

How to Apply

To apply for a Home Care Package, you, your chosen support network, or your GP/health professional should contact My Aged Care to determine your eligibility.

My Aged Care
Phone 1800 200 422
www.myagedcare.gov.au

If you prefer, Resthaven can help you make contact with My Aged Care. Phone us on **1300 13 66 33**.

If you are eligible, you will be assessed through My Aged Care to determine your needs and priority for a Home Care Package.

If you are assessed as needing a Home Care Package, you will then be placed on a National Waiting List.

When you are notified that you have been assigned a Home Care Package, you can contact Resthaven, as your preferred service provider, on **1300 13 66 33**.

Advocacy

Resthaven encourages people to nominate an advocate of their choice. This may be a family member or an advocate may be accessed via the Aged Care Rights Advocacy Service phone **8232 5377** (or **1800 700 600** in country SA).

Comments and Complaints

Resthaven welcomes any comments, complaints or suggestions regarding services provided.

Contact Details

For more information regarding Resthaven Home Care Packages, please call Resthaven Community Services for the cost of a local call **1300 13 66 33** or visit the website **www.resthaven.asn.au**

Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



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Home Care Packages



**Trust
Dignity
Choice**

Phone 1300 13 66 33

Supporting older people and their carers

What are Home Care Packages?

'Home Care Packages' are individually tailored support services that are 'packaged together'. There are four levels of Home Care Packages, which are designed to provide the care you require now, and can change if needs increase in the future.

Home Care Package Levels 1 and 2 are designed to help people with basic or low level care needs. Levels 3 and 4 help with intermediate to high care support.

Everyone can design their own service plan according to their individual needs and preferences. Services in the 'package' aim to maintain independence and participation in activities that are important to you.

Resthaven designs your tailored, flexible in-home services with you and your chosen support network to suit you and your lifestyle.

Your package may include, but is not limited to, personal care, nursing and allied health services, social support, respite for your carer, domestic and shopping assistance, home maintenance, and transport.

Resthaven works with you to regularly review your services so that they continue to meet your needs and cultural and lifestyle preferences.

Your Support Team

Resthaven employs friendly, local workers, trained in home care, clinical care and working with people with a wide range of diverse needs, including people living with dementia and their carers.

Where you prefer services to be subcontracted through another provider, this can be arranged.

Where you have agreed, Resthaven helps your chosen support network to be involved in planning your support; listening to their views and ideas.

Interpreter Services

Use of an appropriately qualified, accredited interpreter can be arranged to help access aged care services.

Phone **131 450**.

Your Care Management

Care management is an essential component of your Home Care Package.

It ensures that you receive the appropriate level of support in a way that meets your current and future needs.

Resthaven offers full support with care management. You can also choose to self-manage your package. Discuss this option with the Resthaven team.

Fees and Individualised Budget

Home Care Packages are funded by the Australian Government. Resthaven manages the Home Care Package and your individual funds to ensure services meet legislative requirements.

You will have an Individualised Budget, which shows how much funding is available, and how you have chosen to spend that budget on your preferred services. It will include:

- The subsidy paid to Resthaven by the Australian Government
- Any fees paid by you, including fees determined by the Government, based on your income, and any additional funding you wish to contribute to your budget.

A monthly statement will be provided to you that shows expenses, including charges for services you receive, and Resthaven's care management and package management charges.

Resthaven does not charge an exit amount if you leave a Resthaven Home Care Package.