

# Frequently Asked Questions



Government-funded Home Care Packages support you with a customised care plan that caters to your individual needs, supporting you to remain living independently in your own home. These packages offer a comprehensive range of services, equipment and aids, and are available to those who require more than just basic support.

To ensure that you receive the most appropriate care, a Home Care Coordinator will work closely with you to create a tailored plan that meets your needs.

Lutheran Homes Group offers a range of Home Care Packages to support people with varying levels of care needs, from Level 1 for basic care needs to Level 4 for high-level care needs.

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## What is the process for accessing a Home Care Package?

In order to be eligible for a Home Care Package, you will need to undergo an assessment conducted by the Aged Care Assessment Team (ACAT). Following the assessment, you will be assigned a specific level of home care package based on your needs.

To initiate the ACAT assessment, it is advisable to contact **My Aged Care** or call **1800 200 422**.

At Lutheran Homes Group, we can provide assistance with accessing My Aged Care and guide you through the entire process. To get started, please give us a call at **08 8336 0136**.

If you are not eligible for the government subsidy or prefer to self-fund your care, we can work together to develop a customised Home Care plan that suits your requirements. Our compassionate and experienced Home Care Coordinators are available to meet you at your home or a location of your choice, allowing us to design a plan that aligns with your preferences.

### Level 1

Supports people **with basic** care needs

### Level 2

Supports people **with low-level** care needs

### Level 3

Supports people **with intermediate** care needs

### Level 4

Supports people **with high-level** care needs

## What are the services that are available with a Home Care Package?

At Lutheran Homes Group, we offer Home Care Packages that can be tailored to include any combination of the following services.

- Cleaning / Domestic Tasks
- Personal care
- Social outings / experiences / group activities
- Meal preparation
- Transport
- Gardening and home maintenance
- Physiotherapy
- Occupational Therapy
- Podiatry
- Massage Therapy
- Exercise Groups
- Rehabilitation (e.g. balance improvement)
- Respite

In the event that we do not provide a particular product or service, we will arrange for an alternate provider of your choosing.

Your package will be created to help you achieve your own personal goals, maintain independence and keep living at home.

## How much will I be required to pay for a Home Care Package?

At Lutheran Homes Group, we work with you to ensure that you have access to the services you require at the best possible value, once we have determined your care needs and/or developed your support plan. A Home Care Package is suitable when you require more than basic support and offers a coordinated approach that includes a wider range of services, aids, and equipment. Additionally, an experienced Home Care Coordinator is available to ensure that your Home Care Package is meeting your needs.

Lutheran Homes Group does not charge a basic daily fee for Home Care Package services; however, an income-tested care fee may be applicable. In the event that you are ineligible for a government subsidy or would prefer to pay for the services on your own without an assessment, we offer an option called 'LHG Extras'.

## What is the difference between Approved Vs Assigned Package?

When it comes to Home Care Packages, it's important to understand the difference between being 'Approved' and being 'Assigned'.

If you have undergone an assessment by the Aged Care Assessment Team (ACAT) and have been determined to require a higher level of support, you will receive a letter that you have been approved for a Home Care Package.

You can choose to have your name added to the National Priority Queue at this stage. It's worth noting that there may be a waiting period before you are assigned a Home Care Package (HCP).

Once you receive a letter from My Aged Care with a referral code stating that you have been assigned a Home Care Package, that is when you can access HCP funded services.

If you need services during the waiting period, you can contact Lutheran Homes Group at 08 8336 0136 for assistance in accessing services under the Commonwealth Home Support Program or explore private funding options.