

## **Starting the conversation about aged care**

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Rhee Duthie

Client Services Manager, Care Connect

[www.careconnect.org.au](http://www.careconnect.org.au)

# Your independence means everything

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People who receive in-home services that enable them to live at home independently are less likely to be hospitalised or institutionalised than those that don't.

*World Health Organisation*

# So how do I get a Home Care Package?

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- Everyone over the age of 65 years with a Medicare Card can apply for a Home Care Package. You need to apply through my Aged Care or you can get someone to apply on your behalf.
- The process can take up to 6 months or as little as one week.
- Many Providers – such as Care Connect – can guide you through it or you can call My Aged Care directly on 1800 200 422.

# Who is Care Connect?

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We are an **independent advisor** helping people like you stay living at home independently.

Ways we may do this are:

- connecting you with government funding
- connecting you to free community services
- connecting you to your local community
- simplifying the amount of information 'out there' so you can make good decisions at the right time.

We then **connect** you to the widest range of quality assured, police checked services.

- ✓ And, here's the important thing – **we don't provide the services ourselves,**
- ✓ **so we ensure you get the right services for your situation, not the services we have.**

From there, many people ask us to coordinate their services if they are finding it hard.

We operate across New South Wales, Victoria and Queensland.



# What does Care Connect Offer ?

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***Independent***  
Advice



**Service  
Support**  
(Co-ordination)



Widest **choice** of  
connected services

# Meet Gwen

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She wants to stay living in her home, but life is changing for her.



# Gwen doesn't want to be a burden

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She is worried, anxious and doesn't want to be a burden or make family think she can't cope

# What can Gwen do?

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## **Option 1**

Apply for a  
Commonwealth Home  
Support Program

## **Option 2**

Apply for a Home Care  
Package for in home  
services help



# What Government funding can Gwen access?

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## Option 1

### Commonwealth Home Support Program

- Restricted level of home services

**Commonwealth Home Support Program**  
Supports people with very basic care needs

# What Government funding can Gwen access?

## Option 2 Home Care Package

### Range of Support services, such as

- gardening and maintenance
- Personal care
- Nursing, allied health and other clinical services
- Transport
- Social activities
- Care coordination and case management

### Level 1

Supports people with basic care needs

### Level 2

Supports people with low-level care needs

### Level 3

Supports people with intermediate care needs

### Level 4

Supports people with high-level care needs

# Home Care Packages - need versus \$

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What level of need do you have?

## Level 1

Supports people with basic care needs

## Level 2

Supports people with low-level care needs

## Level 3

Supports people with intermediate care needs

## Level 4

Supports people with high-level care needs

How much Government funding do you receive?

## Level 1

\$8,158

## Level 2

\$14,837

## Level 3

\$32,620

## Level 4

\$49,593

# How much will Gwen contribute?

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## Government funding per annum

**Level 1**  
**\$8,158 (\$22 per day)**

**Level 2**  
**\$14,837 (\$40 per day)**

**Level 3**  
**\$32,620 (\$89 per day)**

**Level 4**  
**\$49,593 (\$135 per day)**

## Client contributions per annum

Some organisation charge a Basic Daily Fee

### Income Tested Contribution

- Full pensioner \$0
- Part pensioner \$5,276 (\$15 per day)
- Full self funded retiree \$10,552 (\$29 per day)

# How can Gwen access a Home Care Package?

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myagedcare



# How can Gwen access a Home Care Package?

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Having someone support you to navigate the system is often more effective

# Gwen can choose the services

are spent on exactly what you want



# How does Gwen access a Home Care Package?

Assessed. Check  
eligible for Home  
Care Package

Receive letter.  
Wait National  
queue

Receive letter.  
Home Care  
Package available

Accept a Home  
Care Package

Choose Service  
Provider

Start your  
services





# Aged Care Today

**In 2015-16 over 1.3 Million people received care**

**88,875** Home Care Packages

**925,432** CHSP or HACC services

**63,741** DVA Veterans Home Care

**25,977** DVA community nursing service

**234,931** Permanent residential aged care

**56,852** Residential respite

# Aged Care Today

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**234,931** permanent residential aged care

**56,852** residential respite

# Aged Care in 2050

**3.5 million people will receive care**

20% through Residential Aged Care Facilities – 700,000 people

Where will the other 80% in the community – 2.8 million people receive

- ❖ Care
- ❖ Social Interaction
- ❖ Meals
- ❖ Personal assistance

❖ Will it be in the comfort of their homes ?

If it is – you will want to be able to get the support when you need it

# Care @ Home

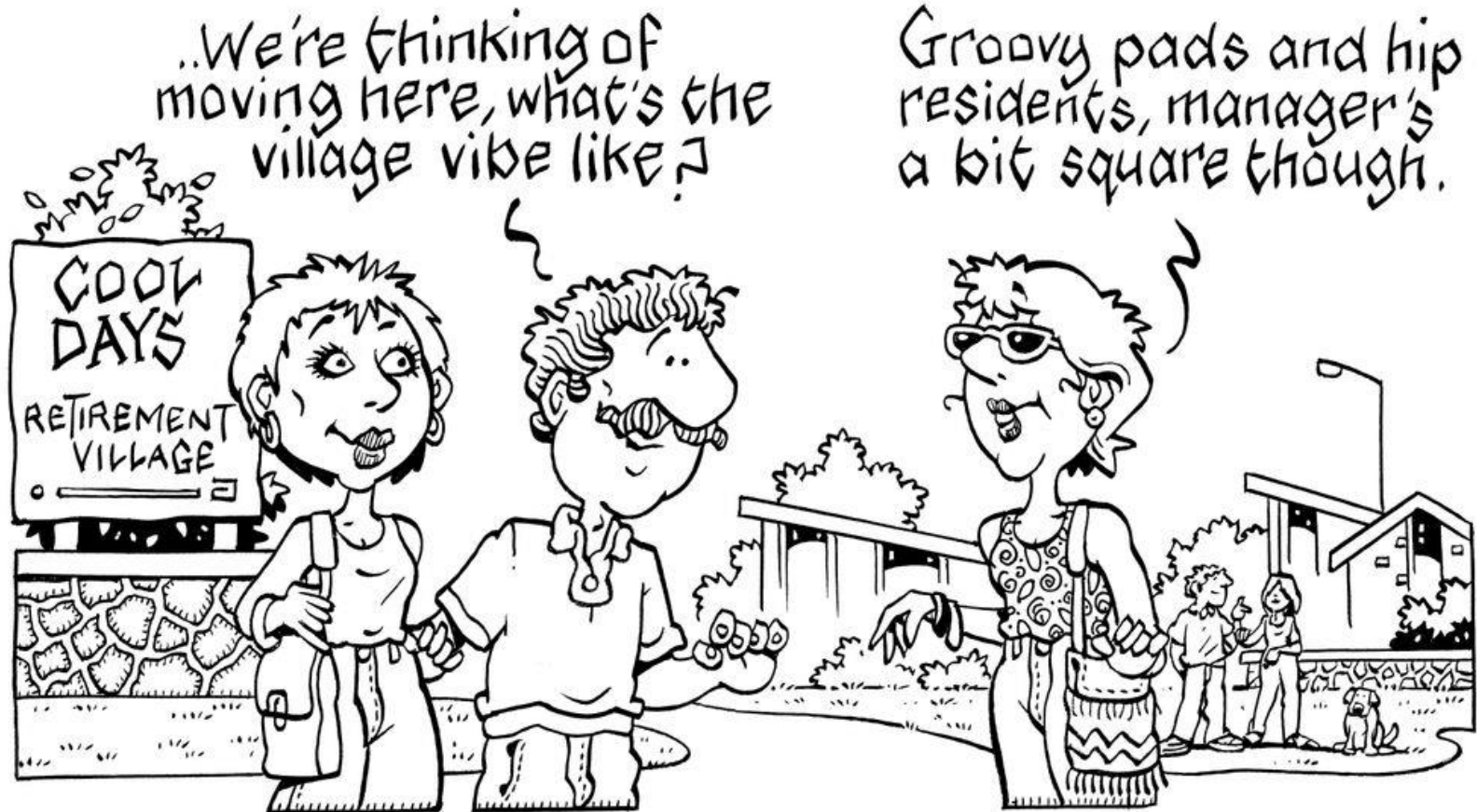
Big day today, kids,  
Nanna's come to  
live with us.

...And wait til  
you see your  
cubby house,  
Nanna!



©Aged Care,Who Cares?

# Care @ Home



©Aged Care, Who Cares?

# Home Care Packages

Level of Care	Subsidy Rate	Dementia Supp
Level 1	\$22.04	\$2.20
Level 2	\$40.09	\$4.01
Level 3	\$88.14	\$8.81
Level 4	\$133.99	\$13.40

Other Supplements	
Oxygen	\$11.12
Enteral Feeding - Bolus	\$17.62
Enteral Feeding – Non Bolus	\$19.79

# Questions

Fees for this, fees  
for that, its all  
fees, fees, fees.

Don't exaggerate, Dear,  
I'll bet some of them are  
charges and levies and stuff.



©Aged Care,Who Cares?



# How to choose a good provider?

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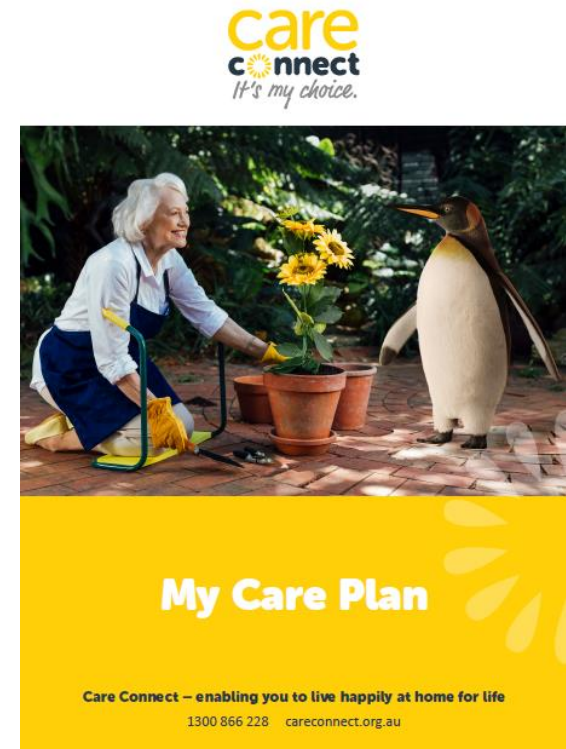
- Your provider is required to provide “Case Management”
  - Also known as “**Client Advice**” or “Care Management”





# How to choose a good provider?

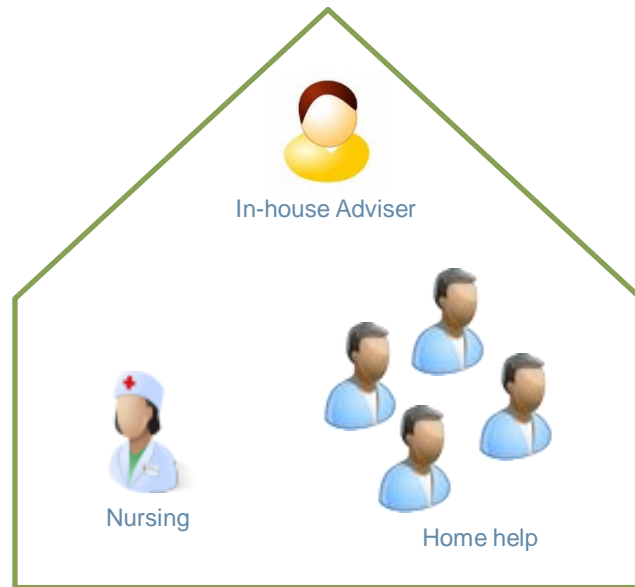
- What does a good Client Adviser (Case Manager) do?
  - Gets to know you
    - What's important for you
    - Who's important to you
  - Is an expert in Care Planning
  - Has access to a wide range of providers and services
  - Knows the local community
  - Is an expert on the government system
  - Specialises in home care
  - Advocates for you



**Tip #1:** Ensure your Client Adviser / Case Manager  
*is independent* of the services you're buying

# How to choose a good provider?

- Traditional provider
  - All services employed in the one company



Best Friends Homecare Pty Ltd

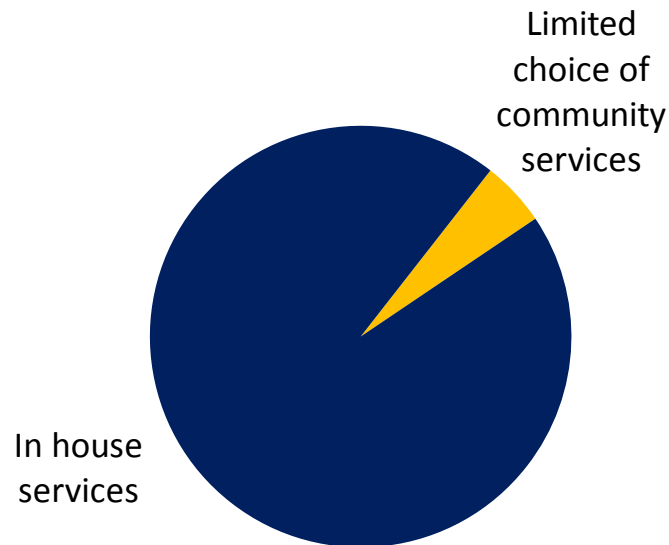
- Connector (brokerage) model
  - Services selected and co-ordinated from the *best in the community*



**Tip #1:** Ensure your Client Adviser / Case Manager is independent

# How to choose a good provider?

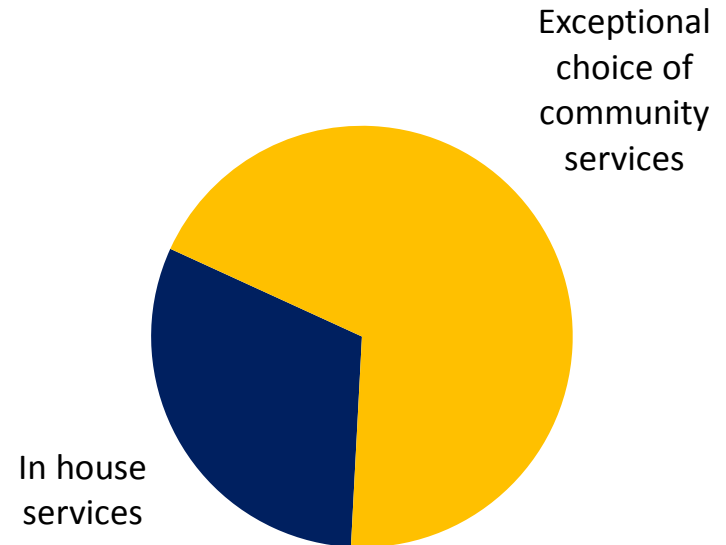
## Traditional provider



95% of a client's home care funds are spent within the hosting provider\*  
= Limited Choice

*\*Source: Stewart Brown 2016*

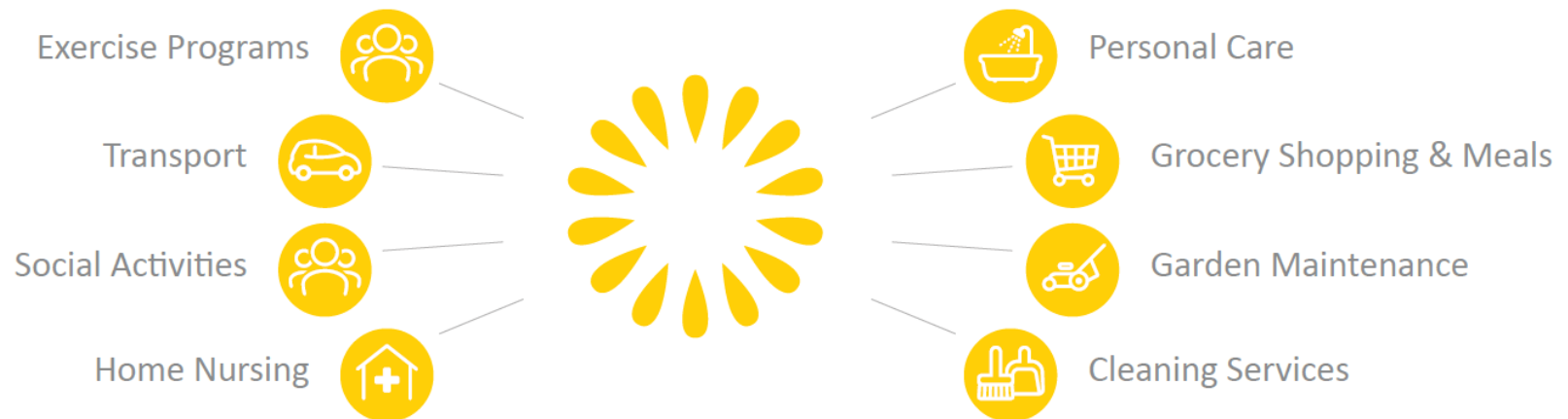
## Care Connect



Vast majority of funds spent on independent services  
= Full Choice

# How to choose a good provider?

- “Home care is a journey, not a destination”.
  - The best providers can accompany you along that whole journey.



**Tip #2:** Look for a provider with an extensive range of services  
(and ask them to prove it!)

# How to choose a good provider?

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## Traditional services

Allied Health

Nursing Care

Transport

Social Support

Gardening & Home  
Maintenance

Shopping & Meals

## Non traditional services

Hairdressing & Manicurist

Taxi Services & Transport

Equipment & Consumables

Financial Advice &  
Planning

Dental Care

Cleaning Services

## Community services

Dog Walking

Social Groups

Exercise Groups

Free community  
activities and  
services

Special Interest  
Groups

# How to choose a good provider?



**Independent**  
Advice



Service  
Support  
(Co-ordination)



Widest **choice** of  
connected services

**Tip #3:** Make sure your provider can pull all these services together into a seamless package

# Summary: How to choose a good provider

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**Tip #1** Ensure your Client Adviser/Case Manager *is independent*

**Tip #2** *Homecare is a journey, not a destination*  
Ensure your Client Adviser/Case Manager provides you with **choice**

- Look for a provider with an extensive range of services
- Ask them to prove they do provide these services

**Tip #3** Make sure your provider can pull these services together into a **seamless package**

## **Thank you for your time**

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Contact Care Connect

1800 MY CHOICE (Free call 1800 692 464)  
[referralenquiries@careconnect.org.au](mailto:referralenquiries@careconnect.org.au)