

Community Interlink Home Care Package Program

Frequently Asked Questions

Q: Why are your Package and Care Management Fees higher than some other providers'?

A: Unlike many providers, **we don't have additional fees and charges.** For example, we won't charge you for calling us, or for moving an appointment. There are no hidden extras. Our fees are open, transparent and all inclusive.

We don't charge basic daily fees, start-up fees, staff travel fees or add-on service fees.

As a public health organisation, **we're non-profit.** That's why, while our fees are always kept as low as possible, we never compromise our high standard of service quality.

Q: How many clients do each of your Case Managers care for?

A: A full time Case Manager will typically care for 30-40 individual clients. In addition to a Case Manager, all Community Interlink Home Care Package clients are assisted by a Service Support Coordinator, to schedule their service bookings and adjust them if required.

Q: Where are your offices located?

A: Community Interlink has nine offices:

Benalla	a: Benalla Health, 45 Coster ST, Benalla 3672
Broadford	a: Nexus Primary Health, Ferguson ST, Broadford 3658
Cobram	a: 2 William ST, Cobram 3644
Kyabram	a: Kyabram District Health, Fenaughty ST, Kyabram 3619
Numurkah	a: NCN Health, 2 Katamatite-Nathalia RD, Numurkah 3636
Seymour	a: Seymour Health Edwin Russell Building, 1 Bretonneux ST, Seymour 3600
Shepparton	a: Community Health @ GV Health, 121-135 Corio ST, Shepparton 3630
Wangaratta	a: Northeast Health Wangaratta, 35-47 Green ST, Wangaratta 3677
Wodonga	a: 78 Vermont ST, Wodonga 3690

Q: How often will I see my Case Manager in person?

A: The number of times that your Case Manager visits you, will depend on the level of Care Management that you choose and your personal situation.

A person receiving Coordination Support Care Management, will typically be visited by their Case Manager at least once a year. A person receiving Full Support Care Management, will typically be visited by their Case Manager a minimum four times a year.