



*Live life* on your terms  
with in-home care

Your guide to accessing the right care with Aveo





## Empowering your independence

Life's to be lived to the fullest and we want to help you cherish every moment. As we age, a helping hand can make a world of difference in achieving that goal. Aveo's personalised and flexible care and support service empowers you to maintain your independence in the home and community you love for as long as possible.



### Get *domestic* help around the home.

Cooking, cleaning, laundry and gardening.



### Connect with *wellbeing* services that support your lifestyle.

Shopping, transport and home modifications.



### Access *lifestyle* assistance for the day-to-day.

Mobility, showering, dressing and grooming.



### Enjoy *wellness* services for your overall health.

Occupational therapy, physio, podiatry, speech, dietary, hearing & vision.



## Care *experts*, so you don't have to be

Navigating care can be daunting. With the support of Aveo's care at home team it needn't be. From helping identify support needs and accessing suitable government funding, to facilitating access to tailored assistive services, our professional team is here to help, every step of the way.

- We're a trusted adviser, offering **tailored advice around your care**
- We're here to take the hard work out of **connecting with My Aged Care**
- We help you understand, access and **maximise Government funding**
- We help you **tailor a support plan that complements your needs and lifestyle**
- We're there as your situation changes, **connecting you to the help you need**

## Your *dedicated* care coordinator

We believe a friendly, familiar face makes a difference in your care experience. That's why we assign you a dedicated Case Manager - an integrated member of your community - who is readily available to collaborate with you and other providers to get you the help you need.



Experienced **Case Manager** who gets to know you



Available on-site with **no travel fees**



**Flexible billing** in 15-minute increments



**No additional fees** for choosing third-party providers



# Covering the cost of your care



## Government funding

Thinking about the cost of care can be daunting, but the great news is that Government-funded Home Care Packages are designed to provide you with long-term, personalised support without financial barriers.

As an approved Home Care Package provider, we can help you access and manage those funds with ease, so you can feel confident that you're getting the most out of your funding.

Want to learn more about Home Care Packages? Please turn over to explore some FAQs



## Fee for service

If you are waiting for funding approval or need extra support beyond your Home Care Package provisions, our fee-for-service option offers a great alternative.

Simply pay for the services you want as you please, without the need for government assessment. We believe in empowering you to manage your care, and this is just another way we do that.



Over about three years it got to the stage where we needed to get help. We wanted to stay in our own home and we couldn't be here if it wasn't for our home care package. It gives us our independence. We feel much freer and safer now. ”

**Roger & Myra Turner**  
Residents

# Home Care Packages *simplified*

Understanding Home Care Packages is essential for accessing personalised, government-funded care. At first, the system may feel confusing or overwhelming, so we've created a series of frequently asked questions to help you start making sense of it all.



## What is a 'Home Care Package'?

A government-funded support package catering to your unique needs & goals, providing long-term care and support, without the financial burden.

Once set up, accessing benefits is easy and you can live independently with reliable support.



## How do I get set up with a Government-funded care package?

You'll start by contacting MyAgedCare for an assessment. After that, there are just three simple steps to getting the support you need. But don't worry, we're here to help at every stage!

1

Complete an ACAT assessment to be recommended for a suitable package

2

Speak to your Aveo Case Manager to decide what services you require

3

Enjoy life, supported by Aveo and a Government-funded care package



## How do I know how my Home Care Package is being spent?

Rest assured you have complete control over your care package. Funds are securely held by the government and paid to your chosen provider for the services you receive.



## Are there any out-of-pocket expenses that I need to be aware of?

While your package covers most costs, sometimes there may be a few extra fees to consider.

A **Daily Care Fee** may be charged for additional care outside of your package provisions, while an **Income Tested Care Fee** may apply if you are still receiving an income. Both fees are assessed on a case-by-case basis.



## What other fees does the package cover besides my support services?

More than just support services, your package covers coordination and administration fees needed to ensure the highest quality of care.

Your **Care Management Fee** covers things like planning, reviews and service coordination, while a **Package Management Fee** covers funds management, documentation, and compliance.





*Care to talk* about home care options  
to empower your independence?

Chat to the **Aveo care at home team**  
or call **1300 386 158** to find out more

**aveo**