

Your guide to self-management



Welcome to HomeMade

We are thrilled you have chosen to self-manage your Home Care Package with HomeMade. We're excited to get to know you and work with you to achieve your goals.

HomeMade's goal is to transform the home care sector in Australia. Our creative approach is designed to support customers to maintain their independence and take an active role in managing their home care.

To help get you started, we have put together this welcome pack (think of it like your self-management manual) as an easy reference guide to use when you have a question relating to your package or support services.

You also have access to our unique HomeMade account, where you can find real-time information about your support plan, services, and funds, giving you all the information you need to manage your home care.

Now let's get started, we hope you enjoy the HomeMade difference.

The HomeMade Team



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Getting started

Steps to get underway with self-management.



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Setting up your account



What happens next?

Follow these steps to get self-managing underway.

Step 1

Read this HomeMade Welcome Pack

Take some time to read this manual. It contains most things you need to know about home care and self-managing with HomeMade. We answer lots of commonly asked questions in these pages, so you can always refer back to them to guide you along the way.

Step 2

You've had a virtual home visit, now what?

Your support plan should be available 7-10 days after your online home visit. You'll get an email once it is ready, log in and get familiar with the actions you need to take to set up your services.

If anything needs to be changed or added, please add comments via the support plan link in the menu on your HomeMade account so we can make sure it's accurate.

Step 3

Time to get some services in

Now you know your goals and the action you need to take, you can start building your team and receiving support. This is where your plan becomes real and you get busy building a team of capable and supportive people to help you achieve your goals. Following our helpful guide, your support plan and budget to keep everything on track.

Step 4

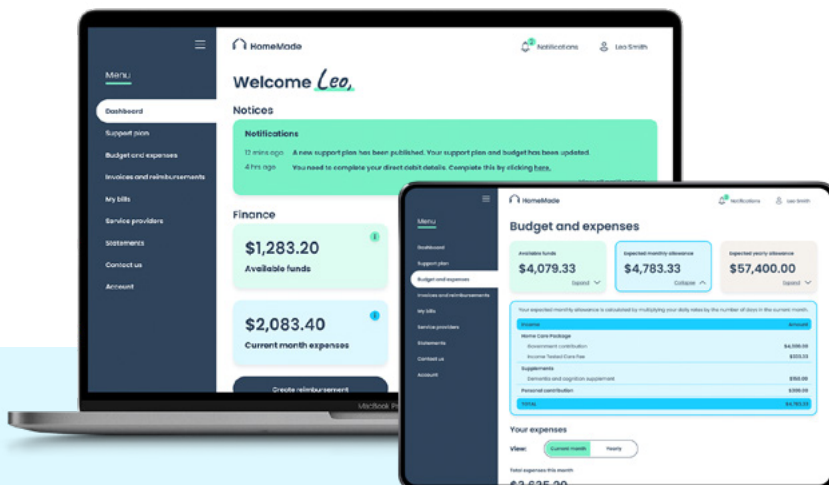
Go about living the life you want

Congratulations! Once you have set up your services, you'll be able to see the benefits of self-management. You will have created everything you need to manage and maintain your support plan and budget and are now in charge of the services in your life. Remember to keep track of your spending and goals in the HomeMade platform.

HomeMade will check in to ensure you're feeling confident and that the supports you have in place are meeting your (and our) quality standards.

Guide to

Setting up your account



1

Activate your account

Follow the link in your Welcome email to activate your account with HomeMade.

You can search your inbox by looking for “Your HomeMade account is ready” – remember to also check your Junk and Spam folders.

2

Create a password

Create a secure password you will remember.

Make sure the password you use isn’t easily identifiable such as a birthdate, name or postcode.

3

Login to the HomeMade Platform

Go to homemadesupport.com.au and click

Login

to access the HomeMade Platform.

Enter your email address and the password you created to access your account.

Trouble signing in? If you receive ‘Sorry, your username or password is incorrect.’ this means your password is incorrect. Please click the “forgot password” link or toggle the “eye” icon to check you’re entering your password correctly.

4

Start managing your Home Care Package

We use technology to provide you with a way to safely, easily and cost-effectively self-manage your Home Care Package.

To stay safe online, don’t provide your login credentials to anyone else. If in doubt, ask someone you trust or contact the HomeMade team.

Your package and support plan



Defining your support plan goals in-line with your assessed needs.

What is a support plan?



Who gets to see my support plan?



What support does HomeMade offer?



What do I do if things change?



What is a support plan?



Advanced care planning



Your plan

What is a support plan?

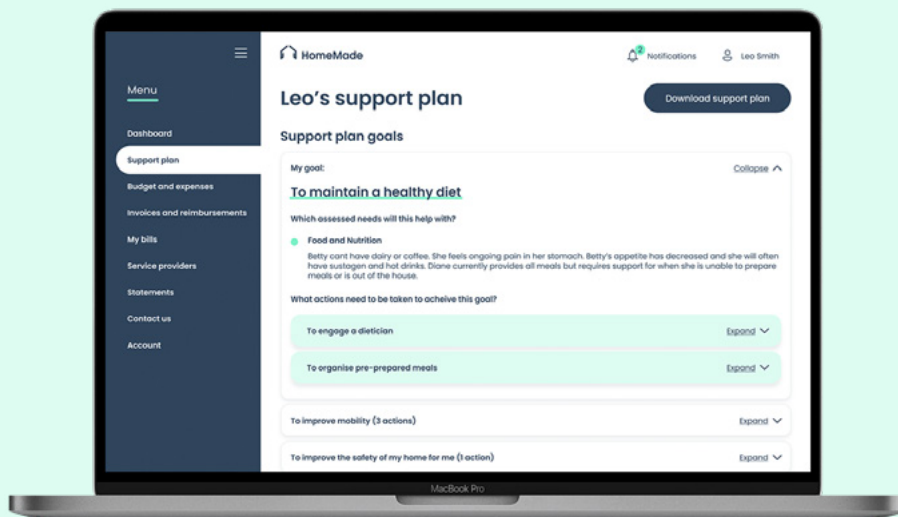
Sometimes known as a care plan, your support plan details your goals for your Home Care Package, along with your assessed care needs. It outlines how your package funds will be allocated to best meet your goals. Particularly focusing on using your funds to improve your health and well-being and staying connected to people, activities and communities that are important to you.

- ✓ What supports and services you have chosen
- ✓ How often you will use them
- ✓ Recommended service providers for the service
- ✓ Indicative prices based on average service provider costs
- ✓ Who is responsible for organising them

Your support plan needs to be very responsive to your changing needs. Together we can add new goals or adjust existing goals as you need. Your plan is what has been approved based on your needs and the Home Care Package guidelines. It is important to note that if you purchase products or engage in service **outside of your plan**, they may not be covered and can be a personal expense. Therefore, it is always best to add products and services to your plan before you commit to spending any money.

Who gets to see my support plan?

You **must download** a copy of the plan from the HomeMade platform so you can pass on the relevant and necessary sections to your support workers and service providers. This is important to ensure consistency when you receive your care and to make sure your support workers and service providers know how you want things done and other relevant information about providing quality care to you.



What support does HomeMade offer?

We work with you to identify your goals and develop a plan that meets your unique situation and preferences. Our goal is to get you effectively self-managing your Home Care Package. For this reason, we have a team of highly trained individuals to assist you along the way.

Our team will:

- ✓ Regularly assess your needs, goals and preferences
- ✓ Review your home care agreement with you and develop your support plan
- ✓ Ensure your care and services align with other supports
- ✓ Partner with you and your family or carers about your care
- ✓ Ensure your care and services are culturally safe
- ✓ Identify and address risks to your safety, health and well-being
- ✓ Provide guidance on the best way to maximise your package and innovative ways to meet your goals
- ✓ Manage your funds including paying your invoices and reimbursements

What do I do if things change?

To ensure we can support you in the best way possible, HomeMade needs to keep the lines of communication open with you. If you are experiencing any significant changes to your health, living situation, financial wellbeing or family support, we need to hear about it to ensure your support and services continue to match your needs and your budget.

Some examples of things you should keep us informed about:

- ✓ Someone you rely on is no longer able to support you in the same way
- ✓ You have a fall or other event at home
- ✓ You need to go to hospital, even for just one night
- ✓ You receive a diagnosis of a new health condition
- ✓ You notice a change in your health
- ✓ Your living arrangements change

We will talk to you about any changes that may have occurred and this will continue to be a regular topic of conversation between you and HomeMade.

What if you need more support than your funding offers?

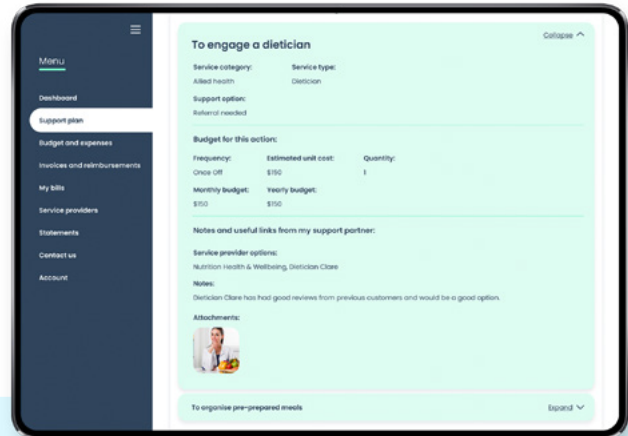
If your circumstances have changed and you've noticed that your current Home Care Package isn't providing enough supports and services we can help you with asking MyAged Care to consider a higher priority Home Care Package and assessment.

Please contact your Support Partner to organise a review and start the process.



Guide to

Support plans



What is a support plan?

Support plans detail **care goals** in line with your assessed care needs. It sets out how your package funds will be allocated to best meet care goals and needs. It focuses on using available funds to improve health and wellbeing and staying connected to people, activities and communities.

What is detailed in the plan?

- ✓ Your chosen support and services
- ✓ How often you will use them
- ✓ Who will provide them
- ✓ How much they will cost
- ✓ Who is responsible for organising them
- ✓ Date/s for planned completion of goal/s

When is the support plan created?

During your on-boarding with HomeMade, and within 7-10 days of the completion of your Home Visit.

Can I make changes?

This document changes according to your needs. Together we can add or adjust new goals and services as required and anytime your needs change. Your plan is what we've approved, any **additional** services or items will need to be assessed or they may not be paid.

Guide to

Package upgrades



Communicate with HomeMade

If you are experiencing any **significant changes to your health, living situation, financial wellbeing or family support**, we need to hear about it to ensure your supports and services continue to match your needs and your budget. These include:


- ✓ Someone you rely on is no longer able to support you in the same way
- ✓ You have a fall or other event at home
- ✓ You need to go to hospital, even for just one night
- ✓ You receive a diagnosis of a new health condition
- ✓ You notice a change in your health
- ✓ Your living arrangements change



Upgrade your package

We will work with you to update your support plan and apply for a package upgrade with MyAged Care on your behalf.

If, at any stage, you feel your needs or circumstances have changed, the first step is to reach out to us so that we can review your support plan. To advise us of a change in circumstances please send us a message, book a call via our website or phone **1300 655 688**



Advanced care planning

An important part of anyone's life is to consider how we want our future to look. We all need to do this from time to time in our lives, even if the conversation makes us feel a little uncomfortable. Talking about our future in terms of our end-of-life care is one of those topics that most of us would prefer to avoid. However, with the right support and a sensitive approach, we can consider this topic in a way that is both respectful and pragmatic. We will discuss Advance Care Planning with you and your carer (if you have one) to ensure you have every opportunity to have your critical care or end-of-life wishes written down in advance. Then, in a crisis situation, it will be easier for those around you to ensure your wishes are put into place. Once you have thought things through and made your decisions known to others, you can get on with the more enjoyable aspects of living a full and rewarding life.

To read more about
Advance Care Planning, visit:

[health.gov.au](https://www.health.gov.au)



Your funding

Learn how you can spend your Home Care Package funds.



**Your funding
and budget**



Reimbursement



Invoicing



**Income-Tested
Care Fee (ITCF)**



Your funding and budget

There are different financial aspects to having a Home Care Package.

The most important ones relate to:

- 1 How much the Commonwealth Government contributes to your package
- 2 How much it costs HomeMade to manage your package
- 3 How much you may need to contribute from your own pocket

Your budget

Like any household budget, it is important to understand how much you have to spend, prioritise what you spend it on, and set some limits so you don't over-commit yourself.

Your Home Care Package budget gives you the information and guidance you need to understand how much money you have coming into your account and how much you have to spend on your care and services.



Your home care budget is made up of:

Funding*

The daily subsidy that matches the package level you are assigned:

- Level 1 \$29.01
- Level 2 \$51.02
- Level 3 \$111.04
- Level 4 \$168.33
- Any supplements you are eligible to receive, and any personal contributions you make



Outgoings

- Your planned expenditure for services and supports
- Your one flat package and case management fee from HomeMade



HomeMade works with you to develop and maintain your budget based on your level of funding and the needs you identify in your support plan.

*The government contribution changes on 1 July every year; these figures are up to date as at 1 July 2024.

Your funding

Tracking your spending

You can review your available balances and track your spending in your HomeMade account. Your HomeMade account will have all the invoices and reimbursements submitted by you or your service provider.

Invoice and reimbursement amounts are automatically deducted from your available funds when you or your service provider uploads the payment request to your account, and the status shows as pending approval.

You can track your spending throughout the month and will receive a monthly statement that summarises your financial activity for your package. This statement is usually available in the middle of the following month.

If you are unsure what an amount on your statement relates to, you can view the transaction within the platform which includes a copy of the invoice the provider sent through. If you still have questions, you may contact our team to assist and, if necessary, investigate.

How your funding works

Your Home Care Package is funding provided by the Government and is issued as a daily subsidy. You will begin to receive funding from the date your Home Care Package is activated.

Your funds are paid into your HomeMade account at the end of the month. HomeMade will pay your invoices and reimbursements upfront on your behalf, then claim this back from the Government at the beginning of each month for the month prior.

HomeMade will give you an approximate available balance. On the first of each month the available balance will increase by the daily subsidy multiplied by the number of days in the current month.

All unspent funds remain in your Government account until spent or returned. Your available

balance on your HomeMade account will include this unspent amount and will be updated around the second week of each new month.



Example

Home Care Package

Level 2



Daily Subsidy rate

\$51.02



Month

February (28 days)



Approx. available balance for the month

\$1,428.56

What you CAN request a reimbursement for:



For **approved** purchases with a formal payment receipt



For goods and other consumables i.e. continence supplies, some aids or equipment products (under \$250)



For visits to registered allied health professionals where you pay at the time of service



For wound care consumables i.e. bandages, dressings, and skin emollients (under \$250)



What you CAN'T request a reimbursement for:



Purchases over \$250, that have not previously been included in your budget or support plan



Payment for support workers providing in-home care



Approved purchases without a formal payment receipt



Purchases/receipts not in the customer's name



Purchases not listed on your care plan or budget

Guide to

Reimbursements



Reimbursements **MUST** be approved within the support plan for services and items that meet Government guidelines and are part of your support plan.

Services and items that CAN be reimbursed:

- ✓ Aids and equipment
- ✓ Visits to Allied Health professionals
- ✓ Meals and nutrition (up to 70% reimbursement)
- ✓ Home and Gardens
- ✓ Transport
- ✓ Specialised services e.g. exercise classes

Services and items that CAN'T be reimbursed:

- ✗ Day-to-day bills
- ✗ Food
- ✗ Clinical and nursing services
- ✗ To pay support workers
- ✗ Rent or mortgage payments
- ✗ Holidays
- ✗ Entertainment
- ✗ Healthcare covered by Medicare or the Pharmaceutical Benefits Scheme
- ✗ Government-subsidised programs
- ✗ Approved services that **aren't** documented in your HomeMade support plan

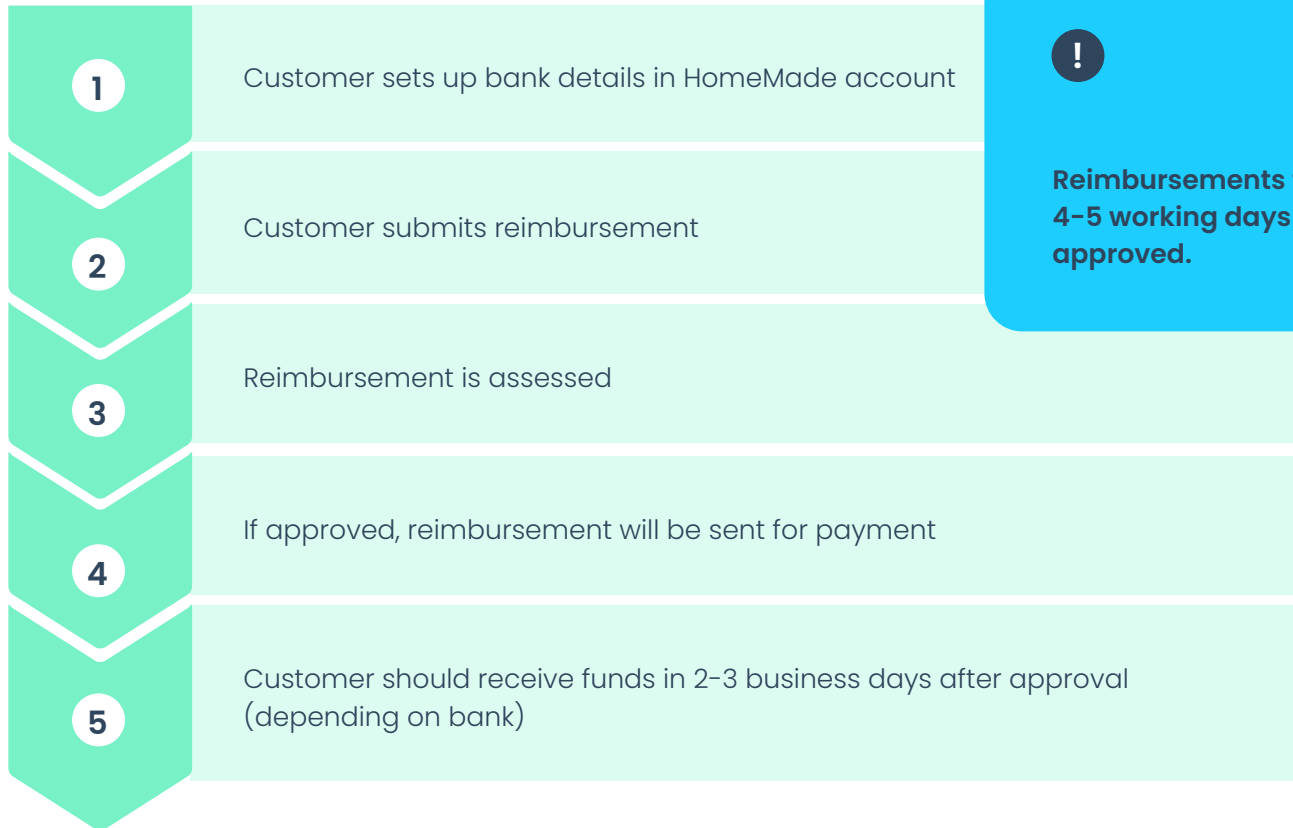


If in any doubt, please reach out to the HomeMade Team before engaging or paying for support or services to be sure they are eligible under your support plan.

You can send us a message via your HomeMade account, by selecting "Support Plan" from the dashboard.

Reimbursements (cont.)

Payment Process



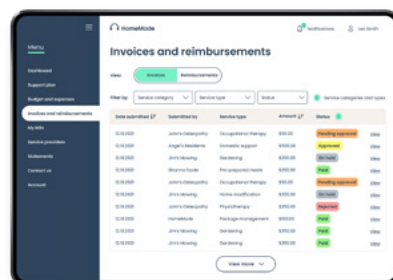
There must be a valid invoice/receipt for a reimbursement to be paid

The following information needs to be on your invoice or receipt when submitting a reimbursement:

- The words 'Tax invoice', 'Invoice', 'Receipt', and confirmation of payment
- Business name and ABN
- Date of payment
- The name of the items/s you want to be reimbursed for the cost and whether it includes GST or not (it is helpful if you put a mark against these items if there are additional items on your receipt)
- If this information is not included, your payment request will be rejected

Reimbursements can be rejected

- If the service/good is not approved
- If the item is not in your support plan
- If it is for support work or clinical services
- If the invoice is invalid
- if you have insufficient available funds in your Home Care Package account
- If the invoice does not show a payment on it



Guide to

Invoices



1

Find a HomeMade service provider

Customer finds a service provider that is registered with HomeMade

2

Engage a suitable service provider

Customer engages service in accordance with their support plan and budget

3

Submit invoice

Service provider submits invoices to the HomeMade platform

4

Invoice is reviewed

HomeMade team reviews invoice against support plan, budget and available funds

5

Receive Fund

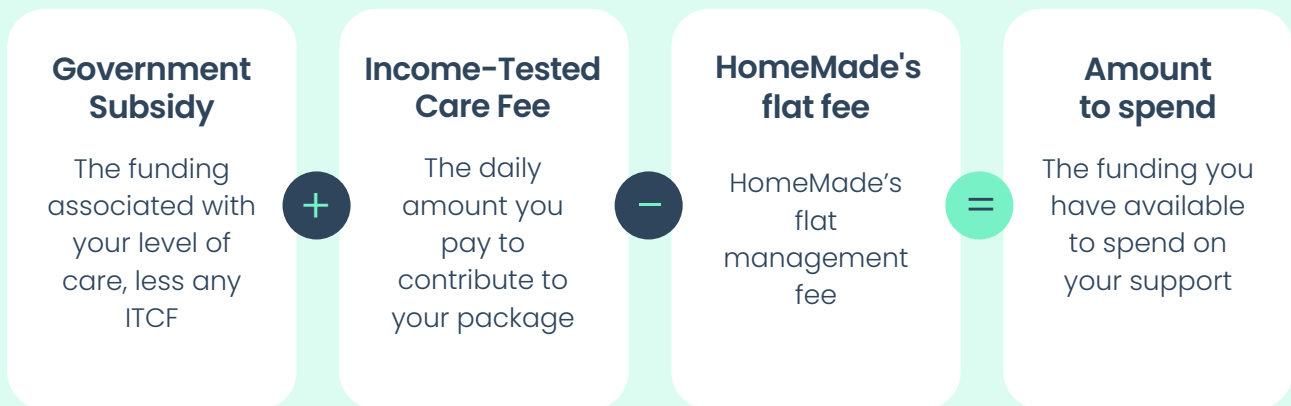
If approved, the service provider should receive funds in 2-3 business days (depending on bank)

Income-Tested Care Fee

As a Home Care Package recipient, you may have to pay an Income-Tested Care Fee (ITCF). ITCF is a contribution some customers have to pay towards their eligible Home Care Package. The Australian Government uses income assessments to determine this contribution to your package.

Funding for Home Care Packages

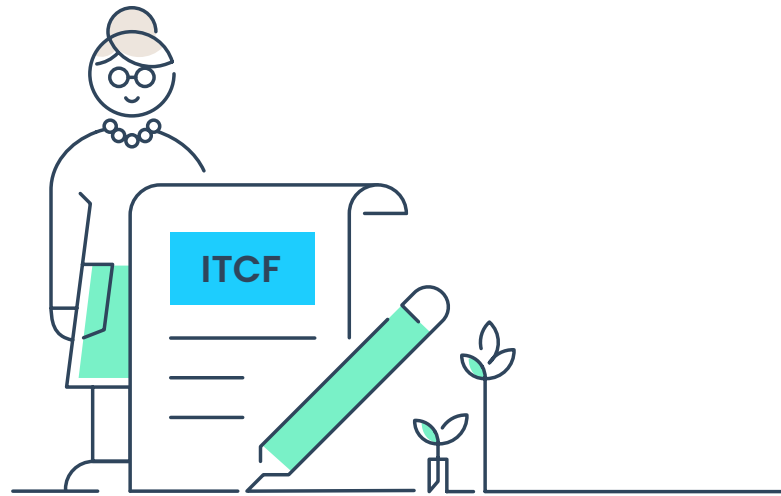
If you are eligible for a Home Care Package, it's important to understand how much the Government will contribute:



Understanding ITCF & Home Care Packages

As a Home Care Package recipient, you may need to pay an Income-Tested Care Fee. The Government will assess your current income, and if it is above a certain amount, you will be required to contribute towards your home care funding.

This amount can range from \$1.00 – \$36.60 per day.**



Example 1

Level 4

No ITCF payable



Your annual contribution

\$0



Annual Government Subsidy

\$61,440



Amount to spend

\$61,440

Example 2

Level 4

Maximum ITCF payable



Your annual contribution

\$13,359

based on maximum \$36.60 per day*



Annual Government Subsidy

\$48,081



Amount to spend

\$61,440

*As at March 2024

How do you pay an Income-Tested Care Fee?

The Government assesses you as having to pay a fee

1

HomeMade will add the contribution to your account at the end of each month and you will receive an invoice for the amount

2

You will be prompted to authorise a recurring payment in the HomeMade platform

To action go to **Account > Payment Information** and follow the prompts

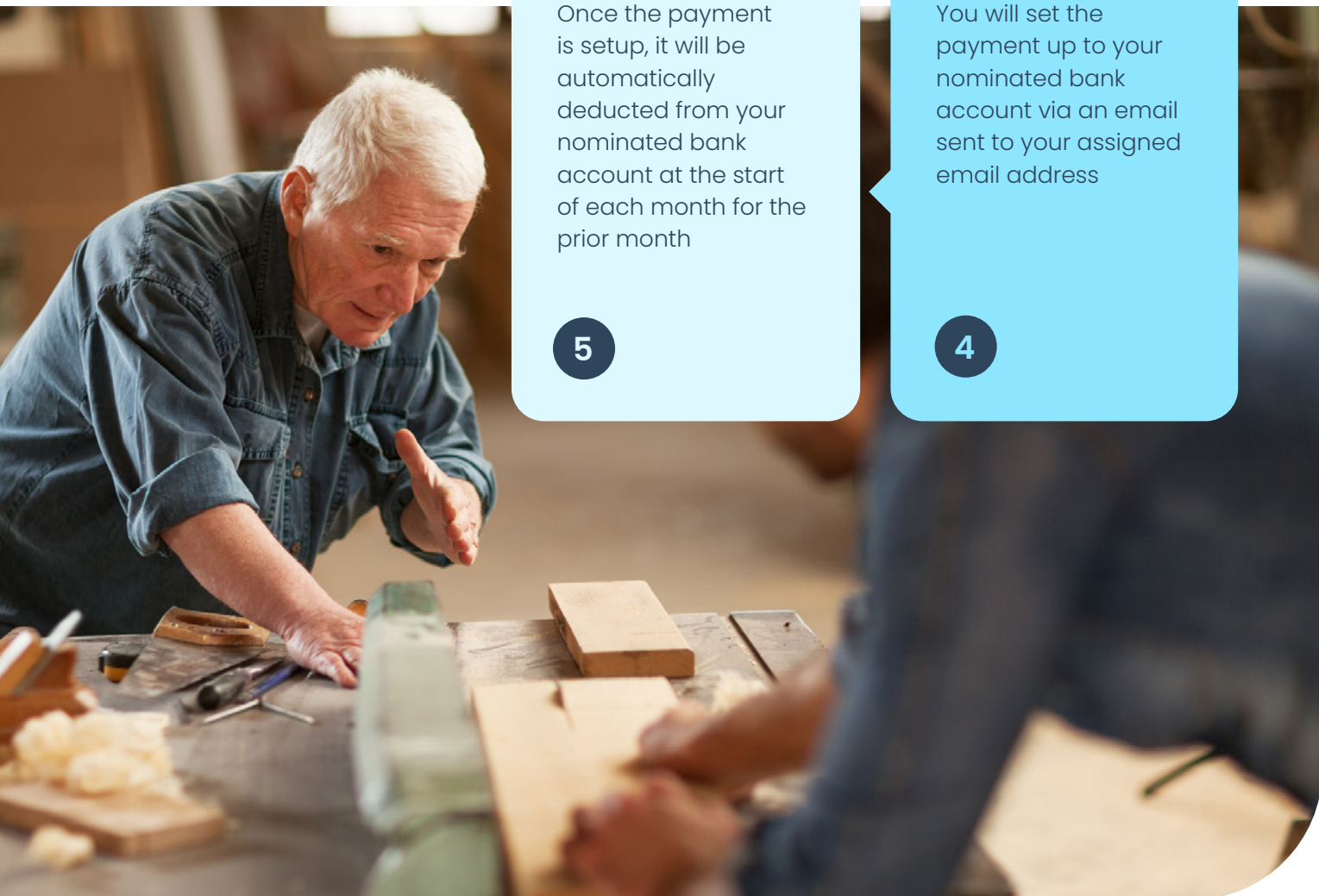
3

Once the payment is setup, it will be automatically deducted from your nominated bank account at the start of each month for the prior month

5

You will set the payment up to your nominated bank account via an email sent to your assigned email address

4



Engaging services

4

Using your package funds for available support and services.

Available support and services



The things you can't use your funding for



Accessing service providers and support workers



Registering a service provider



Selecting the right support worker for you



Your responsibilities to your workers



Available support and services

You can use your package funding for the services and supports you require as long as they meet Government guidelines and are part of your assessment and support plan.

Home Care Packages are not just about 'hours of care'. We know everyone's situation is different, so you won't get any generic one-size-fits-all solution when you partner with HomeMade.

We keep up with the latest technology solutions, people solutions and support options for people who have a range of health and medical conditions.

We'll help you think outside the box to use your home care funds creatively and efficiently. Most home care support will fit into a set of categories like the ones below, but we are committed to thinking creatively about how you can meet these needs, even if they may seem a little prescriptive at the start. The Government is happy to subsidise your services and support as long as they can see a link between your care needs and the types of solutions you create in your support plan.



Companionship & Socialising



Nursing & Medication management



Nutrition & Meal Preparation



Personal Support



Shopping & Errands



Home & Garden



Cleaning & Laundry



Technology & Equipment

The things you CAN'T use your funding for

The Government provides a long list of services that can be provided with your Home Care Package. However, they also detail the types of care and services that you must not use Home Care Package funds for. This list of exclusions includes:



Items that would normally be purchased out of general income such as household bills



Buying food, except as part of enteral feeding requirements



Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent



Payment of home care fees



Payment of fees or charges for other types of care funded or jointly funded by the Australian Government



Major renovations or home modifications that are not related to your care needs



Travel and accommodation for holidays



Cost of entertainment activities, such as club memberships and tickets to sporting events



Over the counter medication and pharmacy items



Purchases that are typical of any Australian household, such as gifts, clothing, garden supplies



Gambling activities



Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme

For more information, download:

Home Care Packages
Program Manual for
Care Recipients
myagedcare.gov.au



If you're not sure we can help you to work out whether your care or service request fits into these categories.

Please reach out to the HomeMade Team before engaging or paying for supports or services to be sure they can be paid.

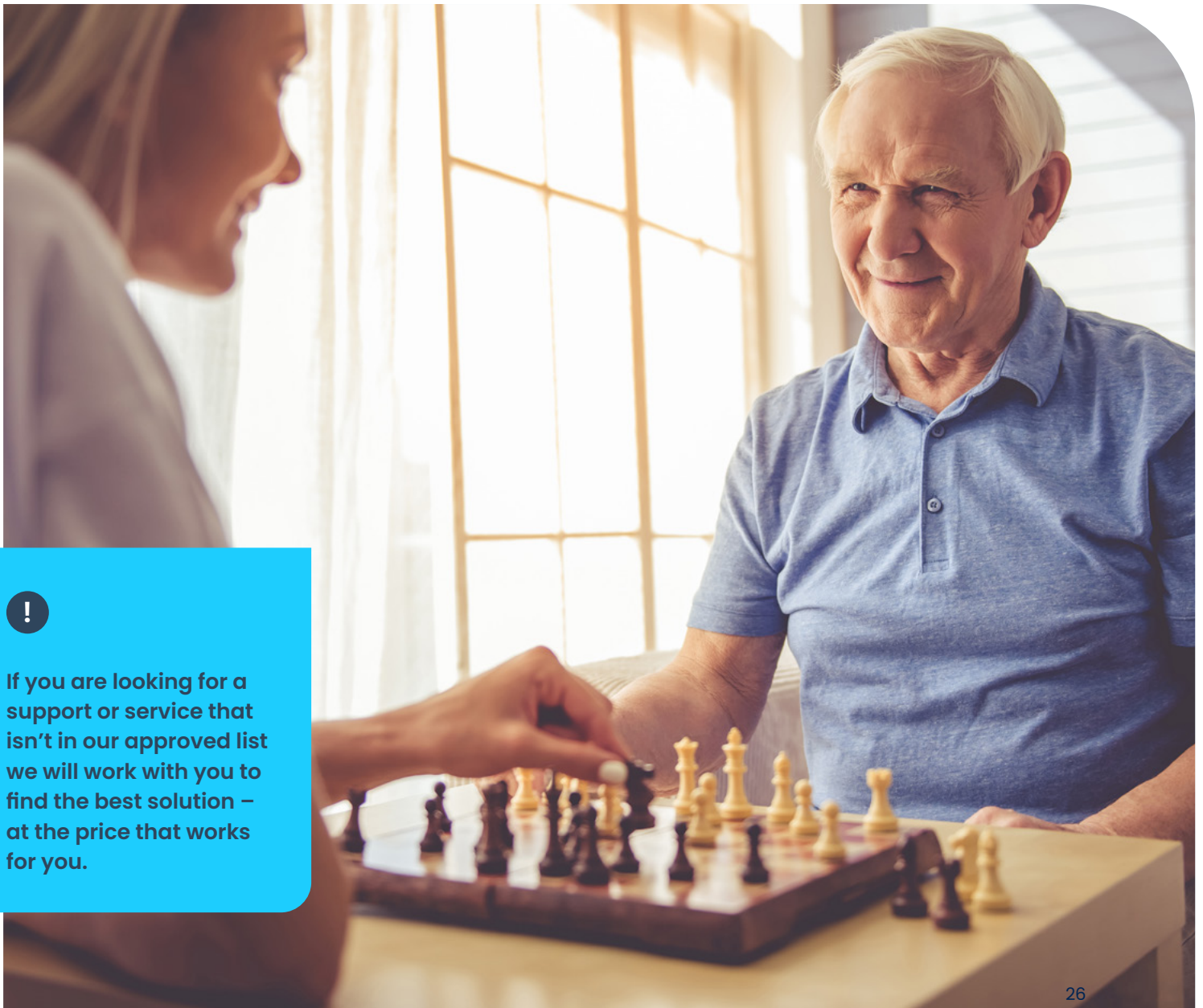
Accessing service providers and support workers

HomeMade has obligations to make sure the people you engage through your package are appropriately skilled and have all the right checks in place to keep you safe. Service providers must meet specific requirements in order to offer services to you. For this reason, we have a list of approved service providers for you to engage that already 'tick all the boxes' for compliance according to Government requirements.

It is important to note that:

To provide our low-cost service model, we generally cannot onboard individuals as service providers. However, we can assist you to onboard your preferred support workers to safeguarded platforms such as Mable.

Current regulations mean that family members and nominated representatives or people with your Enduring Power of Attorney cannot be paid by your Home Care Package to work with you in any capacity.



If you are looking for a support or service that isn't in our approved list we will work with you to find the best solution – at the price that works for you.

Guide to

Registering a service provider

Service providers can be onboarded within HomeMade, provided they meet our compliance requirements:



Insurance certificate of currency
Public liability insurance for \$10m+



Have an active ABN



Vaccination checks for their workforce
Or evidence of vaccination policy in accordance with current local requirements



Appropriate police checks for their workforce



Accreditations and Certificates
For healthcare providers such as nursing services and allied health



Using a Sole Trader: If the person is not providing support work or nursing services you can request they be onboarded with us.

Support workers must join Mable first. Mable has the structures in place to support individual workers.

For more information about setting up a support worker, visit:
mable.com.au/register



Please note: HomeMade reserves the right to decline onboarding a service provider if they are not compliant or not willing to agree to our terms and conditions.

Selecting the right support worker for you

Good workers are your greatest asset. Hiring the right people ensures you get good quality support. It is important to be clear from the beginning about what you are looking for and what you want to achieve. It can be beneficial to have a variety of workers for the different types of supports or services you need.

Choosing your support workers and service providers

Take some time to write a list of the types of people you would feel comfortable supporting you. Some things to consider:

- Is there a specific language you would like them to be fluent in?
- How close are they to your home? (consider any travel costs)
- Are you aware of and accept their terms and conditions? (consider any additional charges such as cancellation fees)
- Are they available at times that suit you?
- Do their fees or hourly rate fit your budget?
- Do you have shared interests or hobbies?
- Does their skillset meet your health or clinical needs?

We recommend having discussions before formally engaging with them to ensure you are comfortable with what they are offering.

Managing your team

Self-management puts you at the centre of your support. HomeMade has created a flexible model of support that makes sure you have a say in who provides important care and services to you in your home. Some care tasks require a worker to have formal training, but there are also lots of tasks that don't. For example, special training is needed if you require someone to assist with your medication.

When you have support workers come to your house, there are some areas you need to consider. The Government makes it clear that all Home Care Package providers must ensure that all workers provide safe and quality services to people receiving a Home Care Package. Our HomeMade approach ensures you get the most suitable workers whilst meeting the Government requirements and guidelines.

Your responsibilities to your workers

1) Provide a safe and healthy workplace

It is necessary to ensure your home is a safe place for support workers to work. As part of our first home visit, we will do a Home Safety checklist, which includes:

- being aware of things that are hazards and could harm you or a worker;
- providing information about any hazards and risks;
- discussing the need for any equipment or protective clothing (e.g. masks, footwear). Note that contractors will need to provide their own personal protective equipment.

You and your workers are required to report to HomeMade on any serious incidents that occur. Serious incidents can include:

- serious physical injury
- medication error or issue
- concern for a person's welfare
- abuse (eg: physical, financial, emotional)

For more information visit
Elder Abuse Prevention:

eapu.com.au/elder-abuse-helpline



2) Ensure your worker has adequate and appropriate training, instruction & information

- We will discuss any particular care or support needs you have, especially if you need a worker with specific training, skills or qualifications. If the person you choose doesn't have the required training or skills, you may not be able to engage that particular worker. We will work with you to manage situations like this.
- We will make sure you have the necessary information to give to a person who will be working with you. This may include a copy of your support plan and information about your particular needs and preferences.
- We will assist you to develop an emergency plan to manage staff, ensure you can be supported if things go wrong, and to notify your contacts if required.

Managing risk

Risk plays a part in all our lives, sometimes we need to take calculated risks to get what we want out of life. Understanding how to identify and manage risk in the context of receiving care services at home is something HomeMade specialises in.

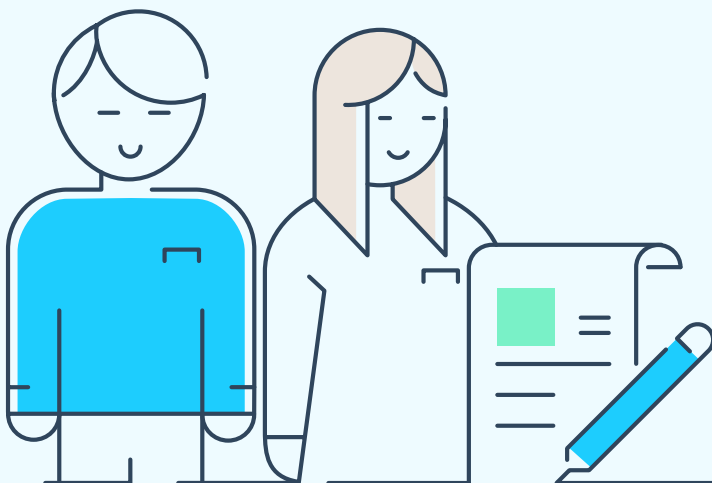
We will work with you to find solutions to any potential or perceived risk by:

- Approaching your care and services in a safeguarded and respectful way;
- Helping you tap into your own strengths and resilience to reduce risks; and
- Recommending a range of supports and referrals to ensure quality and compliance is always top of mind.

Service limitations

It is important to protect you and your support workers from any real or perceived issues. Therefore, we recommend the following limitations when engaging with workers:

-
- ✘ Do NOT engage support workers to collect prescriptions or purchase over the counter medication without you being present
-
- ✘ Do NOT ask support workers to buy alcohol or cigarettes on your behalf
-
- ✘ Do NOT give your support worker your EFTPOS card
-
- ✘ If a support worker is doing some unaccompanied shopping for you, give them cash, this will minimise any risk
-



Your rights and obligations



How Aged Care Standards apply to your support services.

Your quality standards



Your voice and lodging external complaints



Mutual obligations of self-managed Home Care Packages



Your quality standards

Home care provider obligations and responsibilities to the Department of Health and their consumers do not change in any way when a consumer chooses to self-manage. The same legislation, quality standards, rights and guidance continue to apply. HomeMade is committed to meeting all the requirements of the Aged Care Standards and will work with you to help you understand how these Standards apply to the supports you receive.

We have included the customer outcome statements for each standard for your reference. Our goal at HomeMade is to ensure the statements below reflect your experience with not only us but your other service providers.

The Charter of Aged Care Rights provides information about your responsibilities as an aged care consumer. It describes your rights as a consumer of Australian Government funded aged care services. You can read more here:

[> Charter of Aged Care Rights](#)

You can also watch this short video here:

[> Aged Care Quality Standards](#)

Consumer outcomes

"I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose."

"I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being."

"I am confident the organisation is well run. I can partner in improving the delivery of care and services."

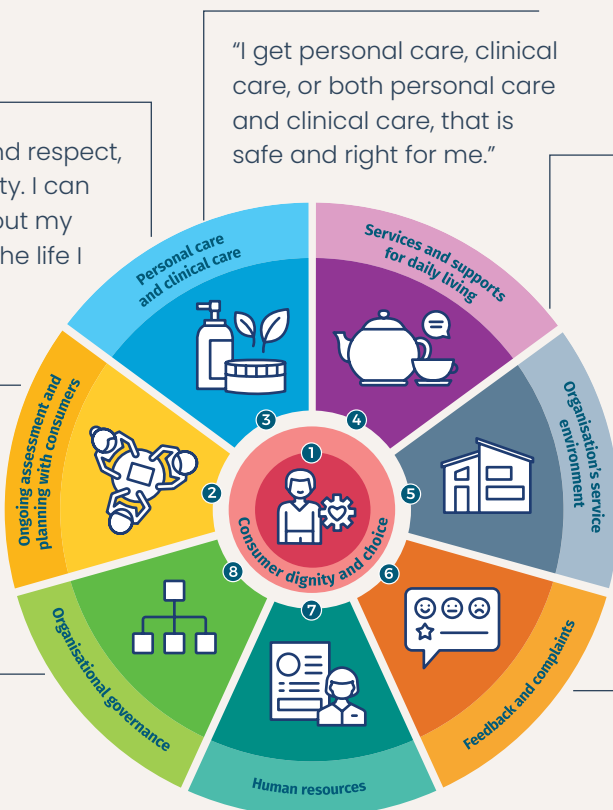
"I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me."

"I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do."

"I feel I belong and I am safe and comfortable in the organisation's service environment."

"I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken."

"I get quality care and services when I need them from people who are knowledgeable, capable and caring."





Source: Australian Aged Care Quality Standards, 2019.

Your voice

HomeMade feedback and complaints

HomeMade is committed to achieving positive outcomes for our customers and always listens to the experience and feedback from our customers, their families and our broader community. Your feedback is welcome as it helps us to improve our services and the HomeMade experience overall. We incorporate all feedback and complaints into our monthly management meetings and use any issues to inform our Continuous Quality Improvement action plan.

There are several ways you can provide feedback directly to HomeMade:

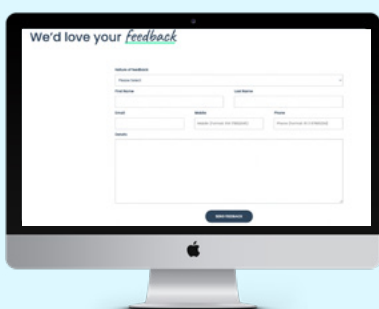
- 1 Contact your Support Partner on 1300 655 688
- 2 Email us at feedback@homemadesupport.com.au 
- 3 Submit any feedback form at www.homemadesupport.com.au 

What happens once we receive your feedback?

We will acknowledge your feedback by either email or phone as soon as practicable. A member of our team may contact you to gather additional information. HomeMade's complaints and feedback process follows the Open Disclosure Framework set out by the Aged Care Quality & Safety Commission.

We aim to complete a review of your feedback and respond within 5 working days. If you are still unhappy with the outcome, you may request the matter to be reviewed by a member of the HomeMade Management team.

If you're still dissatisfied with the outcome, you may lodge a complaint to external agencies.



External complaints:

If you are dissatisfied with the outcome of a complaint, you can lodge a complaint to the Aged Care Quality and Safety Commission through the following means:



1800 951 822



www.agedcarequality.gov.au 



By post to:
Aged Care Quality and
Safety Commission
GPO Box 9819, Sydney NSW 2000

What is open disclosure?

Open Disclosure is about being open and transparent when things go wrong. HomeMade will have an open and timely discussion with our customers when failures occur, to address immediate needs or concerns and provide support. We will also ensure we explain the steps to prevent recurrence.

Principles of open disclosure



Dignity & respect

Privacy & confidentiality

Transparency

Continuous quality improvement

Elements of open disclosure



Identify when things go wrong

Address immediate needs and provide support

Acknowledge and apologise or express regret

Find out and explain what happened

Learn from the experience and improve

HomeMade's enablers

Leadership and culture

Consumer partnership

Organisational systems

Monitoring and reporting

Effective workforce

Communication and relationships

Practical guidance to support providers with open disclosure

Assessment of Aged Care Quality Standards and open disclosure



Mutual obligations of self-managed Home Care Packages



Self-managing means you must:

- ✓ Have the time to manage your home care services
- ✓ Recognise deterioration or changes in your circumstances and notify HomeMade to conduct a review of your support plan. Consider your current health, risks, and safety and those providing services and care to you
- ✓ Find, communicate with, and roster your own support workers and or service providers
- ✓ Negotiate and agree fees with service providers
- ✓ Be transparent when discussing and determining your needs
- ✓ Be able to use technology to access and track your support plan and budget in the HomeMade platform
- ✓ Only purchase or engage services that are detailed in your support plan and approved under the guidelines
- ✓ Provide tax invoices for the products and services you wish to be reimbursed
- ✓ Pay for additional services that are outside of your Home Care Package, either through overspend or non-compliance
- ✓ Communicate and resolve disagreements regarding payments and services

Mutual obligations of self-managed Home Care Packages(cont.)



As a self-managed provider HomeMade will:

- ✓ Communicate and resolve disagreements regarding payments and services
- ✓ Provide you access to an online platform with all your information
- ✓ Review and manage compliance requirements of any service provider before you engage them
- ✓ Pay invoices and reimbursements on your behalf
- ✓ Provide advice on what can be covered with your Home Care Package funds in accordance with the Home Care Package guidelines
- ✓ Manage incidents and complaints
- ✓ Provide safeguards to protect you

For more information, download:

[Mutual Obligations document for Customers](#)



Package admin

Everything you need to know about switching to and from HomeMade.



Switching home care providers



Take a break from your package



What to do if...



You want to switch home care provider

At HomeMade, we are confident that we can work together with you in a respectful, beneficial and enjoyable way. However, we understand that sometimes there are reasons why our customers might be better suited to a different home care provider. We respect your right to switch providers and will do everything we can to make your transition as easy and seamless as possible. The Government allows home care providers up to 70 days to transfer your unspent funds, but we commit to making the funds transfer at the earliest opportunity, once your invoices and other financial commitments are settled.

Please note that while we look to transfer in under 70 days the Government has their own processes that make the time frame out of HomeMade's control.



You need to take a break from your package

The Department of Health allows customers to suspend their Home Care Package temporarily. This triggers a change to the amount of subsidy the Government pays, so it is essential HomeMade are aware of any interruptions to you receiving services at home.

There are a number of reasons why people need to put their package 'on hold', including:

- Hospital admission
- Transition care following a hospital stay
- Residential respite care
- Social or holiday leave

Our Home Care Agreement provides additional information about taking leave from your package and how your subsidy might be affected. Your package can be on hold for an indefinite period, so there is no risk to you.

If you don't advise HomeMade you've taken leave you may need to repay money to the Government.



HomeMade

Home care made by you

Now you know.

© 2024 Self Managed Support Pty Ltd ABN 88 638 372 960. Self Managed Support trading as HomeMade is an Approved Provider that delivers package management services to customers receiving Home Care Packages. HomeMade offers a low cost shared management solution for customers who wish to self-manage.

This document provides several illustrative and comparative examples to demonstrate how the HomeMade package and shared management services work.

The figures and comparisons contained in this document are necessarily general. They do not consider all relevant factors, including things like total hours of work available or training and experience. Arrangements between the service provider, workers and people who require their services (including hourly rate and hours of work) facilitated by the customer will be the subject of the agreement between the relevant individuals. The general comparisons in this document do not reflect any such arrangements.

Use of HomeMade services should be considered in accordance with our Agreement and Privacy Policy. Please contact us directly to find out what your package management options might look like.