



Home Care Packages

About care management

Care management is an essential part of every home care package, also referred to as care coordination.

Care management can be conducted through various channels such as face-to-face meetings, phone conversations, or email correspondence.

About case management

Case management tends to be more focused and short-term, addressing a client's specific issues or needs.

Your dedicated coordinator

As a valued Umbrella client, you will be assigned a dedicated coordinator who will work closely with you. Our home care coordinators are highly skilled and qualified aged care professionals.

They are available during business hours from Mondays to Fridays. Please note that we do not offer an after-hours service.

The amount of coordination time allocated to you depends on your level of government funding, ranging from 45 minutes to three hours per week. This allocation can be averaged out over the course of a year.

It's important to note the difference between care management and case management. Care management takes a holistic approach and is the overall management of your care within a home care package.

There is a limit to the number of hours a coordinator can dedicate to your care. Each coordinator has multiple clients, and it may take up to 48 hours for them to respond to your emails, phone, or text messages.

Your coordinator is responsible for the ongoing assessment of your home care package. To ensure you are happy with the care and services, your coordinator will contact you monthly.

Rest assured that our team is dedicated to supporting you throughout your care journey. If you require any assistance, please don't hesitate to contact us.



The care and services we provide must be included in your approved home care package and we cannot provide additional services that are not part of the package.


What coordinators can offer


- ensuring that your care and services are culturally safe
- ensuring your care and services are aligned with other support services
- identifying and addressing risks to your safety, health, and well-being
- partnering with you and your representatives about your care and services
- regularly assessing your needs, goals, and preferences
- reviewing the home care service agreement and care plan
- case conferencing with your treating health professionals and/or general practitioner if appropriate and if you have consented to this.


What coordinators can't offer


- making medical appointments for you
- completing tasks that a family member can manage
- case managing any aspect of your care
- providing counselling or emotional support
- contacting or speaking on your behalf to government departments including Homeswest
- organising the removal of furniture
- arranging residential care.





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