



# **A helpful guide to assist you in making your home care choice**

HammondCare is an independent Christian charity.



**HammondCare acknowledges and pays respect to the Traditional Owners of the lands on which we are located. We pay our respect to Elders past, present and emerging and extend that respect to all First Nations peoples today. HammondCare is committed to our reconciliation journey and acknowledges all First Nations staff, residents, clients, patients and families.**



HammondCare At Home client, Maisie and daughter, Pat  
First Nations peoples are advised this photo includes the image of a client who has died, and is respectfully used with family permission.



# We understand quality care in your own home

As the General Manager of HammondCare At Home, there is nothing more rewarding than helping older people enjoy their independence and quality of life in their own home for as long as possible.

We know that there is a lot to consider when reviewing what home care options are available to you and which home care provider to choose to deliver your personalised home care services. The truth is, it can be confusing.

This guide aims to assist you in understanding the process for accessing home care support from an aged care provider, as well as the services that HammondCare offers that could meet your needs.

From experience, we know that many people are often most concerned about the cost of care. This is understandable because you want to ensure that the funding that the Government provides for care is spent as wisely as possible. However, we also know that costs are sometimes hard to compare.

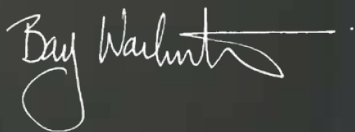
We know that the most important consideration for which home care provider is the best one for you is the quality of care that a provider can offer.

Quality of care is sometimes hard to define, but essentially it should be about whether or not a provider listens to and understands your needs, and the degree to which they shape the care offered to match those needs. It should also be about the way in which that care is provided to you or your family, with relationship and partnership at the centre of every decision.

At HammondCare, we strongly believe in the intrinsic value of every person we care for, putting you at the centre of what we do. This is the beating heart of the quality of our care for you or for your family member and this is expressed in the care we provide and how we provide it.

If you have any queries throughout your home care journey, feel free to give us a call on 1800 826 166. You can contact our team 24/7 on the phone for free, expert advice.

**We're here for you.**



**Bay Warburton**  
General Manager, HammondCare At Home



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**Truly getting to know you  
is the first and most  
important part  
of what we do**



# How to remain independent at home with the help of home care support

There are three main routes to accessing care at home

**1**

## Commonwealth Home Support Programme (CHSP)

Entry level care

Government funded

For low level care and help with activities which are becoming a little difficult to manage

**2**

## Home Care Package

4 levels of high care

Government funded

Support for those with more complex needs, including dementia to keep living at home

## Key steps for home care help

**1.**

### Apply for Government funding

Request an assessment through the My Aged Care website [myagedcare.gov.au/help-at-home](https://myagedcare.gov.au/help-at-home)

**3.**

### Find a home care provider

If eligible for funding, or you opt to self-fund, choose your home care provider – HammondCare can guide and assist you to find the right solution.



3

## Private Care

Low and high level care

Self-funded

Assisting with all home care support, tailored to the individual's specific care requirements

2.

### Take part in an assessment

Arranged through My Aged Care, an assessor will visit your home and discuss your home care needs.

4.

### Enjoy your personalised home care

Work in partnership with us (as your chosen provider) as we help to manage your personalised home care services, available for you to enjoy.

# Why choose us?

Truly getting to know clients is the first and most important part of what we do. At HammondCare At Home we see and respect the whole person, it's what makes HammondCare different to many other providers.

Our relationship-based approach to care means that we make an effort to understand the individual needs of each person we care for. We take the time to assist them in choosing the right type of services to suit their needs, and of course, ensure they receive the best value for their care.

We have been told by clients and their families that it is this approach that gives them real peace of mind.

## The HammondCare At Home difference

What makes HammondCare At Home different to other home care providers?

**1.**

### A dedicated and consistent team

When you choose our care, you'll have a consistent, passionate team of carers and registered nurses who listen and relate to you.

**2.**

### Find support locally

We have local carers and offices near you, so we know your neighbourhood well. Our staff have knowledge of your community and surroundings that matter to you.

**3.**

### Personalised expert care

It starts with a relationship. Our care is personalised to meet your unique needs and considers your background and preferences.





## 4.

### Available to chat, 24/7

Speak to our Support Team any time, day or night, 365-days-a-year on **1800 826 166**. No question is ever too big or too small.

## 5.

### Specialists in dementia

Trusted by countless families in caring for people living with dementia, our specialised care builds on 25 years (and counting) of dementia expertise.

## 6.

### Led by Christian values

As an independent Christian charity, compassion is ingrained in how we care for people of all walks of life.

**“ Staying at home is important to me as it means I can remain independent, and I get to see family and friends more often. HammondCare has helped me in a lot of ways with good support and are very caring. I always know someone is coming to help cheer me up.”**

HammondCare At Home client, Beryl





# How we deliver care

We are committed to delivering the best possible care, that meets each person's individual needs. We provide a range of additional health and support services, as well as specialised staff, which can be included in your Home Care Package if required.

With a relationship-based approach to care, your local team will partner with you to fully understand your needs and plan together what services are available to you. Through HammondCare At Home, you have access to an extended care team, including support from specialists, volunteers, pastoral care coordinators and health care professionals.

Our multi-disciplinary team of healthcare professionals and volunteers work together to serve with passion. We do not take the easy route, we get to know you and what is meaningful and important to you. We're creative and innovative when it comes to providing care for you or your loved one.



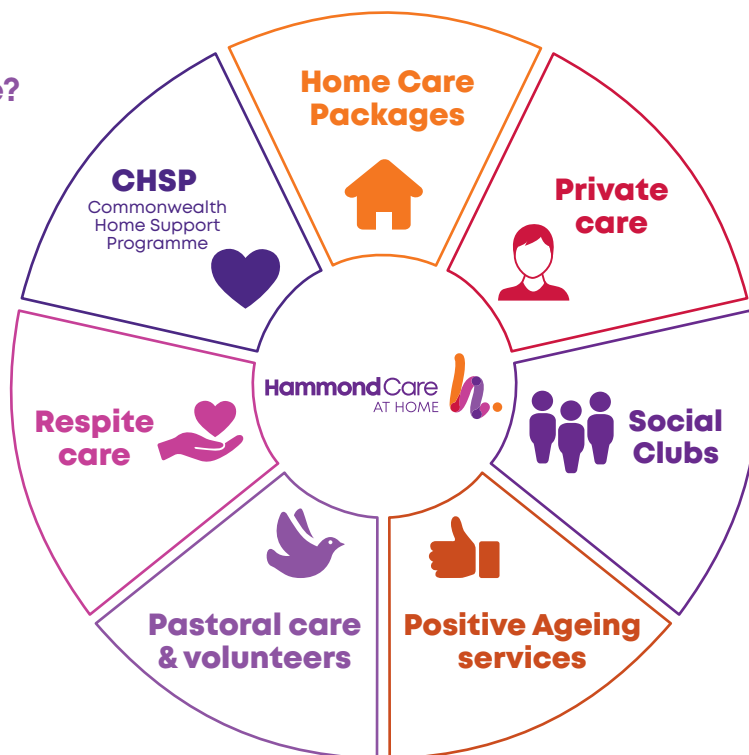


# Available home care services

## What services does HammondCare At Home provide?

We can help you choose the type of services you need, be it a Home Care Package, Commonwealth Home Support Programme or overnight respite, with a clear set of options depending on your individual circumstances. Services can be adjusted as care requirements change so that you have the flexibility to access what you need, when you need it.

The diagram opposite summarises the core services we provide, with more detail on the pages to follow.



## Home Care Packages

### What is a Home Care Package?

A Home Care Package is a Government subsidised program that supports those with more complex health needs, including dementia to keep living at home. The types of care and support available include help with personal care, allied health, social support, in-home respite and more.

### How to access a Home Care Package

To access a Home Care Package, first contact My Aged Care for an assessment on **1800 200 422**. **HammondCare can guide you through this process.** For more information on Home Care Packages, you can read page 14 of this guide or access [hammondcare.com.au/homecare](http://hammondcare.com.au/homecare)



# Commonwealth Home Support Programme (CHSP)

## What is a Commonwealth Home Support Programme?

The Commonwealth Home Support Programme (CHSP) is a Government subsidised programme that supports older people who are still managing well at home but need an extra helping hand with everyday tasks that require low-level support.

## How can I access this support?

To access CHSP, first contact My Aged Care for an assessment on **1800 200 422**.

**The HammondCare team is here to help guide you step by step on how to access the CHSP services**, just call us on **1800 826 166** or view **[hammondcare.com.au/homecare](http://hammondcare.com.au/homecare)**

HammondCare At Home client, Colin



# Private Care

## What is Private Care?

Private Care provides support for older people and people living with dementia. It's different to a Home Care Package and CHSP because it's not Government subsidised. The service can be arranged on a short-term or long-term basis, seven days a week (including evenings if required). Private Care provides the opportunity to receive home care above what can be provided within your Home Care Package or CHSP.

Support includes social outings, personal care, home help, nursing services, respite and transport.

## How to access Private Care

You can contact the HammondCare Support team on **1800 826 166** or view **[hammondcare.com.au/homecare](http://hammondcare.com.au/homecare)**





## Respite care

### What is respite care?

Respite care gives you and your carer a short break while our caring expert team looks after you. It lets you take time out to relax and socialise and get the professional, personalised care you need.

Our experienced team can step in to help in your home, in the community, or at one of our cottages. We provide in-home respite, cottage respite and respite in a residential setting.

### How to access respite care

You may require an assessment to access Government funded respite. To arrange an assessment, you can contact My Aged Care on **1800 200 422** – HammondCare can guide you through this process. Find out more: **[hammondcare.com.au/respite-care](https://hammondcare.com.au/respite-care)**

Respite care guest, Seiji



## Social Clubs

### What are Social Clubs?

Our Social Clubs are a place where you can have a break from your home environment and enjoy a day relaxing and socialising with other people from your community. Our Social Clubs offer a variety of daytime activities that aim to brighten your day.

### How to access Social Clubs

For more information on HammondCare's Social Clubs, you can contact us on **1800 826 166** or learn more here:

**[hammondcare.com.au/homecare](https://hammondcare.com.au/homecare)**

Where there are no HammondCare Social Clubs located in your area, talk to our team about how we can connect you with recommended Social Clubs nearby.

Social Club members, Val and Maggie





## Positive ageing services

### What are positive ageing services?

Our positive ageing services aim to help you make the most of your ageing experience. We offer a range of services that provide you with the skills and knowledge to stay active and healthy, explore your creativity and maintain balance and strength to live at home confidently and happily.

Programs include Arts on Prescription along with allied health assessments and exercise groups.

### More information on positive ageing services

For more information on positive ageing services, view [hammondcare.com.au/positiveageing](https://hammondcare.com.au/positiveageing) or phone us on **1800 826 166**.

Social Club member, Vivian



## Pastoral care and volunteers

### What is pastoral care?

As an independent Christian charity, our pastoral care team aim to nurture and support the spiritual wellbeing and emotional needs of people from all faiths and backgrounds. We do this by providing a person to talk to in times of loneliness, anxiety and/or pain.

Find out more: [hammondcare.com.au/pastoralcare](https://hammondcare.com.au/pastoralcare)

### More about our volunteers

We have a network of volunteers who are passionate about spending time with you in your local community. Your time with a HammondCare Volunteer can be spent playing board games, watching a movie or even just enjoying an afternoon cup of tea. Find out more:

[hammondcare.com.au/volunteers](https://hammondcare.com.au/volunteers)

### More information on pastoral care and volunteer services

For more information on our pastoral care and volunteer services, you can read page 23 of this guide or contact our support team on **1800 826 166**.

Social Club member, Maureen



# Your Home Care Package

What makes us different to other home care providers? We strongly believe in the intrinsic value of every person we care for. You are at the centre of what we do.

## What are the different types of Home Care Packages?

**There are four levels of Home Care Packages, which are based on each individual's assessed needs:**

**Level 1 Basic care needs**

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**Level 2 Low-level care needs**

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**Level 3 Intermediate care needs**

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**Level 4 High-level care needs**

The level of service and Government funding you receive will depend on the Home Care Package you are approved to receive. Your My Aged Care assessment will tell you what level is right for you.

## What services are available through a Home Care Package?

Once you have been assessed and accepted for a Home Care Package, we will work with you to design the best care suited to you and your needs. The overall package can be a mix of services to include:

### **Bathing, hygiene and grooming**

To help you maintain your personal care, including assisting with taking of medications.

### **Podiatry, physiotherapy and other therapies**

To be assessed and treated by allied health professionals. Other therapies can include occupational therapy, exercise therapy, speech pathology and dietitians.

### **Nursing**

For a nurse to assess, treat and monitor medical conditions.

### **Social outings, groups and visitors**

To accompany you shopping, to transport you to social engagements or attend one of our local social clubs.

### **Cleaning, laundry and other chores**

To support with domestic chores such as house cleaning.

### **Meal and food preparation**

To assist with providing healthy meals within your own home.

### **Respite support for carers**

To relieve carers so they can take a break. Care workers can supervise and assist a client in their home during the day or overnight. Alternatively, we can welcome guests at local overnight respite cottages.

### **Transport with you**

To access the local community and attend medical appointments.



## What budget is available for your care?

Home care is funded through a Government subsidy. Depending on your personal circumstances, the Government may require an Income-tested client contribution. As well, you may choose to enter a Private Care agreement for additional services.

Any fees and eligibility for subsidies will be discussed and agreed upon with HammondCare before you start to receive the relevant services. The total of these makes up the budget that you can spend on your care.

## What is the Government contribution?

**These are referred to as subsidies and supplements.**

In most cases, this Government contribution makes up the majority of a client's home care budget. The amount of Government contribution varies according to the package level assigned, including any supplements (such as dementia supplement) which may be available to you, depending on your circumstances. We will guide you through what supplements might be available to you, and we are happy to assist with any questions

you may have in understanding how fees, subsidies and supplements work.

## What is the client contribution?

There are two kinds of client contribution – fees and Private care agreements.

**Fees** determined by the Government for accessing a Home Care Package are a **basic daily fee** and an **income-tested care fee**. The good news is we do not charge new clients the basic daily fee, allowing you more flexibility in how you choose to manage your home care budget.

The income-tested care fee may be charged if your income exceeds a certain threshold. This fee is calculated by the Government and is different for everyone, as it is based on your individual income.

The second form of client contribution is a **Private Care Agreement**. This is a fee for service arrangement that you may choose if, after discussion with your Care Manager, you require services that exceed your Package budget. If the extra services are no longer required, or your subsidy level increases, the Private Care agreement can cease, with a notice period, when requested by you at any time.

## What makes up your Home Care Package budget?

Your individual Home Care Package budget will be funded by the following sources:



In most cases this makes up the majority of your home care budget



This fee is payable if your income exceeds a certain threshold



Depending on your circumstances, you may choose to add Private Care to your Home Care Package to cover additional services.

**Your Government subsidy plus fee and any contributions makes up the total budget you can spend on your care.**

\*The Government subsidy and income-tested fee are means tested.



# Design your personalised Home Care Package

**When you nominate HammondCare At Home as your preferred home care provider, we will get in contact with you to develop an individualised care plan or you can visit your local HammondCare At Home office.**

The purpose of this meeting is so you can get to know us, and we can get to know you. We are then able to understand your individual needs and develop a relationship with you. From there, we can develop the best care plan and services to suit you based on your needs. If you like, we can also include your family or friends in any decisions made.

If you require more extensive care than is specified in your Government subsidised Home Care Package, we may refer you to a higher-level Home Care Package or additional private care services.

**The range of care and services available under a Home Care Package includes, but is not limited to:**

- Bathing, hygiene and grooming
- Nursing and specialised support, including dementia
- Podiatry, physiotherapy and other therapies
- Meal and food preparation
- Cleaning, laundry and other chores
- Transport with you
- Social outings, groups and visitors

**Your care plan is part of your Home Care Agreement and may include:**

- The care and services you will receive
- When your services are delivered (i.e. day of the week and at what time of the day)
- How much you can expect to pay
- Details about management and coordination of your services



# Management of home care budget

Your home care budget will be charged each month for the cost of your care, and at HammondCare, we have a transparent charge structure so you will always know the balance of your budget. This means you know exactly what your monthly fees and charges are, preventing surprises with any unexpected extras.

**Some of the unique features and benefits HammondCare offers home care clients, include:**

<b>24/7 phone support</b>	Our team of experts are available to you at any time of the day or night on <b>1800 826 166</b> as part of your care coordination and management charge.
<b>Positive ageing services</b>	HammondCare's positive ageing services can be included as part of your care plan. This includes guidance and skills on healthy living, as well as a fun, engaging and practical arts program focusing on your health and wellness needs.
<b>Pastoral care</b>	Our pastoral care services are included in the cost of your care. Our pastoral care staff provide understanding, care and support in times of need, and can help to address emotional and spiritual needs for people of all faiths and none.
<b>Volunteer support team</b>	Overcoming loneliness and having a relationship with people you can trust is an important part of staying at home, and our Volunteers contribute to the rich and vibrant life of clients by spending consistent one-on-one time in social visits and activities.
<b>Exclusive product benefits</b>	Exclusive installation discount and greatly reduced monthly rate for all HammondCare At Home clients who are not already users of VitalCall emergency monitoring.
<b>Care management</b>	20% fee covering core advisory and care management services delivered by a specialised care team who are on-hand for initial assessment, care coordination, re-assessment and review of your needs. We also provide care planning and advice, which includes ensuring services are culturally appropriate, and identifying and addressing risks to your safety.
<b>Package management</b>	15% fee that covers the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package.

To find out more about home care fees and charges, download the home care fees and charges guide at [hammondcare.com.au/HCAH-Guidetofees](https://hammondcare.com.au/HCAH-Guidetofees)

# Understanding your care hours

Everyone's situation is unique and care plans vary according to each individual's needs. Below are stories of HammondCare At Home clients to help you understand how it works.

## Case study 1: Peter

Peter lives with dementia, and his wife, Ivy is his full-time carer. Peter has been allocated a Commonwealth Home Support Programme (CHSP) Government subsidy to access respite care and social club services.

This support means Ivy can take a break, while Peter gets to socialise with people his own age, connect with his local community and have his care needs attended to in a home-like environment by our expert team.

### **Peter's CHSP is structured to support him and his wife:**

- Peter attends the men's day at Watergum Social Club in Mona Vale once a week every Thursday. He enjoys chatting with friends over morning tea, sharing in a home-cooked lunch and dessert and playing bingo.
- He comes to stay at Bugari Overnight Respite Cottage, Terrey Hills when required. Peter loves chatting with staff and guests, taking walks near the cottage and outings to the local coffee shop or the beach. Our care team provides a home-cooked lunch and dinner, and evenings are spent chatting and watching films or sport.
- Our compassionate team know to always have a jar of Peter's favourite on hand, Poppy Pete's Honey. He loves talking to staff about the farm where his son produces the honey, and of which is fondly named after Peter.

## Case study 2: Sarah

Sarah has a diagnosis of diabetes and nerve damage which impacts her mobility and balance and places her at risk of skin complications. Sarah also has a lung disease which causes her to become short of breath and osteoarthritis in both knees which causes pain when walking. The HammondCare At Home team reviewed Sarah's care needs, and as they were increasing Sarah was assigned a level 4 Home Care Package.

Sarah lives on a rural property 25 minutes from the nearest town. Sarah lives with her partner Fred and their two daughters provide phone support.

### **Sarah's Home Care Package is structured for her particular needs:**

- A physiotherapist visits Sarah for one hour a week. A personalised exercise plan was developed to include walking and balance exercises with the aim of maintaining her mobility and reducing falls.
- A podiatrist visits Sarah for 20mins every eight weeks to maintain her foot and nail care.
- She had an occupational therapy review for equipment to improve her safety at home. Sarah has received an electric recliner chair and an electric adjustable bed through her Home Care Package.
- Twice-weekly visits are made for 2 hours for domestic assistance (laundry, vacuuming, and mopping) to help Sarah and Fred with house work.





Pictured: Bulgari overnight respite cottage

### Case study 3: Ali

Ali's daughter had noticed her father's dementia had increased rapidly in the past few months. Ali has also had multiple falls trying to get up on his own and is unsteady on his feet. The HammondCare At Home team worked with Ali and his family to provide support tailored to Ali's complex health care needs. Living at home with his daughter was very important to both Ali and his family.

Ali is currently on a level 4 Home Care Package with an additional dementia supplement. With the help of Ali's home care team, he can continue living at home doing what he enjoys such as seeing his grandchildren and spending time with family and friends.


#### **Ali's Home Care Package is structured for his particular needs:**

- Flexible in-home respite is provided 3 days a week for 3 hours per day. This time is flexible and can be tailored to the needs of Ali on any given day e.g., showering, assisting with toileting, domestic assistance, taking Ali out for medical appointments, or travelling to his other daughter's house to see his family.
- He receives physiotherapy once a week for 30mins including exercises for mobility and massages for his legs. Ali also receives occupational therapy and speech pathology when required.
- Incontinence aids are included.

- Ali's family receives an Arabic interpreter when needing to discuss health related concerns.
- Ali's had an occupational therapy review to assist with the falls risk and fluid retention to his legs. With this referral, Ali's care team were able to help him purchase an electric reclining chair through his Home Care Package.

**Everyone's situation is unique, and your care plans vary according to your individual needs.**



A photograph of two elderly women gardening together outdoors. The woman on the left has short brown hair, wears glasses, a red sweater, and a gold chain necklace. She is looking down at the plants. The woman on the right has short white hair, wears glasses, a white cardigan over a black and white striped shirt, and a necklace with a globe pendant. She is smiling and looking towards the camera. Both are wearing gardening gloves. They are working on a flower bed with red, yellow, and purple flowers. In the background, there is a white picket fence and green foliage.

**“Lyn is like family to me. She makes me feel confident and calm, gives me a sense of connection, of community. And she always makes time for a hug before she leaves.”**

HammondCare At Home client, Merle and volunteer, Lyn



# Exclusive client benefits

In addition to your agreed home care program, you also have access to a number of additional complimentary services through the extended HammondCare community.

## Pastoral care

**The pastoral care team provides care and support the spiritual and emotional wellbeing of clients, their families and loved ones.**

We believe that providing excellent care comes from knowing and understanding you as a whole person, and tailoring our care to suit your needs. This is especially true for our pastoral care service.

### **Support available to you includes:**

- Offering emotional support in times of loneliness, anxiety or pain
- Supporting your spiritual needs, regardless of religious beliefs
- Offering prayer, hymns, church services and scripture
- Provide bereavement, crisis and critical incident support.

The pastoral care team can visit your home. They can also be contacted by speaking to a member of the care team who will refer your request to the pastoral care team.

## Volunteer support

**We're privileged to have to have a network of volunteers of all ages and backgrounds.**

If you are interested in meeting with other people in the community who have shared interests to yourself, or would like to participate in specialist group activities, including board games, music and arts. We can put you in touch with other people within your local community, from the volunteer network.

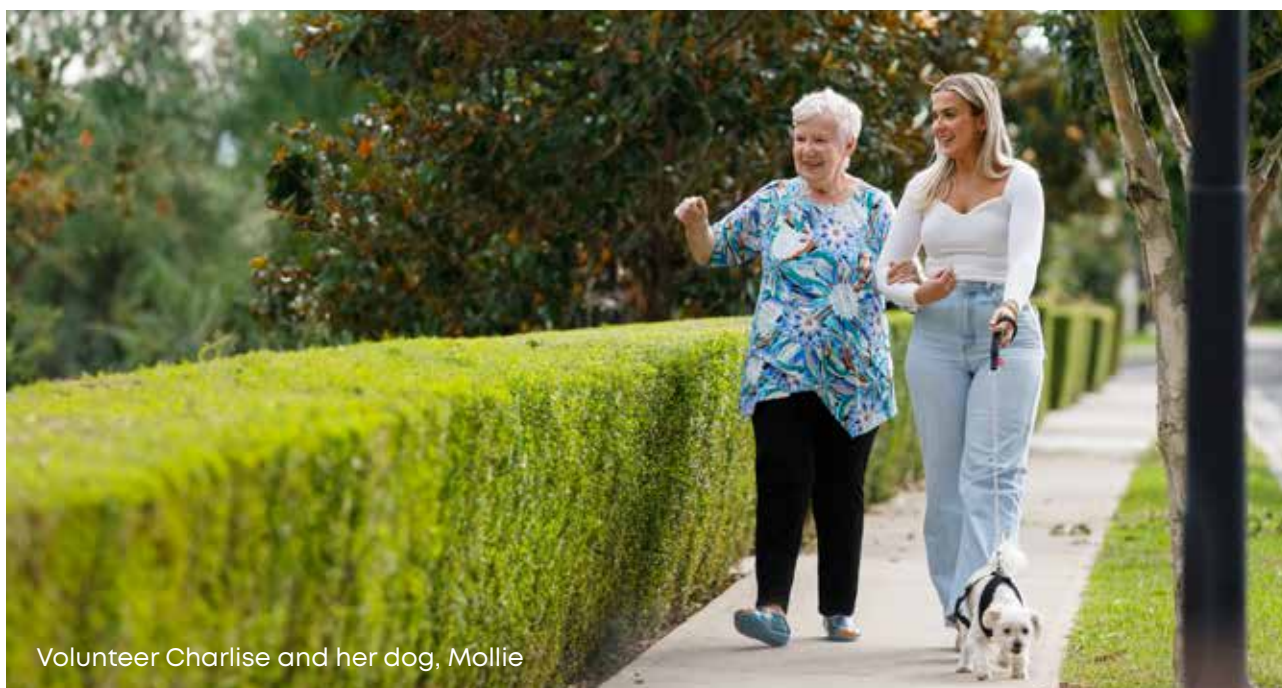
Drawing on their unique skills and passions, our volunteers are personally matched with clients by the volunteering team.

### **Some of the areas they contribute to include:**

- Providing company and friendship
- Arranging regular home visits or excursions in your local area
- Engaging in art and music therapy
- Taking part in gardening and pet visits

We want to enhance your personal wellbeing and connect together.

**We are happy to listen and explore the things that really matter to you.**



Volunteer Charlise and her dog, Mollie



# Who is HammondCare?

## Our history of care

Hammond's Pioneer Homes (now known as HammondCare) were established in 1932 by Anglican Archdeacon RBS Hammond as a result of the devastating impact of the Great Depression. During this time, Sydney families were enduring extreme hardship, with thousands left destitute. With great courage and a desire to help those less fortunate to him, RBS Hammond began developing new projects to provide a long-term solution for families who were at risk of homelessness.

The philosophy was simple: these families could rent or purchase humble wooden houses on one acre lots of land, with the aim to own them through an honest 7-year payment plan.

By 1940, Hammondville was born, with more than 110 homes, a school, a general store, post office and a church. Today, Hammondville is known as one of the most successful land settlement schemes in Australia's history.

By the 1950s, with the land settlement scheme complete, Hammond's Pioneer Homes turned its attention to the needs of the aged. Trading as Hammondville Homes for Senior Citizens, one of the first integrated aged care facilities in Australia was established. The facility consisted of self-care units, a nursing home, and hostel accommodation for financially disadvantaged older people.

During the 1990s, HammondCare shifted its focus to specialised care for people with dementia paving the way for where HammondCare is today.

## Our Mission

Our passion is improving quality of life for people in need.

## Our Motivation

The work of HammondCare is motivated by the Christian principles and values expressed in the words and deeds of Jesus Christ.

We are therefore called to show the same love, with compassion and respect, for people in need.

## Our Mission In Action

We serve people with complex health or aged care needs, regardless of their circumstances.



Anglican Archdeacon  
RBS Hammond



# HammondCare today

As an independent Christian charity, HammondCare champions life for every person in our care. This means that no matter what someone's circumstances or challenges are, we will do whatever we can to improve their quality of life every day. This includes the key service areas of in-home care, residential care, independent retirement living, and specialised healthcare services.

We are recognised experts and leaders in providing excellent dementia care, palliative care, rehabilitation, and older person's mental health. Our unique Model of Care is based on tailoring care to each person by listening to them, and seeking to understand their needs. Our Christian motivation means that we nurture the spiritual wellbeing of people, as well as meeting their physical and emotional needs.

## HammondCare At Home

Provides a range of in-home care services ranging from basic support to specialised dementia care (as outlined in this guide).

## HammondCare Residential Care

Provides short-term and permanent services for older people who can no longer be supported in their own home and who require a greater level of care and support.

## HammondCare Independent Living

### HammondGrove Miranda, Hammondville and Strathearn Villas

offers retirement living for people wanting to live independently with easy access to care, security and reassurance, and the Village Centre's facilities.

## HammondCare Palliative and Supportive Care

Consists of a multidisciplinary team of health professionals who provide specialised palliative care in hospital and community settings. Our care is designed to improve the quality of life for patients and their families facing a life-limiting illness.

## HammondCare Health

Provides a mix of rehabilitation, palliative and supportive care, and mental health care for older people, pain management, and other vital support services.



# Frequently asked questions

Learn more about how we can support you or your loved one with providing the best possible home care, through our frequently asked questions. If you don't find the answers you need here, or would like to talk to us more, contact our friendly **HammondCare Support team on 1800 826 166**.

## Who is HammondCare At Home?

HammondCare At Home is a part of HammondCare, an independent Christian charity. We are a respected market leader in aged care who offer best practice, specialised, relationship focused in-home aged and dementia care. We go above and beyond to enhance the daily lives of clients.

At HammondCare, we believe it's worth investing in personalised care that provides specialist services designed to maximise dignity, independence and quality of life.

## What else does HammondCare do?

HammondCare offers a wide range of aged care services. We specialise in dementia care, palliative care and pain management. Our key service areas include Home Care, Residential Care, and Health and Hospitals. We operate The Dementia Centre, an internationally recognised dementia consultancy and advisory service. We also invest in research to ensure constant improvement and to develop a strong knowledge base. HammondCare is regarded nationally and internationally as a leading innovative health and aged care provider.

## What is a Home Care Package?

A Home Care Package is a Government subsidised program that helps you live independently at home for longer. The types of care and support available through a Home Care Package include help with housework, personal care, respite, meals and food preparation, transport, shopping, allied health, social support and more.

## How do I access a Home Care Package?

To access a Home Care Package, you will need to be assessed by My Aged Care. Once eligible, you will be provided with your package details by the Government and be able to choose a provider and plan a package based on your specific and individual needs.

## What services do I receive in a Home Care Package?

Your assessment through My Aged Care will determine which Home Care Package level best meets your care needs.

**There are four levels:**

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**Level 1    Basic care needs**

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**Level 2    Low-level care needs**

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**Level 3    Intermediate care needs**

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**Level 4    High-level care needs**

HammondCare At Home offers a range of home care services and is able to offer unique benefits through our national partnerships, including our positive ageing services (page 13) and the exclusive client benefits (page 21). We work closely with clients to fully personalise their Home Care Package and meet their other requirements. The main areas of service we provide are personal care; nutrition, hydration, meal preparation and diet; continence management; mobility and dexterity; nursing, allied health and other clinical services; transport and personal assistance; management of skin integrity.





### What does a Home Care Package cost?

The Australian Government subsidises a range of aged care services in Australia. If your personal circumstances allow, you may be expected to contribute towards the cost of your care. Your specific subsidy and costs will be advised after your assessment. Each provider has different payment structures and costs.

At HammondCare, we have simple fixed care and package management fees which have many inclusions, ensuring you know upfront what your monthly payments will be. See page 15 for more information.

### When can I start my Home Care Package services?

The time it takes to receive My Aged Care approval and your referral code, can vary depending on the length of the national package queue. This can be between 3 – 6 months however you may be able to receive an interim level of funding sooner, for example the Commonwealth Home Support Programme (CHSP).

In the meantime, HammondCare can provide you with private care services, including domestic support, personal care and nursing. Read more about this on page 11.

### Do you provide services in a particular suburb?

HammondCare At Home provides home care services across New South Wales, Victoria, ACT and Queensland.

Let our HammondCare Support team know which suburb you are located in and we can advise you on where your nearest local office is.

**Call us on 1800 826 166 to find out more.**

### Do you charge a joining fee?

HammondCare does not charge a joining fee or a one-off assessment fee. Our charges are transparent and upfront. Clients can access additional management as their needs increase without incurring more charges. Find out more at [hammondcare.com.au/HCAH-Guidetofees](https://hammondcare.com.au/HCAH-Guidetofees)

### Is there an exit charge?

If you decide to move to another provider or you have leftover package funds and you no longer need your Home Care Package (e.g. if you move into residential care home) no exit fee will be deducted. You do not need to pay anything from your personal finances.

### What is the basic daily fee?

You may have heard about a basic daily fee set by the Government that clients may pay to providers to add to the funding available in each Package.

We have always had a flexible approach to this fee but now no longer charge it for new clients.\* This creates a lower fee structure for clients and allows you the flexibility to add Private Care to your package if you require additional services that exceed your core budget. You only pay for Private Care if using a service, and it can cease at your request, at any time, if extra services are no longer needed, or if your subsidy level increases.

\*From March 2024, new Home Care Package clients will not need to pay basic daily fees on their package but can add a Private Care Agreement if required.

### What is package management?

Package management is the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of a client's Home Care Package. It may include the costs for: preparing monthly statements; managing clients' package funds; and compliance and quality assurance activities required for Home Care Packages.

Clients receive consistent and professional care from highly-trained staff who are based in their local area. It means that we can respond quickly, professionally and sensitively to people's changing care needs when it really matters.

### Does HammondCare charge staff travel costs?

HammondCare is committed to providing home care services to everyone who needs them, including people who live outside large towns. Our staff travel cost is referred to as travel from base Km. The base is a key post office located in your Local Government Area (LGA) however, sometimes we have more than one base. We choose the closest base to your home and we charge for the kilometres it takes staff to travel to your home. To ensure affordability for people who live a long distance from large towns, we have capped the maximum travel cost at 25km per visit, with a second cap of 250km per fortnight.

This means that if we have to travel more than 25kms to provide a client's care per visit, we won't charge clients anything for the distance over 25kms. We also won't charge in excess of 250kms in any one fortnight.

### Do you offer temporary in-home respite assistance?

HammondCare provides in-home overnight respite as part of your Commonwealth Home Support Programme funding or in-home respite as part of your Home Care Package funding. Even if an unforeseen event occurs, we will be there for you. Find out more at [hammondcare.com.au/respite-care](https://hammondcare.com.au/respite-care)

### Do you offer overnight respite services?

HammondCare At Home offers overnight respite, in a number of our cottages located in Greater Sydney and the Central Coast.

The cottages provide guests with individualised and dementia care support from our professional staff and are ideal for stays of up to 10 nights.

HammondCare's trained and experienced care workers can look after the person needing care in one of our respite cottages. Each of our respite services are flexible, to meet the needs of the carer and the person being cared for. Find out more [hammondcare.com.au/respite-care](https://hammondcare.com.au/respite-care)

### Do you offer social clubs, social support groups during the day, or social activities?

Our social clubs are a place where you can have a break from your home environment and enjoy a day relaxing and socialising with other people from your community. Our social clubs offer a variety of daytime activities that aim to brighten your day. Find out more at [hammondcare.com.au/homecare](https://hammondcare.com.au/homecare)











Social Club member, Maggie



**Contact HammondCare At Home today  
for advice on quality home care**



**1800 826 166**



**support@hammond.com.au**



**hammondcare.com.au/homecare**