

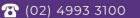
## Your life, your way - with our support.

Your handbook explaining your NCCCA Services



For all NCCCA Support at Home enquiries:







The Australian Government has introduced an in-home care system to help you live independently at home for longer.

This system is called Support at Home

### **Key features**

Under **Support at Home**, you will see:

- More choice and flexibility with 8 support levels to better suit your needs.
- Faster access to equipment and home modifications.
- Quarterly budgets with contributions based off your financial situation.
- Short-term care is available up to 12 weeks.
- Clear service pricing, stronger fee protections and a lifetime cost cap.

### **Your Support at Home** journey with us



### **Apply for an Assessment**

To access the Support at Home program, you need to be registered with My Aged Care



myagedcare.gov.au



### Get Assessed.

You will need to have an independent assessment to determine your eligibility and which of the 8 Support at **Home Classification Levels** you fall under.



### **Connect with** NCCCA

Once you have been assessed, we can discuss your personalised care plan.



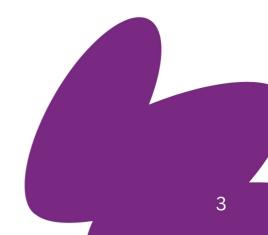
### We are here to explain it all!

Your NCCCA Care Manager will help you through every step of the way.



### **Budgets, fees &** contributions

Your NCCCA Care Manager will step you through everything you need to know about budgets and contributions, so you can make informed decisions together.



# The Support at Home classification levels & budgets

Levels	Quarterly Budget	Annual Budget	Care Overview
Level 1	\$2,750	\$11,000	<b>Minimal support -</b> Light housework, meal delivery, welfare check-ins. For largely independant individuals.
Level 2	\$4,000	\$16,000	<b>Light Personal Care -</b> Assistance with dressing, showering, medications, and social activities.
Level 3	\$5,500	\$22,000	<b>Moderate support -</b> Regular personal care, mobility aid support, meal prep, household cleaning.
Level 4	\$7,500	\$30,000	<b>High-frequency support -</b> Daily routines assistance, home modifications, toileting, continence care.
Level 5	\$10,000	\$40,000	<b>Daily support &amp; health coordination -</b> Hoists, transfers, transport to medical appts, in-home safety monitoring.
Level 6	\$12,000	\$48,000	<b>Comprehensive Care -</b> Nursing support (wound care, medication), continence management, allied health therapies
Level 7	\$14,500	\$58,000	Intensive daily care - Assistance with all daily living activities, complex health conditions, dementia support.
Level 8	\$19,500	\$78,000	<b>Highest level of care -</b> Palliative support, 24/7 availability, specialised equipment, nursing interventions.

I AM ON LEVEL:	
MY QUARTERLY	SUDGET IS:
MY ANNUAL BUD	GET IS:

## How do I know how much it costs me?

With NCCCA, you'll have clear, transparent costs - no surprises.

#### **Contributions Are Based Off Your Financial Situation**

What you pay for services from your own pocket (contributions) is based off your financial situation.

This contribution percentage is determined by **Services Australia** and your **income/assets test.** 

The less financial means you have, the less percentage you pay.

However, no matter your financial situation, a new **lifetime cap of \$130,000** has also been introduced, so that you will never pay more than this amount towards services in your lifetime.

#### **Fees**

A Care Management fee is required for the management of your care. It is a standard 10%, and is the same for all providers.

This is taken from your quarterly budget - not your wallet.

## The Service Categories explained

### Within the Support at Home system, there a 3 Service Categories: Clinical, Independence & Everyday Living

These are the 3 different areas that you will allocate your services from, depending on your needs.

Now that you know your classification level and quarterly budget, your services will come from one of the 3 categories below.

**Services Australia** will determine your how much of a percentage you will pay from your pocket towards a service based on:

- The type of service:
  - Clinical supports FREE FOR ALL
  - o Independence supports and
  - Everyday living supports

**FREE for ALL participants** 

- Your income / assets test:
  - o Full pensioner,
  - Part pensioner,
  - Self-funded retiree

Clinic	al	Independence		<b>Everyday Living</b>	
Services include:		Services include:		Services include:	
<ul> <li>✓ Nursing</li> <li>✓ Occupational Therapy</li> <li>✓ Restorative care</li> <li>✓ Continence Support</li> <li>✓ Nutrition</li> </ul>		<ul> <li>✓ Personal Care</li> <li>✓ Respite Services</li> <li>✓ Social Support</li> <li>✓ Transport Services</li> <li>✓ Home Safety Modifications</li> </ul>		<ul> <li>✓ Domestic Assistance</li> <li>✓ Meal Preparation</li> <li>✓ Gardening &amp;</li> <li>Home Maintenance</li> <li>✓ Shopping</li> </ul>	
Financial status	% you pay	Financial status 9	% you pay	Financial status	% you pay
Full Pension	0%	Full Pension		Full Pension	
Part Pension	0%	Part Pension		Part Pension	
Self Funded	0%	Self Funded		Self Funded	
Clinical Services are					

## **My NCCCA Services**

SERVICE PRICING - Per Quarter				
Full Cost of Service	Cost to me			

ADDITIONAL FUNDING - Separate to above		
Funding Type	Available	Used



Sometimes it's a little help. Sometimes it's more.

NCCCA is here for both.

### **CONTACT DETAILS**

My NCCCA Care Manager is:

NCCCA Community Services	
	community@nccca.com.au
My Aged Care	

#### My Agea care

★ 1800 200 422
★ www.myagedcare.gov.au

### Feedback - Compliments, Complaints and Suggestions

Reach out on (02) 4993 3100 (option 1) www.nccca.com.au/feedback

