

# How to Stay Independent

Quality home care services



  
**AMANA**  
**LIVING**



## Home Care

*Aged care can be confusing; there are a lot of options out there and it's hard to know where to start. The information in this booklet will provide you with the knowledge you need to make choices about your home care or your loved one's care.*

We will explain what home care is, the services that can be provided, how to access funding, and the steps to get the process underway.

Call our friendly  
Customer Service  
Team for any further  
questions.

**1300 26 26 26**

*Select option 2.*



*Amana Living is a not-for-profit company established in 1962, dedicated to providing high quality aged care in WA.*

# What is Home Care?

*Home care is a range of care and services that help you, or the person you care for, to continue living at home for as long as possible.*

## Home Care services include:

### Domestic Support



Cleaning



Laundry



Handyman



Cooking



Personal Care



Gardening

### Health



Nursing



Physio



Podiatry



Occupational  
Therapy



Dietitian



Medication  
Support

### Community / Social



Transport



Shopping



Social Outings



Pet Care



Equipment  
& Supplies



Respite





# What are the different types of Home Care available in WA?

*Depending on your needs and preferences, you may be eligible for government-subsidised services.*

These fall into two categories:

## Commonwealth Home Support Programme (CHSP)

CHSP is for those who only need a low level of support, such as cleaning, shopping, or participation in social activities. CHSP is subsidised by the Commonwealth Government.

Under CHSP, the government will fund up to 4 hours of assistance per week.

To find out if you are eligible for CHSP services, contact us on **1300 26 26 26** and we will help you.

Alternatively, you can talk to My Aged Care on **1800 200 422**. A home care support assessment will be carried out to decide whether you are eligible for CHSP services.



## Packaged care

Packaged care is for those who are likely to need more home care services as time goes by and as needs increase.

There are four levels of packaged care to help meet the different levels of care needs:

Level 1: Basic care needs

Level 2: Low level care needs

Level 3: Intermediate care needs

Level 4: High care needs

Packaged care is also subsidised by the Commonwealth Government. They will fund approximately 2 to 10 hours per week of assistance, depending on the level of package you are approved for. See page 8 for packages levels and subsidy amounts.

# Package Care Levels

\*Government subsidy prices subject to change.

## LEVEL 1\*

**\$8,927.90 pa**

\$171.22 weekly

\$24.46 daily

## LEVEL 2\*

**\$15,705.95 pa**

\$301.21 weekly

\$43.03 daily

There are extra funds available for people living with dementia, called a dementia supplement. We can help guide you on whether you are eligible for this.

You have control over the types of care and services you receive in your home, how and when they are delivered, and who delivers them. You receive regular statements so that you can see how much funding is available for your services and how the money is being spent.





## LEVEL 3\*

**\$34,174.95 pa**

\$655.41 weekly

\$93.63 daily

## LEVEL 4\*

**\$51,808.10 pa**

\$993.58 weekly

\$141.94 daily

If you choose Amana Living as your home care provider, you will have your own dedicated Client Service Manager who can:

- Help you choose from a wide range of quality, reliable services to suit your individual needs and preferences
- Ensure your services adapt as your needs change over time
- Help you to manage your daily budget

Your manager is available to guide you as much as you like; some clients prefer the Client Service Manager to organise their services after agreeing on what's required, and others prefer to have a greater level of control. The choice is yours.

If you have any questions regarding packages, please contact our Customer Service Team on 1300 26 26 26.

## Who is eligible?

### Commonwealth Home Support Programme (CHSP)

To guide you on your eligibility for CHSP services, contact us on **1300 26 26 26 (Option 2)**. Alternatively you can talk to My Aged Care on **1800 200 422** or go to [myagedcare.gov.au](https://myagedcare.gov.au).

My Aged Care is the starting point to access Australian Government-funded aged care services. They will organise an assessment to determine whether you are eligible for CHSP.



## Home Care packages

Eligibility for Government Subsidised packaged care is determined by an Aged Care Assessment Team (ACAT). We can help you at every step of the process, so call us at any time for assistance.

Assessments work in the following way:

1. Your GP can refer you to an ACAT. If you are in hospital, the nursing or medical team will take care of your referral. We can also refer you or you can do it yourself on [myagedcare.gov.au](http://myagedcare.gov.au).
2. The ACAT representative will call and make a time to meet with you at home or in hospital, where they will carry out a comprehensive assessment.
3. After this, the ACAT will inform you of the level of care chosen for you as a result of the assessment.
4. A letter will then be mailed to you confirming that your package of care has been approved. A second letter is sent assigning your funding.
5. Once you have received either of these letters, be sure to call Amana Living to discuss the services you would like to receive. We operate across the Perth metro area, Mandurah and in Kalgoorlie-Boulder.



## What to consider when choosing a Home Care provider

*We understand that choosing a home care provider can be confusing.*

### Not-for-profit vs private company

Amana Living is a not-for-profit, so the focus is on you, our client, instead of making profit for shareholders.

### Expertise

Amana Living is one of WA's largest providers of care and services for older people. We have been serving the WA community since 1962, so you can be assured of the high quality of our care.



## Values and compassion

As part of the Anglican community, Amana Living has high integrity and adheres to values of Compassion, Justice, Hope and Inclusiveness no matter what your religion in the delivery of home care services.

## Scope of services

Amana Living not only provides home care, but also social day clubs for seniors, day clubs for clients with dementia, dementia support services, retirement villages and residential care.

## Costs

All home care providers are required to publish their prices in a standard format to make it easier for you to compare.

The My Aged Care website has costs of all providers available or call us and we'll walk you through it.



# How to get started

1

## Contact us

Call Amana Living's Customer Care Team on **1300 26 26 26 (Option 2)** to discuss your needs and how to get assessed.

2

## Approval

Get assessed and receive your approval letter for home care.

3

## Research

Research your potential providers.

4

## Book your appointment

Book your home appointment with a Client Services Manager to discuss your plan.

Call Amana Living on **1300 26 26 26 (Option 2)**

5

## Finalise

Sign your contract with Amana Living and we can deliver your services within 48 hours.

## Private services

*We want to ensure that you receive the support and services you need right now, so we are pleased to offer private services.*

Our private services are available to those who are:

- Waiting on a home care package;
- In need of additional services to their current package, or;
- Ineligible for funded services

You do not need an ACAT assessment or RAS referral to access private services.

Examples of these types of services are:

- Getting out and about, e.g. transportation to medical appointments or shopping trips
- Cleaning & laundry
- Meal preparation
- Nursing
- Physio

Our private services can start the following week. Let us take care of things, so you have more time for the enjoyable parts of life. Please contact us today to find out more.

## About Amana Living

*Amana Living is one of the largest providers of aged care services and retirement living for Western Australians.*

We provide a full range of aged care including affordable housing for seniors, residential aged care, home care, day clubs, and dementia services.

As a not-for-profit organisation established by the Anglican Church in 1962, our aim is to provide the highest quality services in the communities we serve.

## Contact us

8:30am - 4.30pm weekdays

1300 26 26 26

info@amanaliving.com.au

**Professionally trained. Naturally kind.**

**AMANALIVING.COM.AU**