



**Empowering you with
more say over your
support at home**

 **HomeMade**
Smarter support at home

About us

HomeMade is transforming home care in Australia. Our digital platform and approach means we support and empower you or your loved one to continue to live at home independently and confidently.



Home Care Package management with HomeMade

Self-managing your or your loved ones', Home Care Package offers you an active role in managing supports and services that are received. We will provide you the tools and support to make sure you are set up and can easily manage your care.

Why choose HomeMade?



Remain living at home with all the tools you need to manage your care



Have oversight of your budget, funding and how it's allocated



Benefit from a support plan that is tailored to you by our expert team



Choose who comes into your home to support you and when



Access the right support from your package, when you need it



Optimise funds with lower fees



Feel safe, supported and reassured in the quality of your services



Improve overall wellbeing by staying comfortable at home for longer

How it works

We work with you to design your or your loved ones' support and services so your Home Care Package funding is effectively used with low admin fees. Keep your freedom and control but get support and help when you need it.

Step 1

You select HomeMade as your approved provider.

You share your relevant information so we can get you started

Your tailored support plan is designed according to your budget and needs

We help to identify services that will suit you best

Step 2

Your support team is built with workers who suit your needs.

Self-management

Access our network of over 2000 verified service providers and use platforms like Mable to find local support workers

You'll have control of the day to day management of your support services

Fully Coordinated

We'll find and book your support team and manage your care schedule ongoing

Step 3

We support you to manage your services and budget.

Track your budget and spending via your HomeMade account

HomeMade manages safeguards and payments on your behalf

We work together to ensure your support plan continues to meet your needs

Our values



Put people first

People and relationships matter most



Foster freedom

Live life your way



Do the right thing

Be fair, honest, open, ethical and transparent



Be bold

Imagine and create a brighter future



Accessing Services

Use your or your loved ones' Home Care Package funding for the services you want or need. We'll make sure they meet government guidelines and are part of your support plan.

You can use your funding for services such as:



**Cleaning
and laundry**



**Home and
garden**



**Personal
care**



**Shopping
and errands**



**Equipment
and assistive
technology**



**Nutrition
and meal
preparation**



**Companionship
and socialising**



**Nursing and
medication
management**

Important note: Home Care Packages don't cover day-to-day bills, food, rent or mortgage payments, holidays, entertainment, healthcare covered by Medicare or the Pharmaceutical Benefits Scheme, or already-funded or government-subsidised programmes.

Supported care at home



When you join HomeMade, we will create a support plan that's bespoke to you. We partner with a wide range of Service Providers to ensure your support needs are met.

We're also available when you need help, including:

- ✓ **Incident reporting**
- ✓ **Achieving your goals**
- ✓ **Compliance**
- ✓ **Support when your situation changes**



Benefit from our verified Service Provider network

We have over 2000 verified service providers to choose from nationally.



Access Mable's extensive Australian network

If you're on our Self-Management model, use Mable to find and engage support workers of your choice who are located in your community. On Fully Coordinated, we'll do this for you.



Register your own service provider*

Providing they meet our requirements, we can register your chosen provider with us.



Tools for self-management

Access to a computer and internet is all you need to get started. You'll also need an email address and phone number for communication.

*Service Providers are required to have up-to-date insurance and have an active ABN as well as accreditations and certificates relevant to the services they are providing.

Pricing

Compared to traditional providers we **maximise** the value of your Home Care Package and you only pay for the services you choose from a low flat admin fee of either 15% or 20% depending on your support option

	Example traditional provider	HomeMade Fully Coordinated	HomeMade Self-Management
Level 1	\$10,687 per year	\$10,687 per year	\$10,687 per year
Support funds available	\$6,947 (65%)	\$8550 (80%)	\$9,083 (85%)
Annual provider management fees	\$3,740 (35%)	\$2,137 (20%)	\$1,603 (15%)
Estimated weekly hours of support	2.3 hrs	2.8 hrs	3 hrs
Level 2	\$18,794 per year	\$18,794 per year	\$18,794 per year
Support funds available	\$12,216 (65%)	\$15,035 (80%)	\$15,975 (85%)
Annual provider management fees	\$6,578 (35%)	\$3,759 (20%)	\$2,819 (15%)
Estimated weekly hours of support	4 hrs	4.9 hrs	5.2 hrs
Level 3	\$40,906 per year	\$40,906 per year	\$40,906 per year
Support funds available	\$26,589 (65%)	\$32,725 (80%)	\$34,770 (85%)
Annual provider management fees	\$14,317 (35%)	\$8,999 (20%)	6,136 (15%)
Estimated weekly hours of support	8.7 hrs	10.7 hrs	11.3 hrs
Level 4	\$62,014 per year	\$62,014 per year	\$62,014 per year
Support funds available	\$40,309 (65%)	\$49,611 (80%)	\$52,712 (85%)
Annual provider management fees	\$21,705 (35%)	\$12,403 (20%)	\$9,302 (15%)
Estimated weekly hours of support	13.1 hrs	16.2 hrs	18.2 hrs
Typical service cost per hour	\$59	\$59	\$59

*Above figures based on Government subsidy effective 1 January 2025.

Your Service Options

At HomeMade we offer different service models depending on your support needs.

	Self-Management	Fully Coordinated	Traditional services
Choose your support workers	✓	✓	✗
Track your funding online	✓	✓	✗
Get fast reimbursements	✓	✓	✗
Get personalised support plans	✓	✓	✗
Get clinical nursing services	✓	✓	✓
Help setting up your services	✗	✓	✓
Annual in-home nursing reviews	✗	✓	✓
Have your services coordinated	✗	✓	✓
House modifications, equipment trials and coordination of medical appointments	✗	✗	✓
Fees	15%	20%	Up to 35%

Meet Peter

Peter lives at home with his dog Alfie and recently celebrated his 78th birthday. Peter has always been a social and independent person, has two children and loves trivia.

Peter's challenges

- Peter is living with a chronic illness that has been more challenging lately.
- Although he is out and about for appointments, he often feels alone. He has two children that live interstate, which is making it difficult for them to connect.
- Peter wants to enjoy more of the things he did before his illness started getting in the way and to feel less defined by his medical issues.
- Peter is having trouble sleeping at night, which is impacting his mood and energy level.

Peter and HomeMade

- Found a support worker with a keen interest and mind for trivia who is available each week to assist with driving Peter to trivia, getting around at the venue, and coming up with some good answers to the questions about pop culture!
- Found a support worker to clean and keep his home organised every fortnight.
- Can go with Alfie and a dog walker to the park and enjoy watching Alfie run around with the other dogs.
- Has regular meals delivered to him to ensure he is getting his nutritional needs.
- Purchased a humidifier to help regulate his sleep environment.

Benefits for Peter

- ✓ He feels happy and supported in his home
- ✓ He feels more connected with his local community
- ✓ He has more energy for his family when they visit
- ✓ He feels confident in his network of people that he can call on for support



Need more information? Get in touch.



Call us on
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©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.