



Your Home Care Provider Information

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www.allaboutliving.com.au

Who we are

All About Living Inc. is a not-for-profit community based organisation that has over 25 years of experience in providing homecare services in the Brisbane North area. All About Living is governed by an elected volunteer Board and is committed to providing choice, support and connection to the South East Queensland . We focus our support on enhancing individual strengths and independence. We specialise in 'Life Planning': a comprehensive service model that ensures the care and support provided to individuals and carers is choice driven, seamless, respectful, and responsive.

We provide personalised, responsive, and reliable services that focus on enabling people to live as independently as possible. We acknowledge and respect the values and rights of our clients, irrespective of culture, age, race, sexuality, and religious beliefs.

All About Living assists a range of community members including but not limited to:

- the aged
- people with a disability
- people with mental health conditions
- veterans
- the financially disadvantaged and marginalised

Our team of experts are led by the CEO and the Service Delivery Coordinator.

The Service Delivery Team is highly qualified and consists of Case Managers, Support Workers and our Rostering Officer.



All About Living is a registered charity. The donations we receive go back into supporting the members of our local community.

Our Vision and Mission

OUR MISSION

To provide high quality, personalised support from local people you know and trust. ***“All About Living –we’re all about you!”***

OUR VISION

To ensure that our participants receive the high-quality services they want from local people they know and trust, and so become the “service provider of choice” in South East Queensland.

OUR PROMISE

- We will deliver the professional and friendly services that provide peace of mind to those who we assist.
- We will strive to be the “service provider of choice” in the delivery of a full range of quality services.
- We will extend our services to those who need support in South East Queensland
- We will offer our services to those eligible for government assistance, to those who wish to pay for their services themselves and to those who can't, wherever we can.
- With the community's support, we plan to become less reliant on government funding to ensure we can deliver these important services to all those in need into the future.
- We plan to reach out to communities in South East Queensland by engaging with everyone who can help deliver our mission.



Why Choose Us?

Don't wait on hold and have a conversation with an answering machine!

Talk to a real person who understands your situation and can help you find solutions that suit your lifestyle.

Our team members hold professional qualifications relevant to their roles and participate in a yearly training program to ensure that their skills and knowledge are always up to date and align with industry standards.

All team members:

- Are experienced in Community Care
- Hold a current National Police Clearance
- Hold a current Senior First Aid Qualifications
- Are trained in correct Manual Handling techniques
- Are Trained in Infection Control & Safe Food Handling

Our warm and friendly Carers and Case Managers will always go the extra mile to make sure that you receive the very best support and that your services are delivered in a professional and consistent manner.

Home Care Package's (Levels – 1, 2, 3 & 4)

What is a Home Care Package?

Government Funded Home Care Packages are tailored to support older people and people with a disability to maintain independence. The packages are tailored to provide professional specialised care for people to enable them to continue to live in their own homes.

Eligibility

You may be eligible for a home care package if you are:

- An older person who needs coordinated services to help you stay in your home
- A younger person with a disability, dementia or other special care needs that are not met through other specialist services

There are no minimum age requirements or residency restrictions but home care packages are not intended for visitors to Australia or people requiring temporary or short-term care.

Assessment for a home care package

All About Living can assist you to navigate through this system!

To find out if you are eligible for a home care package or any other available services, call My Aged Care on 1800 200 422. The My Aged Care contact centre will ask you a series of questions to determine if you need an assessment by an Aged Care Assessment Team (ACAT).

During the assessment the ACAT will determine if you are eligible for a home care package and which package level best meets your care needs. There are four levels:

- Level 1 - basic care needs
- Level 2 - low-level care needs
- Level 3 - intermediate care needs
- Level 4 - high-level care needs.

You will be approved for one level of home care package. You will be prioritised for care based on your assessed need.

Each level of home care packages provides a different subsidy amount. This amount is paid to your selected approved home care provider. The subsidy contributes to the total cost of your services and care delivery. It is expected that you will contribute to the cost of your care where your personal circumstances allow.

Services

The types of services you can access under a home care package include, but are not limited to:

- **Personal services:** assistance with personal activities such as bathing, showering, toileting, dressing and undressing, mobility and communication.
- **Domestic Assistance:** assistance with basic domestic tasks such as vacuuming, mopping or cleaning the bathroom; while encouraging and skilling people to do those tasks they can do themselves.
- **Home Maintenance:** assistance to keep a person's home in a safe and habitable condition e.g. lawn mowing and garden maintenance.
- **Nutrition, hydration, meal preparation and diet:** assistance with preparing meals, including special diets for health, religious, cultural or other reasons; assistance with using eating utensils and assistance with feeding.
- **Continence management:** assistance in using continence aids and appliances such as disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances, and enemas.
- **Mobility and dexterity:** providing crutches, quadruped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids.
- **Nursing, allied health and other clinical services:** speech therapy, podiatry, occupational or physiotherapy services, hearing and vision services. Home care level 1 and 2 packages are not intended to provide comprehensive clinical or health services. Home care level 3 and 4 packages have a greater emphasis on delivering complex care in the home, including more clinical care where needed.
- **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.

A home care package may also be used to support the use of:

- **telehealth:** video conferencing and digital technology (including remote monitoring) to increase access to timely and appropriate care
- **assistive technology:** such as aids and equipment (particularly those that assist a person to perform daily living tasks), as well as devices that assist mobility, communication and personal safety
- **aids and equipment:** some aids and equipment that are directly associated with your care needs can be purchased using funds from your package budget.

Home care package restrictions

You cannot use funds from your home care package for the following care and services:

- items that would normally be purchased out of general income
- buying food, except as part of enteral feeding requirements
- payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- payment of home care fees
- payment of fees or charges for other types of care funded or jointly funded by the Australian Government
- home modifications or assets that are not related to your care needs
- travel and accommodation for holidays
- cost of entertainment activities, such as club memberships and tickets to sporting events
- gambling activities
- payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.

Consumer directed care

All home care packages must be provided on a consumer directed care basis. This means your provider will work with you to identify a home care package of care and services to meet your needs so you can live a more active and independent life.

Costs

The Australian Government subsidy is paid directly to All About Living. The subsidy paid is different for each level of home care package. Clients are requested to contribute to the cost of care (**Basic Daily Care Fee**) unless they are financially disadvantaged. Some people may be required to pay an Income **Tested Care Fee**. This will be determined by the Department of Human Services and is dependent on your income & assets. You may be required to submit an "Aged Care Fees Income Assessment" form to the Department of Human Services (Centrelink). They will conduct an assessment of your income which will then determine an income tested fee payment towards the package. Please note that Centrelink will review the fees quarterly. All About Living can assist you with this process if you are required to complete it.

Your Home Care Package Budget Explained

All About Living will work with you to develop an individual budget to fund your care plan.

The individual budget sets out the total amount of funds available in your home care package and how those funds will be allocated and spent.

All About Living administers the home care package funds on your behalf.

Your budget will show

- how much All About Living receives from the Government for your package
- your fee contribution and the cost of the services that you are receiving

The budget will also show

- the charge for the for the Package Management Fee and Care Management fees.

There are still specific conditions that apply to how your HCP funds are spent:

- You are unable to receive the subsidy as cash.
- There are a number of excluded expenses that are outlined in the Guidelines that cannot be paid for out of the package.
- The service provider in receipt of the subsidy must manage the funds in accordance with the Aged Care Act 1997 and subsequent legislative requirements.
- All providers of services will need to meet a minimum of conditions as set out in the Age Care Act 1997

What's in your budget?

Income

- Australian Government subsidy and eligible supplements
- The basic daily care fee paid by the participant
- Income Tested Care Fee if applicable

Planned Expenditure

There are three main expense types;

- Package Management Fee – includes overhead costs.
- Care Management Fee – for the time that All About Living spends managing your package
- Service and Support Costs – the costs of delivering the services and support you have agreed to in your Care Plan
- Other Costs – other expenses such as equipment, aids etc.

Monthly statements & invoices

To assist you in monitoring your HCP budget, All About Living will provide you with a Monthly Package Statement showing:

Available funds:

- Roll over balance from the previous month
- Government subsidy and supplements for the current month
- Your basic daily care fee contribution

Expenditure:

- Monthly Package Management and Care Management costs
- What has been spent during the month on services, broken down to the individual service type and date provided
- Any other expenses such as equipment hire, allied health, consumables etc.

Balance:

- Balance of funds remaining at the end of the month

Your statement will be sent to you, along with your invoice for your care fees as soon as possible after the end of the month (Usually around the middle of the following month).

Your **invoice** details the fees for you to pay (i.e. co-contributions, ITCF), whereas, the statement lets you know where the available funds have been spent.

Home Care Agreement

All About Living will provide you with a Home Care Agreement.

Your Home Care Agreement is a legal agreement that sets out the details of what your package will provide, who will provide the services and how much they will cost.

All About Living and you are entering into a Home Care Agreement as **equal partners**.

Signing the Home Care Agreement

If you cannot sign the Home Care Agreement because of any physical incapacity or mental impairment, another person representing you may enter into the agreement on your behalf.

Consumer Directed Care Plan

Your Care Plan forms part of your Home Care Agreement. All About Living will work with you and your representative to identify your goals and design a care plan to help you reach those goals. All About Living will not alter your Care Plan without your agreement.

We will review your Care Plan at least every 12 months to make sure the care and services you receive through your home care package still meet your needs. You can also ask for a review of your care plan at any time if your care needs change.

During the care planning process, we will take into account any support you already have in place, such as carers, family members, local community and other services. We will work together to meet your needs.

We are committed to creating quality Consumer Directed Care plans for each person.

We do this through:

- Strength based assessments
- Goal orientated care planning
- Informed Access to Allied Health services and Community Partners
- Client participation
- Strengthening social support and reconnecting outside the home
- Flexibility to adapt care plans to changing needs

Starting Services

Once you have entered into a Home Care Agreement with All About Living and we have developed your care plan & budget, your services can begin. It is important to note that your home care package and any associated fee start on the day your Home Care Agreement is signed, not from the day that care is first given to you.

Feedback

Your feedback is important to us, whether it is positive, or you are not happy with something.

If you have any concerns at all, we encourage you to contact your All About Living Case Manager or any of our other staff members. We will respond in an appropriate and timely manner.

We truly appreciate all the feedback we receive. We see it as a gift, because this is the best way for us to continually improve our services.

If you do not feel comfortable phoning with a complaint, there are a number of other options available. There is a feedback form in your folder that you can use, or you can send a written complaint to the CEO of All About Living. Any information or complaint can remain anonymous at your request.

Changing Providers

You can choose to change to another home care package provider at any time for any reason. Before you make the decision to change providers you should check your Home Care Agreement, so you are aware of any conditions such as notice periods and exit amounts.

When you research new providers, you should compare the provider's fees with those of your current home care provider for items such as Package Management of the package and Care Management.

You must notify us before you change providers. Under the Charter of Rights & Responsibilities – Home Care, you need to advise us that you wish to change providers and have a discussion with us so that we can mutually agree on a cessation date, as we require a minimum of 14 days' notice. Further information about changing providers please refer to My Aged Care – www.myagedcare.gov.au or 1800 200 422

Moving unspent funds

If you choose to move your home care package to another provider, any unspent funds in your home care package budget (after all expenses and fees have been paid) will move with you to your new home care provider.

Within 56 days after the cessation day we will provide you with a written notice about your unspent home care funds.

Within 70 days after the cessation date we will transfer your unspent funds to your new provider.

For Further information about changing providers please refer to My Aged Care – www.myagedcare.gov.au or 1800 200 422.

Service Fee Structure for Home Care Packages.

| Services | Unit of Cost | Monday - Friday 6am - 8pm | Monday - Friday 8pm - 6am | Saturday | Sunday | Public Holiday |
|---|------------------------|------------------------------|------------------------------|----------|----------|----------------|
| Nursing Care (excluding cost of consumables) | Per Hour | \$98.80 | \$148.20 | \$148.20 | \$197.60 | \$247.00 |
| | Per Half Hour | \$61.80 | \$92.70 | \$92.70 | \$123.60 | \$154.50 |
| Domestic Assistance | Per Hour | \$49.40 | \$74.10 | \$74.10 | \$98.80 | \$123.50 |
| | Per Half Hour | \$30.90 | \$46.35 | \$46.35 | \$61.80 | \$77.25 |
| Meal Preparation | Per Hour | \$49.40 | \$74.10 | \$74.10 | \$98.80 | \$123.50 |
| | Per Half Hour | \$30.90 | \$46.35 | \$46.35 | \$61.80 | \$77.25 |
| Social Support | Per Hour | \$49.40 | \$74.10 | \$74.10 | \$98.80 | \$123.50 |
| | Per Half Hour | \$30.90 | \$46.35 | \$46.35 | \$61.80 | \$77.25 |
| Medication Assistance | Per Hour | \$49.40 | \$74.10 | \$74.10 | \$98.80 | \$123.50 |
| | Per Half Hour | \$30.90 | \$46.35 | \$46.35 | \$61.80 | \$77.25 |
| Personal Care, Respite | Per Hour | \$49.40 | \$74.10 | \$74.10 | \$98.80 | \$123.50 |
| | Per Half Hour | \$30.90 | \$46.35 | \$46.35 | \$61.80 | \$77.25 |
| Hairdresser, Nail Care Services | Per Hour | \$49.40 | \$74.10 | \$74.10 | \$98.80 | \$123.50 |
| | Per Half Hour | \$30.90 | \$46.35 | \$46.35 | \$61.80 | \$77.25 |
| Transport | Per Hour | \$49.40 | \$74.10 | \$74.10 | \$98.80 | \$123.50 |
| | Per Half Hour | \$30.90 | \$46.35 | \$46.35 | \$61.80 | \$77.25 |
| Mowing | Quoted services | | | | | |
| Home Maintenance | | | | | | |
| Allied Health Services | | | | | | |
| Sleepover - Passive \$68 plus any awake time at overtime rates (min 1 hour charge) | Per Hour | | \$74.10 | \$74.10 | \$98.80 | \$123.50 |
| Sleepover - Active | Per Hour | \$49.40 | \$74.10 | \$74.10 | \$98.80 | \$123.50 |

Terms and Conditions

All Services scheduled for less than one hour will be charged pro rata using the Half Hour rates
 All Services scheduled for more than one hour will be charged pro rata using per hour rate
 Medication, equipment hire and consumables not included in the above rates

We require 24 hours notice to cancel your service otherwise we will need to charge you the full visit fee

Home Care Package Fees

All About Living do not:

1. Charge the Basic Daily Fee
2. Charge Package and Care Management Fees on ITF

Rate

Package Management Fees - **7%**

Care Management - **16%**

Exit Fee - **\$400**

Contact All About Living Ph: (07) 3269 1915

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Australian Government
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Veterans'
Home Care