



Accent News

WELCOME TO OUR NEW GENERAL MANAGER

My name is Nick Grakini and I am the new General Manager of Community Services for Accent Home Care. I am excited to have joined a team that is highly experienced in delivering social support programs and Home Care Packages. The values of Accent Home Care align with my passion of delivering quality individualised care. I am fortunate to have worked with several industry leading Aged Care organisations in both clinical and managerial roles, which includes Victorian Hospitals as well as private, public residential and community services. I must say 2020 is a challenging year. We have had bush fires and now we are in the middle of the COVID-19 pandemic. It is important to remember that you are not alone and Accent Home Care is well placed to support you. If there is anything we can do to assist, please don't hesitate to contact your Care Advisor on (03) 8720 1338.



Keeping you and our staff safe

From the 1st of March 2020 the Australian Government provided a temporary additional daily amount to assist with the extra costs associated in providing care to you during the COVID-19 pandemic. This amount is used to keep customers and staff safe by funding Personal Protective Equipment, which is more commonly known as PPE.

What is PPE?

PPE is a protective barrier between you and support staff and reduces the risk of infection. PPE can be placed over clothing such as a plastic gown or shoe covering. PPE can also be applied directly against the skin such as a hard-plastic face shield, a mask which covers the nose and mouth as well as gloves.

Do we have enough PPE?

Yes, Accent Home Care has worked with our suppliers to ensure we have enough PPE.

What PPE is required?

Standard PPE is used if there is low risk to either you or the staff member. Full PPE is used if we know you have been in hospital, been tested or suspected to have COVID-19.

Disposing of used PPE?

All staff will remove the PPE once they leave your home and seal it in the disposal bag. Once secured in the bag, staff will dispose of it into your wheelie bin. If you do not have a bin close to your home you will need to provide one near the exit of your home. Staff are not permitted to take PPE away.

If you experience any COVID-19 symptoms please contact - P: 1800 675 398

PPE Costs?

The cost of these items changes, based on the supply and demand and is approximately \$5.00 for the standard PPE and \$11.00 for the full PPE. You will see the exact costs of the PPE on your Home Care Package statement.

What PPE options are there?

There is Standard PPE which includes: face shield, mask and gloves. There is Full PPE which includes the above items in addition to a gown and plastic coverings for shoes.

New rates for Home Care Packages

The Australian Government had announced the Home Care Subsidies and Supplement rates that are applicable from 1 July 2020 to 30 June 2021. These funds are used to cover the cost of providing your care, as well as supplying goods and services.

Home Care Package Level	Daily Subsidy Rate	Daily Subsidy Rate increase	1 March– 31 August 2020 Temporary additional daily amount
Level 1	\$24.46	\$0.39	\$0.29
Level 2	\$43.03	\$0.68	\$0.51
Level 3	\$93.63	\$1.47	\$1.11
Level 4	\$141.94	\$2.24	\$1.68

What does the funding increase mean for me?

Most suppliers of goods and services increase their rates yearly to keep up with inflation. The increase you receive has been provided to balance these costs. Accent Home Care adjusts rates annually, the new rates are listed above.

Some consumers of the service may be eligible to receive an additional supplement payment, these are listed below. The supplements are there to provide extra funding when specialist care is required, such as caring for a person: with dementia, that is a veteran, requires oxygen or enteral feeding. If the recipient of the home care package has any of these requirements and is not receiving a supplement please contact our office to discuss on 8720 1338 and ask to speak with your Care Advisor.

Dementia and Cognition and Veterans' Supplement

Home Care Package Level	Daily Amount of Supplement	1 March– 31 August 2020 Temporary additional daily amount
Level 1	\$2.77	\$0.03
Level 2	\$4.87	\$0.06
Level 3	\$10.60	\$0.13
Level 4	\$16.07	\$0.19

Oxygen and Enteral Feeding Supplements

Supplement	Amount of Supplement
Oxygen Supplement	\$11.72
Enteral Feeding Supplement – Bolus	\$18.57
Enteral Feeding Supplement – Non-bolus	\$20.86