

Community Interlink Home Care Package Program

Frequently Asked Questions

Q: Why do you charge the maximum Home Care Package Provider Fees?

A: We provide **premium** Home Care Package (HCP) Management with **three highly qualified** staff supporting each Consumer:



We also don't charge a **Basic Daily Fee, start-up fees or travel 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 HCP Case Managers care for?

A: A full-time HCP Case Manager will typically care for 30-40 individual clients.

Q: Where are your offices located?

A: Community Interlink has 10 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
Mansfield	a: Mansfield District Hospital, 53 Highett ST, Mansfield VIC 3722
Numurkah	a: NCN Health, 2 Katamatite-Nathalia RD, Numurkah 3636
Seymour	a: Seymour Health, 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 HCP Case Manager in person?

A: Each Consumer will be visited by their HCP Case Manager every 12 months, to ensure that they are getting the most from their HCP. If the Consumer experiences a change in their care needs before this time, their HCP Case Manager will visit them to discuss their care requirements and adjust their Care Plan accordingly.