Home Care Connection

Newsletter
November 2024

VMCH

Support at Home: What you need to know

The Department of Health and Aged Care has introduced a new initiative, called the Support at Home program. It will replace the existing Home Care Packages (HCP) program and the Commonwealth Home Support Programme (CHSP).

Here's what you need to know:

- Existing HCP consumers will be automatically transitioned to the new program on 1 July, 2025
- You will still have a single 'lead' provider who manages your funding
- Your funding will be distributed in four equal quarterly payments
- There will be new limits on rolling over unspent quarterly funds
- Package Management charges will no longer apply
- Care Management charges will be set at 10% of a person's budget
- A new personal contributions framework will be introduced
- The 'no worse off' principle ensures existing HCP consumers will not pay more in personal contributions

- A new services list means some changes in how funding is spent
- There will be annual set limits on hours of home cleaning and gardening
- CHSP is planned to transition to Support at Home in 2027.

Further details and updates will be provided from the Department of Health and Aged Care as they become available. In the meantime, check out the Australia Government Support at Home page for more information.

www.health.gov.au/our-work/support-at-home

Digital learning tools

Be Connected is a wonderful digital learning tool provided by the Australian Government, designed to support older Australians. You'll find topics around online safety, WiFi, data and video calls neatly organised by device, subject, content type and skill level. This makes it easy to find both online and in-person classes, helping you feel more comfortable and confident in our increasingly digital world. See the link below for more information.

https://beconnected.esafety.gov.au/

Shopping safely this Christmas

The festive season is a time for celebration and gift-giving, but it is also a peak time for online shopping scams.

As part of VMCH's ongoing commitment to help ensure our community stays as safe as possible from cyber criminals, please see below some tips to help protect you while shopping online during the festive season:

1. **Make sure websites are legitimate:** Before entering your personal and financial information on any website, ensure it's secure. Look for the "https" in the address bar and a padlock icon, which indicates a secure and encrypted connection.

2. **Avoid using public Wi-Fi where possible:** Especially when conducting any financial transactions. Criminals can intercept data that is transferred across open and unsecured Wi-Fi.

3. **Beware of 'too-good-to-be-true' deals:** Scammers often use attractive offers to lure shoppers into providing their personal and financial information.

4. **Verify the seller:** Before making a purchase, verify the seller's reputation by reading reviews and checking their ratings. Stick to well-known and trusted retailers.

5. **Be mindful of shipping deadlines:** Ensure that the items you purchase will arrive on time by checking the shipping deadlines. Scammers may promise quick delivery but fail to deliver the products.

6. **Keep track of your orders:** Keep a record of your online purchases, including order confirmations and tracking numbers. This will help you monitor the status of your orders and identify any discrepancies.

7. **Watch out for fake charity scams:** During the festive season, scammers may pose as charitable organisations to solicit donations. Verify the legitimacy of the charity before making any contributions.

By following these tips, you can enjoy the convenience of online shopping while minimising the risks, especially during the festive season. Stay vigilant and prioritise your online security to protect your personal and financial information.

Have your say

We are dedicated to upholding the rights of those we support and are committed to achieving excellence and continuous improvement. Please be assured that all feedback is documented and addressed accordingly.

Scan the QR code or visit us at **vmch.com.au/feedback**.