



Calvary

Model of Community Care

Cheryl De Zilwa

Continuing the Mission of the Sisters of the Little Company of Mary

Consumer Directed Care

- Consumer choice of provider and services
- Dollars follow the person and not tagged to provider
- Significant change to the way organisations operate
- Focus on consumer needs not organisational needs
- Similar principles to NDIS



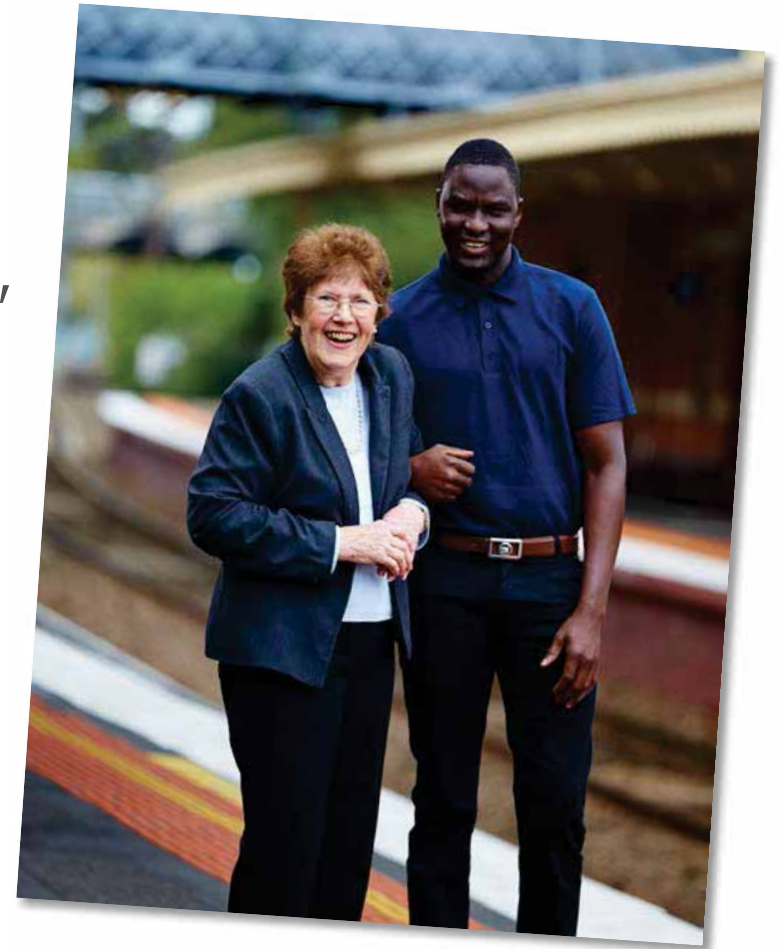
Model of Care

- Reframing ageing
– not focused on disability
- Our job is to facilitate the hopes, dreams, desires
- Spiritual, physical, emotional and clinical needs
- Use of assistive technology to 'stretch' the dollars



Shift in thinking and approach

- Consumers want a 'friend' or 'companion'
- Organisations want 'professional' staff who are credentialed and trained
- Consumers want flexibility with consistent staff
- Organisations want to control the times and activities of workers






Organisational transformation

- System, process and cultural change
- Billable hours – no different to Doctor or Accountant
- No pooled resources to be shared based on needs - individual client statements
- Accurate ICT systems that link goals, care, payroll and AP, CRM

Understanding your Statement

Your monthly statement outlines

- what you have spent
- the balance of funds available this month
- the overall balance of funds



Government Subsidy:
The funds provided by the government for your home care package.

Client Contribution:
The government expects Home Care Package recipients to make a contribution towards the cost of their services.

Balance of Funds:
The balance of available funds for the current month to be carried forward into the following month.

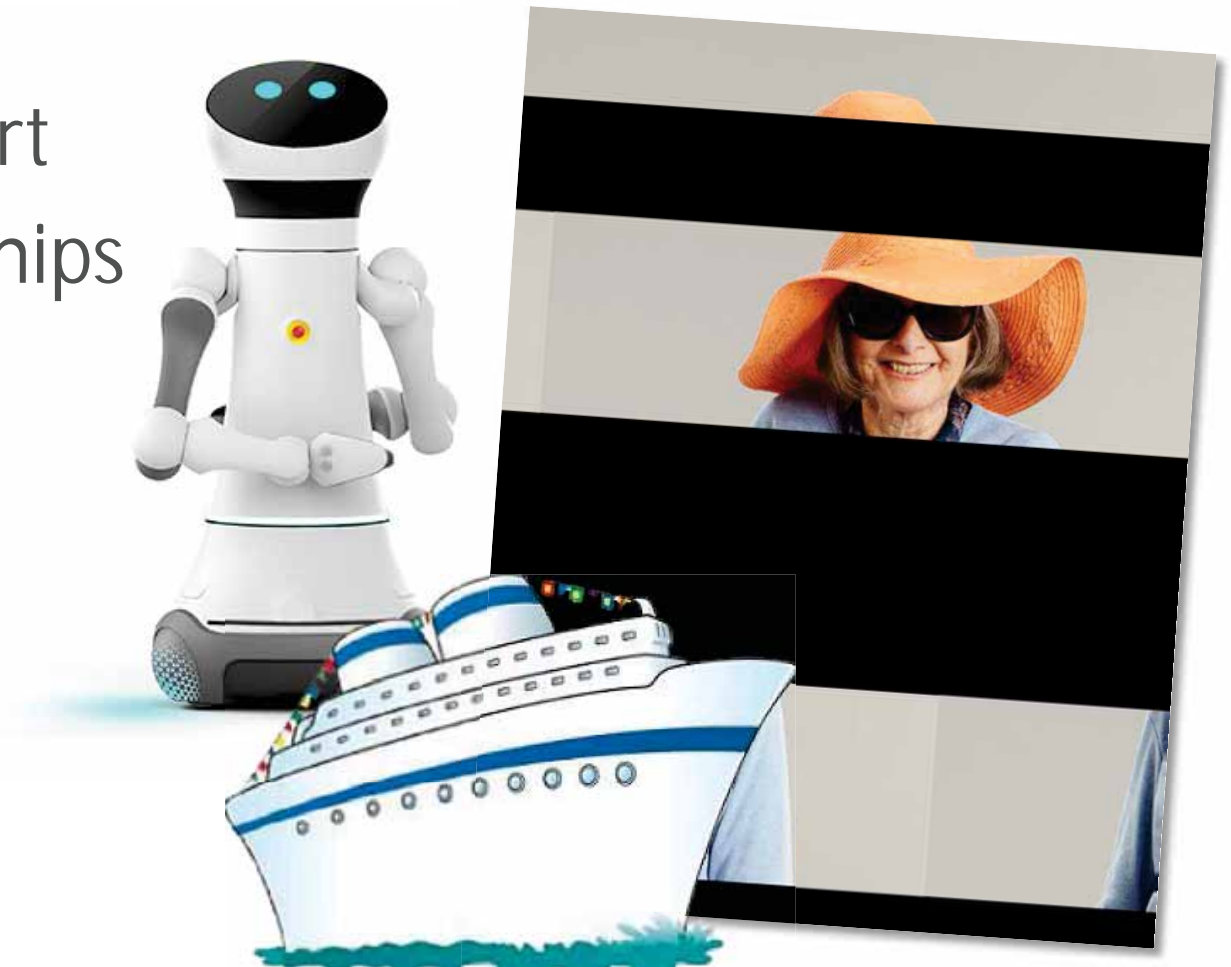
Carried Forward Balance includes Contingency:
The total balance of funds including any contingency (funds retained for unexpected events or emergencies).

Income Tested Fee:
The Department of Human Services works out the income-tested care fee based on your financial information. (This applies to clients whose Home Care Package started after July 1, 2014)

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New Products and Services

- Funeral planning
- Pet care and support
- Brokering relationships
- Robots for companionship
- Holidays



New Competencies

- Sales, marketing and promotions
- Innovation, creativity, solutions
- Business intelligence, data and reports
- Discounting strategy – customer loyalty
- Customer acquisition and retention





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