

# How to Stay Independent

Quality Home Care Services



AMANA  
LIVING



## Home Care

Aged care can be confusing. There are a lot of options out there and it is hard to know where to start. The information in this booklet will provide you with the knowledge you need to make choices about your home care or your loved one's care.

We will explain what home care is, the services that can be provided, how to access funding, and the steps to get the process underway.

We have a friendly Customer Service Team who can also help if you have any further questions, please feel free to call them on

**1300 26 26 26**

# What is Home Care?

Home care is a range of care and services that help you, or the person you care for, to continue living at home for as long as possible. Home care can be subsidised by the Commonwealth Government, depending on your eligibility.

Home care services can include:

**Domestic Support**

- Cleaning
- Laundry
- Handyman
- Cooking
- Personal Care
- Gardening

**Health**

- Nursing
- Physio
- Podiatry
- Occupational Therapy
- Dietitian
- Medication Support

**Community / Social**

- Transport
- Shopping
- Social Outings
- Pet Care
- Equipment & Supplies
- Respite





## What are the Different Types of Home Care Available in WA?

Depending on your needs and preferences, you may be eligible for government-subsidised services. These fall into two categories:

### Commonwealth Home Support Programme (CHSP)

CHSP is for those who only need a low level of support, such as cleaning, shopping, or participation in social activities. CHSP is subsidised by the Commonwealth Government.

Under the CHSP, the government will fund up to 4 hours of assistance per week.

To find out if you are eligible for CHSP services, contact us on **1300 26 26 26** and we will help you.

Alternatively, you can talk to My Aged Care on **1800 200 422**. A home care support assessment will be carried out to decide whether you are eligible for CHSP services.

### Packaged Care

Packaged care is for those who are likely to need more home care services as time goes by and as needs increase.

There are four levels of package from simple home support to more regular clinical services, such as nursing and even dementia care. Packaged care is also subsidised by the Commonwealth Government.

Under packaged care, the government will fund approximately 2 to 10 hours per week of assistance, depending on the level of package you are approved for (see page 8 for the different levels).

# Package Care Levels

## LEVEL 1\*

\$24.71

a day in funding  
(\$173.0 weekly)

## LEVEL 2\*

\$43.21

a day in funding  
(\$302.5 weekly)

## LEVEL 3\*

\$94.71

a day in funding  
(\$663.0 weekly)

## LEVEL 4\*

\$143.50

a day in funding  
(\$1004.5 weekly)

\*amounts subject to change.

There are extra funds available for people living with dementia, called a dementia supplement. We can help guide you on whether you are eligible for this.

You have control over the types of care and services you receive in your home, how and when they are delivered and who delivers them. You receive regular statements so that you can see how much funding is available for your services and how the money is being spent.

If you choose Amana Living as your home care provider, you will have your own Service Coordinator. A dedicated Amana Living Service Coordinator can:

- help you choose from a wide range of quality, reliable services to suit your individual needs and preferences;
- ensure your services adapt as your needs changeover time; and
- help you to manage your daily budget.

Your Coordinator will guide you as much as you like. Some clients like to leave the organisation of their services to their Coordinator after agreeing on what's required. Others want to have a greater level of control. The choice is yours.

**If you have any questions regarding packages, please contact our Customer Service Team on 1300 26 26 26.**



## Who is Eligible?

### Commonwealth Home Support Programme (CHSP)

To find out if you're eligible for CHSP services, contact us on **1300 26 26 26** and we will help you. Alternatively you can talk to My Aged Care on **1800 200 422** or go to [myagedcare.gov.au](http://myagedcare.gov.au). A home care support assessment will then be carried out to determine whether you are eligible for CHSP.



### Home Care Packages

Eligibility for packaged care is determined by an Aged Care Assessment Team (ACAT). We can help you at every step of the process, so call us at any time for assistance. Assessments work in the following way:

- Your GP can refer you to an ACAT or, if you are in hospital, the nursing or medical team will take care of your referral.
- The ACAT representative will call and make a time to meet with you at home or in hospital, where they will carry out a comprehensive assessment.
- After this, the ACAT will inform you of the level of care chosen for you as a result of the assessment.
- A letter will then be mailed to you confirming that your package of care, has been approved and giving you a referral code.
- Once you have received this letter, be sure to call Amana Living to discuss the services you would like to receive. We operate across the Perth metro area, Mandurah and in Kalgoorlie-Boulder.



## What to consider when choosing a home care provider

We understand that choosing a home care provider can be confusing. Some of the things to consider are:

### Costs

Costs are made up of two parts: a percentage administration fee and an hourly rate. Amana Living charges a 10% administration fee, which is one of the lowest in the market. Also, unlike many other providers, Amana Living charges rates in 15, 30 and 60 minute intervals, as opposed to just 60 minutes. This means you only pay for the time you use.

### Not for profit vs. private company

Amana Living is a not for profit, so the focus is on you, our client, instead of making profit for shareholders.

### Expertise

Amana Living is one of WA's largest providers of care and services for older people. We have been serving the WA community since 1962, so you can be assured of the high quality of our care.

### Values and compassion

As part of the Anglican community, Amana Living has high integrity and adheres to Christian values in the delivery of home care services.

### Scope of services

Amana Living not only provides home care, but also social clubs for seniors, day clubs for clients with dementia, dementia support services, retirement villages and nursing homes.

# How to get started

1

## Contact us

Call Amana Living's Customer Care Team on 1300 26 26 26 to discuss your needs and how to get assessed.

2

## Approval

Get assessed and receive your approval letter for home care.

3

## Research

Research your potential providers.

4

## Book your appointment

Book your home appointment with a Care Coordinator to discuss your plan.

Call Amana Living on  
**1300 26 26 26.**

5

## Finalise

Sign your contract with Amana Living and we can be delivering your services within 48 hours.

# Need help now?

**Have you recently been assessed by the ACAT team for home care but are still waiting on your confirmation letter?**

Unfortunately there can be a delay of a few months between an ACAT assessment and the Commonwealth Government issuing a home care package.

Amana Living has an excellent offer to help you in the interim - for \$199 you can buy 5 hours of home care. This will include a visit from a Coordinator to explain the services available and 5 hours of care from a choice of these services: Domestic Assistance, Personal Care, Respite and Social Support.

You can purchase as many 5 hour blocks as you like.

These services are offered between 7am-5pm, Monday to Friday.

Call **1300 26 26 26** to book now.

## Value Interim Package

Become a VIP with our  
**\$199 - 5 hour**  
Value Interim Package



## About Amana Living

Amana Living is one of the largest providers of accommodation, care and services to older Western Australians. We provide a full range of aged care including affordable housing for seniors, residential aged care, and home care services.

Last year, we served more than 4,300 older Western Australians, and we employ more than 1,600 people. As a not-for-profit organisation established by the Anglican Church in 1962, our aim is to provide the highest quality services in the communities we serve.

In addition to home care, Amana Living operates 13 residential aged care facilities, 17 seniors housing villages, 2 transition care facilities and 6 day clubs.

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## Contact us on

1300 26 26 26 (8:30am - 5pm weekdays)

[info@amanaliving.com.au](mailto:info@amanaliving.com.au)

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[amanaliving.com.au](http://amanaliving.com.au)