

## Eligibility

Age eligibility is 65 years old and over.

In order to access a Home Care Package, you need to be referred to My Aged Care, be assessed and approved as eligible by an Aged Care Assessment Service (ACAS). Once approved, your name is placed on the national waitlist managed by the Government. When a Home Care package is assigned to you, you can contact us for signing Home Care Agreement and discussing Care Plan and service arrangement.

Information about the aged care services can be obtained from **My Aged Care** on website [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or via phone **1800 200 422**.

## Care Fee

- \* No **Basic Daily Fee** is required to pay if you choose AVWA as your service provider.
- \* If your income is over the maximum income for a full age pensioner, you may be asked to pay **Income-tested Care Fee**.

*Your aged pension and carer payment/allowance of your carer will not be affected when you receive Home Care Package services.*

Updated: 9/10/2018

## Contact us

For further information and assistance, please contact our bilingual Vietnamese English speaking staff.

### Western region:

Phone: **9396 1922**  
Email: **hcp-west@avwa.org.au**  
Address: **Unit 7/6-12 South Rd  
Braybrook VIC 3019**

### Northern region:

Phone: **9428 9078**  
Email: **hcp-north@avwa.org.au**  
Address: **30-32 Lennox St  
Richmond VIC 3121**

### Southern & Eastern regions:

Phone: **9546 2699**  
Email: **hcp-south@avwa.org.au  
hcp-east@avwa.org.au**  
Address: **19/134 Springvale Rd,  
Springvale VIC 3171**

Visit our website: **avwa.org.au**



# HOME CARE PACKAGES PROGRAM

## Wishing to stay at home longer?

The **Home Care Packages** (HCP) Program is an Australian Government funded program. The aims of the AVWA HCP Program are:

- \* to assist senior people from Vietnamese background to remain living at home for as long as possible; and
- \* to enable them to have choice and flexibility in the way that culturally and linguistically appropriate care and support is provided at home.

The Home Care Packages are delivered on **Consumer Directed Care** basis. It gives you more control and choice about the types of care and services you receive, how care is delivered and who delivers it to you.



## What kind of services will you be provided?

All services of a Home Care Package are delivered by Vietnamese speaking staff. They consist of two parts:

1. Case management and service coordination.
2. Service provision/ purchasing to meet the individuals' specific care needs.



### Case Manager

- assists with care planning, care coordination, monitoring and budgeting of services;
- arranges direct services and make referrals to other services as per your care needs;
- is the main contact point for you, your carers and other service providers;
- communicates with all parties in regards to what is to be achieved to assist with meeting your care needs;
- monitors and reviews your care plan and status to ensure the appropriate assistance is provided;
- undertakes an advocacy role where required to ensure your rights are protected.

## Services



### Care Services

- **Personal care** – such as help with showering or bathing, dressing, mobility, meal preparation and eating.
- **Support services** – such as house cleaning, transport to help you do shopping, visit your doctor or attend social activities, gardening, basic home maintenance related to your care needs.
- **Clinical care** – such as nursing, allied health and therapy services (speech therapy, podiatry, occupational or physiotherapy services,...).
- **Support for carers** – such as providing relevant information and temporary respite service.
- **24-hour on-call service**

Other identified services in your care plan to support you to live at home can also be arranged. Whatever is agreed must be affordable within the funding available for the package.