

Eligibility

In order to access a Home Care Package (HCP), you need to be assessed and approved as eligible by an Aged Care Assessment Team (ACAT). Once approved and if you choose AVWA as a preferred provider, your name is placed on our waiting list and we will contact you when there is a vacancy.

Information about the aged care services and contact details for your local Aged Care Assessment Team may be obtained from **My Aged Care** website at www.myagedcare.gov.au or the National contact centre on **1800 200 422**.

Care Fee

The care fees, that consumers are asked to pay toward their package of care, include: * Basic Care Fee (which will not exceed 17.5% of the single person rate of the basic age pension), and * Income-tested Care Fee (if your income is over the maximum income for a full age pensioner).

These fees will be discussed with you at the time of admission to the program.

Consumers will not be disadvantaged from accessing the program if they are experiencing financial difficulties.

Updated: 25/11/2016

Complaints

You are entitled to make, without fear of reprisal, any complaint about the provision of home care. Consumers or representatives may contact the following organisations at any time if they have issues of concern.

Australian Vietnamese Women's Association Inc.

Manager of the HCP Program
Ph: 9396 1922

Department of Social Services

Ph: 1300 653 227

Aged Care Complaints Scheme

Ph: 1800 550 552

Seniors Rights Victoria

Ph: 1300 368 821

Contact us

For further information, please contact our bilingual Vietnamese English speaking staff.

HCP Program – Western region:

Ph: 9396 1922

Email: hcp-west@avwa.org.au

HCP Program – Northern region:

Ph: 9428 9078

Email: hcp-north@avwa.org.au

HCP Program – Southern & Eastern regions:

Ph: 9546 2699

Email: hcp-south@avwa.org.au

hcp-east@avwa.org.au

Visit our website: avwa.org.au



Australian Vietnamese Women's Association Inc.
HỘI PHỤ NỮ VIỆT ÚC



**HOME CARE
PACKAGES
PROGRAM**

Wishing to stay at home longer?

The Home Care Packages (HCP) Program is an Australian Government funded program. The aims of the AVWA HCP Program are:

- to assist senior people from Vietnamese background to remain living at home for as long as possible; and
- to enable them to have choice and flexibility in the way that culturally and linguistically appropriate care and support is provided at home.

The Home Care Packages are delivered on Consumer Directed Care basis. It gives you more control and choice about the types of care and services you receive, how care is delivered and who delivers it to you.



What kind of services will you be provided?

All services of a Home Care Package are delivered by Vietnamese speaking staff. They consist of two parts:

- Case management and core advisory.
- Service provision/ purchasing to meet the individuals' specific care needs.



Case Management

Once you accept a package a Case Manager will be appointed to provide support, care coordination and monitoring your care needs.

The Case Manager:

- assists with care planning, care coordination, monitoring and budgeting of services;
- is the main contact point for you, your carers and other service providers;
- communicates with all parties in regards to what is to be achieved to assist with meeting your care needs;
- undertakes an advocacy role where required to ensure your rights are protected; monitors and reviews your care plan and status to ensure the appropriate assistance is provided.

Services

Direct Care Services

A range of services may be provided under a Home Care Package, including:

- **Personal care** – such as help with showering or bathing, dressing, mobility, meal preparation and eating.
- **Support services** – such as help with washing and ironing, house cleaning, gardening, basic home maintenance related to your care needs, and transport to help you do shopping, visit your doctor or attend social activities.
- **Clinical care** – such as nursing and other health support such as physiotherapy (exercise, mobility, strength and balance) and podiatry (foot care).
- **24-hour on-call service**
- **Support for carers** – such as providing relevant information and temporary respite service.

Other identified services in your care plan to support you to live at home can also be arranged. Whatever is agreed must be affordable within the funding available for the package.