



About TPG Aged Care

TPG Aged Care is a medium size, privately owned company established in May 1998. TPG delivers services across Perth to the elderly in their own homes.

The company believes in the right of people to:

- make choices in their own lives
- be treated with dignity, respect and privacy
- be valued as individuals
- access services on a non-discriminatory basis

These rights are the foundation of TPG's care philosophy and are demonstrated in our quality of service.

All TPG support workers are employed directly by the company and deliver client specific services including medication administration, dysphasia management and enteral feeding.

TPG works collaboratively with a range of aged care and allied health service providers.

What sets us apart is our commitment to the continuity of care for all clients by having the same worker (as far as practicable) provide the same care to the same client at a regular rostered time.

TPG have consistently built our service delivery as a result of our ongoing commitment to high quality service to meet the needs of the changing nature of the client by: valuing innovation and seeking new ways of working to support our clients.



Professional • Caring • Reliable

What assistance can I have?

Your Home Care Package (HCP) funds pay for services. There are three main kinds of assistance you can have, but you can discuss having other things too.

Support Services

- House cleaning
- Shopping and transport
- Take part in social and community activities
- Gardening, home maintenance and home safety modifications

Personal Assistance

- Dressing, showering and toileting
- Making meals and eating

Other Services

- Visits from nurses, physiotherapists, speech therapists, occupational therapists, dentists, podiatrists and dieticians
- Providing bandages and other items needed to look after wounds
- Providing technological devices, equipment
- Other items that help you and keep you safe in your home.

Family Support / Advocate

You can have another person with you when you have discussions with your home care pack-age provider. This may be a family member or friend.



Home Care Packages



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Home Care Packages

Home Care Packages (HCPs) provide assistance for elderly people who want to remain at home.



HCPs now come with a lot of flexibility

The Consumer Directed Care (CDC) approach means you have a lot more input



HCP providers must work in partnership with you to design and deliver services that meet your goals and needs



You will have a budget allocated for your HCP, which consists of the government contribution plus your contribution (from your pension) and any income tested fees



You will get a statement that lets you see exactly the funds you have and how much you can spend



If your Home Care provider is not able to deliver what you need, you can ask them to buy it from somewhere else. It may be another home care provider, a different sort of service provider or a local shop or business.

How much support can I receive?

The Aged Care Assessment Team (ACAT) assessment determines the level of support you can get. There are four levels of HCP:

- low care (levels one and two)
- high level care (levels three and four)
- There are different amounts of funding available for each of the four levels.

If no HCPs at your level are available, you will join a national waiting list. If this happens, you might be offered a lower level package until the right level package becomes available.

Rights and Responsibilities

As a consumer, you and your family and carers have rights that must be respected but also responsibilities. These are set out in a document called the Charter of Rights and Responsibilities for Home Care - included as part of your agreement.

How much will I have to pay?

While the Government provides funding for a HCP you may also be asked to make a contribution - if you can afford to do so.

The Home Care Fee Estimator at the MyAgedcare website can help you work out what you may need to pay.

Home Care Agreement

When you choose a home care provider to deliver your HCP the agreed arrangements are set out in a Home Care Agreement.

Your Home Care Agreement will include items such as the package start date, what level it is, a copy of the agreed Care Plan, fees and charges, a budget for agreed services and how to terminate the agreement.

You should read carefully through the agreement and ask questions on anything that you do not understand.

Goal Setting

You will need to identify the goals that you want the package to achieve. A goal can be a purpose, an activity or a focus that you have for yourself.

Care Plan

Once you have decided on your package goals, a care plan is developed to achieve your goals and meet your needs. The care plan will set out:

- the consumer's level of involvement in managing the HCP
- the care and services to be provided (and by whom) to achieve the goals
- how case management, ongoing monitoring and reviews will happen