



Resthaven Consumer Directed Care in Home Care Packages

Frequently Asked Questions

What is Consumer Directed Care?

Consumer Directed Care (CDC) is a way of delivering Home Care Package services that gives you more choice and control over the types of care and services you receive, how care is delivered and who delivers it to you.

With CDC, you have more opportunity to decide how the funds allocated to you in your home care package are used. You will know what the budget allocated to your home care package is, and receive a statement that lets you see exactly the funds available to you, and how they are being spent on the services that you have requested.

Can the funding or subsidy for the CDC Home Care Package be paid directly to the consumer?

Under the legislation, the government subsidy can only be paid to an approved home care provider, who holds these funds on your behalf and works with you to coordinate the services you want. The home care subsidy cannot be paid directly to the consumer (or to another person, such as a carer or family member, on behalf of the consumer).

What are the costs of Resthaven CDC services?

Resthaven has determined a service cost schedule that takes into account:

- the costs for staffing depending on the profession required (for example, different costs for a home support worker and a registered nurse)

- the differing costs for staffing depending on the time the service is provided (costs are more expensive after business hours, or on weekends and public holidays)
- the costs associated with staff travel to/from your home to deliver services
- the costs incurred for late cancellation of services (after 5pm on the day prior to the service being delivered)
- the cost of initial and ongoing coordination of your services (including costs of service set up, ongoing monitoring, annual reassessment), charged at a monthly rate, based on the usual coordination anticipated that a person requires for their home care package. Any increased and unanticipated coordination and service rescheduling time is charged at an hourly rate.
- the administration cost incurred by Resthaven for holding and managing your funds: employing, training and supervising staff; maintaining a high quality of services through quality assurance activities/ monitoring; rostering staff; and providing financial services including budgeting, issuing statements and invoicing.

As a consumer receiving services from Resthaven, you will have clear information about our charges and the costs of services, reflected in your individual budget and monthly statements. If you prefer, we can provide you with tools that you can use to monitor your budget.

What are the additional fees that are required?

The government sets the fees to be paid. These fees are included as income in the Individualised Budget.

The fees for a Home Care Package are:

- **Basic Daily Care Fee:**
The maximum fee will be the equivalent of 17.5% of the basic rate of pension. All people who receive a Home Care Package pay the Basic Daily Care Fee.
- **Income Tested Care Fee:**
The Department of Human Services (Centrelink) will assess whether you will need to pay this fee and how much you will pay. If you are a full pensioner, you will not be required to pay an Income Tested Fee.

Can I purchase additional services if there are insufficient funds in the budget to meet my needs?

You may choose to add finances to the budget in order to purchase additional care and services. Any additional financial contribution will be separately identified in your monthly statement.

What assistance is available?

Services are available in your home seven days a week.

Our office hours are Monday – Friday 8.30 am - 5.00 pm, with after hour on-call for emergencies.

You can determine the services that will make your life easier, support your lifestyle and assist you to be independent.

They can include:

- Care services (eg assistance with bathing, dressing, mobility, preparing meals, continence management).
- Support services (eg cleaning, laundry services, gardening, home maintenance, transport to attend medical appointments or social activities, access to assistive technology/equipment).
- Clinical services (eg nursing, allied health and therapy services).

This is not an exhaustive list, nor is it expected that all of the care and services listed will be provided to you through a Home Care Package.

You can also negotiate other care and services required to support you to live at home, where the services are identified in your care plan and can be provided within the limits of the resources (funding) available for your home care package.

The Coordinator can assist you to explore other ways of meeting your needs that may involve a volunteer, family, friends or neighbours.

The Government has determined some activities or items that cannot be funded under a Home Care Package. We will ensure that you are informed about these exclusions to assist you in planning your Home Care Package.

Who provides my services?

A Resthaven Coordinator will be your key contact to discuss your services, any changes you wish to make, and your satisfaction with services.

Most of the in-home support is provided by Home Support Workers, who are employed and trained by Resthaven to be competent in assisting individuals with personal care, home support and other related activities. Our Home Support Workers are also trained in safe work procedures, emergency response, and in supporting people with dementia.

All Resthaven staff have undergone a police check, in line with legislation related to aged care.

Where you prefer, a worker who is external to Resthaven can be used to provide services. Resthaven has requirements that a contractor needs to meet in order for them to be used to provide services. We will manage this process and inform you if your preferred worker meets these requirements.

For more information about Resthaven services, telephone Resthaven Community Services on

1300 13 66 33

or visit www.resthaven.asn.au