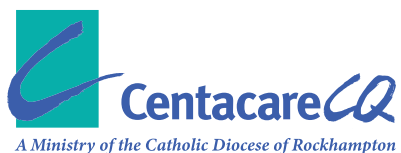




Live your best life

Home Care Packages



www.centacarecq.com

Our Services

A home care package funds support services that will help you to remain in the comfort of your own home for as long as possible, and provides you with choice and flexibility.



Our services include:



Transportation



Social Support



Domestic Assistance



Personal Care



Home & Yard Maintenance



Safety Aids



Nursing Care



Allied Health



Meal Delivery



Medication Monitoring

Other service options are available to suit your needs.

For more information on our services visit centacarecq.com

Manage your package your way

You can choose to manage your own home care package, or have CentacareCQ manage it for you.

The differences between a **self** and **CentacareCQ managed** care package can be found in the table below.

[All associated costs are covered by your home care package.]

Care Package Management Comparison

	Self Managed Package	CentacareCQ Managed Package
Primary contact	Call centre	Dedicated case manager
Specialist appointments	Self arranged	Dedicated case manager assisted
Purchasing equipment	Claim reimbursements on invoice	Purchased directly by CentacareCQ on your behalf
Making changes to service requirements	Call centre	Dedicated case manager assisted
Reviews	12 month review by Intake Team	As required but at least every 3 months by your dedicated case manager
Home visits	On request (fee applies)	Regular visits from your dedicated case manager
CDC statements / package statement	Self review via online portal	Reviewed by your case manager and mailed directly to you

Choose CentacareCQ to manage your home care package - call **1300 523 985**

How to Apply

We understand that applying for a home care package can seem daunting. Here is our **simple 5 step guide** on how to apply and what to expect.

Step one - Registration

Your first step is to register with the government agency: **MyAgedCare**. This can be done over the phone by calling **1800 200 422** or via the website at: **myagedcare.gov.au**

Step two - Assessment

MyAgedCare will arrange for the *Aged Care Assessment Team* (ACAT) to visit you at your home to discuss your current and future needs. The ACAT team will submit a report with recommendations of what criteria for care you meet.

Throughout the assessment and application process, you can continue to receive any services you already have in place.

Step three - Approval to proceed with the application

Based on the recommendations of the ACAT assessors, your application maybe given approval to proceed. Following approval you will be sent a letter indicating your priority level.

The priority level you receive, relates to how quickly your application should be finalised. The waiting times associated with each priority level can be viewed at: centacarecq.com/hcpinfo

You can request a reassessment of your priority level at any time during the process, if your circumstances or condition changes.

Step four - Waiting for assignment / research

While waiting for ACAT to finalise your package application, you can begin to look at services offered by CentacareCQ and other providers. It's important to remember that your package can only be assigned to a single provider. The provider you chose will then work with other providers to access any services not directly offered them.

Additional client contributions may apply. More information on client contributions can be found on the next page.

Step five - Choose Provider

Once your package allocation has been finalised, you will receive a letter from ACAT. This letter means your package is now ready to use, and that you can now sign up with your chosen provider.

Your chosen provider will meet with you to review your budget, and discuss the fees associated with receiving services.

If you choose CentacareCQ as your service provider, you will benefit from being allocated a dedicated case manager. Your case manager will handle any service requests, changes and questions on your behalf.

It's important to note that your ACAT letter will assign a deadline for you to take up services. This is why we recommend in step four to research the service provider offerings in your area, while you are waiting for ACAT to finalise your package.

Please note that when ACAT finalise your package allocation, your package funds are paid directly to your chosen provider to manage on your behalf.

Need help? We're here for you!

If you have any questions or concerns throughout the application process, our client experience team is here to help - simply call **1300 523 985** or visit centacarecq.com



OPTIONAL Client Contributions

The amount of **client contribution** that you may be expected to pay is broken down into **two categories**. These are explained below.

Australian Government policy states that every person receiving a home care package *should* make a financial contribution to their care. However paying these contributions is **ENTIRELY OPTIONAL** and negotiable with your chosen provider. Contributions are not paid to the Government, they are paid directly to your provider. Your provider uses your contributions to assist with providing you services.

In some instances, these contributions **can be waived completely***.

Category One

Basic Client Contribution

This is the default category that applies to everyone who receives a home care package. The amount of money that you are expected to pay as your contribution depends on the level of your home care package. You can negotiate your level of basic contribution with your service provider. Negotiations will be based on your needs and circumstances and in some cases may be waived entirely*.

It is CentacareCQ policy to never refuse services because of a persons inability to pay.

Category Two

Income Tested Fee (ITF)

This category only applies to people who receive *more than* a basic aged pension. For example income tested fees apply to those with a Super Fund, those with a Department of Veteran Affairs Pension or those who are self-funded. The amount of money you need to pay is set by Centrelink. After the completion of an "Aged Care Calculation of your cost of care" review.

Information about how Centrelink calculates Income Tested Fees can be found on the DHS website.

*The Government will confirm in a letter how much money you should be contributing towards your package, once you have selected a provider. It is important to note that this letter **does not supersede** any arrangements or contribution waivers that you have already negotiated directly with your provider.

Choose CentacareCQ to manage your home care package - call 1300 523 985



Charter of Rights

The comprehensive and concise new Charter of Aged Care Rights covers 14 fundamental protections that are listed below.

I have the right to...

- 1.** Safe and high quality care and services;
- 2.** Be treated with dignity and respect;
- 3.** Have my identity, culture and diversity valued and supported;
- 4.** Live without abuse and neglect;
- 5.** Be informed about my care and services in a way I understand;
- 6.** Access all information about myself, including information about my rights, care and services;
- 7.** Have control over and make choices about my care and personal and social life, including choices that involve personal risk;
- 8.** Have control over, and make decisions about the personal aspects of my daily life, financial affairs and possessions;
- 9.** My independence;
- 10.** Be listened to and understood;
- 11.** Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- 12.** Complain, free from reprisal and have my complaints dealt with fairly and promptly;
- 13.** Personal privacy and to have my personal information protected;
- 14.** Exercise my rights without adversely affecting the way I am treated.

For more information on our services visit centacarecq.com



“**CentacareCQ's** goal has always been to improve the quality of life of our clients.



Robert Sims - CentacareCQ Director

Choose CentacareCQ to manage your home care package - call **1300 523 985**

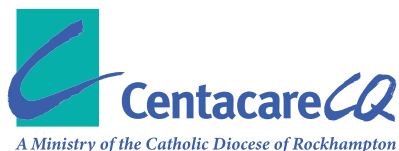


We are CentacareCQ

CentacareCQ is a team of over 300 people who have been providing a wide range of social services to the Central Queensland region for more than 45 years.

Locations throughout Central Queensland

Blackwater | Bundaberg | Emerald | Gladstone | Mackay | Rockhampton | Yeppoon



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