

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	Minimal support - Light housework, meal delivery, welfare check-ins. For largely independant individuals.
Level 2	\$4,000	\$16,000	Light Personal Care - Assistance with dressing, showering, medications, and social activities.
Level 3	\$5,500	\$22,000	Moderate support - Regular personal care, mobility aid support, meal prep, household cleaning.
Level 4	\$7,500	\$30,000	High-frequency support - Daily routines assistance, home modifications, toileting, continence care.
Level 5	\$10,000	\$40,000	Daily support & health coordination - Hoists, transfers, transport to medical appts, in-home safety monitoring.
Level 6	\$12,000	\$48,000	Comprehensive Care - 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	Highest level of care - Palliative support, 24/7 availability, specialised equipment, nursing interventions.

I AM ON LEVEL:

MY QUARTERLY BUDGET IS:

MY ANNUAL BUDGET 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 are 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**
 - **Independence** supports and
 - **Everyday** living supports
- **Your income / assets test:**
 - Full pensioner,
 - Part pensioner,
 - Self-funded retiree

Clinical	Independence	Everyday Living
Services include: ✓ Nursing ✓ Occupational Therapy ✓ Restorative care ✓ Continence Support ✓ Nutrition	Services include: ✓ Personal Care ✓ Respite Services ✓ Social Support ✓ Transport Services ✓ Home Safety Modifications	Services include: ✓ Domestic Assistance ✓ Meal Preparation ✓ Gardening & Home Maintenance ✓ Shopping
Financial status % you pay	Financial status % 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
FREE for ALL participants

My NCCCA Services

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

ADDITIONAL FUNDING - Separate to above		
Funding Type	Available	Used



Respect
Integrity
Compassion
Connection

**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

 (02) 4993 3100 (option 1)  community@nccca.com.au

 www.nccca.com.au

My Aged Care

 1800 200 422

 Aged Care ID: AC_____

 www.myagedcare.gov.au

Feedback - Compliments, Complaints and Suggestions

 Reach out on (02) 4993 3100 (option 1)

 www.nccca.com.au/feedback

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