







## Package Information

### WHY PICK DIVERSICARE FOR YOUR HOME CARE PACKAGE?

At Diversicare we aim to match our consumers with carers so we can:

-  Deliver consistent services with the regular carers;
-  Focus on consumer input, flexibility and independence;
-  Support you in managing and reviewing your needs as they change;
-  Provide services designed to support your lifestyle choices;
-  Language and cultural compatibility,  
Our carers can speak in excess of 50 languages including: Cantonese, Croatian, Dutch, French, Greek, Hindi, Italian, Japanese, Mandarin, Polish, Russian, Spanish, and Vietnamese just to name a few; and
-  We offer 24hours a day / 7 days a week telephone support.

### WE WOULD LOVE TO TALK TO YOU ABOUT YOUR HOME CARE PACKAGE NEEDS!

You can contact Diversicare on 1300 348 377 or by email at [intake@diversicare.com.au](mailto:intake@diversicare.com.au).

### BUT SOMETIMES YOU JUST WANT TO LOOK AT INFORMATION FIRST!

The following information has been provided for you to help when you are making your choices about your care. We have also provided you with relevant links for extra information.

Diversicare provides for all levels of Home Care Packages (HCP) level 1 to 4;

<https://tinyurl.com/home-care-packages>

It is completely up to the individual, and/or their family/advocates, what their criteria for shopping for a HCP is... sometimes it's the cost of services, the entry costs or exit costs of the HCP, the administration and/ or coordination costs or actually the match of Home Care Worker to the client(s) (language etc.);

<https://tinyurl.com/home-care-agreements>

The government has set a daily rate for a HCP depending on the level of care, following are the current Home Care Subsidy Rates - applicable from 1 July 2018 to 30 June 2019.

|         |    |        |         |
|---------|----|--------|---------|
| Level 1 | \$ | 22.66  | Per day |
| Level 2 | \$ | 41.22  | Per day |
| Level 3 | \$ | 90.62  | Per day |
| Level 4 | \$ | 137.77 | Per day |

More information about these fees is available here: <https://tinyurl.com/fees-and-supplements>

Something to consider before signing up for a HCP is the amount of annual income that you earn;

<https://tinyurl.com/annual-earnings>

We recommend having an income assessment done prior to admission, in this way you will know if there is an income tested fee that may apply.

<https://tinyurl.com/income-assessment>

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## DIVERSICARE FEES AND DEDUCTIONS

As with any service provider, Diversicare has some standard fees and deductions that go with the services we provide. Following is an explanation of what they are and how they apply.

### Set-up Fees

Diversicare **does not** charge an entry or set up fee.

### Exit Fee

Diversicare charges a \$450:00 exit fee if a client chooses to leave Diversicare for their HCP needs. This money is deducted from any unspent Government funds.

What is an exit fee (exit amount)? (from the department of Health website)

An exit amount is a charge that a provider can deduct from a client's unspent home care amount if the client leaves their care. The exit amount can be deducted when a client decides to change providers or if they leave home care. The exit amount is intended to allow providers to recover administrative costs associated with determining and making payment of unspent home care amounts.

It is not mandatory to charge an exit amount. An exit amount can only be deducted if the organisation's maximum exit amount is published on My Aged Care and included in a client's Home Care Agreement; <https://tinyurl.com/exit-amounts>

### Administration Fee

Diversicare charges 10% of the Government Home Care subsidy rate.

### Coordination Fee

Diversicare has the following Coordination fees - to have a clearer understanding what this means for you, please contact us on 1300 348 377.

| Initial elected level of input and involvement in HCP | Meaning   | Fee   |
|---|---|-------|
| My Full Involvement                                   | I choose to organise all external services and requirements other than the provision of In home services provided by Diversicare staff.                 | 12.5% |
| My Partial Involvement                                | I choose to manage basic external services (e.g. organise continence aids, regular gardening etc.) and receive assistance for other remaining services. | 15.0% |
| My Minimal Involvement                                | I choose to have Diversicare organise all external services and In home services as requested.  | 17.5% |

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### Client Contributions to the HCP

Diversicare does not charge the recommended basic daily fee. The following table shows our suggested Client Contributions (calculated fortnightly and charged monthly).

| Care Fee by Level | Per fortnight | Charged per calendar month |
|-------------------|---------------|----------------------------|
| Level 1           | \$ 50.00      | \$108.34                   |
| Level 2           | \$ 80.00      | \$173.34                   |
| Level 3           | \$100.00      | \$216.67                   |
| Level 4           | \$120.00      | \$260.00                   |

### Basic Daily Fee (from the department of Health website)

Providers can ask everyone taking up a home care package to pay the basic daily fee, irrespective of the consumer's income and whether or not they are a member of a couple.

The basic daily fee is 17.5% of the basic rate of the single age pension. The rate is readjusted on 20 March and 20 September each year in line with changes to the age pension.

Find out more about the current basic daily fee rate at: <https://tinyurl.com/aged-care-fees>

### Income Tested Care Fee (from the department of Health website)

Depending on a consumer's income, the provider may ask the consumer to contribute more to the cost of their care. This is the income-tested care fee and is different for everyone because it is based on an individual's income. This fee is in addition to the basic daily fee.

The amount of subsidy and primary supplements that the Government would normally pay to a provider is reduced by the maximum amount of income-tested care fee that the consumer can be charged. Full pensioners do not pay an income-tested care fee.

The Department of Human Services (DHS) calculates an income-tested care fee based on an assessment of the consumer's financial information. This assessment does not include the value of their home or other assets. Following the assessment, DHS will advise the provider and the consumer of the maximum fees payable.

If a person receives a means tested income support payment, such as the age pension (full or part), disability support pension or service pension, they can call DHS on 1800 227 475 or the Department of Veterans' Affairs (DVA) on 1800 555 254 and request a 'Fee Advice Letter' for home care. DHS (or DVA) will have enough information to calculate the maximum fees payable.

Once the provider has notified DHS that the consumer has entered their service through the Aged Care Entry Record, DHS will notify the provider and the consumer of the maximum fees payable based on the information it already holds.

A consumer who is not in receipt of a means tested income support payment or who is a self-funded retiree will need to seek an income assessment from DHS. To seek an income assessment, the consumer will need to fill out a form that can be found at: <https://tinyurl.com/income-test-form>

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