



It's quality  
homecare  
made easy

my  Homecare  
YOUR PARTNER IN CARE

Call 1300 20 90 20 OR visit [myhomecare.com.au](https://myhomecare.com.au)

**myHomecare**  
helps you navigate, select,  
and manage your care plan  
all in one place.

**myHomecare**  
is the easiest  
way to get quality,  
personalised home  
care for you or your  
loved ones.

This guide is designed  
to help you get started  
on your journey.

Founded by three pioneering providers in home care – Sue Mann Nursing and Community Care, Enrich Living Services and Bromilow – we’re unifying our collective 75 years of experiences to ensure ageing Australians get the reliable, quality and personalised care they deserve.

**“Because we believe people are happiest at home and our mission is to help them stay there.”**



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# How is **myHomecare** different?

## All at your fingertips

**myHomecare live** is an online portal where you can manage your home care plan quickly and easily. We provide access for clients and their families so it is easy for you and your loved ones to keep up to date with scheduled visits, choice of care staff and also to view your important documents – all in one place.

## A Helping Hand

Whether you're unhappy with your current level of care, or just starting out on your home care journey, our Home Care information portal and Customer Care Team are here to help you find your way through the maze and get quality, personalised care.

## Care you can count on

With so many options it can be hard to know who to trust. Our promise is underpinned by our QualityCare Framework. All our Care Staff / Team receive the same training and continuing professional development – based on our promise of **Personalised Care, Integrated Approach and Ongoing Training**.

Whatever your needs **myHomecare** is here to help

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This guide is designed to help you in two ways:



**myHomecare** – navigate and select your care plan

**myHomecare live** – designing, implementing and managing your home care plan

There are many home care funding options we can offer including Home Care Packages, Commonwealth Home Support, Transitional Care and Short-Term Restorative Care programs.

We also support clients who choose to fund their home care services themselves.

No matter of your circumstance or need, we are committed to providing you with the important information you need, together with options for funding your care to make sure you are equipped to make the best care decision for you and your family”.

**Our Care Team  
are available from  
8am to 6pm to  
assist should you  
have other queries  
or concerns**

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# Our services

Through conversations with you and your family, our team will work to understand you and your individual care needs, your goals and aspirations.

We will develop a plan to deliver a range of flexible services that support you living the life you choose, including:



## Clinical Nursing

All of our nursing staff are directly employed by our providers and attend ongoing training to ensure professional, experienced nursing expertise.



## Personal Care

Our professionally trained care teams are dedicated to respecting your needs with privacy and dignity.



## Allied Health

Need rehabilitation support, or extra in-home treatments to maintain your health and wellbeing, our specialist allied health team will keep you going strong.



## Flexible Respite

If you or your family/ Care staff need some time out.



## Social Support

To keep you socially connected in and with your community.



## Domestic Assistance

As much or as little assistance as you need to stay in your own home independently for as long as you like.



## Home and Garden

From cleaning gutters to all basic repairs, your home will have all the tender loving care it deserves.



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There are many other care options we offer. Our clients receive a wide range of services based on their individual needs that are personalised for them.

# Things you need to know when thinking about your home care

## Consumer Directed Care

Just by saying a provider offers Consumer Directed Care doesn't always mean they are focused on you and your needs. Consumer Directed Care is a government requirement and unless providers can explain their approach and how it meets your needs, they may not be the right provider for you.

Our approach to Consumer Directed Care puts you at the centre of your care – allowing you to identify and work towards achieving your individual goals. We only work with approved providers who share our commitment to ensuring your care is personalised and meeting your needs.

## Home Care Packages

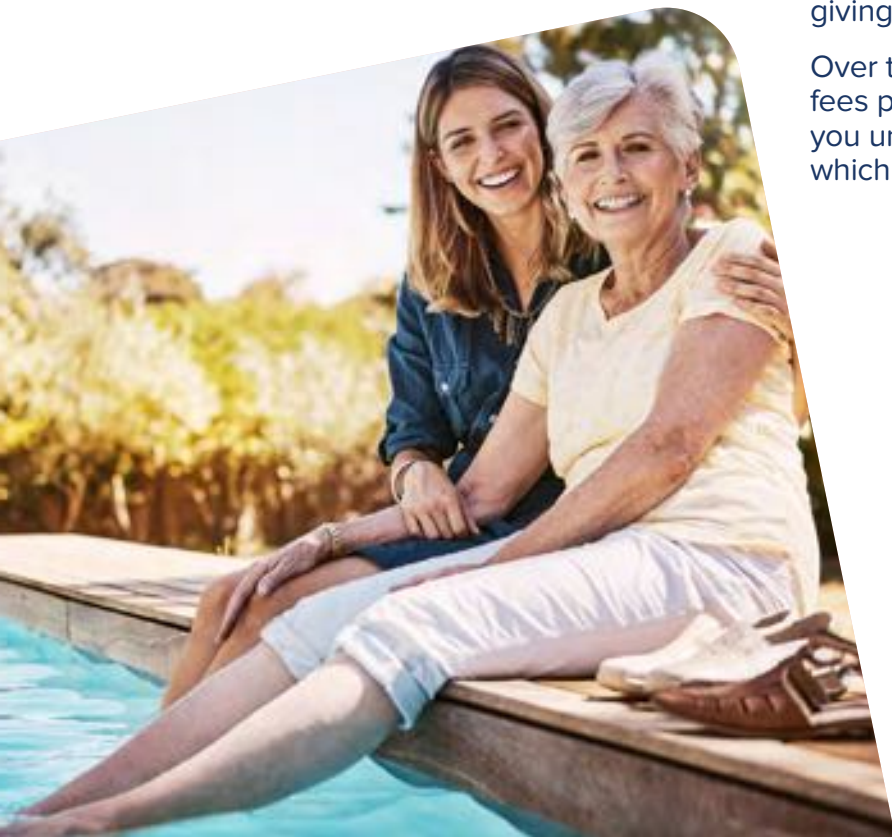
At **myHomecare** we don't manage packages, we care for people. While your care needs are somewhat guided by the amount of funding you have been approved for or your budget, we work with you to give you confidence that you are receiving the support and care you need, when you need it and will never refer to you as a package or a level.

## Fees

No doubt you are interested in the types of fees that apply to your care - all providers have items that are included in your budget to ensure you receive efficient and quality services.

We will always explain how much they are and what they are for, plus be available to answer questions you have about your statements, giving you peace of mind.

Over the page is a summary of some of the fees providers may charge you. It is important you understand the value of these components which are integral to your care.



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# Things you need to know when thinking about your home care

## Care Management

Is our way of assuring you that we offer a personalised and integrated approach to your care. Centred on your needs all of our Care Managers are:

- Dedicated to helping you make informed choices about the services you need
- Trained to build a care plan for you that is flexible and moves with your changing needs
- Committed to working with you and your family to ensure you can continue to enjoy your chosen social activities
- Your dedicated point of contact who will respond to your needs promptly
- There to conduct care reviews and assessments with you as your needs change
- Available to provide guidance on other services you may be interested in/eligible for
- There to support you by coordinating your network of Care staff

## Package Management

**myHomecare** providers only employ staff who are focused on you and your care. This includes our finance and administration teams based in our offices who support our care staff to deliver your services. We aim to keep these amounts to a minimum to provide ongoing quality care.

## Income Tested Care Amounts

Dependent on your income and assets, you may need to undertake an income assessment to establish if you will need to supplement your approved government funding for home care. This is not a provider charge however our Care Team can guide you through the steps you need to take. It is important to complete this early in the process of accessing care to ensure you don't have large payments to make after your care begins.

## Basic Daily Care Contributions

Are available for you to be able to contribute to the care you receive. **myHomecare** will help to advise whether your care plan will benefit from you making a self-contribution to the provision of your support.

## Private Services

Are those accessed by individuals who do not have access to government funded care and wish to pay for these expenses personally. Dependant on your circumstance, anyone receiving private care is not prohibited from applying for government funded care programs.

There are many more terms and sometimes confusing language you might come across, if you need assistance though, our Care Team are available to assist you.

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# Accessing funded home care

We developed **myHomecare** to provide an easy way to navigate and access the care and support you need. Our **myHomecare** website provides you with easy to follow information and checklists on important things you need to know.

Once you've decided that a funded home care program is what you need, the following is a guide to the process of deciding which program to apply for, how to access funding and organising one of our care staff to commence services –

we're here to help you every step of the way.

Contact our Customer Care Team who can personalise your journey and help you from assessment right through to the design and implementation of your care plan.

**“I'd like some help to remain living at home”:**



**Step 1: Call myHomecare on 1300 20 90 20 OR visit [myhomecare.com.au](http://myhomecare.com.au)**



**Step 2: We help you register with My Aged Care**



**Step 3: Prepare for and complete assessment**



**Step 4: myHomecare will call you with the next steps**



**Step 5: Once we receive your approval/assignment notification, we work with you to develop a care plan, enter a care agreement and commence services**

**The myHomecare difference: we will track your progress and keep you informed - saving you time and giving you confidence**

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# How we work with you

Once you select a provider they will then work with you to develop a care plan. Some will develop a plan based only on your care assessment; some will ask you questions and get input on the care and support you need.

Our **myHomecare** providers develop your individual care plan with a dedicated Care Manager. From your first meeting, your Care Manager will spend time getting to know you and your family, your situation and your needs. By understanding you and building a relationship of trust, we will make sure we get a plan that is right for you, and when things change, we will always be there to adjust your services as needed.

We do this by walking with you through five key steps:



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That's the **myHomecare**  
difference, we are your  
partner in care

# The myHomecare Difference

## Real people, real stories

*"I'd like to take this opportunity to sincerely thank our Care Staff for the amazing service provided when we were in need of care. Everything we could have asked for was set up very efficiently with such minimum hassle, at a great price".*

ROBERT, CLIENT

*"Thank you to all the Care Staff for their quality care and support looking after Mum – we are very happy and grateful with our service and feel more relaxed and confident knowing there is someone checking on and caring for her".*

TRACEY, DAUGHTER

*"I would like to say a big thank you to all your wonderful nurses. I feel privileged to know them – they are wonderful and they do a terrific job looking after my needs".*

PAMELA, CLIENT

*"Jennifer comes to my house for times a week to help me with my personal care. I would like to compliment her for all the great work she does for me, she is an absolutely lovely lady and I look forward to her visits. She is so obliging and makes me very happy".*

MERLE, CLIENT

*"I would like to thank all the staff that came to our home to help with rehabilitation, shopping and cleaning. The Care Staff are a credit to the company. I would be happy to welcome all of them to our home if the need is ever there again. They were very caring, well-spoken and very respectful".*

KEITH AND LORRAINE, CLIENTS

*"I would like to thank the Care Staff who attended to my father. I think he looked forward to the visits three times a week. They were talkative, respectful, helpful and acted above and beyond the call of duty. I'm glad I bought Dad home for his last days – the girls were very helpful, I couldn't have done it alone – thank you".*

ALANNAH, DAUGHTER

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# Other important information

# Maximise your home care package

Our team are experts at working with you on maximising your available funding to ensure you receive the care you need without the worry of what will happen if your care needs change unexpectedly for periods of time.

We have developed three unique and personalised ways to structure your support and funding.

Your dedicated Care Manager can work with you to efficiently plan and coordinate your services with your assessed level of care to determine which option may suit you best. Our flexible approach ensures even if you choose an option at the start of your care, we make it easy to change if you decide you want or need to structure it differently.



## myHomecare Bundle

### Flexible care with additional cover

Together we build an agreed core plan of services based on your needs for an agreed monthly amount up to a fixed amount of your funding

Your monthly allocation is inclusive of all Care and Package Management associated with your Care Plan

These regular services are managed by us and we look after any changes you may need as circumstances vary

Your bundle includes additional cover for services during periods of higher need as part of your monthly budget allocation



## myHomecare Direct

### Together we manage your care

We build a care plan with you based on your assessed needs

Services are planned, managed and funded based on our published standard pricing for Care and Package Management in addition to costs for services delivered

Adjustments to your care needs are charged at agreed prices; this includes periods of higher care need which are not covered in your budget



## myHomecare Self

### Care managed by you

Based on your assessed needs and approved funding, you are able to create your care plan

You are responsible for organising prices and managing the people who provide your care

Your monthly allocation of funding within your budget is managed by you

Periods of higher needs are subject to availability of your self managed budget, or you may choose to self fund extra service.

## FAQ

### How many hours of care could you receive within your Home Care Package budget?

If you have been assessed to receive care with a Home Care Package Level 4, you could receive up to 16 hours per week for your care needs. These hours may be reduced to include any products, services or exclusive client benefits that you choose to build into your package.

*It is important to remember that every situation is different and you are unique so this example may not be reflective your personal circumstance.*

### Important fact

*Care plans and hours are subject to your personalised needs, required outcomes and of course available budget.*

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# A checklist of questions to ask a home care service provider

Understanding home care and choosing a provider can be confusing. Even if you don't choose us, our priority is always making sure that you choose the right provider who can support you every step of the way. **myHomecare** is all about your homecare so if you choose to speak to a number of providers before making your decision, the below checklist is there to help.

Important questions to ask people who provide your care	myHomecare Accredited Providers	Other Provider 1	Other Provider 2
Are your Care Staff directly employed by you?	✓		
Are your Care Staff qualified?	✓		
Do your Care Staff receive professional development and ongoing training?	✓		
Can I choose the days and times my Care Staff will visit?	✓		
Can I change my Care Staff if they are unsuitable?	✓		
Can you arrange for alternate Care Staff to visit when my usual Care Staff are unavailable?	✓		
Can I decide what services I receive at each visit?	✓		
Can I access an online portal to change a scheduled appointment or request a service?	✓		
Do you support me to maximise the available government funding?	✓		

What other questions do you have for your Home Care service provider?	myHomecare Accredited Providers	Other Provider 1	Other Provider 2
1			
2			
3			

**Now that you've completed your provider checklist be sure to head to our website for regular updates**



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