

Jewish  Care
You're in good hands

The most trusted name in Home Care

Consum^{er} Directed Care



What is Consumer Directed Care?

Australian Government Home Care Packages help you to live independently in your own home for as long as possible by providing a subsidy towards a package of care.

These Packages are provided under a Consumer Directed Care (CDC) model which places you at the centre of your own care requirements. CDC gives you control, flexibility and choice over how your services will be provided in order for you to achieve your goals.

JewishCare – The most trusted provider of CDC packages

JewishCare provides the widest range of services and resources to help older people to remain in their own homes living active and independent lives. JewishCare is the most trusted name in our community and is a guarantee of the highest quality of care. Importantly the majority of people who will provide the care in your home are employees of JewishCare which ensures the highest standard of service to you.

JewishCare adopts a Person Centred Approach which acknowledges that you and your family are the best authorities on what type of help will make a difference to your life. JewishCare's caring and experienced staff will work with you to determine how this assistance can be provided.

Why choose JewishCare?

You will not pay a basic daily fee when you choose JewishCare to provide your package.

JewishCare is big enough to have the widest range of resources with guaranteed best practice but small enough to really care about you and your individual needs. Our experienced and caring staff are able to provide and co-ordinate the help you may need now and in the future. All staff have a good understanding of the community and are culturally aware of your needs.

JewishCare has a wide range of services that can support you beyond the provision of care at home. This can involve Friendship Clubs, access to volunteers in certain cases as well as various appropriate programs.

See Page 7 for an explanation of terms.

JewishCare was selected by the New York based Conference on Material Claims Against Germany (Claims Conference) to provide Home Care to eligible Holocaust Survivors.

Types of CDC Packages

There are four package levels which are structured as follows:

- **Level 1** supports people with basic care needs
- **Level 2** supports people with low-level care needs
- **Level 3** supports people with intermediate care needs
- **Level 4** supports people with high-level care needs

Each level provides a different subsidy amount which is managed by an approved care provider, like **JewishCare**. This subsidy contributes to the total cost of your service and care delivery along with any income-tested fee assessed by Government.

How do I get started

1. If you have not yet been approved for a CDC package
 - a. You will need to be assessed by the Aged Care Assessment Team (ACAT) which is a government organisation. We can arrange this with you.
 - b. Visit My Aged Care website: www.myagedcare.gov.au
2. If you have a CDC package with another provider

In many cases we are able to provide a more beneficial range of support services for you. This may relate to the free add-on services that other providers cannot provide or it may relate to the quality of our employees.

Whichever category you are in...

**CALL JEWISHCARE TODAY
TO FIND OUT HOW WE CAN HELP**

**CALL 1300 133 660 OR EMAIL
firstcall@jewishcare.com.au**

Pathways to assessing a home care package

1

OUTCOME OF YOUR ASSESSMENT

Confirmation of your eligibility to receive a package

2

RESEARCH POSSIBLE PROVIDERS & COSTS

Make enquiries about who will provide your service

3

ASSIGNMENT OF A HOME CARE PACKAGE

Confirmation of your package and provision of a unique package number

4

ENTER INTO A HOME CARE AGREEMENT

Start negotiation with your preferred provider to develop a care plan and Home Care Agreement

5

MANAGE YOUR SERVICES

Start receiving home care services and manage services as your needs change



What can be provided on a CDC package?

The range of care and services available at any level of Home Care Packages includes the following:

CARE SERVICES	
Personal services	Assistance with: bathing, toileting , transfer (including in and out of bed) etc.
Activities of daily living	Assistance with: communication including assistance to address difficulties arising from impaired hearing, sight or speech, or lack of common language etc
Nutrition, hydration, meal preparation and diet	Assistance with preparing meals, eating aids and assistance with actual feeding if necessary
Management of skin integrity	Providing bandages, dressings, and skin emollients
Continence management	Assessment for and, if required, providing disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas
Mobility and dexterity	Providing mobility aids like crutches, walking frames, mechanical devices for lifting, bed rails etc.
SUPPORT SERVICES	
Support services	Includes: cleaning, personal laundry, gardening etc. Rehabilitative, emotional support, on-call access to emergency assistance, transport and personal assistance. Can also include modifications to the home, such as easy access taps, shower hose or bath rails. Arranging social activities and providing or coordinating transport to social functions.
Leisure, interests and activities	Includes: encouragement to take part in social and community activities
CLINICAL SERVICES	
Clinical Services and care	Includes: nursing, allied health and therapy services
Access to other health and related services	Includes: referral to health practitioners or other service providers



What cannot be provided on a CDC package?

- use of the package funds as a source of general income (the package funds are not cash and cannot be paid directly to you)
- purchase of food, except as part of enteral feeding requirements
- payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- payment of home care fees
- payment of fees or charges for other types of care funded or jointly funded by the Australian Government
- home modifications or capital items that are not related to your care needs
- travel and accommodation for holidays
- cost of entertainment activities, such as club memberships and tickets to sporting events
- payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme (comprehensive clinical or health services)
- payment for services provided by informal carers (family members or friends)

CDC Monthly Budget example

Income		
	Government funding (allocated to you)	\$1000
	Total monthly income	\$1000
Expenses		
	Home support (cost of services provided)	\$550
	Administration fee (see page 7)	\$150
	Case management (see page 7)	\$100
	Other purchases (see page 7)	\$50
	Total monthly expenses	\$850
	End of monthly balance (will be carried over for the following month)	\$150

Income tested fees may apply

“

I'd like to express my deepest thanks and gratitude for your help. You can't even imagine how much you have assisted me in such difficult health wise time for me. Your professional experience and approach was amazing.” – Ilya Tovbis

Frequently asked questions

What does the Consumer Directed Care (CDC) approach for Home Care Packages mean?

It means that you will have a lot of flexibility and choice about how the funds allocated to you in your Home Care Package (HCP) are used. You can get the things you think will make your life easier. You will be in charge of making decisions regarding your care needs.

Who is it funded by?

Commonwealth Government funds HCP and JewishCare is an approved aged care provider.

How much funding will I have?

It will depend on the level of Home Care Package you have been approved to receive.

How much will I have to pay for my package?

You will have a budget allocated for your Home Care Package, which consists of the funds the government has allocated to you and any income tested fees (if you've entered into Home Care after 1 July 2014). The income testing arrangements are administered by the Department of Human Services.

How long do I have to pay Income Tested care fees?

There is a lifetime limit on income tested care fees of approximately \$67,409.85. Once this amount has reached this cap, no further means tested care fees are payable during your lifetime. The maximum amount payable by part pensioners is approximately \$5,617.47 per year and for self-funded retirees it is approximately \$11,234.96 per year.

Can I hold my government funding in my personal bank account?

No. An approved aged care provider like JewishCare holds these funds on your behalf and works with you to manage your budget to best meet your aged care needs.

What kind of assistance can I have with this funding?

There are three main kinds of assistance you can receive: Care, Support, Clinical Services.

How many hours of service can I get?

The number of direct hours of service will depend on funds available in the budget.

Who will help me manage my budget?

A Case Manager who will be allocated to you will assist with managing your budget on a regular basis. You will also be provided with an end of month statement with details of your budget.

What type of charges will come out of my budget?

Charges include direct hours of service, administration, case management fee and any external services purchased from the budget. All of these charges are charged against your overall budget.

What kind of qualifications do my care workers have?

JewishCare workers have a minimum Certificate III in Aged Care. Most of the staff also have attained a Certificate IV in Aged Care. All staff have a valid First Aid certificate and receive continuous training in areas of dementia, mental health, disability, Jewish culture, empowerment and enablement of individuals.

All care workers go through an interview, Police Check Certificate and reference check. We also have many bilingual and multilingual care workers.

Can I have a weekend or evening service?

Weekend or evening services are available at your request. However, weekend and non-standard hour fees apply.

Can I manage my own package?

No. Your case manager will work with you to manage your package.

Can I continue to receive services funded by the Claim Conference?

Yes, however you must use your Australian government funded package first. JewishCare will manage both packages.

Explanation of terms

Aged Care Assessment Team (ACAT)

If you are no longer able to manage at home the Aged Care Assessment Team helps you to determine what kind of care you can receive at home. ACAT will ask you to nominate your providers of choice and link you appropriately. You must keep a copy of your individual ACAT assessment.

Budget: What is an individual budget?

Your individualised budget is based upon the income available (determined by the package level) and planned expenditure.

Your budget is developed in partnership with you (or your representative) and your Case Manager. Your budget is prepared on a monthly basis but will be evaluated with any adjustment to your service provision or additional purchases. You will receive a monthly statement to detail how the budget is being spent.

Government Funding

The amount of money the government will contribute to your package. This will depend on the level of care you have been approved for during your ACAT assessment. You will either be approved for a Low Level Home Care Package (Level 1-2) or a High Care Home Care Package (Level 3-4).

Income Tested Fee

People with higher incomes may be asked by the government to contribute more to the cost of their Home Care Package as assessed by the Department of Human Services. Refer to MyAgedCare Fee calculator for more information.

Support services

Practical assistance provided to assist you to meet your aged care needs. Typically services include transport, meal preparation, shopping assistance, personal care and domestic assistance.

Other purchases

Those purchases that are not associated with services i.e. equipment, home maintenance and modification and brokerage of other suppliers/ service providers.

Case Management

Your Case Manager will work with you and your carer/family to meet your aged care needs, plan a course of action and work with you to achieve the goals you have outlined. This may include communicating with other services and organisations, sourcing equipment, managing staff, discharge planning from hospital, formal assessment and regular budget meetings so you know how to best utilise the fund at your disposal.

Administration Fee

Administration costs – the costs for Jewish Care to administer the budget and manage your Home Care Package. The administration fee covers: setting up arrangements for a new consumer, rostering of staff, establishing contracts with sub-contracted providers, staff wages, continuous improvement (i.e. staff training), government reporting, insurance etc

Monthly Statement

Summary of the monthly budget which allows you to monitor your income and expenses and track your budget's progress.

For further information

COTA www.cotansw.com.au

MyAgedCare www.myagedcare.gov.au

Jewish Care NSW www.jewishcare.com.au

Contact

FirstCall JewishCare 1300 133 660

E firstcall@jewishcare.com.au W www.jewishcare.com.au

You can follow us on JewishCareNSW



3 Saber Street Woollahra NSW 2025
PO BOX 647 Bondi Junction NSW 1355

North Shore Office

Room 2 / 177 Rosedale St
St Ives 2075
Phone 9488 7100
Fax 9488 7122

The Burger Centre

(a partnership between JewishCare and Montefiore)
120 King Street
Randwick 2031
Phone 8345 9147
Fax 8345 9226

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