services.

There are different ways your services can be delivered. Some Providers will allow you to choose your own workers and supports. Others will make you use their own workers and not give you much flexibility about who visits you and when they come.

On the next page we'll go through some considerations, when looking for care and support workers:

QUESTION:	ANSWER:
1. What is your current availability?	
2. What is your minimum shift?	
3. What level of experience do you have?	
4. What qualifications do you have?	
5. Am I able to organise to see the same carers every week?	
6. What hours are you available?	
7. What happens if I'm not happy with my carers?	
8. How much does it cost for your services?	