

Spending of HCP funds – What items are excluded or not eligible?

There are many useful, helpful, and beneficial goods and services that can be purchased with Home Care Package (HCP) funds.

There is no exhaustive list of eligible spends, as every care plan needs to be tailored to each individual client. Your needs, goals and preferences are different to anyone else's, so careful thought about how it directly keeps you safely living at home is needed.

Many questions will be asked by your Care Manager if you request a purchase from your HCP funds.

Questions such as "Do you have enough funds? How will it benefit you directly? Is it directly related to your health and wellbeing and assessed as a need in your Aged Care Assessment?" will assist your Care Manager to determine if it is an eligible spend. Every client is different and has different needs and circumstances, and this must be taken into consideration when discussing funds expenditure.

There is a list of Specified Exclusions, however it does not cover every individual item. This is when your Care Manager will work through a flow chart template with you to determine the level of need, the level of benefit, the cost as opposed to your available funds to help determine if the purchase is an eligible spend.

Westmont has an obligation to ensure we are compliant with Government funding guidelines and the Aged Care Quality Standards, while we do our best to meet your needs, goals, and preferences with your HCP funds.

Care Management Charges

Your Care Manager works with you to help you access care and services to meet your needs.

Home Care Packages are funded by the Commonwealth Government with the sole purpose of keeping you safely living in your own home as independently as possible.

Care Management time is charged at \$103.00 per hour. The minimum Care Management amount charged for every client is 30 minutes per week = 2 hours per month.

Care Managers keep track of the amount of time they spend working with you and for you, charges may include such items as;

- Time spent on developing your care plan
- Updates and changes to your care plan
- Visits and phone calls to you and/or your family
- Travel time when engaged for you
- Follow up notes in your client record
- Management of your budget and adjustments
- Organising services on your behalf and processing service requests for those services
- Generating purchase orders for goods and services where required
- Processing invoices for your services and purchases

- Authorising payment of invoices
- Scanning all documents to your client file
- Follow up and clarification information for financial reconciliation
- Responding to enquiries on your behalf from service providers
- Following up feedback from carers and others who deliver your services
- Advocating for the best possible outcome for your needs
- Sourcing information to help meet your care needs
- Seeking approval for HCP funds to be spent to meet your needs
- Discussing your needs with providers and others to source the best options
- Attending care plan meetings and documenting outcomes
- Providing you support to engage with Allied Health providers and contractors
- Keeping your client record up to date and your budget in good order
- Writing letters and responding to requests for information about your care needs
- End of month reconciling goods and services to your HCP statement
- Documenting everything in your client record
- Regular care manager meetings and training to ensure current policy and support best practice

Commonwealth funding comes with legislation, guidelines, rules and obligations.

As a provider of HCP funding, Westmont must ensure that funds are used according to the Commonwealth regulations. There is a lot of work in ensuring we are compliant with the funding guidelines while still being able to help you access the goods and services you need to remain living safely at home.

Westmont Community Care believes in honesty and transparency. If you have any questions regarding Home Care Package expenditures, we encourage you to call us on 02 6043 9867.