



care + community + choices

# Understanding my Home Care

T: 9988 4966

KNC is an inclusive organisation to all regardless of gender, race, religion, spirituality or sexual orientation.

KNC acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present

# CONTENTS

WHAT IS A HOME CARE PACKAGE? .....	2
HOW DOES YOUR HOME CARE PACKAGE WITH KNC WORK? .....	2
OUR COMMITMENT TO YOU .....	4
PREPARING YOUR CARE PLAN .....	6
YOUR BUDGET.....	8
KNC HOME CARE PACKAGE INCLUSIONS.....	10

# WHAT IS A HOME CARE PACKAGE?

A Home Care Package is a coordinated package of care and services to help you live independently in your own home for as long as you can.

# HOW DOES YOUR HOME CARE PACKAGE WITH KNC WORK?

A KNC Home Care Package gives you maximum choice and control over the services you need to continue living in your own home.

Using a Consumer Directed Care approach, we will work with you to understand your needs and develop a "Care Plan" to assist you. We will assign a Care Manager who will be your point of contact for connecting you with the services and care that best meet your needs and expectations. Your Care Manager will then manage these services for you to ensure you are receiving the best quality of care and value, with a focus on wellness and re-ablement.

Your Home Care Package with KNC is tailored to your individual needs. It includes:

- a Care Manager to coordinate, support and plan your services.
- a Care Plan based on your individual goals, needs and aspirations;
- regular reviews of your Care Plan;
- a Home Care budget outlined and managed by your Care Manager;
- a monthly statement of account.



# OUR COMMITMENT TO YOU

Your Home Care Package was allocated to you by the Commonwealth Government after an assessment with the Aged Care Assessment Team (ACAT).

Choosing KNC as your Package Provider enables you to receive a Home Care Package that gives you support coordination. We will work with you to provide the care and services you need with the maximum choice.

With KNC, this means that:

- we follow a Consumer Directed Care approach;
- your opinion is important – this is *your* Home Care Package, we will work with you;
- you will have the right to request and receive detailed information to assist you in decision making;
- you will be provided with regular financial statements that relate to your care;
- you will have access to information and resources to make the most out of your package; and

- you can request changes to your services at any time.
- if you choose to move to another provider or cease your Home Care Package, KNC does NOT charge an exit fee.

For your day-to-day schedule changes, worker replacement and / or other arrangements you may wish to modify, you will liaise directly with your Care Manager.

KNC will oversee the quality of the services delivered to you and manage any concerns you have with the service provision. Your Care Manager will discuss with you all the options you have for your care and support, and advise what might be right for you at the time. They will review your Care Plan services on a regular basis so that they can be adjusted if your care and support needs change.



# PREPARING YOUR CARE PLAN

We will design your Care Plan with you. This means we will understand and document your needs, goals and expectations, and ensure they are reflected in your Care Plan, with a focus on wellness and re-ablement. When your Care Plan is completed, we will then enter into a Home Care Agreement with you.

These are some of the things that may be included:

**Your goals** – for example, maintaining a healthy lifestyle or achieving independence in mobility. This will help guide the choices you make about which care and services best support your needs.

**The care and services that will help you** – what will help you achieve these goals and help you stay safely and independently in your home for longer?

**Your needs and preferences** - KNC Home Care Package services are delivered based on your preferences and needs, within a Consumer Directed Care framework



**How you can stay active and social** - Have a chat with us about your social life and staying active in your community. KNC can help you participate in social activities and stay in contact with people.

**Your safety at home** – this includes home maintenance and modifications, minimising risk and personal alarms etc.

**The types of services you want** - Do you need help cleaning the house, doing the gardening or getting dressed or help managing your medication? KNC can help choose the right services for you.



# YOUR BUDGET

Your Home Care Budget is made up of the subsidies you receive from the government and any fees you are required to contribute to cover the cost of your care. Your budget includes all our charges to provide you with information, advice and guidance as well as the cost of the care services you receive.

Your Home Care Budget outlines the total amount of available funds you have to spend on your care, and is made up of:

- your Commonwealth Government subsidy amount, which depends on your package level. You may also be eligible for one or more supplements;
- your income-tested care fee - this is a contribution that some people may pay as determined through an income assessment by the government. This fee is different for everyone. Full pensioners do not pay an income tested care fee. The income tested fee you are assessed for reduces the amount of government subsidy you receive.
- additional fees – ie any other amount you have agreed to pay for additional care and services that would not otherwise be covered by your Home Care Package.
- KNC does not charge the Basic Daily Fee

KNC collaborates with a large range of local care services and providers, so that you can have the service that best suits your needs and preferences.



# KNC HOME CARE PACKAGE INCLUSIONS

The types of services you can access under a Home Care Package include,:

- **Allied Health** Professionals, such as Occupational Therapists, Physiotherapists, Dieticians, Podiatrists and Nursing services.
- **Personal services:** assistance with bathing, showering, toileting, dressing/undressing, shaving etc
- **Nutrition, hydration, meal preparation and diet:** assistance with preparing meals, including special diets, and assistance with feeding.
- **Continence management:** assistance in using continence aids such as disposable pads, commode chairs, bedpans and urinals, catheter and urinary drainage appliances, and enemas.
- **Mobility and dexterity:** providing walking aids such as walking frames, walking sticks. Devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids.

- Aids and equipment: particularly those that assist a person to perform daily living tasks.
  - Assisted technology: such as devices that assist mobility, communication and personal safety
- **Nursing, allied health and other clinical services:** speech therapy, podiatry, occupational therapy, physiotherapy services, hearing and vision services, exercise programs.
- **Transport and personal assistance:** assistance with shopping, visiting health practitioners and attending social activities.
- **Management of skin integrity:** assistance with bandages, dressings and skin emollients.
- **Domestic Assistance**
- **Home Maintenance / Gardening**
- **Home Modifications**
- **Social Support**





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**Ku-ring-gai Neighbourhood Centre Ltd**  
**ABN 22 874 067 312**

Located at the Woolworths entrance  
St Ives Shopping Village  
St Ives, NSW 2075

PO Box 107, St Ives NSW 2075  
Phone (02) 9988 4966  
Fax (02) 9988 0355  
Email [info@knc.org.au](mailto:info@knc.org.au)  
[www.knc.org.au](http://www.knc.org.au)

**OFFICE HOURS**

9:00am – 4:00pm  
Monday to Friday

**UNDERSTANDING MY HOME CARE HANDBOOK**  
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**Australian Government**