A PROGRAM JUST FOR YOU

All you need to know about Home Care Packages & Consumer Directed Care.
Welcome to RSL Care

RSL Care has a rich history that began in 1938 with the opening of our first veterans’ hostel. Since then we’ve grown to offer a wide range of service options across HomeCare, Retirement Living and Residential Aged Care. Today, RSL Care provides health and wellbeing services to the broader Australian community and we welcome everyone. We provide services to more than 20,000 people every day in areas of Queensland and New South Wales.

Our passion is guiding our customers to make the most out of life.
The choice is in your hands

At RSL Care we recognise that remaining independent in your home and in the community are of great importance to you. We also understand there are times in life when you may need assistance to continue with your day-to-day activities, or to achieve your health and wellbeing goals.

So whether your needs are short-term to get you back on your feet or you require longer-term assistance to stay at home, RSL Care HomeCare offers a broad range of services to meet all of your needs.

Our services are available 24 hours a day, 7 days a week across regions of Queensland and New South Wales. A range of specialist services are also available through our network of health professionals.

Our passion is guiding you to make the most out of life.
What is a Home Care Package?

A Home Care Package is an Australian Government funded program that provides a range of services to assist you so you can live in your home longer.

Now delivered using a Consumer Directed Care (CDC) approach, your Home Care Package is tailored around your health and wellbeing needs and goals.

You may need extra assistance with cleaning, preparing meals, maintaining the garden, assistance with showering, transport to the shops, or you may be coming home from hospital and require medication management or low-intensity physiotherapy, such as exercises in your home. Whatever your needs are, RSL Care HomeCare can bring these services to you.
Consumer Directed Care (CDC) is an Australian Government initiative that outlines how home care providers, such as RSL Care, deliver a Home Care Package to you. This provides you with greater choice and control over the types of services that you wish to access based on your health and wellbeing needs.

This means that you:

- Have choice and control over the types of assistance and services you access.
- Decide how the assistance and services are delivered to you.
- Set your health and wellbeing goals.
- Determine how involved you want to be in managing your Home Care Package.
- Decide on the level of assistance you require from a service provider, such as RSL Care.
- Have greater transparency around how your package of services is funded.
- Will be provided with a personalised budget so you can see how much funding is available for services and how the money is spent.

What is Consumer Directed Care?
What types of Home Care Packages are available?

There are four levels of Home Care Packages that are designed to assist you. The difference between the four levels is the amount of funding provided to deliver the services to you.

An assessment by an Aged Care Assessment Team (ACAT) is required before you can receive a Home Care Package. The level of funding provided to you is based on your assessed needs.

The ACAT is an independent assessor and is funded by the Australian Government. The assessment service offered to you is free. The ACAT is not affiliated with RSL Care.
LEVELS OF HOME CARE PACKAGES

LEVEL 1
Assists people with basic care needs

LEVEL 2
Assists people with low-level care needs

LEVEL 3
Assists people with intermediate care needs

LEVEL 4
Assists people with high care needs

ACAT

To move between the Low Band and High Band Levels you will require a re-assessment with ACAT to determine if and how your needs have changed.

For Example: You may have been assessed by ACAT and approved to receive services for a Level 1 or 2 (Low Band) Home Care Package. Over time your health needs may change and you require an increase in services. This means you may be eligible to move to a Level 3 or 4 (High Band) Home Care Package. You must contact ACAT for a re-assessment to be approved.
How am I assessed for a Home Care Package with ACAT?

The following three steps outline the process for your assessment.

**STEP 1**
**CONTACT ACAT** (Aged Care Assessment Team)

**How will ACAT assist me during the telephone conversation?**

An ACAT member will answer your call and ask some questions to assist you with the right services that best suit your needs.

Based on your eligibility, they will recommend and arrange for a member of your local ACAT – such as a doctor, nurse, social worker or other health professional – to make a time to come to your home (or hospital, if you are currently in hospital) and talk to you about your day-to-day routine.

Call ACAT on 1800 200 422 for up-to-date information on ACAT assessments, eligibility, approvals and notifications or visit www.myagedcare.gov.au.
STEP 2
ACAT ASSESSMENT IN YOUR HOME

What happens at an ACAT assessment and what type of information will the ACAT member want to understand about me?

The ACAT member will ask you questions that may include:

• Your day-to-day routine.
• Your physical and mental health.
• What’s working well for you.
• What you would like assistance with around your home.
• The things that are important to you – like staying in touch with your family, friends and the community.

STEP 3
AFTER THE ACAT ASSESSMENT

What can I expect at the end of my assessment?

Once you have the ACAT assessment, you will receive a letter from ACAT to advise if you have been approved, as eligible, for a Home Care Package. Your letter will inform you what type of services you are eligible for and approved to receive, as well as the reasons why. You will also receive a copy of your completed Aged Care Client Record. ACAT will provide you a list of available home care providers in your local area such as RSL Care HomeCare.

DID YOU KNOW?
THE RSL CARE HOMECARE TEAM CAN ASSIST

The RSL Care HomeCare team can assist and guide you through Steps 1-3

You can choose to contact ACAT directly or the RSL Care HomeCare team can assist you with contacting ACAT on your behalf. You can choose to nominate RSL Care as your preferred home care provider to deliver your services.
You and Home Care with RSL Care

When you decide that you would like RSL Care HomeCare to deliver your services; your first step is to contact RSL Care to arrange for a Planner or Facilitator to meet with you.

During the entire process and the time you engage with RSL Care HomeCare we will work with you hand-in-hand to ensure the Home Care Package meets your existing and ongoing health and wellbeing needs.

At your initial HomeCare Service Plan meeting or at any subsequent reviews, it is in your hands as to the level of assistance you would like and how often. This can change as your needs change.

How to contact RSL Care and the steps to commence your services

**STEP 1**
**CALL RSL CARE**

When the assessment process with ACAT is concluded and you have been approved to receive a Home Care Package you can then contact RSL Care HomeCare on 1300 775 227.

**STEP 2**
**AVAILABILITY**

We will then inform you of the available Home Care Packages RSL Care has in your local area.
Commence Services

If Home Care Packages are available, RSL Care will arrange a HomeCare Planner or Facilitator to visit you in your home.

We will work with you to identify your health and wellbeing goals and the specific services that best suit your needs.

We develop with you a Service Plan that outlines your services that RSL Care HomeCare will provide to you during the term of your Agreement.

A personalised budget will be provided to you with a list of services we will provide.

Your Home Care Package Agreement is finalised with your signed consent and a copy of your Service Plan and budget will be included with your Agreement.

Your services commence.

Waiting List

If there are no Home Care Packages available in your area there may be a waiting period to receive a Home Care Package from RSL Care HomeCare.

If we are unable to assist you immediately we will advise you in writing and, with your consent, place you on our Home Care Package waiting list.

The waiting list is reviewed regularly by our team and we will stay in touch with your progress.

When a relevant Home Care Package becomes available in your local area, we will contact you to commence your services.

Should your health and wellbeing needs change when you are on our waiting list, we ask that you contact RSL Care on 1300 775 227 so that we can re-assess your needs and situation.

What if I require the assistance of services whilst I am waiting for a Home Care Package to become available?

You can choose to access our services on a fee-for-service basis. This means you can opt to pay for the services you need while you are waiting for a Home Care Package to become available.
What types of Services are available?

- Housekeeping and domestic assistance
- Home and garden maintenance
- Personal care
- Nutrition and meal preparation or home delivery
- Shopping services
- Social activities and keeping connected
- Transport: getting around your community
- Respite services: caring for carers
- Professional nursing and allied health services
- Returning from home and hospital
- Care coordination and case management
- Assistive aids, equipment and technology

The role of your HomeCare Planner or Facilitator

Your HomeCare Planner or Facilitator can provide you guidance and service coordination support to ensure your Home Care Package is meeting your existing and ongoing health and wellbeing needs.

At your first Service Plan meeting we will discuss with you the RSL Care package options that we can provide to you. It is in your hands as to the level of guidance and service coordination support you would like and how often. This can change as your needs change.

A HomeCare Planner or Facilitator is available to you at the following levels:

- Self-Managed Package - minimum level of assistance throughout the year.
- Level 1 Advisory Package - approximately 11 hours of assistance throughout the year.
- Level 2 Facilitator Package - approximately 20 hours of assistance throughout the year.
- Level 3 Navigator Package - approximately 40 hours of assistance throughout the year.

For more details, please contact your Planner or Facilitator on 1300 775 227
How do I make a change to my RSL Care HomeCare Service Plan, as my needs have changed?

We aim to provide you a flexible service that suits your individual needs. As your needs or your personal circumstances change, your Service Plan can also change.

Changes to your service could include:

• A shift in your personal circumstances.
• Adjustments to your health and wellbeing.
• A different mix of services.
• Access to alternative funding programs.
• An increase or reduction in service hours.
• Temporarily ceasing your service^.
• Cancellation of service^.

A change to your Service Plan will only occur in consultation with you. Your RSL Care HomeCare Planner or Facilitator will review your Service Plan on a regular basis, and will contact you when the review is due, as outlined in your signed Home Care Package Agreement.

^Subject to the Home Care Package Agreement. Please see your Planner or Facilitator for more details.

What can I expect a Home Care Package to cost?

The Australian Government pays for the bulk of aged care in Australia. The exact amount of Government funding for each level of Home Care Package can be found at the My Aged Care website www.myagedcare.gov.au.

You may be required to contribute to the cost of your services if you can afford to do so. If you are required to pay a fee, the amount will vary according to your income.

If you are on the basic rate of pension, your maximum contribution would be 17.5% of the single pension.

The details of RSL Care HomeCare fees are outlined in our Budget and Fees Information Brochure.
What if I have additional needs?

Supplements may be approved to assist people who have specific needs, which can include:

- Dementia and Cognition Supplement.
- Veterans’ Supplement for veterans with service-related mental health conditions accepted by the Department of Veterans’ Affairs.
- Oxygen Supplement for people with an ongoing medical need for oxygen.
- Enteral Feeding Supplement for people who need enteral feeding on an ongoing basis.

These supplements are available with any of the four levels of Home Care Packages. If you are eligible, your home care provider will receive extra funding to assist you. Your home care provider will apply on your behalf or in some cases, the supplement will be paid automatically to your provider, making it easier for you to receive the services you need.
RSL Care HomeCare: Enquiries 1300 775 227
Queensland – Far North Queensland, Mackay, Gladstone, Wide Bay, Sunshine Coast, Darling Downs, Brisbane, Gold Coast
New South Wales – Tweed Heads, Hunter and Central Coast
RSL Care Support Centre: 07 3251 6200
301 Wickham Street, Fortitude Valley, Qld 4006
www.rslcare.com.au

Disclaimer: The information provided in this document is general information only. RSL Care recommends you seek your own independent advice before obtaining services from RSL Care to ensure they meet your individual needs. All information disclosed is accurate as at February 2015.