

Home Care Packages

Latrobe Community Health Service



Living at home for longer

Our health needs change as we age, but one thing stays the same: our desire to remain living in our own home.

Latrobe Community Health Service is an experienced and trusted provider of Home Care Packages in Victoria. We are not *just* a service provider though: we are advocates, working on your behalf to ensure your Home Care Package is delivering everything you need to live happily and independently at home for longer.

When you choose us to help coordinate your Home Care Package, you're choosing peace of mind.

Easy ways to contact us:



CALL US
1800 242 696



EMAIL US
homecarepackages@lchs.com.au



LEARN MORE
care.lchs.com.au

Why choose Latrobe Community Health Service?

1

EXPERIENCED AND TRUSTED

For more than 20 years Latrobe Community Health Service has delivered home care services to thousands of people.

We are a secular, not-for-profit provider, and we are committed to reinvesting in the communities we serve.

Our clients stay with us because they trust us. They like our reliability and our 'no surprises' approach to home care services.

2

PEOPLE FIRST

At all times, your independence and happiness are at the centre of the work we do.

We tailor your care plan to suit your individual needs and check in (in person!) to make sure your Home Care Package is working for you.

3

ADVOCACY

We give advice that always has your best interests at heart. If your needs change, we work on your behalf to ensure your support levels change too.

4

TRANSPARENCY

Our costs are not buried in the fine print. Our full pricing schedule is provided with this booklet.

Understanding what you're paying is important to us, and we're always happy to spend time explaining our costs to you.

5

QUALITY

We have experienced care advisors, and strict procedures for checking all of our service providers. We are just the right size: large enough to provide stability, but small enough to tailor our service to your individual needs.

Home Care Packages explained

You love living at home. You're happy there - but some things are becoming a bit harder to manage.

Perhaps it's keeping the garden from running wild, or going down to the shops. Maybe you could use a hand getting ready each day. If this sounds familiar, a Home Care Package may provide the help you need.

The Australian Government provides funding (a 'Home Care Package') for services tailored to meet your specific care needs to:

- help you stay in your own home as you get older
- give you choice and flexibility in the way your care and services are provided.

There are four levels of Home Care Package. Level one is for people with basic care needs, through to level four, for people with high-level care needs.

Remember, the aim is to help you continue to live a full and active life - so any service or equipment that helps you achieve this goal can be explored.

Latrobe Community Health Service




Latrobe Community Health Service is a Home Care Package provider, or 'service provider'. We are an organisation that helps you plan your care.

We then deliver that plan by organising the services you need.

For example, if you need help showering, we will organise someone to come to your house at agreed times to help you.

We work with you, and the people who support you, to find out your priorities. We want to ensure your decisions are well-informed, and you are in control of your care.

A range of services may be provided under a Home Care Package, including those listed below:

Happy 	Healthy 	Home 
<ul style="list-style-type: none">• Social support• Transport• Companionship• Help with using technology to connect with family• Counselling• Aids and equipment to ensure you can get out and about	<ul style="list-style-type: none">• Nursing• Showering• Physiotherapy• Massage• Hearing services• Vision services• Continence products• Pain management	<ul style="list-style-type: none">• House cleaning• Home modifications• General maintenance• Gardening• Meals• Security

A photograph of an elderly man and woman sitting outdoors. The man is on the left, wearing a light brown cable-knit sweater over a collared shirt. The woman is on the right, wearing a dark patterned top with blue and red floral designs. They are both looking towards the camera with gentle expressions. The background is a soft-focus green foliage.

“ *Where other providers may say no,
we try to find a way to say yes.* ”

A simple icon of a mobile phone with a signal wave to its right.

CALL US
1800 242 696

How to apply for a Home Care Package

Step 1

Decide if you need help

This is the most important step, and it starts with some simple questions. How are you going – really – at home? Do you find yourself avoiding or ‘working around’ daily tasks that used to be easy?

There are many choices and decisions to make about your future as you age. Made well, these decisions can improve your independence and wellbeing.

How we can help

With so many options available to you, navigating the aged care system can feel overwhelming. The best place to start may be as simple as having a chat with one of our Home Care Package consultants on 1800 242 696. They live and breathe aged care services, and can cut through jargon and complexity. They will guide you through your options and help you plan your next steps.

Step 2

Register with My Aged Care

Once you decide that you would like to further explore the range of services you may be eligible for, you must register with My Aged Care. This is the Federal Government’s gateway to all government-funded aged care services.

You can register with My Aged Care through their website www.myagedcare.gov.au or their contact centre 1800 200 422.

My Aged Care will provide you with information on aged care for yourself, a family member, friend or someone you’re caring for.

How we can help

Latrobe Community Health Service can assist you through the My Aged Care registration process, or even complete it on your behalf if you wish.

We provide you with obligation-free advice on the type of Home Care Package you may be eligible for.

Call 1800 242 696 to speak to one of our consultants for help devising a plan to live at home for longer.

Step 3

Participate in an assessment

If you need help at home or you are considering moving into an aged care home, you need a free assessment by an Aged Care Assessment Service (ACAS). This provides a snapshot of your current needs and what support may be most helpful to you.

A qualified health care professional will make a time to meet with you and talk to you about how well you're managing in your day-to-day life.

They will work out what level of Home Care Package you are eligible for.

How we can help

Call 1800 242 696 to speak to one of our consultants prior to your assessment. We can advise you on the questions you may like to ask during your assessment. We take you through the assessment process to ensure you access the care you require.

Step 4

Choose a service provider

The Federal Government holds the national waiting list for Home Care Packages. Your time on the wait list can vary and is determined by the date of your aged care assessment, and the priority the assessor allocates to you.

When you receive a letter that says your Home Care Package is assigned, it is time to choose an organisation or 'service provider' that will help you plan your care, and then deliver that plan by organising the services you need.

How we can help

Call 1800 242 696 to speak to one of our consultants to talk about what we offer. When comparing home care providers we suggest you consider the following:

Costs

What are all the costs involved? These costs vary between organisations, so it is important to take the time to understand them. You should never be surprised by extra fees or hidden charges.

Responsive service

Ask how quickly an organisation will get back to you and what hours they are available on the phone. Latrobe Community Health Service has 24 hour phone support.

Choice

As well as providing some services directly, Latrobe Community Health Service also uses a range of trusted partners to deliver care, which means you have more choice. And if you already have a service provider you like, that's fine too - we can work with them.

How we will work for you

Our first priority is to listen, and develop a deep understanding of what is important to you. We explore what you can do for yourself, and what you need help with to stay safe and well at home.

Most importantly, we take the time to understand the things in life you enjoy.

We then develop a plan with you. The plan includes:

- what you want to achieve
- the mix of supports and services you have chosen.

We then hand-pick a mix of businesses you can choose from to deliver your plan.

We regularly review your plan with you to make sure it's meeting your needs. If you wish, we can work in partnership with other people who support you, such as:

- family
- friends
- local community groups
- your doctor
- other health professionals.

What we offer you

Every member of our home care services team is passionate about the work they do. From your first contact with our consultants, through to your partnership with your dedicated care advisor, to our efficient and professional service delivery – you will be listened to and respected by people who love what they do.

Each business we appoint to deliver services for you must meet our strict criteria for service provision, including:

- exceptional service levels
- established track record
- competitive pricing
- police checks
- appropriate insurance

We take the hard work out of managing your services. And if you don't like who we have picked for you, no problem – we can change you over.

We have service coordinators on-call to help you with any changes to the services you receive.



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The cost of a Home Care Package

The Australian Government contributes to paying for your Home Care Package. If you are assessed as being able to afford it, the Government may also require you to contribute.

This is established through a Centrelink income fee test. Full pensioners will not be required to pay an income-tested care fee. Part pensioners and fully self-funded retirees may be asked to contribute.

You can learn more about government costs, and calculate your potential contribution, at: <https://www.myagedcare.gov.au>

Latrobe Community Health Service costs

Our costs are described in detail in the pricing schedule provided with this booklet.

Understanding the costs involved in a Home Care Package is extremely important.

If you have any questions call Latrobe Community Health Service on 1800 242 696 and ask to speak to one of our friendly consultants.

They can have a chat with you about the costs of a Home Care Package.

If your needs change

If your care needs change, you can contact your care advisor. They will then work with you to review your care plan and budget. If you were assessed for a level one or two Home Care Package, but your needs have increased since then, we can organise another assessment to determine if you are eligible for higher-level care.

If you already have a level 4 Home Care Package you may need to consider other options, which we can discuss with you. This may include purchasing additional private services.

What should I do now?

Contact Latrobe Community Health Service for free practical advice from one of our friendly consultants.

We understand that planning for your future can be daunting, and you may have a lot of questions after reading this information.

Whatever your query, call 1800 242 696.



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