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Live Life Your Way

Your Complete Guide
to Care at Home



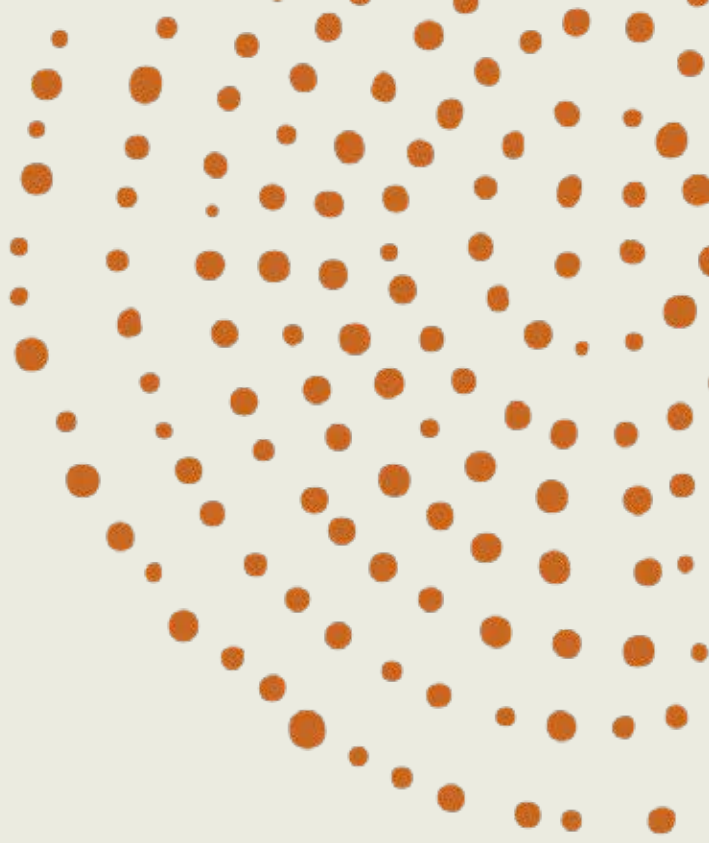


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Aged Care Starting the Conversation

It is often difficult to discuss aged care with your family and loved ones, as there can be feelings of stress, anxiety and uncertainty. Whether you're seeking support for yourself or a loved one, this guide has been prepared to assist you to start the aged care discussion, navigate the process and start receiving care and support that you and your family deserve.





Who are we?

Hi, we're Respect and we're glad you're here. We bring more than 100 years of experience in providing care to our senior community.

Our focus is in giving back to seniors by fostering communities of belonging. We are by your side when you need us. Live life your way, in the comfort of your own home.

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Home Care Made Simple

Receiving care at home doesn't have to be complicated. We deliver a range of home care services, all individualised to your needs. Our promise is to be by your side right from the beginning of your home care journey when you first start your application process. So sit back, relax and let us do the hard work!

What is a Home Care Package?

Home Care Packages Program is a government-subsidised program which allows senior Australians to access required services and care to continue living independently at home.

If you are over 65 years old and eligible for this funding, you can use it to access a range of services to help you connect with the community, remain independent at home and live life your way.



Tip #1:

Have you noticed these signs lately? Changes in appearance, grooming, hygiene, daily activity, social habits, medication administration, eating habits and domestic cleaning routine. It might be time to get some additional help.

You work with your provider and support team to choose when, where and how you will receive support. Let's discuss how we can help you live independently in your own home. Call **1300 144 144** today.



How it works

There are typically six steps to complete the application process:

- 1 Registration on My Aged Care
- 2 Phone assessment with My Aged Care
- 3 In-home Assessment with Aged Care Assessment Team/ACAT
- 4 Assessment outcome
- 5 Assignment of package
- 6 Selection of a provider and choosing a tailored plan

Need help? We understand the process of application can be stressful and time consuming. We're here to assist you with each step. Get in touch with us today!



Tip #2:

Investigate your available options. A good place to start is by visiting My Aged Care at www.myagedcare.gov.au or calling 1800 200 422.

What does it cost?

Your services will be scheduled based on your preferences and care needs. Service price is set by your home care provider and will vary depending on the type of service or care you require.

Your initial service budget will be determined by the amount of government funding associated with your allocated home care package.

The government may require you to pay an income tested fee towards your care needs. The income tested fee is based on your financial assets and more information on this fee can be found in the Knowledge Base section of this document. If you require additional care or services in excess of your available package funds, see below information on Private Services.

Annualised Subsidy

Based on your individual assessed needs, the Australian Government provides four levels of subsidy for a Home Care Package:

Level 1	Level 2	Level 3	Level 4
\$10,271.10 a year	\$18,063.85 a year	\$39,310.50 a year	\$59,593.55 a year
This package is assigned to those needing a basic level of care.	This package is assigned to those needing a low level of care.	This package is assigned to those needing an intermediate level of care.	This package is assigned to those needing a high level of care.

Private services

Home care providers may provide care and support services to people who are not eligible for government funded support or people requiring more services than they are entitled to under the government funded programs.

The fee you pay will be in line with the provider's fee schedule.

If you would like to discuss how this might work for you, please call us on 1300 144 144.



Tip #3:

Start the conversation about aged care early. This gives you and your loved ones the opportunity to engage in a series of discussions and make the best decision regarding future care and support needs.



Eligibility

You will require an eligibility assessment from the Aged Care Assessment Team (ACAT assessment).

If you already had an ACAT assessment and;

- 1 have received your home care package approval letter;
- 2 are waiting for the allocation of a home care package; or
- 3 have been assigned a home care package and looking for a provider

Call us on **1300 144 144**
to discuss how Respect's Care
at Home Service could benefit you.

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If you have not received an ACAT assessment, then follow these 5 steps to access a Home Care Package:

1

Register with my Aged Care online at www.myagedcare.gov.au or call My Aged Care on 1800 200 422 and ask for an ACAT assessment to determine your eligibility for a home care package. You will be required to provide your date of birth, contact details, Medicare number and answer some initial eligibility screening questions regarding your health status and need for care at home.

2

The ACAT assessment team will arrange a time to visit your home to discuss your support needs. You may choose to have family or support with you throughout the visit. A friendly Respect representative is also available if you would like added support.

3

If you are eligible for a government funded home care package you will receive an approval letter and will be placed in the national waiting list until a suitable home care package is available for you.

4

Once you receive notification that a package has been allocated to you, call Respect on 1300 144 144 or email gethomecare@respect.com.au to request a meeting to further discuss your goals and care plan.

5

If you would like to receive home care services prior to the allocation of a home care package, please call 1300 144 144 to discuss how this might work for you.





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Our Services

When it comes to your wellbeing and health, getting the right care at home is important to maintain independence and ability to stay at home to live life your way.

Our services are extensive and we have the ability to personalise to your needs.



Independence at Home

- + domestic assistance
- + General house cleaning
- + Changing bedding & laundry
- + Meal & food preparation
- + Shopping or shop by list
- + Transportation

Personal Care

- + Personal hygiene
- + Grooming, dressing and bathing, showering
- + Medication prompting and administration
- + Continence care

Health & Wellbeing

- + Individual social support
- + Group social programs
- + Dietitians, eat well, live well program
- + Stay connected with technology
- + Respite services
- + Wellbeing and check ins

Balance & Mobility

- + Allied health
- + Occupational home assessments
- + Personalised physiotherapy
- + Podiatry
- + Falls prevention
- + Exercise programs
- + Mobility aids

Home & Garden Maintenance

- + Home maintenance
- + Safety & monitoring equipment
- + Minor modifications
- + Spring cleaning
- + Regular lawn mowing, pruning and gardening
- + Garden safety maintenance

Nursing & Clinical Care

- + Clinical & risk management
- + Medication management
- + Chronic disease management



Dedicated Case Management

Upon joining us, you will be allocated a dedicated Care Manager. Our Care Managers are industry experts in home care, government funding and have the ability to maximise government funds to meet your care and evolving needs. They work with you and your family to develop individual care plans best suited to your personalised health and wellbeing.

We can help you select services that are well-suited and tailored to your individual needs ensuring that you remain safe, independent and well at home for as long as possible. Want to know more about how it works? Our friendly team of Care Advisors can help. With an understanding of the process inside out, we can help you get started right away.

Our team is here to hand-hold you through each of the steps involved, including navigating how government agencies (MyAgedCare and ACAT) work, help with completing the application forms, and accessing private home care services in the interim if need be. Start by getting in touch with us today.



Tip #4:

Start the aged care conversation in a relaxed and comfortable setting. It's often a good idea to involve other family members to ensure the entire family has the opportunity to discuss and prepare for next steps. You may want to also engage external networks to neutralise any intense family discussions. Support may include your local homecare provider, doctor, neighbour, allied health professional or a close friend.

Why Choose Respect

Expertise

100+ years of experience supporting seniors

Flexibility

Ability to tailor and personalise to your needs

24/7 care

Care when you need it most

Community focused

Local people supporting their community

Our team

Dedicated team of skilled, appropriately trained and passionate staff

Transparent pricing

Low package fees, low admin fees and zero exit fee



“Our mission is to care for the elderly in our communities in an environment of respect, value and belonging.”



Learn more about our mission and values
www.respect.com.au/about-respect



Looking to Switch Providers?

It's easy to switch to Respect, and we are here to help you to manage the transition smoothly!

Have a care worker you prefer? Let us know, and we'll help you with that too!

Follow these simple steps for a smooth switch:

1 Inform My Aged Care
(or let us know, and we will call them with you)

2 Inform your existing provider and agree on an end date*

3 Inform Respect of when you wish to start with us

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*Some providers may charge you an exit fee, but with Respect you can rest assured there's no such fee.

**“I fully appreciate all the care
that I receive at all times ...
The staff are brilliant, and I
am treated with respect.
It’s top class.”**

—Doris



Knowledge Base

1. My Aged Care

Your starting point on the aged care journey. You can use it to find aged care services, check your eligibility, get assessed, find a provider, and manage your aged care account. Visit www.myagedcare.gov.au or call 1800 200 422.

Tip: Have your Medicare card ready when you call them. Provide detail on how your health and independence would benefit from home care services.

2. Income Tested Fee

The income tested fees is an amount that the government requires you to pay toward your care needs and is based on your financial assets. You're required to submit Form SA456 for assessment.

Tip: Estimate the fee by using the fee estimator tool. You may call Services Australia on 1800 227 475 and ask if a formal means assessment is required. Refer to www.myagedcare.gov.au/how-much-will-i-pay

For any other questions or concerns you can call Services Australia on 1800 227 475 or the Financial Information Service on 132 300 and say "Financial Information Service" when asked why you are calling.

The assessment is valid for 120 days so it may be best to do this when you are about to receive or have received a notification from My Aged Care that a home care package is about to be allocated to you.



3. ACAT Assessment

The ACAT assessment determines care needs and provides recommendations for appropriate government funded support.

Difference between being approved for a home care package and allocated a package:

You may be approved for a home care package if the ACAT assessment identifies that your needs are eligible for government funded aged care services. Being approved does not mean that you can start receiving government funded home care services immediately. Once you receive approval, you are placed in the national waiting list until a suitable home care package is available for you. When this occurs, you will be allocated a home care package which means that you can now receive government funded services.

Tip: Ask for an assessment to determine your eligibility for home care in your initial call to My Aged Care.

Request to be assessed for residential aged care (RAC) and respite care (RC) at the same time you are assessed for home care. RAC and RC assessments do not expire and may be needed if circumstances change or there is a sudden deterioration in health.

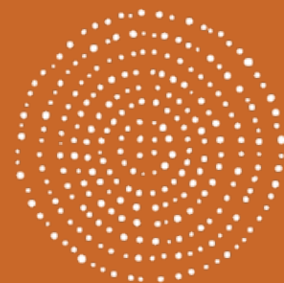
For any face-to-face assessment, please prepare:

- + Medicare card and one other form of identification, for example, DVA card, driver licence, healthcare card, or passport.
- + A copy of any referrals from your doctor.
- + A support person if required.
- + Information you already have about aged care services that you may want to discuss.
- + Contact details for your GP or other health professionals.
- + Special assistance to communicate, such as a translator or Auslan interpreter, if required.
- + Information on any support you receive.

Tracking Your Home Care Package:

You can track your progress and access information, including waiting times, approvals and letters, about your home care package through your My Aged Care online account via myGov.

To find more information about creating and linking your My Aged Care account with myGov visit www.myagedcare.gov.au/access-your-online-account.



Your Step-by-Step Care at Home Checklist

- 1. Register and create your client record with My Aged Care by calling 1800 200 422. This may occur before or after you receive a referral to access aged care services.
- 2. Request an ACAT assessment (see Knowledge Base section above). This can be a confusing process, if you need help, please call Respect on 1300 144 144 and our team will be glad to assist. Once approved, please call 1300 144 144 to discuss how Respect can tailor your package to suit your needs.
- 3. Calculate the Income Tested Care Fee. Submit Form SA456.
- 4. Wait for a letter from My Aged Care advising you of the allocation of your Home Care Package. This will include a referral code which you can give to your provider.
- 5. Track your progress and access information, including waiting times, approvals and letters, about your home care package through your My Aged Care online account via myGov.
- 6. Give Respect a call on 1300 144 144 or contact us to organise a meeting to discuss your budget and develop your care and services plan.
- 7. Execute the service agreement (your home care provider will provide this for you to sign once you are happy to start your services).
- 8. Start receiving your care and services. Your care plan will regularly be reviewed and updated as your needs or preferences change.



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1300 144 144

gethomecare@respect.com.au

www.respect.com.au

At Respect, our focus is in giving back to seniors by fostering communities of belonging. Our philosophy is that everyone deserves the right to a life well-lived, with dignity and respect. We are here to help; if you have any questions or would like more information, please feel free to call one of our care advisors.