



care  
connect



Simplified,  
personalised,  
aged care  
at home.

*Life, made easier*





Not-for profit



Established in 1994



Independent



85,000+ Clients



Approved Home Care Package provider



Accessing aged  
care at home can  
be a challenge ...

Care Connect will connect  
you with the care you need  
*so you can live your best life.*



Care Connect is an independent, not-for-profit approved Home Care Package provider that understands how important it is for you to live at home and remain independent.

Since 1994, Care Connect has partnered with more than 85,000 people just like you.

With access to one of Australia's largest networks of care workers, Care Connect ensures a personalised and consistent quality of care, supporting you to maintain your independence, freedom and comfort at home.

Care Connect is here to simplify and personalise your aged care journey, making life easier.

A handwritten signature in blue ink, appearing to read 'Paul Ostrowski'.

**Paul Ostrowski**  
Chief Executive Officer - Care Connect

# How can Care Connect help me?

1.

**Care Connect will provide clarity on your home care options and what is most suited to your needs;**

Care Connect understand the challenges you face at this time in your life.

Everyone's circumstances are different, so Care Connect invest the time to properly understand your or your loved one's circumstances.

The team is here to ensure you receive personalised, tailored aged care services and support that's right for you.

2.

**Care Connect will support you or your loved one to navigate the aged care system;**

When it comes to finding the right Home Care Package, Care Connect understands the complexities.

Our experienced and friendly team is here to help prepare you for all the challenges along the way and ensure you are guided towards the best solutions.

This important yet complex process is provided **obligation free**.

3.

**Care Connect will partner with you to achieve the best possible outcome;**

Once you have been allocated your Home Care Package, Care Connect will partner with you to create a personalised care plan, removing the stress from managing your services, and making life easier.

The team at Care Connect is passionate; they understand how important it is for you to stay at home and care about making it happen.







"I was very pleased with the way Care Connect looked after me. They were very helpful and always looking to find the solutions to all my enquiries and explain in a very clear way any of my doubts."

**Level 3 client from Greater Sydney**



Need help?  
**1800 692 464**



# What is Care Management?



*Talk in person with your Care Manager who will visit you at home when permissible.*

*\*Care Management will differ significantly between ALL providers.*



## 1.

**Our Care Managers are passionate professionals, committed to delivering trusted and personalised care.**

Throughout your care journey, they will share experience and valuable insights with life-long benefits.

Care Management, the Care Connect way, will focus on simplifying complex information, helping you to feel safe, secure and at ease.

This comprehensive service is here to support you to feel empowered, hopeful and energised to live your best life.

## 2.

**How will a Care Connect Care Manager support me?**

Answer your questions & share information

Listen & learn about you and your life

Collaborate with you to set goals for the future and create a tailored & comprehensive care plan

Set up & monitor your schedule of services

Build & encourage improvements

Advocate for you and support you to engage with your local community

Manage budgets and administration

Listen to your feedback

Be responsive to your changing needs



## 3.

**What are the benefits of Care Management?**

Live at home confidently, safely and happily

Feel hopeful and energised about the future

Be relieved of the pressures of the unknown and understand process and procedures

Become aware of valuable resources

Receive quality care and services

Receive encouragement to join new local community activities

Be relieved of time-consuming, complex tasks

Feel a sense of safety and security

Have a trusted partner in aged care



" My Care Manager helps to explain – and takes time to advise me of any changes... She is very understanding [and] considerate to all of my needs."

**Level 1 client from Northern New South Wales**



Need help?  
**1800 692 464**



# What is a Home Care Package?

1.

**A Home Care Package is flexible in-home support funding designed to provide a wide variety of services.**

The Government offers Home Care Packages to support you to live at home.

You may be considering a Home Care Package for yourself or a loved one to support you/them in activities such as the weekly shop or gardening.

Your health, wellbeing, and circumstances determine eligibility for a Home Care Package.

2.

**The Government requires a formal assessment of your eligibility to access a Home Care Package.**

You can apply for a Home Care Package through My Aged Care. Navigating the aged care system can be daunting. Care Connect understands this challenge.

Our helpful and friendly team is here to share their valuable experience as they simplify your journey, guiding you through each stage of the process. Maximising the quality of your care outcome are our priority.

3.

**Packages are available in four levels of support, catering for basic needs through to more complex needs.**

Each level of Home Care Packages provide a different subsidy amount that can be spent on services and products that best support your independence, health and safety.

With access to one of Australia's widest networks of care workers, Care Connect will tailor flexible and independent care options to your goals and package level.







"Care Connect is very understanding and explain everything very clearly. Good staff members..."

**Level 3 client from Victoria**



## Home Care Package

Annual Government subsidy

*\*As at July 2022*

|         |           |        |             |
|---------|-----------|--------|-------------|
| Level 1 | \$ 9,179  | Approx | 1-2 hrs p/w |
| Level 2 | \$ 16,147 | Approx | 2-4 hrs p/w |
| Level 3 | \$ 35,138 | Approx | 4-6 hrs p/w |
| Level 4 | \$ 53,268 | Approx | 8+ hrs p/w  |



Need help?  
**1800 692 464**



# What are the benefits of choosing Care Connect?

1.

**Care Connect is here to support your independence, freedom and comforts at home.**

Care Connect understands your choice to live at home, so our team work hard to build a community of care, comprising your dedicated Care Manager, your care workers, and local groups offering social activities you may enjoy.

Your Care Manager and their team will advocate for you if required, so you can live confidently, happily and safely at home.

2.

**Care Connect will simplify and personalise your aged care journey, making life easier.**

Care Connect invest time in getting to know you and your personal circumstances, the care you may already be receiving—for example, from family members—your health and care needs, and your goals.

With our dedicated Care Managers, you benefit from a thorough and tailored care plan that helps you access the supports you need to stay at home.

3.

**You will benefit from our trusted and personalised Care Management, which has supported people since 1994.**

Care Connect has provided more than 85,000 people with the independent and tailored care they need to stay living at home.

Our personalised approach to your care is strengthened by the fact that Care Connect is a not-for-profit organisation providing a vital service and doesn't believe it would be fitting to profit from it.







" Friendly, experienced staff who are very approachable with a lot of knowledge about services."

**Level 2 client from Victoria**



Need help?  
**1800 692 464**



# How do I get started?

1.



**Call our friendly team who will guide you through the 'My Aged Care' registration process.**

- To apply for a Home Care Package, you will need to register with 'My Aged Care'. This will take approximately one hour and is completed online or via the phone.
- The Care Connect team is here to make this process easier. Please call 1800 692 464.
- There is no obligation to join Care Connect at this stage.

2.



**Meet the Aged Care Assessment Team (ACAT), who will come to your house to discuss your needs.**

- The ACAT is a Government representative.
- You can expect some questions about how you manage day-to-day activities or where you think you need support. They may also ask to speak to your doctor or specialist.
- Care Connect will not be present at this meeting but will provide helpful advice on how to best prepare you for this conversation.

3.



**Receive the outcome of your assessment regarding the level of care you have been approved for.**

- You will receive a letter from 'My Aged Care' with this important information.
- Not everyone qualifies for a package. However, Care Connect is here to share our expertise and discuss other options you may be eligible for.
- Over 90% of our clients are eligible for other funding such as the Commonwealth Home Support Programme.





4.

**Join the national Home Care Package waiting list and apply for interim care services.**

- Care Connect can arrange for interim care while you wait in the queue for a package to become available.
- During this time, you will receive a letter with an update from 'My Aged Care' on how you are progressing in this queue.
- This list is managed by 'My Aged Care' and may take up to 12 months.

5.



**Receive a letter confirming your Home Care Package is assigned and its start date.**

- This is the letter you have been patiently waiting for.
- Now is the time to start looking for an approved Home Care Package provider, at this point we ask you to consider Care Connect.
- To commence your services, you must pass on the referral code (in this letter) within 56 days to your chosen provider.

6.



**Create a care plan that outlines your goals for the next 12 months, to support you living at home.**

- Unlike other providers, your dedicated Care Connect Care Manager will help you create a comprehensive care plan.
- Your care plan will combine services, products and possibly activities personalised and tailored to your needs.
- When you choose Care Connect as your approved Home Care Package provider, you can start enjoying services within 4-6 weeks of finalising your care plan.





# Where can I go with a question?

**[www.careconnect.org.au](http://www.careconnect.org.au)**

## **1. Packages**

- What is a Commonwealth Home Support Programme (CHSP)?
- What is a Home Care Package (HCP)?
- What are the differences between CHSP and HCP?

## **2. Support**

- What are some tips to help me choose my home care provider?
- What questions should I ask before choosing a provider?
- How do I get started on my aged care journey?
- How do I talk to my parents or loved one about aged care at home?

## **3. Services**

- What services can I access?
- How much do services cost?
- What fees will I be charged?
- What is a handling fee and when is it charged?
- What is the income-tested care fee?



# Glossary

## Approved Home Care Package provider

If you provide government-subsidised Home Care Package services, you must meet certain responsibilities. You must do things like meet quality standards, use a consumer-directed care approach, provide home care agreements and monthly statements, and manage subsidies, fees and services.

## ACAT

Aged Care Assessment Team.

This team undertakes the assessments of people seeking access to Commonwealth Home Support Programme, Home Care Packages or residential care placement.

## Capacity building

Capacity building is the process of working with people's skills and resources and building on these skills and resources to support them to be self reliant, as individuals and as communities.

## Care Management

Care Management is a collaborative process of assessment, planning, facilitation and advocacy for services to meet an individual's health and social support needs through communication and available resources to promote quality cost effective outcomes.

## Commonwealth Home Support Programme - CHSP

CHSP is entry-level home care for older people who require a small amount of support. Funding allows for a few hours of weekly help. You will have to make a financial contribution towards your services, usually on a service by service basis.

## Complex needs

People with complex needs are understood as having multiple issues in their lives which can include mental health and developmental issues or problems finding housing, etc. These needs often require individuals to access services and support from a wide variety of government systems and community organisations.

## Eligibility

All programs have a set of requirements that a person needs to meet to be able to receive services or be part of the program. Often they are linked to the person's age, a physical or mental health condition or disability, where they live or who they live with. Whether or not a person meets these criteria is what makes them eligible (or ineligible) for a program or service.

You may be eligible if you have:

- noticed a change in what you can do or remember
- been diagnosed with a medical condition or reduced mobility
- experienced a change in family care arrangements, or
- experienced a recent fall or hospital admission.

## Home Care Package - HCP

Home Care Package - a federally funded package of care to support older people to remain living at home. This package provides higher levels of care than CHSP.

## Holistic

Incorporating all parts of a client's life when setting goals and working with a client. Very similar term to comprehensive.

## Individualised budgets

An amount of money that has been assigned to an individual (as opposed to a group of clients) to spend on approved services. Services must fall within the amount allocated.

## Informal supports

Informal support systems are generally families, friends, associates, etc. that will assist a client with the support they need. They do not receive funding for the support that they give. Informal support people can give support daily, or occasionally, they can live with the person they support or they can live separate from them.

## My Aged Care

The My Aged Care website has been established by the Australian Government to help Australians navigate the aged care system. The Gateway is part of the Australian Government's changes to the aged care system which have been designed to give people more choice, more control and easier access to a full range of aged care services.

## Quality of life

Quality of life refers to the degree of enjoyment and satisfaction experienced by clients in everyday life as opposed to financial or material wellbeing.



Need help?  
**1800 692 464**





Care Connect has offices across three states,  
however all our teams are local.

**Victoria - National Office**

Level 1, 204-206 Gipps Street, Abbotsford, Victoria 3067

**New South Wales**

Suite 210-211, Level 2, 14 Lexington Drive, Norwest Business Park,  
Bella Vista, New South Wales 2153

**Queensland / Northern New South Wales**

Suite 39, Level 3, 75 Wharf Street, Tweed Heads,  
New South Wales 2485

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website**



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1800 692 464 | [careconnect.org.au](https://careconnect.org.au)

