

Golden Glow Nursing Aged Care Package Frequently Asked Questions



Your Choice, Your Family, YOUR TEAM

How Do I Access a Home Care Package

Never had a Package before

If you feel that you need the assistance of a Home Care Package the first step is to contact My Aged Care **1800 200 422** . They will help you with the following steps

- Organising a Referral for Assessment
- Contacting you to organize a time for an assessment
- Notifying you of the outcome of the assessment

If you are assessed as eligible for an Aged Care Package you can then start contacting Service Providers to discuss your needs. The service provider should provide you with the following information prior to you signing a service agreement

- The level of package that you are eligible for
- The amount that the government provides for your level of package
- Any additional supplements that you may be eligible for
- The services that they offer
- Your rights and obligations under a package
- The fees and charges that are relevant to this Service Provider
- Details of the income assessment that you will need to do.

It is important to note that you do not have to sign a service agreement, you should have a full understanding of the conditions of your agreement and can decide not to proceed at any point. If you have questions continue to ask the service provider representative until you are certain that you understand everything.

Already Have a Package

If you are an existing client of a service you can change providers simply by contacting the new provider and having a conversation with them about the services that you require. You can speak to as many providers as you like to find the one that you feel will best suit your needs. Once you

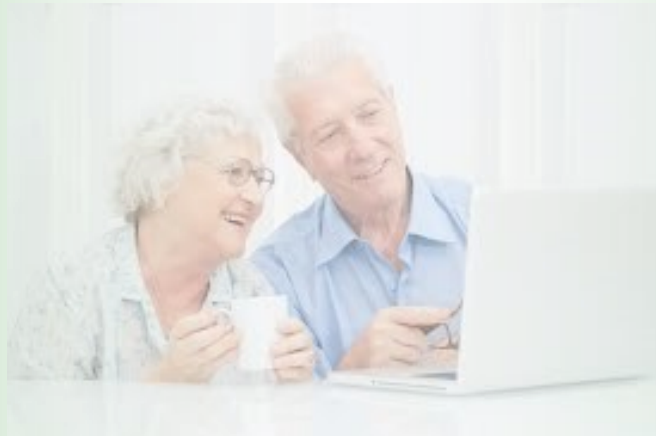


What Service Does Golden Glow Offer

Golden Glow Nursing can provide the following services as part of an aged care package

- Personal Care
- Community Access
- Domestic Assistance
- Support with Medication
- Respite Care
- Nursing Services
- Nutritional Support
- Welfare Checks
- Gardening maintenance services

If you think of something else talk to us, we are happy to see if we can provide assistance



Please Note— Under the Government guidelines aged care packages cannot pay for

- Items that would normally be purchased out of general income
- Purchase of food (except Meals on Wheels)
- Payment for accommodation
- Payment of home care fees
- Payment for fees where the service is funded or jointly funded by the Government
- Home modifications
- Cost of entertainment
- Payment for Medicare or PBS items

What Fees do the Government Charge

Consumer Contribution— the Government expect that everyone on an aged care package contribute to the cost of their care. The cost of this is \$150-300 dollars per month. If you have income other than the aged care pension you may also have to pay an income tested fee.

Income Tested Fee— The Government states that all clients must complete an income assessment when starting on an Aged Care Package. **Please Note** - if you do not complete an income assessment the Government charges the maximum daily fee until such time as an income assessment is completed.



What Fees Do Golden Glow Nursing Charge

Administration Fee (8.5%-17%)— this is a fee that covers the cost of tools that we use to provide care. This includes cares, phones, computer software, uniforms, office costs

Case Management Fee (12-24%)— this fee allows us to do things specifically for you to organize the services that you want. This can include, organizing appointments, talking to other service providers, organizing medications, purchasing items,

Contingency Fund (5-10%) - This fee is set aside and saved and used if the client wants or needs large ticket items or increased services for short term.

Rates for Staff— Support Worker (\$55.00/hour), Enrolled Nurse (\$65.00/hour) Registered Nurse (\$125.00/hour). Additional charges apply for weekends, evenings and public holidays.

If you would like to discuss your aged care package further , please give us a call at the office 8927 2756, we are really happy to help.