

What are community care packages?

Community care packages offer planned and coordinated health and support services to aged and/or disabled people and their families, to help them continue living in the community.

The services provided are flexible and geared to meet individual needs. They may be at a level above that available through the Home and Community Care (HACC) program, so are worth considering when these services are no longer sufficient.

A community care package may include help with:

- ▣ personal care - bathing, showering, dressing, grooming
- ▣ home cleaning
- ▣ meal preparation
- ▣ respite care
- ▣ allied health services
- ▣ transport
- ▣ garden maintenance.

A case manager will become your main contact person. They will help you and your family member to consider the options available and to make choices that best suit your needs, within the funding available.

*"The extra help is wonderful,
but it's the case manager who has made all the difference."*

Depending on the type of community care package received, your family member may be ineligible for other programs or resources - e.g. aids and equipment, personal alarms or nursing services. The Aged Care Assessment Service can provide more information and advice on which community care package will best meet your family member's needs.

Types of community care packages available

Community Aged Care Packages (CACPs)

Community Aged Care Packages (CACPs) are available to people who would otherwise require low level care - e.g. hostel care.

A CACP may provide up to four hours of care per week, replacing any services that have been provided by the Home and Community Care program. For this reason, accepting a CACP sometimes requires a change in paid workers. It is important to consider the advantages and disadvantages of this beforehand.

Community Options

Community Options packages are available to people with complex care needs and who are eligible for HACC services. A Community Options package will supplement or 'top up' the services already being received through the HACC program.

Extended Aged Care at Home (EACH)

EACH packages are available to people with complex care needs who would otherwise require high level care (e.g. nursing home care). An EACH package may provide up to 18 hours of care per week, replacing any services that have previously been provided by the HACC program.



Cost

A contribution toward the cost of the services provided is requested. This fee is calculated on the level of services received, the income level of the person you care for and their ability to pay. Fees may be waived or reduced when there is financial hardship - no one will be refused service due to an inability to pay.

How to make a referral

Contact the your [local Aged Care Assessment Team](#) for information and advice - phone 1800 500 853 for contact details.

Waiting lists

Waiting lists for community care packages can be very long at times. Don't delay in contacting your [local Aged Care Assessment Team](#) when you feel the time is right.

Advice from carers and families

- ☑ Contact ACAS as soon as possible to find out more about community care packages. They can make such a difference.
- ☑ Be aware that these packages may not be able to provide as much help as you would like.
- ☑ Talk openly with the case manager about the needs of the person you care for. Try to negotiate the best outcome.
- ☑ Working with a care manager may feel a little strange at first. Bear in mind that they know the system well and can help you find your way through this.
- ☑ Be honest and open about your difficulties, during the ACAS assessment and when you meet the case manager. You have to demonstrate the extent of your needs to get the service.
- ☑ ACAS and case managers are interested in carers too - they will want to know how you're doing, so tell them. They can help you get further support if needed.

Further information:

- ☑ [Home and Community Care services](#) - information sheet.
- ☑ [Aged Care Assessment](#) - information sheet.

Contact the [Commonwealth Carer Resource Centre](#) on 1800 242 636* to request the above information sheets be sent to you - or to find out about other information sheets in this series.

*Free call except from mobile phones. Mobile calls at mobile rates.

We do our best to keep these links up to date, but the internet changes all the time. If you can no longer access any of the above resources, please go to our [Internet Troubleshooting Guide](#), or email us at website@carersvic.org.au