

Your Side



Home *Care* Packages

Information
Handbook
For Customers

yourside.org.au



If you have any
questions, please
contact Your Side on:

1300 134 332
hcp@yourside.org.au

Updated December 2022



Contents

Welcome to Your Side Australia 4

Our Difference 5

Home Care Package 6

Support Services 7

Support Plan 8

Budget 9

Monthly Statement 9

Our Responsibilities as an Approved Provider 12

Your Responsibilities as a Customer 13

Frequently Asked Questions 14

Additional Contacts 18

Our Values 19



Welcome to Your Side Australia

Our vision is that every life can be a good one.

This booklet provides you with a guide to our services, what you can expect, and how to ensure Your Side responds to your needs. Your Side is a leading not-for-profit provider of support services for older people, people living with disability, mental health, and their carers. Over the past 30 years, we've helped more than 500,000 people enjoy greater choice, independence and wellbeing.

Our focus is to offer a high standard of care and service choice so that you can enjoy your life every day.

Do the things you love with all the support under one roof. Time is precious. That is why Your Side gives you more hours of in-home care for less.

Your Side's Home Care Packages provide you with a coordinated service that ensures you can continue to live independently in your own home, with the care, support and time you deserve.

The Benefits of Switching to Your Side:

- » Services tailored to suit your identified care needs.
- » Expert advice and support from a dedicated care team.
- » More regular home visits and reviews to make sure your support changes as your needs change.
- » We have a large Care Worker network and a variety of services to help meet your needs.

Our Difference



TOTAL CARE

Your Side offers a stress free one-stop shop. We support you and your carer to look after your health and wellbeing at home with support services that are tailored to you.

We're here for you	We take the time to get to know you and what's important to you. We'll guide you through the complex aged care system to get the support you need.
Bringing communities together	Connect with others, share your journey and access information to better manage your health and wellbeing.
Competitive fees and transparency	Our package and care management fees are competitive and we are always transparent about what you will be charged. We do not charge additional hourly rates for choosing your preferred care provider, which can really eat into your package. Our hourly rates for care, cleaning and other services remain amongst the best in the market.

The services provided by Your Side via the Home Care Package have been 'out of this world'. The exceptional team there are to be commended for their kindness, assistance, and reassurance throughout our journey. From domestic assistance to social events they have been wonderful!

– Ann Marie & Richard





Home Care Package

A home care package is a Government subsidised program to help you live at home independently for as long as possible.

There are four levels of home care packages to meet different levels of care needs. Packages are designed to be flexible and adaptable to your needs at any given time.

Each level receives a different amount of government funding. The more support you need, the more funding you receive to access the services you need.

The package income sources include:

- » **Subsidy** (funding received from the Government).
- » **Consumer Contribution** (basic care fee, income tested care fee, and/or top up fee, if applicable).
- » **Supplement/s** (if eligible).

LEVEL 1

Basic care needs

LEVEL 2

Low level care needs

LEVEL 3

Intermediate care needs

LEVEL 4

High level care needs

Support Services

- » Self-care
- » Domestic Assistance – such as cleaning, meal preparation, shopping
- » Social Support
- » Companionship
- » Transport
- » Allied Health (Nursing, Continence Management, Occupational Therapy, Physiotherapy, Podiatry) Assistive Technology
- » Equipment
- » Personal Care – such as showering and grooming
- » Home and Garden Maintenance
- » Home Modifications
- » Bespoke services such as massage, counselling, technology training, literacy & education, etc

Plus many more. Your Care Manager will discuss in more detail what your individual care needs are and how to best support you. At Your Side we like to think outside the box so just call us for a tailored package that will suit your identified care needs.

“Your Side’s home care support has really improved my quality life. Cleaning, shopping, medical help and social outings. It’s been amazing.”
– Gloria, 87 years old





Support Plan

An allocated Care Manager will work with you to discuss your care needs and support you to make decisions that improve your health and wellbeing. Your care needs and goals will be outlined in your support plan.

Your support plan will include the following information:

CURRENT SITUATION

Personal background

Medical history

Supports -
informal/formal

SERVICE SCHEDULE

Service provider

Day / Time / Duration

Frequency of service

Type of service

GOALS

At Your Side we work with you on creating your support plan and goals with the aim of increasing a person's quality of life and enabling their independence. We work with our clients to create goals to meet their identified care needs to keep them within their community for longer.

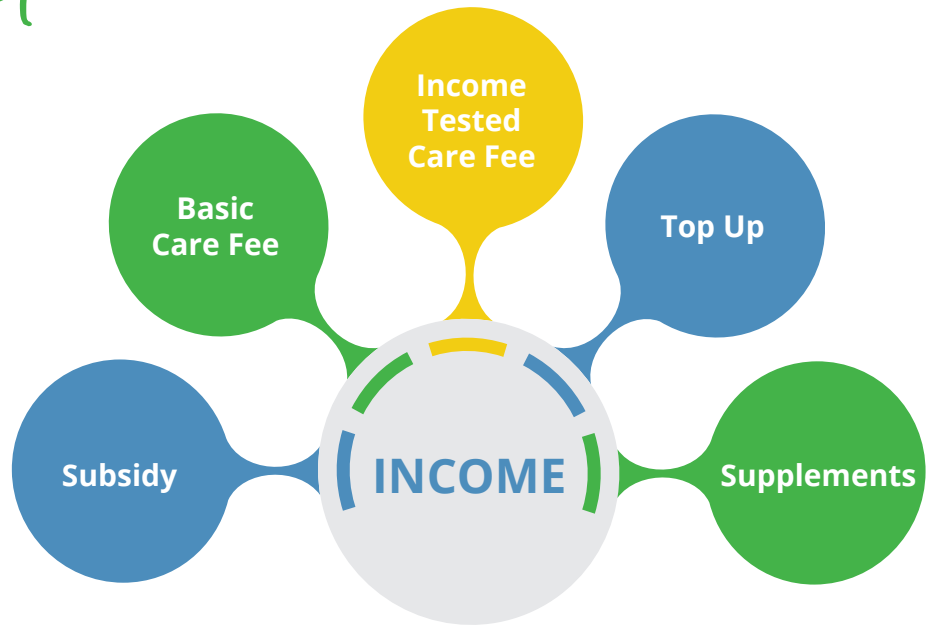
INVOLVEMENT

Choose your services within your allocated funding and we will work with you to best meet your needs

Decide if you would like to appoint a representative

Budget

Your Care Manager will create a personalised budget. This will be tailored to your care needs and goals. The budget will give an overview of how the funds are allocated for different services. This can be changed to suit you as your needs change.



Monthly Statement

Each month you will receive a statement which will itemise the following:



OPENING BALANCE	» Unspent funds from the previous month
INCOME	<ul style="list-style-type: none"> » Government subsidy » Client contribution (if applicable) » Supplement/s (if eligible)
EXPENDITURE	<ul style="list-style-type: none"> » Service delivery charges » Management fee for the package
CLOSING BALANCE	» Unspent funds remaining for the following month



Your Side Australia
 Level 10
 10 Help Street
 Chatswood NSW 2067
 Australia

Monthly Statement

Home Care Packages - (Month)

Recipient: (Customer Name)

(Customer Address)



Any questions?

Call us on 1300 134 332 or
 email us at
hcp@yourside.org.au

Opening Balance (\$ rollover from previous month)

Income Contributions received this month, including government subsidies

Contribution	Rate	Quantity	Subtotal
Home Care Subsidy (Funding received from Government)	\$ (daily rate) x (days in the month) =		
Client Contribution if applicable (e.g income tested care fee, basic care fee, top up fee)			\$ (any income from contribution + subsidy)
Total Income			
Total Funds			\$ (total income + opening balance)

Expenditure These services were finalised during this period

Service/Item	Rate	Quantity	Subtotal
Management Fees	\$ (daily rate) x (days in the month) =		
Services Delivered (Finalised charges)			
Total Expenditure (Management fee + services delivered)			
Closing Balance: (Total funds remaining from Total Income minus Total Expenditure)	Commonwealth funds held by Your Side Funds held by Services Australia		

Services Delivered (invoice not yet finalised) (Pending charges)

Available Funds

Do the things you love with all support under one roof.

Phone: 1300 134 332 | E: hcp@yourside.org.au | W: yourside.org.au
 Page: 1 / 2



Your Side Australia
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Australia

EXAMPLE

Service Summary

Home Care Packages - (Month)

Finalised Charges (Service Delivered, Charges finalised with service provider)

Service/Item	Date	Start	End	Quantity	Cost
Self Care	01/07/2019	01:00PM	02:30PM	1.5 Hour(s)	\$109.14
Self Care	30/07/2019	11:00AM	02:00PM	3.0 Hour(s)	\$141.90
Self Care	24/08/2019	10:00AM	04:00PM	6.0 Hour(s)	\$340.50
Self Care	27/08/2019	11:00AM	02:00PM	3.0 Hour(s)	\$137.70
Allied Health	06/09/2019	02:00PM	02:40PM	0.67 Hour(s)	\$115.58
Transport	10/09/2019	01:53PM	01:53PM	1.0 Each	\$18.20
Allied Health	13/09/2019	02:00PM	02:40PM	0.67 Hour(s)	\$115.58
Self Care	16/09/2019	11:00AM	12:00PM	1.0 Hour(s)	\$59.30
Transport	19/09/2019	03:59PM	03:59PM	1.0 Each	\$13.64
Home Modifications	17/10/2019	12:30PM	12:30PM	1.0 Each	\$484.00
					\$1535.54

Pending Charges (Service Delivered, Charges to be finalised with service provider)

Service/Item	Date	Start	End	Quantity Pending	Cost
Allied Health	09/08/2019	02:00PM	02:40PM	0.67 Hour(s)	\$115.58
Transport	01/10/2019	02:10PM	02:10PM	1.0 Each	\$12.27
Allied Health	04/10/2019	02:00PM	02:40PM	0.67 Hour(s)	\$115.58
Transport	08/10/2019	01:20PM	01:20PM	1.0 Each	\$11.40
Allied Health	11/10/2019	02:00PM	02:40PM	0.67 Hour(s)	\$115.58
Self Care	15/10/2019	11:00AM	02:00PM	3.0 Hour(s)	\$136.41
Allied Health	18/10/2019	02:00PM	02:40PM	0.67 Hour(s)	\$115.58
Self Care	22/10/2019	11:00AM	02:00PM	3.0 Hour(s)	\$136.41
Self Care	31/10/2019	11:00AM	04:00PM	5.0 Hour(s)	\$227.35
					\$986.16

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Page: 2 / 2



Our Responsibilities as an Approved Provider

Your Side partners with a network of experienced service providers. Our Care Manager will arrange the services you need at your home. We'll provide all the details you need including the services being delivered, dates, times and locations.

All our staff and service providers must act in accordance with the Principles of Service Delivery outlined in the Home Care Package Agreement.

“ I was impressed by how quickly you were able to visit me, assess my needs, allow me a choice of services I required and helped me choose my own carers. I think Your Side is a very well run service, the staff know exactly what they are doing and are always available to help their clients. Thank you! ”

– Marianne

Your Responsibilities As a Customer

As a customer you also have responsibilities to follow. You will be provided with this in your service agreement.

PAY FEES	To pay any fee outlined in the agreement.
ATTENDING YOUR SERVICE	You are required to be present when your services are provided. Please provide your Care Manager with 24 hours' notice if you are unable to attend your appointment.
SAFETY IN YOUR HOME	Under the law, your home is considered as a workplace for our staff. Hence you need to make sure that you provide a safe, healthy and hazard-free environment to work in.
SOME THINGS TO CONSIDER	<ul style="list-style-type: none">» Not smoking while staff are assisting you. Refraining from racial, sexual, physical and emotional abuse.» Advising our staff if you have been diagnosed with an infectious illness.» Ensuring your personal mobility equipment is well-maintained and available.





Frequently Asked *Questions*

WHO RECEIVES AND MANAGES THE FUNDING?

Home care package funds aren't paid directly to you. You choose an approved home care package provider such as Your Side to give you support, advice and help to manage your funds.

WHAT ARE MY FEES?

You may be asked to contribute one or both of the following:

Basic Care Fee: Up to 17.5% of the single person rate of the age pension (waived if the subsidy meets your care needs).

Income Tested Care Fee: To determine whether you need to pay an income tested care fee you can either call the Department of Human Services **1800 227 475** or Department of Veterans' Affairs on **13 32 54**. The income tested fee cannot be waived (applicable regardless of which provider you choose to deliver your package). The subsidy is reduced by the income tested care fee amount.

There is a '**Fee Estimator**' on the My Aged Care website which will give you a guide if an income tested care fee is payable. If you choose not to complete the Income Assessment you may be asked to pay the maximum income tested care fee.

AM I ELIGIBLE FOR ADDITIONAL FUNDING (SUPPLEMENTS)?

Individuals with a Home Care Package may be eligible for additional funding, known as a supplement. There are specific assessments and requirements for each of the below supplements. Please talk to your Care Manager for more information.

Supplements include:

- » Dementia and cognition supplement
- » Veterans' supplement
- » Oxygen supplement
- » Enteral feeding supplement
- » Viability supplement
- » Hardship supplement

WHAT HAPPENS WHEN I GO INTO HOSPITAL/RESPITE/TRANSITIONAL CARE OR TAKE SOCIAL LEAVE?

If you take any leave it is important to notify the provider with as much notice as possible. Your package will remain on hold for the duration of the leave period. We cannot deliver services whilst your package is on hold.

LEAVE TYPE	IMPACT OF LEAVE ON SUBSIDY / ELIGIBLE SUPPLEMENTS
HOSPITAL / TRANSITION CARE	<ul style="list-style-type: none"> » The subsidy will reduce to 25% after 28 consecutive days of leave in a financial year. » After 28 consecutive days, supplements are not payable.
RESPITE / SOCIAL	<ul style="list-style-type: none"> » The subsidy will reduce to 25% after 28 cumulative days of leave in a financial year. » After 28 cumulative days, supplements are not payable.

**Upon returning home, your subsidy and supplements (if eligible) will return to be paid in full.*

You may be required to pay fees whilst on leave, please refer to the table below:

LEAVE TYPE	PRE JULY 2014		POST JULY 2014	
	BCF	ITF	BCF	ITF
HOSPITAL	✓	✓	✓	✓+
RESPITE	x	x	x	✓+
SOCIAL	✓	✓	✓	✓◆
TRANSITION CARE	x	x	x	✓◆

Basic Care Fee – BCF

Income Tested Care Fee – ITF

+ *ITF payable for 28 consecutive days in a financial year thereafter can be asked to pay less ITF*

◆ *ITF payable for 28 cumulative days in a financial year thereafter can be asked to pay less ITF*

WHAT IF MY CARE NEEDS CHANGE?

We can review your care needs at any given time. If your current package does not meet your care needs or your care needs change, please advise your Care Manager who is able to assist to make a referral to My Aged Care for a reassessment. If you are already approved for a higher-level package but still waiting for it to be allocated, you may be eligible to get a different priority through a reassessment (the assessor will determine if you are eligible to be moved to a higher priority).

CAN I APPOINT A REPRESENTATIVE?

Yes, please advise your Care Manager how much involvement you would like your representative to have.

CAN I ACCESS AN INTERPRETING SERVICE?

The Translating and Interpreting Service (TIS National) is an interpreting service available. During the implementation process of your package the service is free of charge however once you enter into an agreement the service will be billed to the package. To access **TIS National** phone **13 14 50**.

CAN I CHANGE PROVIDERS?

Yes.

You are in control of who will deliver the care you receive. Should you want to change from your current provider to Your Side please check with your provider what their notice period is. You will need to notify My Aged Care regarding the change of provider request. You will have 28 days to sign an agreement with a new provider.

If you are on a package with Your Side and want to change providers, we require a two week notice period.

WHAT HAPPENS TO ANY UNSPENT FUNDS IF I TRANSFER MY PACKAGE?

Once outstanding invoices paid, any funds remaining need to be transferred to the new provider within 70 days of the agreed end date. You will be notified of what the remaining funds are within 56 days of ceasing your package.

Feedback

Your Side encourages our clients to comment on the quality and nature of the services we provide. We value these comments as they will assist us to continually improve our service. All complaints and comments will be treated in confidence.

a) If you have a comment or complaint about the service, please let your Care Manager know, as many problems can be solved initially through discussion with the person who arranged your service. If you are not satisfied with the outcome or do not feel comfortable in discussing the issue with the case manager concerned, please contact the Team Leader Home Care Packages or Team Leader or Director, Customer Care on **1300 134 332**.

b) If the issue is not satisfactorily resolved, please contact:
Chief Executive Officer, Danielle Ballantine
Your Side Australia
Level 10, 10 Help Street CHATSWOOD NSW 2067
Ph: 1300 134 332

c) If, after approaching the above people, the issue is still not resolved to your satisfaction, you may contact:

- 1. My Aged Care**
Ph: 1800 200 422
www.myagedcare.gov.au
- 2. Seniors Rights Service**
Ph: 1800 424 079
www.seniorsrightsservice.org.au
- 3. Older Persons Advocacy Network**
Ph: 1800 700 600
www.opan.com.au
- 4. Aged Care Complaints Commissioner**
GPO Box 9848 SYDNEY NSW 2000
Ph: 1800 550 552
Online via www.agedcarequality.gov.au





Additional *Contacts*

EMERGENCY SERVICES

Ambulance, Police and Fire Service - 000

24 HOUR HELPLINES

Health Direct Australia - 1800 022 222

Mental Health Line - 1800 011 511

NSW Poisons Information Centre - 131 126

DEMENTIA SUPPORT SERVICES

National Dementia Helpline - 1800 100 500

Dementia Behaviour Management Advisory Service - 1800 699 799

CARER GATEWAY

Monday - Friday, 8am to 5pm - 1800 422 737

Our Values

CUSTOMER FOCUS	We recognise that the support and assistance we provide is critical to the wellbeing and independence of our customers. We respect your choices as individuals, and we understand and accept our responsibility to be mindful and responsive to your needs.
RELIABILITY	We deliver reliable service outcomes to our clients, our service delivery partners, our funders and the community as a whole.
INTEGRITY	We act honestly, consistently, and transparently with one another and in the best interests of our customers and our funding bodies at all times. We are accountable for our actions and understand their importance to our clients and to the community.
QUALITY	We encourage innovation and improvement. We provide consistent quality leadership and financial efficiency. We are future focused and continue to develop our knowledge and skills to ensure that Your Side is sustainable and effective into the future.
CONVENIENCE	Our customers expect quality, peace of mind, consistency and a genuine relationship. We believe that a one-stop-shop will save you time and effort in choosing quality services which support your independence and lifestyle. At Your Side we work hard to make our relationship and service delivery easy and convenient.

“Dad is on a Level 4 Home Care Package and that enables us to have a carer 3 days a week and take him out. The package also helps with household chores. It’s a fantastic service that Your Side offers and I really couldn’t do it without their help.”

– Simone, Daughter to 85 year-old James



Contact Us

If you are interested in getting the right care for yourself or someone you love, contact us.

We're here to help.

YOUR SIDE AUSTRALIA

Level 10, 10 Help St, Chatswood NSW 2067

Call: 1300 134 332

Email: hcp@yourside.org.au

Web: yourside.org.au

Your Side

LET'S CONNECT.



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