

# Home Care Packages

At Ryman Healthcare Villages







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# What is a Home Care Package?

A Home Care Package (HCP) is a government-subsidised aged-care service that enables you to access care services within your own home.

They are suitable for those who need help with a number of everyday tasks, from home cleaning and daily support to transport and social outings. HCPs are one of the main ways that older Australians access in-home support.

There are four levels of government HCPs available. These begin at level 1 for basic care needs and progress through to level 4 for high care needs.

Having the packages categorised in four levels will allow you to access the care you need now and, as your needs change, we can support you to apply for an increase.

Level

1

Basic care needs

Level

2

Low-level care needs

Level

3

Intermediate care needs

Level

4

High-level care needs



# Why choose Ryman?

Ryman have a dedicated Home Care Team who can guide you every step of the way. From applying for a government subsidy to tailoring home care services to your individual needs. We can also help you maximise funding so that you are reaping the benefits of the full-service package.

- ✓ Ryman has been providing aged-care services for over 35 years - it's what we do best
- ✓ We are an approved provider of HCP's and short and long-term private home care services
- ✓ Ryman staff are fully trained and qualified to provide HCP services
- ✓ As an existing Ryman resident, you can access the services of a HCP within your existing apartment or villa
- ✓ We're always looking at ways to improve your experience with us - continued innovation is a no-brainer.



# What services can I have?

Ryman Healthcare can provide you with the care and support services you need.

These vary from home cleaning and daily support to transport and social outings - all based on your assessed package level.

Ryman also offer a wide range of activities and social events. Our team will support you to ensure that your interests and hobbies are catered for.



## Personal Care

Showering and bathing assistance including hair washing

Assistance with compression stockings

Personal grooming, including hair styling, make up and nail care

Dressing and undressing

Incontinence management

Getting in and out of bed



## Domestic tasks

Vacuuming, mopping, and dusting

Making or changing the bed

Laundry and ironing

Meal delivery, grocery shopping and meal preparation

General cleaning, rubbish collection

Washing or walking your pet



## Companionship

Help running errands

Transport

Company at appointments

Personal hobbies and interests

Social outings or events

Someone to have a cuppa and chat with

Play games or watch a movie



### Allied Health

In-house podiatry and physiotherapy

Administering medications

Wound care

Catheter assistance

Help with arranging other health services



### Aids & equipment

Mobility aids

Support with technology

Personal alarms

Communication aids

Other aids and equipment related to your care



### Carer support

Support to organise respite care

In-home respite care

Overnight care

Our team will discuss your options and can help tailor them to your individual needs and likes. It's your package, done your way. We can also

help you with support while you wait for your Home Care Package, either by accessing other government funding or private funding.

# Funding and costs

## Government Home Care Packages (HCP)

The below table illustrates the levels of packages and entitlements following assessment.

Package level		Level 1	Level 2	Level 3	Level 4
Home care package funding (approximate)	Annual	\$9,026	\$15,878	\$34,551	\$52,378
	Per fortnight	\$347	\$611	\$1,329	\$2,015
Care management fee *	Per fortnight	\$42	\$73	\$160	\$242
Package management fee **	Per fortnight	\$49	\$86	\$186	\$282
Funds available to spend on services	Per fortnight	\$259	\$452	\$983	\$1,491
Income Tested Care Fee (ITCF)	This is determined by the Department of Human Services based on your assessable income. It does not include the value of your home or other assets.				





## Ryman home care rates

	Week day	Weekend	Public holiday
 Domestic services	\$55	\$85	\$110
 Personal care	\$55	\$85	\$110
 Companionship, activities and outings	\$55	\$85	\$110

All fees above are per service.  
Week day services – 7.30am and 8pm.  
Services outside of hours are by negotiation.

### \* Care management fee

Care Management is a key component of every HCP. It provides you with the appropriate level of support that meets your current and future care needs. Care Management is based on your package level and may include:

- Reviewing your Home Care Agreement and Care Plan
- Coordination and scheduling of services
- Liaising with your support network including medical practitioners and allied health providers to ensure you are receiving the services you require
- Identifying and addressing risks to your safety.

Care Management is conducted in person, via phone call or email.

### \*\* Package management fee

This includes the ongoing administration and organisation

associated with the delivery and management of your HCP, such as:

- Preparing monthly statements
- Managing your package funds
- Compliance and quality assurance activities required for your HCP.

### Cancellation of services

To ensure you are not charged for cancelling a service, we require 24 hours notice.

### Terms and conditions

- Prices are reviewed periodically. We will provide four weeks' notice of any price increase.
- All prices exclude GST.
- Clinical services are up to 30 minutes, longer services will be charged at a rate of 15 minute increments.
- Additional 10% handling fee will be added for all external service.

# Accessing a Home Care Package?

Ryman's Home Care Team will guide you through the process of applying for a Home Care Package.

Our in-depth knowledge will help make this a simple and stress-free process.



## Step 1

Call Ryman's Home Care Team on **0407 940 902** to arrange a consultation



## Step 2

Our Home Care Team will provide instructions on how to complete a simple over-the-phone assessment with My Aged Care



## Step 3

The Aged Care Assessment Service (ACAS) will then arrange a full in-home assessment with you



## Step 4

Based on the results of your assessment, you will receive a package-approval letter confirming your determined package level.



## Step 5

From here, you will be listed on the national queue until government funding is allocated



## Step 6

You will receive a letter to confirm that funding has been allocated, followed by an additional letter detailing your funding referral code



## Step 7

You Ryman Home Care Team can then support you to tailor Home Care services to your individual needs.





# Call Ryman's Home Care Team today

0407 940 902

[rymanhealthcare.com.au](http://rymanhealthcare.com.au)

## Additional aged-care support

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### Elder Rights Advocacy

1800 700 600

[era.asn.au](http://era.asn.au)

### Aged Care Quality and Safety Commission

1800 951 822

[agedcarequality.gov.au](http://agedcarequality.gov.au)

### My Aged Care

1800 200 422

[myagedcare.gov.au](http://myagedcare.gov.au)