

# Home Care Packages



**Vision  
Australia**

Blindness. Low Vision. Opportunity.

# Welcome, from Vision Australia's CEO

Vision Australia's mission is to support people who are blind or have low vision to live the life they choose.

We know that living with vision loss can present challenges to older Australians remaining in their own home, but with a Vision Australia Home Care package we can help you or your loved one remain safe and independent at home for longer.

A Vision Australia Home Care Package gives you or your loved one access to specialist blindness and low vision supports and a wide range of allied health services, all of which are tailored to each person's individual needs.

Our team is ready to start helping you today, and we look forward to starting that journey together.

Warmly,

**Justine Heath,  
Acting CEO, Vision Australia**

# Contents

Helping you to stay home for longer .....	4
Home Care Packages explained .....	5
Elements of your Home Care Package .....	6
Gardening and home maintenance .....	7
Personal care .....	7
Domestic support .....	8
Social support .....	9
Respite and in-home care .....	10
Specialised vision loss and allied health services .....	10
How do I know if I am eligible?.....	12
What if I already have a Home Care Package with a different provider?.....	13
How the right care manager can help you .....	14
Different levels of Home Care Packages.....	15
Our Home Care Package fees .....	16
Vision Australia services that can offer you further support .....	17
Appendix.....	18

---

Vision Australia acknowledges Aboriginal and Torres Strait Islander people as the First Australians and Traditional Owners of the Land across our working area. We pay our respects to Elders both past and present. We are committed to ensuring an inclusive culture, and value diversity and all abilities.



# Helping you to stay home for longer

Vision Australia have a wide range of services and supports that are tailored to suit you and your needs, to give you the best opportunity to manage your vision loss effectively.

Our clients are at the centre of everything we do, and we want you to take charge of your future by developing new strategies and different ways of doing the things you love.

Vision Australia's Home Care Packages are ideal for you if you have aged related vision loss or if you are blind or have low vision and are now facing additional challenges related to ageing.

The package options include access to our expert team of blindness and low vision services, as well as extensive allied health services and programs to support you in your daily life.

As Australia's leading provider of specialised vision loss services, we are immensely proud to offer you a tailored home care service so that you can continue to enjoy living at home. We look forward to helping you with your Home Care Package.

**Meghan Hird,  
National Home Care Packages lead**



We are here to support you from the start and will help you call My Aged Care to begin the Home Care Package process.

You can contact us on the always manned phone number (03) 9794 5929, or email at [homecare@visionaustralia.org](mailto:homecare@visionaustralia.org)

# Home Care Packages explained

A Vision Australia Home Care Package will help you live at home for longer.

Home Care Packages are government funded, offering subsidised long-term supports for older people who want to stay living at home. There are four levels of funding available, ranging from one or two services to higher, more regular assistance.

To access a package, you need to register with My Aged Care and be assessed as eligible. Once approved, they will match your needs to a suitable Home Care Package level.

Once assigned a package, you will receive a referral code to give to your Home Care Package provider. Your home care can commence once a plan of support is designed together with you, to ensure services are meeting your individual needs.

You can confidently place your trust in a team, which includes a care manager and service coordinator. They will work with you to develop a personalised and flexible plan outlining your needs and goals to help you live easily at home. As your circumstances change, your team will be there to respond to these changes.

You can continue to enjoy life at home, knowing you have the support of our dedicated staff and a range of vision loss specialist services behind you.

Please note that there are differences between a Home Care Package and Commonwealth Home Support Program. To find out more visit the link below:

<https://www.visionaustralia.org/services/funding/my-aged-care>

# Elements of your Home Care Package

To be eligible for these services they must relate to the goals you have outlined in your care plan. Services can include:



Gardening and home maintenance



Social support



Personal care



Respite and home care



Domestic support



Specialised vision loss and allied health services



## Gardening and home maintenance

If you are unable to tend to your garden like you used to, we can arrange professional help to ensuring your garden is managed by:

- Mowing and trimming lawn edges
- Weeding
- Planting new plants
- Mulching.

\*Please note that larger gardens will require an external contractor.

## Home maintenance and modifications

We can find professional support to assist with light home maintenance tasks, such as:

- Window cleaning
- Replacing tap washers
- Installing a smoke alarm.

Home modifications can include removal of trip hazards and accessibility improvements.



## Personal care

Our team can provide you with dignified personal care, which is essential to independent living at home. These supports include:

- Bathing or showering
- Personal hygiene and grooming
- Dressing
- Assisting with mobility.



## Domestic support

A clean, well-maintained home can provide an overall sense of comfort and security. We can help you in all aspects of your everyday, including:

- Everyday food shopping
- Meal preparation
- Cleaning
- Laundry
- Small home maintenance.

### Shopping and cooking

If you need help with shopping or cooking, our home care team can:

- Provide transport to the shops
- Carry your shopping bags
- Put away your groceries
- Do your shopping for you.

There is also assistance, as much or as little as you need, with meal preparation, help using eating utensils and if necessary, feeding.

### Cleaning

A tidy, clean and well-maintained home provides a sense of comfort and security. We can arrange cleaners to regularly clean your home or tackle those one-off bigger tasks.





## Social support

Accomplishing daily activities coupled with pursuing and participating in recreation and social events is key to maintaining your independence and keeping you feeling connected.

At home, your carer can assist with:

- Reading and cataloguing incoming mail and bills
- Escorting or providing transport to appointments or errands
- Assist with shopping.

### Out and about

We can support you or a group of up to four people for a range of activities, such as:

- Recreational interests including art and craft classes, talks and lectures
- Entertainment, like live shows, movies, exhibitions and galleries
- Exercise and other health related activities

Vision Australia also offers a wide range of social and recreational groups for people who have similar lived experience.





## Respite and in-home care

Vision Australia provides both personal care and social support to allow a family member or worker the chance to have a rest and recharge. Light domestic duties or meal preparation can be included.

### Overnight care

Our team member can stay overnight in your home and provide aid, company and security.

### 24-hour in-home care

We can provide you with round the clock personal and domestic assistance in the home.



## Specialised vision loss and allied health services

There is also emotional support if you are adjusting to vision loss, together with a range of social and recreational groups with similar lived experience.

Additional allied health professional support can be added to your Home Care Package plan. These can include:

- Nurses
- Podiatrists
- Physiotherapists
- Occupational therapists
- Orientation and mobility specialists

- Counsellors
- Assistive technology specialists
- Speech therapists
- Nutrition services
- Orthoptists
- \*Optometry
- \*Audiologists

To be eligible for these services they must relate to the goals outlined in your care plan, as developed with your Care Manager. You will need a referral before meeting with allied health professionals, which we can help you to arrange.

You will need to access to either Medicare or Home Care Package funds.

\*Vision Australia can help provide access to optometry and audiology; however, your Home Care Package cannot fund these services.

## Technology and assistive aids

Vision Australia knows that technology can be life changing for people who are blind or have low vision in living a full and independent life.

With one of our Home Care Packages, you will have access to a wide and varied range of assistive technology. This can include specialised tech and gadgets like magnifiers and talking microwaves, or more mainstream technology like voice activated personal assistants and smart phone apps.

There's also a wealth of resources, both simple and advanced, to get you up and running or re-acquainted with technology. Our vision loss specialists can help you to understand your vision, as well as assisting you to build practical strategies at home or in the community to get around safely.

## How do I know if I am eligible?

You may be eligible for support if you are over 65 years of age and are an Australian citizen.

You may need to fill out an income or means assessment form to provide financial details that [Services Australia](#) or the [Department of Veteran Affairs](#) (DVA) need to complete your assessment. There are three different forms and the one you need to fill out will depend on your situation.

For more information visit the My Aged Care website at <https://www.myagedcare.gov.au/help-at-home/home-care-packages>

Alternatively, you can contact us at [homecare@visionaustralia.org](mailto:homecare@visionaustralia.org) or on the always manned phone number (03) 9794 5929 and we can call My Aged Care with you.





# What if I already have a Home Care Package with a different provider?

There are no additional fees to switch Home Care Package providers.

## Locations for services

We are currently offering Home Care Packages in:

- Melbourne and surrounds
- Bendigo and surrounds
- Ballarat and surrounds
- Southeastern Sydney
- Illawarra.

If you don't live in these areas, please call our Home Care Package line on (03) 9794 5929 or email [homecare@visionaustralia.org](mailto:homecare@visionaustralia.org) to discuss how we can still provide services for you.





# How the right care manager can help you

As part of your Home Care Package, you will have a dedicated care manager, supporting you in ways like:

- Regularly assessing your needs, goals and preferences.
- Reviewing your home care agreement and care plan with you.
- Ensuring your care and services align with other supports.
- Partnering with you and your family or carers about your care.
- Ensuring your care and services are culturally safe.
- Identifying and addressing risks to your safety, health and wellbeing.

If you have a level three or level four Home Care Package, you will receive clinical assessments undertaken by experienced local nurses. They will occur yearly, or as your needs begin to change.



# Different levels of Home Care Packages

We will work with you to identify and coordinate the most suitable plan based on your budget and needs. All four levels of a Home Care Package offer you support inside and outside the home. They will vary in the amount of support you will receive based on what you require.

1

## Level One Home Care Package

This level is for you if you just need a little extra support in your everyday life.

For example, you may only need weekly visits from a cleaner or gardener, or some transport assistance when you're heading out.

2

## Level Two Home Care Package

If you're not as active or as confident as you used to be, you might like to consider this package.

This level will include three or four weekly visits from a care worker, aids and equipment, and social support.

3

## Level Three Home Care Package

If you need help with everyday tasks such as showering, shopping or general home maintenance, this is the level that will offer you the right kind of support.

This package can include home modifications, as well as visits from a care worker or a nurse most days.

4

## Level Four Home Care Package

If you have health concerns and are struggling to do most things on your own, this is the level designed to assist you in the best way. It may include daily visits from a care worker or nurse.

# Our Home Care Package fees

There is a fortnightly care management and package management fee charged, which varies depending on your level of package. Your package expense include:

## Administration costs

- Care management, including creating and reviewing your care plan and the ongoing contact with your care manager.
- Service and support costs to manage your home care services, also co-ordinating your required equipment and supplies.

Please visit [visionaustralia.org/homecarepackages](https://visionaustralia.org/homecarepackages) for the current fee details.

## Private funding options

You may wish to pay for any of our services privately if you are waiting for government funding, aren't eligible or you would like additional services above your allocated package.

## Fees we do not charge

In-line with government legislation you will not be charged any of the following fees:

- Exit fee
- Third-party care fee
- Service fee
- Cancellation fee, provided we receive 24 hours' notice.

# Vision Australia services that can offer you further support

While home care packages can offer you great assistance in the home, Vision Australia offers additional products and services to support you across the other aspects of your daily life.

**These include:**

[Vision Store](#) offering a comprehensive range of assistive technology, aids and equipment that you can purchase to improve your daily living.

[Vision Australia Library](#) where you can access audio books and library services for leisure and learning.

[Vision Australia Radio](#) offers a range of interesting and informative programs that feature readings from the latest newspapers, magazines and books.

[Quality Living Groups](#) which offer emotional support and social inclusion.

[Check in and Chat](#) is a telehealth program designed to build your optimism and boost your self-esteem.

[Peer Support Program](#) provides one-on-one telephone support to people who want to talk to someone who is also blind or has low vision about coping with vision loss.

[Smart Home Program](#) will show you how to use voice-assistive and accessibility technology that can enhance your life and make daily tasks easier.

If you'd like to learn more about our services, please call Vision Australia on 1300 74 84 66, or email us at [info@visionaustralia.org](mailto:info@visionaustralia.org).

# Appendix

Vision Australia gives you access to a team of specialists and experts, designed to help you navigate your way through your vision loss. It can be hard to remember who you need to contact and for what reason, which is why we have compiled the list below.

---

Optometrist	Primary eye health care providers who prescribe glasses and contact lenses. They also screen for, diagnose and manage eye disease and prescribe a range of therapeutic medications. They can refer clients directly to an ophthalmologist if more complex treatments are required.
Orthoptists	Allied eye health practitioners who specialise in the assessment, diagnosis and non-surgical management of vision and eye conditions.
Ophthalmologists	Eye doctors with additional specialist training in the diagnosis and management of eye conditions, who can also perform medical and surgical treatments and procedures.
Psychologists and counsellors	Working with you to develop the strategies and confidence you need to help you manage your changing mental and emotional health, also providing you with someone you can talk to about your vision loss.
Orientation and mobility experts	These experts will work with you to develop the skills you need to independently and safely navigate at home and in the community.
Access technology specialists	Assessing your current skill levels and areas that require some help, these specialists will train you to use technology like screen readers, magnifiers and voice-to-text tech.
Occupational therapists	Working with those living with blindness or low vision, occupational therapists are there to help you improve your independence to continue living your everyday life.

---





## Contact Us

If you would like further information or already receive a Home Care Package from elsewhere but would like to now receive one from Vision Australia, please contact us at:

Phone: 03 9794 5929

Email: [homecare@visionaustralia.org](mailto:homecare@visionaustralia.org)



[@VisionAustralia](https://www.facebook.com/VisionAustralia)



[@visionaustralia](https://www.instagram.com/visionaustralia)



[@vision-australia](https://www.linkedin.com/company/vision-australia)



[@visionaustralia](https://twitter.com/visionaustralia)



[@visionaustralia](https://www.youtube.com/visionaustralia)



**Vision  
Australia**

**Blindness. Low Vision. Opportunity.**