



Care + Community + Choices

Your Home Care Package With KNC



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PART 1: ABOUT YOUR HOME CARE PACKAGE

A Home Care Package with KNC is a co-ordinated bundle of supports tailored to meet your specific care needs. Your Home Care Package will help fund the services you need to assist you to live in your own home for as long as you choose.

HOW DOES YOUR KNC HOME CARE PACKAGE WORK?

Your KNC Home Care Package gives you maximum choice and control over the services you need to continue living in your own home.

We will meet with you to understand your needs and develop a "Care Plan" to assist you.

We will connect you to the services that best meet your needs and expectations. We will then manage those services for you in order to ensure you are receiving the best value and quality.

WHAT CAN YOU EXPECT FROM US

Your package of support is specifically tailored to your needs as identified by you. It includes:

- ❖ a **Care Plan** based on your individual goals and aspirations;
- ❖ a yearly allocation of money and a spending **budget**;
- ❖ an annual **formal review** of your package at an agreed time;
- ❖ access to a **personalised and skilled Care Co-ordinator** to support the choices you make to spend your package; and
- ❖ the care and support activities as outlined in your care plan.

Your KNC Home Care Package offers you the opportunity to choose the types of services you need, who will provide those services and when they will be provided.

You now have a Home Care Package budget outlined in your Care Plan managed by KNC. You have the ongoing assistance of your KNC Care Co-ordinator to help you manage your budget and your services.

Your KNC Home Care Package budget includes all our charges to provide you with independent information, advice and guidance as well as the cost of the direct care services you receive. KNC does not provide any direct care services as we believe that it is in your best interests to separate advice from direct service delivery.

PART 2: OUR COMMITMENT TO YOU

Your KNC Home Care Package will reflect your choice and preferences, and guides how we provide your care and support.



Your KNC Home Care Package was allocated to you by the Commonwealth Government after an assessment by the Aged Care Assessment Team (ACAT). Selecting KNC as your Package Provider enables you to receive a Home Care Package that maximises your choices. With KNC, this means that:

- ❖ your best interests will always come first;
- ❖ your opinion is always paramount – this is *your* Home Care Package, you are in control;
- ❖ you will always have the right to request and receive, detailed information to assist you in decision making;
- ❖ you will always be provided with regular financial reports that relate to your care;
- ❖ you will always have access to information and resources to make the most out of your package; and
- ❖ you can request changes to your services at any time.

For your day-to-day schedule changes, worker replacement and or other arrangements you may wish to modify, you will contact the provider of your direct care service. This enables you to have total control over the delivery of your care services. We work with both yourself and your chosen provider of direct care

services to ensure you receive exactly what you need and want.

KNC will oversee the quality of the services delivered to you and manage any concerns you have with this service.

We will assign a dedicated KNC Care Co-ordinator to you, someone you can discuss any concerns with.

Your KNC Care Co-ordinator will show you all the options you have for your care and support, and advise what might be right for you at the time.

Your KNC Care Co-ordinator will keep in touch with you throughout the year, and will review your Care Plan services on a regular basis so that they can be adjusted if your care and support needs change.

THINGS YOU MIGHT LIKE TO DISCUSS WITH US:

1. How much involvement do you want in identifying what supports and services you need?

- I already know exactly what supports and services I need.
- I want to be involved in decision making every step of the way, but would appreciate some more information and discussion to help me make my decisions.
- I am a little bit overwhelmed by all the choices - I have some ideas, but I would like someone to present me with some options and recommendations.

2. How much involvement do you want in choosing which services provide your support?

- I know who I want providing my care, and am ready to discuss what and when my services can be provided.
- There are some basic qualities I am looking for in providers - I would like to discuss this with my Care Co-ordinator and be informed about my options.
- I would like you to recommend the providers that you believe will best meet my needs, and develop a care plan with me on that basis.

3. How much involvement do you want in choosing the type of people who will provide your support?

- I have specific requirements for care staff, and I am able to articulate what they are.
- There are some things that are really important to me, and I would like to discuss my preferences and understand what's available before making my decision.
- I would like to be involved in the development of the Care Plan, but would prefer you make arrangements on my behalf based on our discussions and my assessment.

4. How much involvement do you want in developing your home care spending plan?

- I am familiar with budget setting and management, and will only require information on price in order to develop my preferred budget.
- I have ideas about how I would like my budget to operate, for example managing contingencies etc, but would like support and information.
- I would like final approval of my budget, however would like you to develop it based on our assessment, and talk me through it.

5. How much support do you want to have when you meet with us?

- I am happy to meet with you alone as I know what I want and understand the changes.
- I want to have someone I choose, to be present when we meet.