



BaptistCare
at home



Welcome to
Well  Living

*Because
we care*



Live your best life, at home.

As well as supporting our community with Retirement Living and Aged Care Homes, BaptistCare also offers you a range of Home Care Services.

Underpinned by our Well-Living principles, our Home Care services can help you live your best possible life at home.



The difference between
living and living well

What is Home Care?

Home Care is a range of professional services for people who love their home and their community but need some support to stay there.

Home Care services can help you to stay living at home, to manage chronic health issues and to recover from a medical setback. They can also provide support if you have special needs or a disability.

Depending on your needs, professional caregivers such as nurses and therapists can also provide short-term or long-term care in your home.

Home Care services include:

- Personal care such as help with bathing, washing your hair and getting dressed
- Household chores such as cleaning, making the bed, laundry and gardening
- Cooking for you in your home or delivering meals to you
- Transport to appointments, social groups, events and places you enjoy



Home Care Programs

The Australian Government provides subsidised Home Care services through the Commonwealth Home Support Program and the Home Care Package Program. Private Home Care services are also available for older people who do not wish to use, or are ineligible for Government funded services

Eligibility

To be eligible for a Home Care Program you must be aged 65 years or older. If you are an Aboriginal or Torres Strait Islander, homeless or at risk of being homeless you must be aged 50 years or older.

1. Commonwealth Home Support Program (CHSP)

If you are having trouble with everyday tasks and feel that a little support could improve your health and wellbeing, the Commonwealth Home Support Program may suit you.

This entry level program is designed to assist you to maintain your independence whilst providing support where you need a little help. Support can include help with daily tasks, transport, social support, allied health treatment and home modifications.

Costs

The Government covers most of the cost of care but you are expected to contribute if you can afford to. The cost varies with the type of support provided.

2. Home Care Packages (HCP)

A Home Care Package may be the more appropriate service for you if you have care needs that go beyond what the Commonwealth Home Support Program can support. The Package is a co-ordinated care approach provided for older people who require intensive or complex care. The services are tailored to support you to remain as well and independent as possible, keep you safe at home and remain connected to your community.

Home Care Packages are allocated depending on your needs at one of four levels, and that level translates to funding that you can spend on the care and services you need to meet your individual needs and to help you reach your goals.

Package level	Level of care needs
Level 1	Basic care needs <i>approximately \$9,000 a year*</i>
Level 2	Low care needs <i>approximately \$16,000 a year*</i>
Level 3	Intermediate care needs <i>approximately \$35,000 a year*</i>
Level 4	High care needs <i>approximately \$52,000 a year*</i>

* as at March 2022

Services

BaptistCare coordinates the care and services to support you at home, based on your individual needs which may include:

- Domestic assistance such as cleaning, washing and ironing
- Personal care assistance with bathing, dressing and toileting
- Transport for shopping and appointments
- Providing social support such as shopping and company
- Allied Health services such as physiotherapy, occupational therapy, exercise programs and podiatry
- Home maintenance and home modifications
- Nursing care including dressing a wound or continence advice
- Preparing and storing food, and delivering meals to your home

Costs

The Government covers most of the cost of care but, depending on your income, you may be expected to contribute towards the cost.

Your contribution is made up of three types of fees:

- | | |
|--|--|
| 1. Basic daily fee
up to \$11.26* | The Government expects individuals to contribute a standard daily fee towards the cost of their care. |
| 2. Income-tested care fee
up to \$32.30* | Centrelink assesses if individuals are eligible for an additional contribution towards their care. |
| 3. Additional fees | Any other amount you choose to pay for extra care and services that wouldn't otherwise be covered by your Home Care Package. |

* as at March 2022

You can read more about the fees, caps, and how to use your package funds at www.myagedcare.gov.au

3. Privately Funded Services

While waiting for funded care, or if you are not eligible for funding, **BaptistCare at home** can support you with the help you need by providing experienced, well-trained care workers at competitive rates.

Our Home Care Services

The principles of wellness and reablement underpin the planning and provision of our Home Care Services.

Our Well-Living approach is designed to help you to achieve your personal goals so that you can live your best possible life at home.

Wellness and Reablement

A **wellness** approach involves planning and delivering supports that build on your strengths, abilities and aspirations and encourages actions that promote independence.

Reablement is goal oriented and time limited, and aims to assist you to adapt to a recent change, or to regain confidence and the capacity to resume desired activities.

By connecting you with aged care experts, BaptistCare at home enables you to optimise your abilities and live your life to the fullest.

With BaptistCare at home, our approach to Wellness and Reablement will help you to picture what is actually possible, and then achieve it.

Our Home Care services are designed to help you achieve your personal goals, so you can live your best possible life.



The difference between living and living well



Our Well-Living framework represents a commitment by BaptistCare at home to focus on each client's wellness and reablement goals.

It provides a wide range of options, based around our three main areas –
Be Well, Think Well and Connect Well.



Be Well

Think Well

Connect Well

Housekeeping



Personal Care



Meal Preparation



Home Modifications



Chaplaincy



Technology



Allied Health Services



Gardening





Be Well

Practical care for healthy living

Be Well includes a range of practical services to help support your everyday health and wellbeing.

See what's possible...

Daily Living

- Personal Care
- Meal Preparation
- Housekeeping
- Community Transport
- Support with Shopping
- Garden Care
- Home Maintenance
- Home Modifications

Health

- In-Home Nursing
- Allied Health – Physio, Occupational Therapy
- Pain Management
- Medication Monitoring
- Managing Pressure Injuries
- Wound Management
- Nutrition Advice
- Chronic Disease Management
- Support with Continence Needs
- Behavioural Strategies and Support
- Health Monitoring and Education
- Home Exercise Program
- Falls Prevention
- End of Life Care at Home

Other services are also available and can be tailored to meet your individual needs.



Meet Noel

Noel is an eighty year old client who has resided in his apartment for the past 30 years. He lost his wife some years ago and doesn't have a lot of close family for support.

Noel struggles on his own to manage some of the basic household chores due to his vision impairment, so he receives ongoing assistance from BaptistCare to keep him healthy and well.

BaptistCare supports Noel every day with housekeeping, nursing, community transport and exercise.

The most important part of Noel's day is just knowing that someone will be there to help him around the house and to check he is okay. Noel always enjoys having a chat with his Care Worker, and a walk in the sunshine with a happy, friendly face.



Noel's 'Be Well' Well-Living Goals

Noel wants to stay on top of his health and medical care plan, focusing on his physical wellbeing by walking with a Carer every day.



Think Well

Creative care for emotional health and wellbeing

Think Well includes a range of services and activities to help support your emotional and cognitive health and wellbeing.

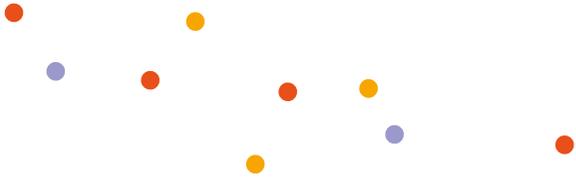
See what's possible...

Healthy Mind

- Learning how to Connect Online with Friends and Family
- Brain Training
- Creative Activities including Journaling and Painting
- Learning a Language
- Playing a Game
- Resuming or Learning a Hobby
- Dementia Care and Memory Support

Emotional Health

- Respite for Carers
- Pet Care
- Carer Support
- Relaxation Activities
- Stress Management
- Mindfulness Activities



Other services are also available and can be tailored to meet your individual needs.



Meet Shirley

Shirley is 92 years old and lives on her own. Her husband passed away a couple of years ago and her family lives close by.

Shirley raised a beautiful family in her local community and still loves being independent in her own home.

Three years ago, Shirley found it hard to do little things around the house so she contacted BaptistCare.

A Care Worker visits Shirley regularly to help her clean the house, hang her washing out, make her bed and provide a little personal care. This allows Shirley the time and environment to continue the artistic activities that she loves.

Shirley looks forward to the knock on the door as she gets so much more than just a clean house – it's also her time to keep her brain sharp and have a great chat.



Shirley's 'Think Well' Well-Living Goals

Shirley wants to continue painting, colouring in and knitting every day to maintain her physical abilities and keep her brain active.



Connect Well

Inclusive care for social and spiritual wellbeing

Connect Well includes a range of services and activities to help bring people together to support social interaction and spiritual wellness.

See what's possible...

Social

- Transport and Support to Social Activities, Concerts and Family Events
- Carer Support
- Physical Activities
- Social Club
- Seniors Groups
- Transport with a Companion
- Overnight Respite Care

Spiritual

- Pastoral Care
- Visiting Places of Worship
- Chaplaincy Visits
- Transport to Religious Practices
- Self-Reflection Support
- Technology Group
- Technology Private Sessions
- Spending Time in Nature

Other services are also available and can be tailored to meet your individual needs.



Meet Carolyn

Carolyn is an active and independent 70 year old and lives in the Shoalhaven region of NSW.

After leading a busy working life in Sydney, Carolyn retired to this area to be closer to her daughter and grandchildren.

Over the past year, Carolyn realised that she needed some additional support when some household chores became a little too much for her to manage on her own.

BaptistCare at home now supports Carolyn with basic cleaning services and has recently provided her with a Breezie tablet device and weekly technology training so that she can stay in touch with her family and connect to her hobbies online – craft, quilting groups and interactive brain training games.



Carolyn's 'Connect Well' Well-Living Goals

Carolyn wants to connect with other quilters online and finish off another handmade quilt, while staying closely connected with her family and watching her grandchildren grow up.

How to Access Home Care

Finding out how to access Government-funded Home Care can be confusing. Reading through all the information, making sense of the various funding options available and finding out if you're eligible can sometimes be very stressful.

Here are five simple steps to help you access Home Care.

STEP 1: Register



To register, call the government service, My Aged Care on **1800 200 422** or visit them online at www.myagedcare.gov.au

BaptistCare at home can also help you to navigate the My Aged Care system as it can sometimes be complicated.

STEP 2: Be assessed



Next, a My Aged Care assessor will either discuss your situation over the phone or come to your home to assess the level of assistance you need. If you just need some basic or short term assistance with things like looking after your housework, personal care or shopping you may be approved for funded help via the **Commonwealth Home Support Program**.



If your needs are more complex, you will be approved for a **Home Care Package** at a level between 1 and 4, with Level 4 being the highest.

While you are waiting for funded care or if you are not eligible for funding, we can also support you with private Home Care at competitive rates.

STEP 3: Wait for funding



Funding packages can take a while so may have to wait several months for your initial funding to come through. **BaptistCare at home** can usually support people with services funded via the Commonwealth Home Support Program while they wait for their package to be assigned to them.

STEP 4: Choose a provider



Once your funding comes through, you will receive a letter saying your package has been 'assigned'.

Now you can choose a provider such as **BaptistCare at home** to deliver your Home Care services – we can manage all the paperwork from there.

STEP 5: Choose how you use your funding



Now you can decide how you would like to use your Home Care funding. Remember, you have complete control over what services you choose. With the help of your dedicated Care Facilitator, take your time and choose the services that are most important to you so that you can live your best possible life in the comfort of your own home.

Start enjoying the benefits of your Home Care services at home with your trusted provider.

Frequently Asked Questions (FAQs)

Q. Can I receive Home Care services without having to go through an assessment or eligibility testing?

A. In order to receive Government funding towards your home care, you will need to first contact the My Aged Care service to discuss your needs with one of their consultants. Depending on your individual situation, further assessment may either be conducted over the phone or in person in your home.

If you are approved for a Home Care Package, a further financial assessment must be undertaken via Centrelink to determine if a means-tested co-contribution will be required.

If you would like to receive Home Care services without Government funding, no external assessments are required and BaptistCare is still able to provide the full range of professional, high quality supports under a privately funded arrangement.

Q. I've heard that there are some grey areas around what can be purchased by HCP funds. How do you decide what's appropriate?

A. Home Care Package funds can only be used on goods and services that are directly connected to enabling someone to continue to live at home safely and maintain their health and wellbeing. Our Care Facilitators work individually with each person to understand their specific goals and care needs, and note these in an individual Care Plan. Providers are responsible to determine the appropriateness of purchases based on a range of criteria including safety, client needs, scope of the HCP program, ACAT assessment, short and long term care goals, available funds, value for money and alternative available resources. Depending on these needs, experts such as Occupational Therapists or GPs may then be involved in determining appropriate equipment, or recommending minor modifications to the home, such as railing, ramps or taps.

Q. Can I change Home Care Package Providers?

A. Yes, home care packages are fully transferable, including the balance of any unspent funds you may have. If you are with another provider and would like to move to BaptistCare at home, we can arrange this for you, or the My Aged Care website has a step by step guide.

Q. What sorts of things are not covered by a Home Care Package?

A. The Government have a strict set of Guidelines about what can and cannot be covered by Home Care Package funds, and it is the responsibility of the Provider to ensure that funds are not misused. Funds can only be used in the specified manner, and cannot be treated as general income for the recipient. Some items that cannot be funded by the Package include:

- Items that would normally be purchased out of general income, such as clothing, shopping and general household goods
- Home Modifications that are not directly related to your care needs
- Items covered by the Medicare Benefits Schedule, Pharmaceutical Benefits Scheme, or other Government funding
- Holidays, club memberships or gambling
- Accommodation or rent
- Food (although funds can be used to cover the labour portion of meals services)

Q. How long will it take to get a Home Care Package and what can I do while I wait?

A. You may initially receive a package at a lower level while you wait for the level you have been assessed for. Generally the wait is around 3-6 months for the initial package, and up to 12 months for the subsequent packages. **BaptistCare at home** is one of Australia's largest providers of CHSP services and can thus provide a range of essential funded supports while you wait.



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at home

Why Choose BaptistCare?

We are committed to providing person-centred care that encourages independence and quality of life. Our aim to see every individual “living well” is based on Christian principles that are reflected in all aspects of our purpose, vision, values and services.

We have the skills and expertise to look holistically at how we can support each individual to live their best possible life – from those who are still fairly independent, to those with complex needs including dementia and end of life care.

As well as supporting older people in our community, we are here to support families to ensure their loved ones are well cared for and feel safe.

See what's possible...

Call 1300 275 227

www.baptistcare.org.au/athome