



Fees and Charges

Understanding and comparing fees and charges for Home Care Packages can be tricky. You will be assessed by your local Aged Care Assessment Team (ACAT). This assessment will determine what level of package you receive. The higher levels attract higher levels of funding.

Your contribution to your care is assessed by the government based on your income and assets. This is called the Income Tested Care Fee. In addition you may be asked to pay a Basic Care Fee.

CCNB's Home Care Package costs are among the lowest on the market. Our commitment to you is to minimise your costs, allow you choice of providers and take away the complexity of managing your care. We also ensure you are accessing all your entitlements and help you weigh up the options to get the best value out of the care system. For many people, this means there are no "out of pocket" expenses.

For further information about Aged Care and how to choose the best services for you, contact CCNB

☎ 1300 002 262

✉ referrals@ccnb.com.au

🌐 www.ccnb.com.au

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A Home Care Package with CCNB

Finding you the best care and most appropriate services to support you at home

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What is a Home Care Package?

A Home Care Package is available to older Australians who have been assessed as requiring care and support to remain well and healthy at home. A few examples of services you can access with your Home Care Package include; assistance with showering, housework, shopping, transport, gardening, cooking classes, physiotherapy, podiatry, meal delivery, contribution towards some modifications at home, personal support during travelling, walking the dog, exercise programs. The list is endless and services are always tailored to meet your needs.

Getting Started

If you have had your ACAT assessment and received your letter from My Aged Care advising you that you have been assigned a Home Care Package, it is time to look for an Approved Care Provider. Your letter will set out what level of Home Care Package has been assigned to you and it will include a unique referral code that you give to your chosen Approved Provider.

CCNB has satisfied all the government's requirements to administer packages on behalf of consumers. The only way to start using your Home Care Package is through an Approved Provider.

Introducing CCNB's Home Care Package Service

CCNB is a not for profit, community-based organisation. We provide independent and impartial advice and care coordination to support people access health and community services.

We have been working together with people and communities since 1994 to maximise choice, independence and wellbeing.

We believe that everybody deserves to get the most out of life.

Want to change your provider and choose CCNB?

It's okay to change your service provider. People change because they may not be able to access the care staff they want, aren't getting value for money or are not happy with the level of customer service. Whatever your reason it is okay to change providers.

If you choose CCNB to be your new Home Care Package Approved Provider, we will take care of all the paperwork, work through the transition with your current provider and make sure that all the government requirements are met.

Benefits of choosing CCNB as your Home Care Package provider

- ✓ A personal Service Plan documenting what you need and when you need it to ensure your wishes are always known and implemented.
- ✓ Regular review of your Service Plan to monitor any changes in your circumstances.
- ✓ Oversight of your care services to ensure best quality and value for money.
- ✓ Someone to manage any problems or issues with your care and support.
- ✓ Peace of mind because CCNB is independent and because we are impartial, we always have your best interest at heart.
- ✓ High quality aged care professionals who can provide you with expert advice.
- ✓ Low fees, charges and payment options.
- ✓ Access to specialists such as CCNB's Dementia Consultant.
- ✓ A financial plan and expense monitoring.
- ✓ Ongoing support from a professional aged care advisor and care coordinator.
- ✓ Choice and control over your services.
- ✓ On request, we link you to care workers who speak your language.
- ✓ Peace of mind with safeguards to preserve your privacy and security.