



community
INTERLINK



**SUPPORT
AT HOME**
for Seniors

COMMUNITY INTERLINK

Support at Home for Seniors

Community Interlink coordinate services and equipment to support Seniors wanting to remain in their own home as they age.



Community Interlink care can be purchased via government funding or directly by you.

We can help you to access home care services including:

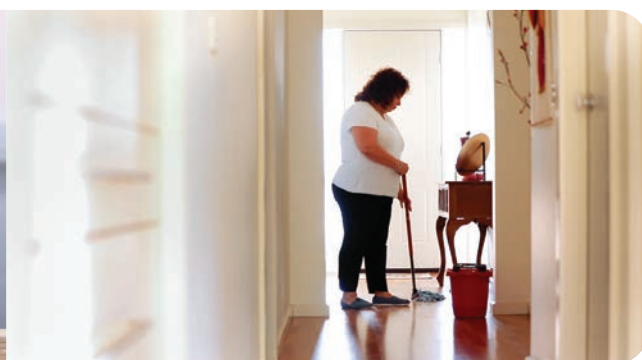
Care Management



Gardening, Home Maintenance, Handrails, Ramps, other Home Adjustments



Cleaning and Laundry Services



We can help you to access equipment including:

Personal Alarms, Walking Sticks, Walkers, Adaptive Cutlery, Modified Kitchen Tools, Easy-Open Taps, Lift and Shower Chairs, Non-Slip Flooring, Stairlifts and much more.

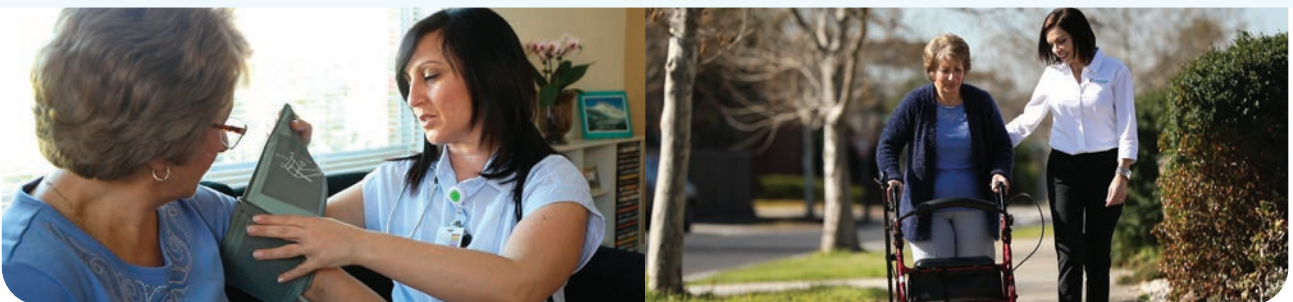
Transport



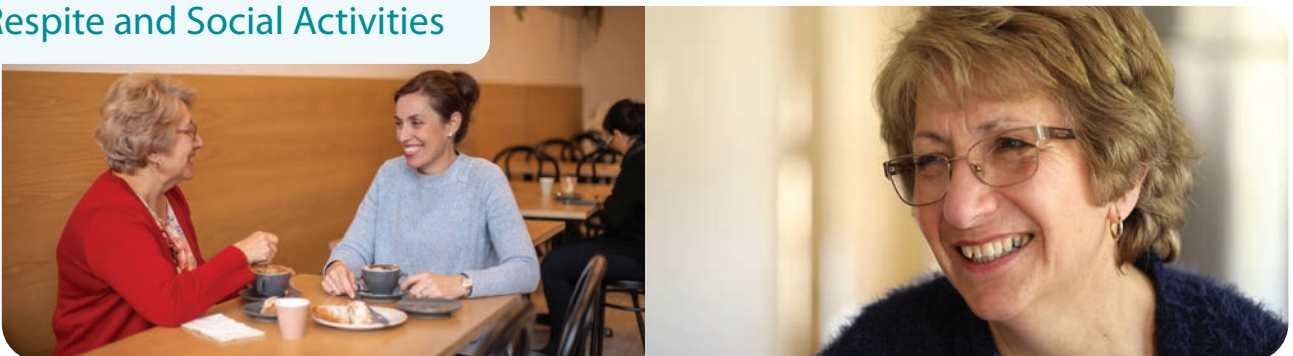
Shopping Support, Meal Preparation, Delivery of Pre-prepared Meals



Home Nursing, Personal & Allied Healthcare, Dementia & Continence Support



Respite and Social Activities



Community Interlink

Community Interlink is a partnership between regional public hospitals and health services from central and northern Victoria and southern New South Wales.

The alliance was formed to ensure the availability of locally-governed Home Care and NDIS Support Coordination to communities in our region.

Our members



Our services

- Commonwealth Home Support Program (CHSP) - Home or community general respite (Support for Carers)
- Support at Home program
- Support at Home services purchased privately with your own funding
- NDIS Support Coordination

Our servicing region and office locations:



Support at Home for Seniors FAQs

Q: What does Community Interlink Care Management include?

A: Community Interlink Care Management is a premium service that provides Consumers with three highly-qualified support staff to assist with the coordination of their care:



Care Manager

- ✓ who will assess and continually monitor your care needs, goals and preferences
- ✓ identify and address risks to your safety, health and wellbeing
- ✓ develop a personalised Care Plan with you tailored to your individual needs
- ✓ identify culturally-safe care and services to meet your needs within your budget
- ✓ monitor your budget to ensure that it is optimised and being utilised correctly
- ✓ advocate for you when you need to ensure that your rights are upheld
- ✓ provide advice when you qualify for other supports
- ✓ help with referrals to other services when required
- ✓ partner with you and your family about your care
- ✓ review your Care Plan with you as required



Service Support Coordinator

- ✓ who will work closely with your Care Manager to support you
- ✓ set up your services to be delivered how and when you want them to be
- ✓ ensure that your services align with your other supports
- ✓ reschedule, cancel or extend your care and service appointments as needed
- ✓ monitor the quality of your care and services
- ✓ maintain regular contact with your care and service providers
- ✓ liaise with your family members and/or your carers as required
- ✓ be contactable via direct phone line during office hours



Finance Officer

- ✓ who will process payments to providers of your care and services
- ✓ provide you with a monthly financial statement detailing your services and payments
- ✓ be available to answer any questions that you have relating to your home care budget and funding via direct phone line during office hours

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

A: Once annually. However, if you experience a change in your care needs before this time, your Care Manager will visit you to discuss your requirements and adjust your Care Plan.

Q: Why do Community Interlink offer Support at Home services via private funding?

A: Because we understand that you may be better off to purchase services directly rather than pay contributions for government-funded services.

AUSTRALIAN GOVERNMENT

Aged Care funding

The Australian Government provide funding for aged care services and equipment to help older people stay at home via programs:

- **Commonwealth Home Support Program (CHSP)**

Entry-level care for those who need a low level of support to keep living independently and safely at home. Supports can include one or two basic services.

(CHSP will transition to the Support at Home program no earlier than 1 July 2029.)

- **Support at Home**

Designed for those with more complex and intensive care needs. It provides ongoing access to services, assistive technology and home modifications to help you stay living independently at home for longer.

Who's eligible?

Program eligibility is based on your age, needs and situation. An 'Aged Care Assessment' will determine if you are eligible and – if you are – which program/s you're eligible for.

To qualify for an Aged Care Assessment, you must have care needs and be either:

- aged 65 years or older,
- an Aboriginal or Torres Strait Islander person aged 50 or older, or
- homeless or at risk of homelessness and aged 50 or older.

Ways to apply for an Aged Care Assessment:

- Phone: call My Aged Care on 1800 200 422
- Online: via www.myagedcare.gov.au/apply-online (takes 10 to 15 minutes)
- In person: make an appointment with an Aged Care Specialist Officer (ACSO) at a Services Australia centre by calling 1800 227 475.

Can someone help you apply?

Yes. It's helpful to arrange to have a friend, family member or other supporter with you while you complete your application.

What does an Aged Care Assessment application involve?

My Aged Care will ask you about your current situation and goals, including:

- your health,
- how you're managing at home,
- what support you're currently receiving and
- what could help you live well (e.g. to maintain a healthy lifestyle or get around more easily).

Your answers will help My Aged Care understand whether you are eligible for an Aged Care Assessment.

If you are eligible to receive an Aged Care Assessment

An assessment organisation will call you, or someone you choose, to discuss your needs and, based on the discussion, arrange a date for the Aged Care Assessment. (Wait times vary per region).

Aged Care Assessments are carried out in your home by a trained assessor. (They can also be arranged at other locations or via telehealth when necessary.)

Steps to Access

AUSTRALIAN GOVERNMENT AGED CARE FUNDING

STEP ONE - Request an Aged Care Assessment

Contact My Aged Care to request a free Aged Care Assessment via:
phone: 1800 200 422, online: www.myagedcare.gov.au/apply-online or
in-person: make an appointment with Services Australia by calling 1800 227 475.



STEP TWO - Complete Aged Care Assessment

Complete the Aged Care Assessment. Assessments are carried out in your home by a trained assessor.
(They can also be arranged at other locations or via telehealth when necessary.)



STEP THREE - Receive Aged Care Assessment Outcome

Following the Aged Care Assessment, you will receive an assessment outcome letter (sometimes called a 'Notice of Decision') outlining the outcome of your Aged Care Assessment and any funding you have been approved for. Outcomes include:

No Approvals



The assessor determined that you are not eligible for government-subsidised aged care support at this time. However, you can apply for another Aged Care Assessment at a later time if your situation changes.

Commonwealth Home Support Program (CHSP) Approval



Your letter will include a code/codes that will enable you to access services via approved CHSP providers.



Choose a CHSP Provider to activate and manage your funding and services.



Contact your chosen CHSP provider to activate and manage your funding and services.

Support at Home (SaH) program Approval



You will be placed in a national queue and a SaH package will be allocated to you when one becomes available. At that time you will receive a SaH allocation letter.



Consider if you are required to pay financial contributions for your SaH services. Contact Services Australia or Department of Veterans' Affairs to determine if you will be required to pay.



Choose a SaH provider to activate and manage your funding and services. Before selecting your provider, carefully check their fees and charges.



Contact your chosen SaH provider to activate and manage your funding and services (within 56 days of the date on your SaH allocation letter).

Aged Care Homes (Residential Aged Care) Approval



Your letter will include a code that will enable you to access services via an approved Aged Care Home.



Consider what costs you are required to pay for care in an Aged Care Home. Contact Services Australia or Department of Veterans' Affairs to determine what you will be required to pay.



Choose your Aged Care Home. Before selecting your Aged Care Home, carefully check their fees and charges.



Contact your chosen Aged Care Home to activate and manage your funding and services. Aged Care Homes may have wait lists.



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Contact our
friendly team for
more information via:



1300 203 203

e: info@interlink.org.au

www.communityinterlink.org.au

2019
VICTORIAN
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