



**Make the choices  
that matter to you**

**We enable people  
to live happily  
at home for life.  
We do this by  
providing great  
quality advice and  
choice of services.**

# **We understand it's important for you to stay in control of your life as you age.**

As one of Australia's largest, trusted home care specialists, we have been helping people live independently at home for more than 25 years. Whether you need a little help or more, we are here to help so that you get the right services and support to stay living at home.

We help you to navigate My Aged Care, apply for funding and once your funding is approved, we provide advice and guidance to help you plan your current and future home care needs.

**It is possible to stay living at home.**

**Let us be the ones to help you make this happen.**

# **We help people like you every day**

We have assisted more than 40,000 people to stay living at home with a planned and coordinated approach to their care needs. For many, the alternative would have been residential care.

Our independent Client Advisers are experts in home care, government funding and connecting people with the right services and care givers to suit their individual needs, lifestyle and budget. With guidance from your dedicated Client Adviser, you will receive the quality of care, advice and attention you deserve from your Home Care Package.

## **Why is advice and guidance so important?**


This is where the Care Connect difference really matters. The advice and guidance you receive from our caring staff will help you to decide the short and long term goals at home, and how we can help you to achieve them.

Experience tells us that it can be difficult for clients and carers to realise a different life to what they know. That's where the dedication of your Client Adviser can make a difference to your day in small ways.

Initially, it might be cleaning and home help which is needed to get by, but your Client Adviser will be looking for opportunities to help you reconnect with your community and a life beyond what you think is possible.

The good news about Care Connect is that because of our brokerage model we are able to seek services and activities which matter to you. Your Client Adviser is there to discuss these options and how they could benefit your overall health and wellbeing.

Our success is measured by helping you to stay at home for as long as you can.



**Alan and Annette  
with their Client  
Adviser Sharon.**



## **Alan & Annette: The A-Team**

Alan was diagnosed with Multiple Sclerosis (MS) in 1987, just one year after migrating to Australia.

He has been a Care Connect client for several years, and with his wife Annette as a full time carer, he is able to use his Home Care Package to modify his home and purchase equipment to assist with managing his needs. "We would never be able to look after Alan at home without the special equipment," says Annette.

"We're the A-Team," they remark fondly. They share a positive outlook on what they can achieve with the help of a Home Care Package and the ongoing advice from Care Connect.

"We've always had good advisers, but Sharon has set a new benchmark for us. She sees things we couldn't even think of. With her, we're not allowed to let the dust settle. We never dreamt that a Home Care Package would lead to the suggestions Sharon has had for us."

# What can I spend my funds on?

Whether you need a little help or more, we work with you to identify your home care needs and then plan and coordinate the right services, so you get the help you need where it counts.

What you can achieve with your funds will depend on the Home Care Package level you are given. This information will be outlined in the confirmation letter you received from My Aged Care.

Our priority is your health and safety, which considers every day essentials such as food, cleaning, transport, mobility and physical health. These services include, but are not limited to:



Cleaning Services



Shopping



Gardening



Transport



Meal Preparation



Hospital Transition  
to Home



Home Maintenance



Allied Health



Home Nursing



Social Activities



Personal Care



Equipment and  
Mobility aids

# What else can I spend my funds on?

Depending on your goals and care needs, your Package can also help you with things like:

- Counselling, speech therapy, vision aids
- Professional laundering or spring cleaning services
- Support to access technology and technology classes
- Transport options to support your care needs
- Basic cooking classes, meal delivery, diabetic magazine subscription
- Building raised garden beds and some home modifications that relate to your care needs
- Personal support during recreation and exercise, such as going for a walk in the park, heading out for a coffee or walking the dog
- Exercise programs and classes such as hydrotherapy, yoga, gym, personal training.

It's important we match your goals and care plan with your care and support needs. Every request must be considered in line with your individual goals, needs and aspirations. In some instances, your Home Care Package may make a contribution to the costs, but not necessarily cover the entire cost.

We will work with you to ensure your essential care needs are never compromised and the services we provide contribute to you living independently in your home for as long as possible.

# What isn't covered in my Home Care Package?

- Use of the package funds as a source of general income
- Purchase of food, except as part of enteral feeding requirements
- Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- Payment of home care fees
- Payment of fees or charges for other types of care funded or jointly funded by the Australian Government
- Home modifications or capital items that are not related to the care recipient's care needs
- Travel and accommodation for holidays
- Cost of entertainment activities, such as club memberships and tickets to sporting events
- Gambling activities
- Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

**June's Client Adviser was able to search for and find a local kindergarten so that June could attend as a guest helper, with a carer by her side.**

**After entering a residential aged care facility following a fall, Frank decided that he would prefer to be at home. He was able to return home on a level four Home Care Package, with a range of services in place, where he could continue his interests in reading, writing and history.**



## Things to think about before we meet

- Is there anyone else you would like to have at the meeting?
- What's working well for you right now?
- What isn't working well for you right now?
- What do you enjoy doing?
- What would you like someone else to help you with?
- Do you have a language or gender preference for the person who comes into your home?
- What do you want to be able to keep doing?
- Is there anything concerning you right now?

## Will I have to contribute to my Home Care Package?

Home Care Packages are **free for full aged pensioners**. However, people with higher levels of income may need to contribute an income-tested care fee towards their Home Care Package. The income assessment is carried out by Centrelink.

To assist with your application, we suggest you call Centrelink on **1800 227 475** and tell them you need an Aged Care Fees Income Assessment for your Home Care Package. Once the assessment is complete you will be sent a letter confirming any income-tested care fee, which you should keep for your records.



# Information to have with you when we meet

To help us establish your services as soon as possible, it will help if you have the following details ready to start your home care with us:

- ✔ Medicare number, pension number or Department of Veteran Affairs number (if you have one)
- ✔ Doctor's name, phone number and practice address
- ✔ Health conditions
- ✔ A list from your pharmacist of the medications you take
- ✔ Details of your private health insurance provider
- ✔ Details of authorised representative(s) (if you have one), for example Enduring Power of Attorney
- ✔ Bank account details if you have an Income Tested Care Fee or are paying a Top Up Contribution
- ✔ The outcome of your Aged Care Fees Income Assessment with Centrelink.

**Bill, a Vietnam veteran has been re-connecting with his old army mates since finding them on Facebook. He was able to do this with the help of an iPad purchased with his package.**

**With careful planning, Patricia was able to save enough funds in her Home Care Package to renovate her bathroom for easier wheelchair access.**

# Live at home for life

**Contact Care Connect today**

**[info@careconnect.org.au](mailto:info@careconnect.org.au)**

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

For help at home,  
call us today

**1800 692 464**

Care Connect is an approved Home Care Package and Commonwealth Home Support Programme provider. We have been helping Australians live independently at home for over 25 years.

