



Introducing a personalised Home Care service that promotes independence and well-being for Living Choice residents.

Welcome to Living Choice Home Care

MISSION STATEMENT: To create pleasing and stimulating living environments, offering rewarding and fulfilling lifestyles for our senior community.

VISION STATEMENT: To provide the best choice of retirement lifestyles, homes, services and care in great locations.

Our mission is to exceed your expectations of being provided with superior housing and an excellent care program, range of diversionary activities and our hand in friendship.

Living Choice

From humble beginnings in 1992, Living Choice Australia has grown to become one of the largest and most respected privately owned retirement village companies in Australia. With a commitment to providing service excellence, Living Choice has embarked on a new venture to provide Home Care support services to enable Living Choice residents to live independently in their homes for longer.

Living Choice Home Care is now able to offer a wide range of Home Care services at all Living Choice villages in three states. Instead of seeking services through outside providers, residents can now access a range of services through Living Choice Home Care.

Consumer Directed Care (CDC) came into effect on 27 February 2017. Our goal is to provide more hours of care than traditional Home Care Providers and ensure consistency and continuity from initial contact to service delivery.

Living Choice Home Care Services

As a Living Choice resident, you can now receive person-centred care, tailored to your individual needs.

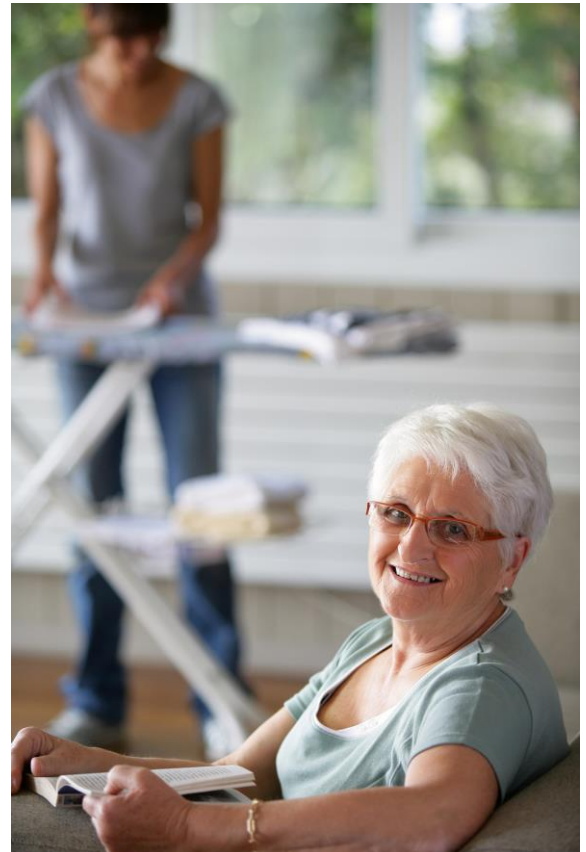
You will be provided with:

- a) An ability to explore and identify your care needs and lifestyle aspirations;
- b) Personalised care plans that enable you to remain independent for longer;
- c) Access to government funding options to reduce costs – e.g. Home Care Packages (HCPs) – through Aged Care Assessment Team assessments;
- d) Access to a full range of services based on your personal needs and circumstances.

How will this service work?

Living Choice Home Care works with you to tailor a package of services to suit your unique physical, social and cultural needs.

If you currently have a Government subsidised Home Care Package with another Approved Provider, our Case or Care Managers can show you how to transfer your package to Living Choice Home Care.



Living Choice Home Care has appointed an Executive Care Manager, Ines Vansevenant, who oversees Case Managers and Care Managers based at Living Choice's villages. A Registered Nurse with 37 years of experience, including 14 years as Director of Care and 10 years with the Australian Aged Care Quality Agency, Ines has commissioned Aged Care Facilities, managed facilities, overseen operational management and has a long list of Accreditation accomplishments.

In addition, Case Managers have been appointed on the Central Coast and in Adelaide, and Care Managers in Sydney and on the Sunshine Coast. These Staff offer advice on how you can transfer packages to Living Choice Home Care, access a range of government subsidies to support your Home Care needs as well as provide advice on your rights and responsibilities under recent Home Care reform.

What Services will be available to Residents?

Based on your needs, Living Choice Home Care can build home support services under a care plan, which can include either Home Care support services or a combination of Home Care and clinical support services. Below is a brief overview of services available:

- a) Domestic assistance – help in the home;
- b) Transportation and assistance with shopping (loading and unloading), visiting health practitioners and attending social activities to name a few;
- c) Personal care – assistance with personal activities such as bathing, showering, continence, toileting, grooming, dressing, walking or walking a pet;
- d) Nutrition, hydration, meal preparation and diet, including special diets for health, religious, cultural or other reasons, assistance with using eating utensils and assistance with feeding;
- e) Nursing, allied health and therapy services;
- f) Respite care or carer support, along with companionship;
- g) Assistance with exercise programs;
- h) Digital technology, assistive technology, aids and equipment.

What is Consumer Directed Care?

Since 27 February 2017, the Federal Government has transferred control of Home Care Services from the Home Care Provider to the individual receiving care, giving care recipients complete control over their Home Care Services and Government subsidised funds. Individuals can transfer between Home Care Providers. A Consumer Directed Care approach is provided to Living Choice Home Care recipients where you are offered:

- **choices** about the types of assistance you want and who will deliver the services and when;
- **control** over decisions that relate to your life and your care;
- **information and knowledge** so you can make more informed decisions.

What charges does Living Choice Home Care take from my package and what makes us different from any other Provider?

Living Choice Home Care has developed a Home Care service model for Government subsidised care that offers the following:

- a) Very competitive **administrative fees at 15%** and **Case Management fees at 10%** of your total Home Care package;
- b) Easier access to Case or Care Managers who are located on the Central Coast, Sunshine Coast, in Sydney and Adelaide.
- c) A Case or Care Manager who provides the opportunity for residents to gain more information on Home Care Services and Government advice on Home Care Packages;

- d) A quality service that links the services of your Case or Care Manager to a high-quality workforce of care workers;
- e) Competitive hourly care worker rates.
- f) No contract termination fee; A basic daily care fee which is 50% of the recommended fee.
- g) No fee for initial or ongoing care advisory services from our Case or Care Managers.
- h) No fee for ongoing information sessions at Living Choice retirement villages.

What are Home Care packages, and how can Living Choice Home Care help me?

A Home Care Package may provide you with a Government subsidy which enables you to make choices around a range of services that will meet your individual needs. With a variety of Home Care Packages available, Living Choice Home Care can assist you with flexibility around your care requirements with a focus to remain at home and independent for longer.

How can I access a Home Care Package?

Your eligibility for a Home Care Package is determined by the Aged Care Assessment Team (ACAT) in your local area. The Australian Government requires that people who can afford to contribute to the cost of their care pay an income-tested care fee. The Government may determine your income-tested care fee if you have a yearly income above a specific earning threshold. The assessment is free and is conducted in your home by experienced professionals who will discuss what is important for you to remain independent. Contact one of our Living Choice Case or Care Managers for further information or you can contact '[My Aged Care](#)' (MAC) for independent Government advice on 1800 200 422.



How can I transfer my existing Home Care Package?

You will need to let Living Choice Home Care, as well as your current Home Care Provider, know that you wish to transfer your Home Care Package. With your current Home Care Provider, you will need to formalise an end date for Home Care Services and any additional costs owed to them, including any contract termination fees.

Please contact our Case or Care Managers for assistance to activate your referral code as you'll need this code to change to Living Choice Home Care. During this time, you will enter into a new Home Care agreement with Living Choice Home Care, which will include all the terms and conditions of your service arrangements as well as fees, budget, structure and layout of monthly statements, and start date.

Note: The information in this document is correct as at 15/1/2019.

Our contact details:

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