



# HOME CARE SERVICES

## Your home, your care, your way

### Home Care Package Model

We have two options to assist you in choosing your level of support. Included in both options:

- Initial consultation with you, in your home
- Safe Home Risk Assessment of your home
- Developing your Care Plan with you
- Organising your initial care and services
- Rostering and staff allocation of services provided by Mercy Health nurses and home care workers
- An annual review of your Home Care Package
- Initial and ongoing correspondence with your GP about your care and services
- Access to Mercy Health services 7 days a week
- After hours support by our Service Coordination team - 24 hours a day, 7 days a week.

Full Support	Self-Support
<p>Our Full Support Option is based on a relationship approach. This provides you with full access to your own Care Advisor and Service Coordinator.</p> <p>Your Care Advisor and Service Coordinator will support you with your health and wellbeing goals and ensure your services are organised and integrated to meet your needs.</p> <p>Full support includes a fixed care management fee, regardless of how much care coordination and care advisory you need.</p>	<p>Our Self Support Option lets you choose, arrange and coordinate the services and supports you require, after initial set-up.</p> <p>However, if you need assistance, by all means call us, we can help. Charges apply for support and advice provided by phone, email, fax and in person.</p>
<p><b>Your Care Advisor and Service Coordinator will:</b></p> <ul style="list-style-type: none"> <li>– consult with you about what you want</li> <li>– provide advice regarding service and support options</li> <li>– provide a point-of-contact for you and your support network</li> <li>– arrange all services and supports for you</li> <li>– support the management of your budget</li> <li>– monitor quality of services provided to you</li> <li>– review services should your goals or needs change</li> <li>– ensure that your services are personalised and home care workers are matched to your preferences</li> <li>– reassess you if you have been in hospital or your care needs change</li> <li>– contact you regularly to make sure your needs are being met</li> <li>– visits you at home*</li> </ul> <p><b>You will:</b></p> <ul style="list-style-type: none"> <li>– inform your Service Coordinator of your leave dates</li> <li>– be encouraged and supported to make decisions about your care and services – no additional charges will be applied</li> </ul> <p>*Care Advisor</p>	<p><b>You will:</b></p> <ul style="list-style-type: none"> <li>– choose the services and supports you want</li> <li>– arrange and coordinate services and supports that Mercy Health does not provide</li> <li>– all purchases must be approved by a Care Advisor prior to the purchase</li> <li>– notify your Service Coordinator within one week of arranging or cancelling services and supports. These must comply with the Home Care Package Purchases Guidelines**</li> <li>– monitor and manage the quality of your services delivered by Service Providers of your choice</li> <li>– monitor your budget via the Monthly Home Care Package statement</li> <li>– inform your Service Coordinator of your leave dates**</li> </ul> <p><b>A Care Advisor will:</b></p> <ul style="list-style-type: none"> <li>– ensure your Home Care Package budget remains in credit and expenditure items are within the Home Care Package guidelines</li> </ul> <p><b>A Care Advisor and Service Coordinator will:</b></p> <ul style="list-style-type: none"> <li>– be available to provide additional support in your home*, by phone or email, charged as a fee-for-service</li> </ul> <p>* Care Advisor only **no charges apply</p>



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## Why choose us?

We offer you the services and supports you need at all stages of life. We collaborate with you, ensuring you can choose how we support you according to your unique needs. Whatever you need to remain confident and independent at home and connected to your community, we can help you.

Our network of metropolitan and regional offices means we deliver services that are in the area where you live, so our staff are responsive to local needs.

## Your care team

- We offer you a professional care team that meets your needs and preferences
- We keep the teams small so your care is more personalised
- You can decide how we deliver services for you
- We are part of your local community
- We screen our staff carefully and ensure that they complete an annual training program.

## Our Services

We offer a range of personalised and flexible services to meet your needs. Our staff can assist you to build your package of care services, or you can choose your own services that include:

Getting around	Transporting and accompanying you to appointments and help with shopping, paying bills and running errands
General help around the house	Domestic assistance includes routine household tasks such as cleaning, washing, ironing and making the bed. We can also prepare or organise your meals
Staying safe and well	Assisting you with showering, dressing and grooming to help you look and feel your best. We can also help you to get in and out of bed and help you with your medication
Socialising and companionship	Spending time with friends and family is important, so we offer support to make sure you don't miss out. Whether it is going out for coffee or lunch, visiting friends or family, going to the movies, weddings and parties, we can help with anything you enjoy
Caring for your carers	We offer primary carers help with, or a short break from, their caring responsibilities. Respite care is available in your home or in the community, individually or in a group. Care can be provided as a regular planned service, or in response to an unexpected event
Staying with you overnight	Enjoy peace of mind with overnight support in your home. This might include helping you prepare for bed, being close by if you need assistance overnight and helping you get ready in the morning
Nursing	Our nursing team can support your clinical needs, including health and wellbeing assessments, medication management, wound care and pain management
Pet care	We know that pets are a much loved part of the family and great source of companionship and enjoyment. Our care team can assist you to care for your pets
Technology to help keep you safe and independent	Solutions include personal alarm monitoring with 24-hour response and devices that will detect if you have fallen Smart plugs that fit between any appliance and the wall socket to measure your everyday activities. The plugs operate 24 hours a day, and alert your family or friends if something happens to you at home
Digital skills and experiences	Staff can help you learn new skills. Learn to shop online, use your iPad or tablet, use Skype and FaceTime or access telehealth services to maintain your independence, and stay connected with your family and community
Care Advisory Service	Offer health and wellbeing assessments, information and advocacy, and referrals to other care services such as podiatry, physiotherapy, ramps or hand rails



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## Mercy Health and other Service Providers

Service	Rates
Services provided by Mercy Health staff	service cost only
Services provided by your choice of service provider	Service cost + 5% invoice handling fee

Home Care Package Pricing	Full Support				Self-Support			
	1	2	3	4	1	2	3	4
Package Level								
Your monthly government subsidy	\$744	\$1,309	\$2,848	\$4,317	\$744	\$1,309	\$2,848	\$4,317
Less Package Management Fee (14%)	\$104	\$183	\$399	\$604	\$104	\$183	\$399	\$604
Less Care Management fee	\$126	\$223	\$484	\$734	\$60	\$105	\$228	\$345
= Your monthly funding to spend on services	\$513	\$903	\$1,965	\$2,979	\$580	\$1,021	\$2,221	\$3,368
Ongoing Care Management	All included at no extra charge				Charged as a fee for service based on what you request us to do			
Exit fee	\$510				\$510			
Ongoing service costs	Please see Schedule of Fees							

## Schedule of Fees

Service	Service availability	Rates (ex GST per hour)	
Domestic Assistance	Monday – Friday 6.00AM – 8.00PM	\$54.90	
	Saturday	\$71.65	
	Sunday	\$84.65	
	Public Holiday	\$113.65	
Getting Around, Personal Care, Respite Care, Pet Care, Digital Skills and Experiences	Monday – Friday 6.00AM – 8.00PM	\$57.30	
	Monday – Friday 8.00PM – Midnight	\$69.15	
	Saturday	\$74.70	
	Sunday	\$88.30	
	Public Holiday	\$117.90	
Overnight Care 8 hrs continuous inactive care plus 1 active hour	Sunday – Thursday nights	\$288.50 per shift	
	Friday night	\$331.45 per shift	
	Saturday night	\$349.65 per shift	
	Public Holiday	\$510.95 per shift	
Nursing Care	Monday – Friday 6.00AM – 8.00PM	Enrolled Nurse	Registered Nurse
		\$79.90	\$110.00
	Saturday	\$103.70	\$143.10
	Sunday	\$119.80	\$165.00
Public Holiday	\$143.60	\$194.90	



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Self-Support additional charges	Service availability	Rates (ex GST per hour)
In person Care Advisory support	Monday – Friday 8.30AM – 5.00PM	\$103.19 per hour
Support, coordination and advice	Monday – Friday 8.30AM – 5.00PM	\$22.95 per 15 min contact
Support, coordination and advice	Out of hours	\$27.70 per 15 min contact

Phone: 1300 478 776

Email: [MHCS@mercy.com.au](mailto:MHCS@mercy.com.au)

Web: [www.home-care.mercyhealth.com.au](http://www.home-care.mercyhealth.com.au)