



## HOME CARE PACKAGE



1300 272 222 | [homecare@ballycara.com](mailto:homecare@ballycara.com) | [www.ballycara.com](http://www.ballycara.com)

## HomeCare Package

A HomeCare package is an individualised package of care and services implemented to assist you to live independently in your own home and community for as long as possible. You may already be receiving services through the Commonwealth Home Support Program and also be assessed for a Home Care Package, others will start with a Home Care Package.

HomeCare Packages have four levels to help meet individual care needs, the level of care required will be determined during your assessment. You may be able to access a lower level package whilst you await assignment of your assessed higher level package.

BallyCara HomeCare Packages allow you to customise how you spend your allocated Government subsidy on support services, home modifications and equipment that promote independence and community living. We help you through the journey by listening and exploring with you, your background, needs and preferences to design the optimal utilisation of available funds.



### Support Plan

BallyCara will have received some information about your care needs from your My Aged Care Support Plan & Client Record assessment, however developing an individual care plan and personal budget is an important part of the HomeCare Package Agreement.

BallyCara will develop your support plan and services based around your individual goals and what best supports your needs. BallyCara will also consider what support you may already have in place, such as carers, family members, friends and other services to best determine where your HomeCare Package funds are allocated.

It is important to recognise that your support plan may change over time due to your changing needs and goals but BallyCara or any provider is unable to change your plan without your agreement. BallyCara reviews all support plans every 12 months or as your needs change. Our staff will always ensure you fully understand how your support plan and budget will operate throughout your journey.

### Safety at Home

As our staff are assisting you at home, we need to make sure that your home is as safe as possible both for you and for the staff who will be working with you. Before we commence services, we will therefore need to look at all the areas of your home in which staff will access. Should areas be identified which may pose safety risks, we will negotiate with you steps to be taken to remove or minimise those risks.

We ask that you inform staff of any new risks as soon as they arise. Examples of risks include faulty electrical cords, unstable furniture, and damage to floors which could lead to tripping. Whenever possible, we will help you to arrange for repairs or modifications so that you are able to live safely and without disruption to your support services.

We also require that you refrain from smoking while BallyCara HomeCare staff are in your home.

## Our Staff

BallyCara HomeCare staff are recruited for their commitment to providing a high level of service to individuals and for their special understanding of meeting the needs of our clients. BallyCara's reliable and responsive staff hold relevant qualifications and must be cleared by a National Criminal History Record check every 3 years.

Our staff engage in continuous education on best practice procedures and individual work practices are monitored to ensure a high level of service. All staff employed by BallyCara HomeCare adhere to our Code of Conduct which specifies the highest standards of conduct and ethical behaviour in their performance of duties with and for clients of the service.

- mental stimulation and emotional wellbeing
- Allied health services by accredited practitioners including Physiotherapy, Occupational Therapy, Exercise Physiology and Podiatry
- Social interaction at home and in your community
- Continence and mobility aids including grab rails

BallyCara has a flexible approach to the delivery of services in your HomeCare Package. The Customer Services Coordinator in your region will ensure your package is tailored to what you require as well as how we can better support you to achieve and maintain your individual goals well into the future.

In conjunction with the Government guidelines, BallyCara's flexible package approach could see you using your funds for additional in-home services; for example, the purchase of household items.



To ensure your services and continuity of care is consistent, BallyCara tries to make sure you consistently see familiar support staff. Your support staff will be informed of your individual needs, preferences and goals and will always support you in a respectful and sensitive manner. BallyCara's restorative approach which includes a wellness focus and aims to inspire healthy and happy living in your community and home.

## Services

Depending on your approved level of HomeCare Package, your services, consumables and minor equipment purchases will be organised in alignment with your individual needs and goals. Services and equipment that may be of assistance to help you remain independent and in your own home include but are not limited to:

- Personal care support
- Assistance to maintain your home environment
- Transport
- Nursing support by Registered Nurses
- Wellness services to promote physical activity,

## Fees

The Australian Government provides a subsidy towards your care through the HomeCare Packages Program. Dependent on your personal circumstances it is expected that you will make a financial contribution towards the cost of your care and services. HomeCare providers can ask you to pay either a basic daily fee or an income-tested care fee, these fees are advised by the Department of Human Services (DHS) and will be discussed with you prior to commencing services.

BallyCara provides monthly financial statements to provide you with full transparency of where your funds are being spent including expenditure and surplus funds moving forward.

### BallyCara is pleased to advise that we:

- Don't charge an establishment fee
- No exit fee
- Reduced management fee



For any further information or questions about BallyCara HomeCare please email us at [homecare@ballycara.com](mailto:homecare@ballycara.com) or phone **1300 272 222**

### **Our BallyCara HomeCare Locations**

#### **Moreton Bay Region**

Ph: 1300 272 222

#### **Brisbane North Region**

Ph: 1300 272 222

#### **Logan Region**

Ph: 1300 272 222

#### **Gold Coast Region**

Ph: 1300 272 222

#### **Melbourne Region**

Ph: 1300 037 542

