

WHO TO CALL FOR SUPPORT

ANCA STAMATESCU



Anca oversees the Care Coordination Team. She is the main point of contact for new enquiries as well as feedback and suggestions.

Phone: (03) 9069 6202

202 Phone: (03) 9069 6200, option 2

STIFFANY TOUSSAINT



Call Stiffany for scheduling new services with a caregiver, changing or cancelling scheduled services, and general admin matters.

Phone: (03) 9069 6200, option 1

DINU STAMATESCU



Call Dinu for any
Accounting and
Compliance matters
that could not be
resolved with other
members of the team.

Phone: (03) 9069 6201

JESSICA MAGNO



Jessica is also assisting with Care Coordination: service referrals, purchases, booking events and general admin matters.

Phone: (03) 9069 6200, option 2

NISHANTHI DHARMAKEERTHI



Nishanthi is our Accountant Assistant. Call Nishanthi for any queries regarding invoices and statements.

Phone: (03) 9069 6200, option 3

WHAT ELDERS SAY ABOUT US:

MAY THE LORD RICHLY
BLESS YOU ALL AS YOU
HONOUR THE FOUNDING
FATHERS WHO LAID THE
FOUNDATION THAT IS
STANDING STRONG FOR
THE SERVICE OF THE HOLY
SPIRIT OF GOD THAT
FLOWS THROUGH
CHRISTIAN HOME CARE.

F. D. 🔥 🔥

CELEBRATING OUR COMMUNITY

We would love to highlight the testimonies, stories, special anniversaries or events of the Elders in our community.

If you have anything to share, please email us at anca@christianhomecare.com.au and we would love to feature you!

HAPPY BIRTHDAY TO OUR COMMUNITY MEMBERS



Elders:

Skaidrite A. Henry B. Fay D. Anna G. Gerd H. Juanita H. Veronica I. Inge J. Dorothy L. Edelgard M. Nirmala N. Joselito P. Amal S. John T. Aruna T.

Staff and Volunteers:
Anna R. Nirmala N. Virginia C.

CHRISTIAN HOME CARE NEWS

Monthly Newsletter

Word of the month: Mother

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WORD OF THE MONTH:

MOTHER

As we celebrate Mother's Day this month, my thoughts go to my own mother, who passed away some years back. I can think of countless instances where, as a child, my faith in my mother was the central pillar of my growth. My mother was my defender, my provider, my source of love and care, and my strong faith in her was unshakeable.

Years later I got to understand that, beyond mothers' ability to care for their children, there is someone else who loves, protects and provides for us: our Father in Heaven, God. My faith has developed, staying strong in my mother, but including God as a stronger foundation.

Celebrating Mother's Day in May is an opportunity to remember our mothers and what they did for us. It is also an opportunity to grow our faith in God and in what He strengthens mothers to do for they children.

In Isaiah 49:15 God reassures us: "Can a mother forget the baby at her breast and have no compassion on the child she has borne? Though she may forget, I will not forget you!"

Furthermore, in Isaiah 66:13 we are told that "As a mother comforts her child, so will I comfort you; and you will be comforted over Jerusalem."

Aren't we blessed by being able to have faith in our earthly mothers and also in our eternal Father?

I am thankful to God for my faith in Him and in my Mother, that never failed me.

By Dinu Stamatescu



Summary of indicative Support at Home prices (extract) 24 March 2025

This fact sheet includes indicative price ranges for most <u>Support at Home services</u>. These indicative price ranges reflect what Home Care Package (HCP) providers have reported that they intend to charge when the Support at Home program commences from 1 July 2025.

Guidance for Support at Home participants

The information in the table below will help you assess whether you think the prices your current provider is charging are reasonable, or if you want to choose another provider. It is important that you choose a provider who can deliver care that is right for you, that you have been approved for (as outlined in your Notice of Decision), and at a price that you think is reasonable.

Next steps

In the lead up to 1 July 2025, your current HCP provider will contact you to clearly explain any changes to your prices under Support at Home.

You will be asked to agree to the prices as part of a new service agreement. This service agreement will include a price for each service that your provider will deliver to you.

You do not have to sign an agreement if you are unhappy with the prices or if you don't understand why their prices are changing. However, you do need to have an agreement in place with a provider of your choice before you are able to receive services through Support at Home.

Once you have a service agreement in place, you can continue to receive services through Support at Home from 1 July 2025.

Summary of indicative prices

The following table shows the **national median price** reported in the survey, as well as a range of prices with a lower and upper bound. The median is the middle price, which means half of providers reported an indicative price below the median, and half of providers reported an indicative price above the median. The range represents the indicative prices that were reported by the majority of HCP providers in the survey.



	Unit	National median price	Range (lower)	Range (upper)	
Nursing care	Hour	\$150	\$125	\$179	
Registered nurse	Hour	\$160	\$144	\$186	
Enrolled nurse	Hour	\$140	\$120	\$163	
Nursing assistant	Hour	\$110	\$92	\$143	
Allied health and other therapeutic services	Hour	\$195	\$160	\$220	
Allied health therapy assistant	Hour	\$122	\$105	\$167	
Counsellor or Psychotherapist	Hour	\$208	\$160	\$225	
Dietitian or Nutritionist	Hour	\$200	\$165	\$219	
Exercise physiologist	Hour	\$190	\$165	\$219	
Occupational therapist	Hour	\$200	\$174	\$220	
Physiotherapist	Hour	\$185	\$160	\$210	
Podiatrist	Hour	\$180	\$153	\$208	
Psychologist	Hour	\$228	\$210	\$250	
Social worker	Hour	\$200	\$163	\$238	
Speech pathologist	Hour	\$208	\$187	\$236	
Care management	Hour	\$120	\$80	\$150	
Restorative care management	Hour	\$150	\$120	\$173	
Personal care	Hour	\$100	\$85	\$115	
Social support and community engagement	Hour	\$99	\$82	\$110	
Therapeutic services for independent iving	Hour	\$165	\$140	\$220	
Remedial masseuse	Hour	\$150	\$134	\$206	
Respite	Hour	\$99	\$85	\$112	
Fransport	Trip	\$70	\$40	\$97	
Domestic assistance	Hour	\$95	\$83	\$109	
Home maintenance and repairs	Hour	\$103	\$85	\$120	

Summary of indicative Support at Home prices - 24 March 2025

HOW CAN WE HAVE FAITH?

Extracts from "Questions of Life" by Nicky Gumbel, Alpha founder

"Many people are uncertain about whether they are Christians or not. I ask people at the end of Alpha to fill in questionnaires. One of the questions I ask is, 'Would you have described yourself as a Christian at the beginning of Alpha?' Here is a list of some of the answers:

- Yes, but without any real experience of a relationship with God.'
- · Sort of.'
- 'Possibly yes/think so.'
- 'Not sure.'
- · 'Probably.'
- 'Ish.'
- · 'Yes though looking back possibly no.'
- 'No, a semi-Christian.'

The New Testament makes it clear that it is possible for us to be sure that we are Christians and that we have eternal life. The apostle John writes, 'I write these things to you who believe in the name of the Son of God so that you may know that you have eternal life' (1 John 5:13).

How can we know that we have been given eternal life? Just as three legs support a camera tripod, the assurance of our relationship with God stands firmly based on the activity of all three members of the Trinity: the promises which the Father gives us in his word, the sacrifice of the Son for us on the cross and the assurance of the Spirit in our hearts. These can be summarised under three headings: the word of God, the work of Jesus and the witness of the Holy Spirit. In these ways (the word of God, the work of Jesus and the witness of the Spirit), those who believe in

Jesus can be sure that they are children of God and that they have eternal life.

It is not arrogant to be sure that we have eternal life. It is based on what God has promised, on what Jesus died to achieve, and on the work of the Holy Spirit in our lives. It is one of the privileges of being a child of God that we can be absolutely confident about our relationship with our Father, that we can know his forgiveness and be sure that we are Christians and that we have eternal life.

If you are unsure about whether you have ever really believed in Jesus, here is a prayer that you can pray as a way of starting the Christian life and receiving all the benefits which Christ died to make possible.

Heavenly Father, I am sorry for the things I have done wrong in my life. [Take a few moments to ask his forgiveness for anything particular that is on your conscience.] Please forgive me. I now turn from everything that I know is wrong.

Thank you that you sent your Son, Jesus, to die on the cross for me so that I could be forgiven and set free. From now on I will follow and obey him as my Lord.

Thank you that you now offer me this gift of forgiveness and your Spirit. I now receive that gift.

Please come into my life by your Holy Spirit to be with me for ever. Through Jesus Christ, our Lord.

Amen."

CHRISTIAN HOME CHURCH



Our Christian Home Church gatherings are welcoming you all with love!

You may be our Elder, our Elders' children, grandchildren, neighbours, friends, our staff, volunteers or subcontractors with their children or parents or friends, or you can simply be a friend of CHC.

If you have never joined us and you would like to come and have a peek, just come and see, you will be the guest of honour!

Our next Christian Home Church services and afternoon tea meetings are planned for: Wednesday 7/5, 21/5, 4/6 and so on fortnightly.

For our usual church services we meet on the premises of: St Paul's Anglican Church (also called Mullum Mullum Anglican Church) at

40 Warrandyte Rd, Ringwood 3134

and there is ample parking. We highly recommend that you keep social distancing and wear a mask if concerned about COVID. You also need to self-screen for COVID or other infectious diseases before attending the services according to CHC procedures already notified to you.

Please RSVP to (03) 9069 6200, select option 4 or coordination@christianhomecare.com.au

Please note that we cannot take responsibility for your COVID safety when attending; if you deem attendance as an unacceptable risk to your health, we understand!

HAVE YOU VISITED OUR CHRISTIAN HOME CHURCH WEBSITE AT

HTTPS://CHRISTIANHOME.CHURCH?

PLEASE DO SO FOR UPCOMING SERVICE DATES, SERVICES RECORDINGS, PRAYER REQUESTS, ETC.

Christian Home Church is an ecumenical non-denominational church where we welcome people from any background and hope that irrespective of having been brought up as Catholics or Baptists or Pentecostal, Methodists, Lutherans, Presbyterians and so on, or maybe having no prior connection with church, we will all meet up in unity to bring glory to our God, praise our Saviour and thank our Holy Spirit.

ALPHA

Our Newsletters this year focus each month on a new Alpha topic.

This month: "How Can We Have Faith?"
Stay tuned for more details to come,
looking forward to seeing you at our next
Alpha session!

PSALM OF THE MONTH

Psalm 139: 13-18

13 For you created my inmost being; you knit me together in my mother's womb.

14 I praise you because I am fearfully and wonderfully made;

your works are wonderful, I know that full well.

15 My frame was not hidden from you when I was made in the secret place,

when I was woven together in the depths of the earth.

16 Your eyes saw my unformed body; all the days ordained for me were written in your book

before one of them came to be.

17 How precious to me are your thoughts, God!

How vast is the sum of them!

18 Were I to count them, they would outnumber the grains of sand—

when I awake, I am still with you.

SUPPORT AT HOME RATES ADJUSTMENTS

Support at Home starts from the 1st of July 2025 and the Government has changed the fees structure:

Care Management will be reduced to 10% and Package Management will be reduced to \$0.00. Please see below your annual savings generated by these changes:

Funding	Yearly Subsidy	Current Care Management	Current Package Management	New Care Management Reduced to 10%	New Package Management	Your Overall Yearly SAVINGS
Level 1	10, 687	\$ 1,616	\$ 1,069	\$1,069	NIL	\$1,616
Level 2	18,794	\$ 2,685	\$2,086	\$1,879	NIL	\$2,892
Level 3	40,906	\$ 4,928	\$ 4,641	\$ 4,091	NIL	\$5,478
Level 4	62,014	\$7,196	\$ 6,935	\$ 6,201	NIL	\$ 7,930

From the 1st of July 2025 the Government requires that the costs formerly known as Package Management are to be charged through increased rates on services.

The costs formerly known as Package Management are related to the ongoing administration and organisational activities associated with ensuring the smooth delivery and management of your Home Care Package. Examples of some of the costs included here are: preparing monthly statements, managing your package funds, compliance and quality assurance activities required for Home Care Packages, to name a few.

In regard to the hourly rate for services provided by our Caregivers, our financial forecasting shows that the hourly rate for normal time (weekdays) needs to increase by \$23 / hour, and the same increase will apply to evening, weekend and public holidays rates, as shown below.

The rates are in line with forecasted national averages (**see Government price information below**) and the increase is the minimum required for service providers to remain viable; at the end of the day package management costs cannot just disappear, they are charged differently.

Updated Caregiving Rates from 1st of July:

Normal time: \$ 99/hour - this rate is most relevant, applying to more than 85% of shifts

Evening: \$106/hour Saturday: \$122/hour Sunday: \$138/hour Public Holiday: \$147/hour

Overall, the increase in hourly service costs is funded by the savings in Care and Package Management and the change should be neutral (not worse off) for our Elders. For any questions on these changes please call Dinu on (03) 9069 6201.

In regard to **Care Management**, Support at Home participants who receive ongoing services will have 10% of their quarterly budget set aside for care management. The government will provide an additional supplement in respect of participants with diverse needs. The Government will pool the care management funding for all participants in a care management fund to deliver care management across all of their Support at Home participants. This will allow providers to flex care management support up and down as participants' needs change over time.

Please note that the increase in rates for services **does not include subcontractors** like gardeners, allied health professionals, personal alarms providers, etc. Subcontractors may increase their cost of services from time to time.



Consumer protections for Support at Home prices

Fact sheet for participants

On 1 July 2025, the Support at Home program starts. From 1 July 2026, the Australian Government will set price caps for Support at Home. Until then, providers will continue to set their own prices for services as they have done for the Home Care Packages (HCP) Program.

If you are on the HCP Program, when you move to the Support at Home program the prices for the services you receive may change. Providers will talk to you about any prices changes ahead of asking you to agree to those changes.

The government has put protections in place so that you can be sure those prices are reasonable and transparent.

What are the benefits of Support at Home?

With funding for Support at Home set to grow with the needs of an ageing population, the program will provide timely access to the services that older people need to live safely and independently at home. The program will:

- Increase the maximum level of support available from \$61,000 to \$78,000 to provide higher levels of care for people with complex needs who require more help to remain at home.
- Be more tailored to people's needs, by expanding the ongoing levels of support from four to eight.
- Have increased focus on early interventions to help people to stay active and independent, including faster access to assistive technology and home modifications, and a temporary boost in funding for those who need extra restorative and allied health support.
- Include palliative care support so that older people can spend their final weeks at home with their loved ones.
- Increase the number of places to support more older people to live at home and cut wait times.

For more information about Support at Home, visit the department's website.

Why might prices for my services change under Support at Home?

The price for a Support at Home service is the entire cost of delivering that service to you. This will be the total amount charged to your budget.

The price may look different to what you have been paying. Under the HCP Program, you are charged for a service (e.g. cleaning) and charged separately for package management (e.g. third-party costs and staff travel).

Under Support at Home, the price for each service will include those costs and that is the total price you will pay. Prices may also change if the cost of delivering services to you has changed.

Support at Home pricing will make it easier to see exactly how much care you have received and how much of your budget has been spent.

Your budget will only be charged for services that you receive.

You will not have to make an out-of-pocket payment (a "co-contribution") for any clinical care that you receive, which includes care management.

You may be assessed by government as needing to make a co-contribution for 'independence' or 'everyday living' services.

Further information is available on the <u>services that are available under Support at Home</u>, and <u>participant</u> co-contributions.

How do I know my prices are reasonable?

A reasonable price reflects what it costs your provider to deliver the service to you.

The price can include:

- the wages of your aged care workers
- · administration and overheads
- transport
- sub-contracting.

Prices can also include the provider's costs of transitioning to the Support at Home program. The overall price must still be reasonable and justifiable.

To help you know if your Support at Home prices are reasonable, we have <u>published information on the</u> sort of prices that might be charged from 1 July 2025.

This pricing information was collected from HCP providers in February 2025. These are not price caps or recommended prices. The indicative prices reflect what HCP providers have reported that they intend to charge when Support at Home commences. This information can help you decide if your provider's prices are reasonable, or if you want to choose another provider.

It is important to note that this information is indicative only and prices are expected to vary across Australia, depending on your location and your provider.

Further information is available on how prices may be calculated under Support at Home.

What are unreasonable prices?

Prices must take into account all the funding your provider already receives from government to provide your care.

For example, if your provider gets subsidies or grants to deliver services in rural or remote regions, their prices must reflect that funding.

Your provider is not allowed to charge you separately for package management or travel.

You cannot be asked to pay a co-contribution to the cost of clinical care, including care management. If you see charges for these items, you should ask your provider about it.

How will the government make sure prices are reasonable?

From 1 July 2025, Support at Home providers must publish their standard prices for all their services on the My Aged Care website. The Find a Provider tool on My Aged Care will show you the prices of providers in your area to help you make an informed choice about your care.

Before 1 July 2025, your provider has to clearly explain to you any changes to your prices under Support at Home. You will be asked to agree to the prices as part of a new service agreement.

You do not have to sign an agreement if you are unhappy with the prices or if you don't understand why their prices are changing. However, you do need to have an agreement in place with a provider of your choice before you are able to receive services through Support at Home.

The government is introducing additional consumer protections to make sure your Support at Home prices are reasonable and transparent.

The Department of Health and Aged Care (the department) and the Aged Care Quality and Safety Commission (the Commission) are working together to monitor pricing and will take action if a provider is not following the law.

Your provider must keep evidence of what they have included in their prices. The department and the Commission can ask your provider to show us this evidence.

What can I do if I am concerned about prices for my services?

If you are concerned about your Support at Home prices, speak to your provider and ask them to explain their prices to you.

If you are still concerned, you can make a complaint to the Commission. If your provider cannot demonstrate that their prices are reasonable, the Commission can use its regulatory powers. This can include issuing a non-compliance notice requiring the provider to take specific actions. These actions may include changing their prices to make them more reasonable. If a provider refuses to comply, they may receive an infringement notice.

If you would like assistance with your complaint, you can contact the Older Persons Advisory Network (OPAN). OPAN has an Aged Care Advocacy Line – 1800 700 600 – for free and confidential information and advocacy. An OPAN advocate can help you talk to your provider about your pricing or speak to them on your behalf.

Under Australian Consumer Law, providers cannot make misleading or deceptive statements about their prices, or the reasons for a price change. The Australian Competition and Consumer Commission can investigate and act where businesses mislead participants about prices.

Can I change providers?

You can change providers at any time. Providers cannot charge you an entry or exit fee. You can change providers before or after the commencement of Support at Home on 1 July 2025.

If you choose to change providers before 1 July 2025, it is important that you have a start date with your new provider before agreeing a cessation date from your current provider. This ensures that there are no impacts to continuity of your care.

Use the <u>Find a Provider</u> tool on the My Aged Care website to see information about providers in your area.



Australian Government

Department of Health and Aged Care

(Extract from letter already sent to you by the Department of Health and Aged Care)

Dear [Elder],

Preparing for the new Support at Home program

I am writing to you because you currently receive aged care services through a Home Care Package, or you are the authorised representative of someone who does.

The Australian Government is making changes to in-home aged care. On 1 July 2025 you will move to Support at Home, a new program designed to help you remain independent in your home and community for longer.

About Support at Home

Support at Home will give you access to services, products, equipment and home modifications to remain healthy, active and socially connected, like the current Home Care Packages program. The services you receive will be based on your assessment, approval and budget. You will receive the same services, if the services are listed on the Support at Home service list. Your provider will continue to support you to choose the right mix of services for your needs and budget.

Support at Home also provides access to new funding pathways:

- the restorative care pathway, which will increase funding from 8 weeks of care to 12 weeks focusing on allied health to build the strengths and capabilities.
- an end-of-life pathway, so people who are at end-of-life can have a higher level of care in their final months
- dedicated funding for assistive technology and home modification, so you don't have to use your regular home care budget to pay for these services.

You will continue to receive the same funding level as you do with your Home Care Package. Under Support at Home your annual budget amount will be managed **quarterly**. Any unspent funds you, currently have will still be available. If you do not spend your quarterly budget you can carry over a maximum of \$1,000 or 10 per cent (whichever is greater) to the next quarter.

Next steps

Before 1 July 2025, your provider will contact you to review your care plan, advise you of their new pricing, and to prepare a new service agreement to continue to deliver care services under the new program. This is an important conversation, and you should use it to ensure that you receive the services that best support you.

The government has put protections in place so that you can be sure those prices are reasonable and transparent. For more information on these protections and pricing under Support at Home you can visit: https://www.health.gov.au/news/new-support-at-home-pricing-guidance.

Services Australia will be writing to tell you about what you may need to co-contribute to the cost of your services. Services Australia may ask for your income and asset information to do this.