



**MULTICULTURAL  
SERVICES CENTRE**

# MSC'S CARE MANAGEMENT AND PACKAGE MANAGEMENT FRAMEWORK

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## MSC's Care and Package Management Framework

### Purpose:

As a government funded service provider, MSC is responsible to ensure our consumers receive quality care and services. From assisting a consumer to make informed choices to partnering with them for ongoing care planning activities, we have a responsibility to ensure our services reflect the level of care that the community expects from aged care providers.

As an approved provider, MSC is required to fully comply with legislative requirements and aged care reforms in how we charge consumers as part of the delivery of Home care packages. Since Dec 22, these requirements also include not charging above the cap for care management and package management services, not charging an exit fee, not charging an additional handling fee for services provided by a third-party provider, and ensuring all charges against a consumer's home care package are transparent and reasonable. From 1<sup>st</sup> January 2023, when a consumer took hospital leave, residential respite leave or transitional care leave **for a full calendar month**, MSC only charged them Care Management Fees for that month and not the Package management fees. From 1<sup>st</sup> January 2023, when a consumer took social leave **for a full calendar month**, MSC did not charge them care or package management fees.

Requirements relating to the safe and effective delivery of care management are also included in the Aged Care Quality Standards. In particular, as an approved provider, MSC has to fulfil the requirements under:

- Standard 1 – supporting consumers to make informed choices.
- Standard 2 – initial and ongoing assessment and planning with consumers.
- Standard 3 – delivering safe and effective personal and clinical care.
- Standard 4 – providing safe and effective services and supports to support daily living and allow independence.
- Standard 8 – engaging and supporting consumers in the development, delivery and evaluation of care and services

This document explains how MSC will support the HCP Program's integrity which will, in turn, enhance value for money for existing and future MSC HCP consumers. This document also aligns with our:

- Risk Management policy
- Governance and Regulatory compliance policy
- Aged Care Standards and relevant policies/ procedures

The framework is also consistent with the Commonwealth's Risk Management Policy. The policy supports the requirements of *section 16* of the *Public Governance, Performance and Accountability 2013* which requires accountable authorities of entities to establish and maintain systems and appropriate internal controls for the oversight and management of risk.

### Care Management:

Care management is a mandatory service we offer as part of our Home care packages to regularly assess a consumer's needs, goals and preferences. The purpose is to ensure that a personalised care strategy will be implemented to meet consumer needs while simultaneously supporting any family or primary carers in their lives.

At MSC, this service will be achieved through experienced service coordinators who will remain the crucial contact point for the consumers. Using their expertise in case management, these service coordinators will design, implement, monitor and evaluate the individualised care plans in partnership with the consumer.

Care management is a service MSC will provide to all care recipients who receive Home Care Package services; irrespective of the level of the package. To provide care management, we:

- Regularly assess the consumer needs, physical health, social support goals and preferences. This is achieved through regular care plan reviews.

- Need based care plan reviews when there are change of circumstances; for example: following a hospital stay or when there is a deterioration in consumer health.
- Communicate and gain consent from consumers prior to making any changes to the agreed terms of the home care agreement. For example: Service agreement variation notices to gain consents.
- Ensure consumer care and services align with other supports; for example: allied health services, informal care arrangements in place.
- Partner with the person and their families or carers about their care during emergency or crisis situations. For example: Emergency Covid Care plans for each HCP consumer.
- Ensure the care and services are culturally safe; for example: educate and update the care workers on cultural awareness.
- Identify and address risks to safety, health and well-being. This is achieved through a range of risk assessments – Pre-visit, Home safety, Individual Risk, Vulnerability register etc.
- Work closely with consumer as well as family members and primary carers to educate and support in various care delivery areas. For example: a MSC nurse to educate on diabetes management.
- Work closely with health and community care providers so that consumer receive the right home care services at all times. For example: liaise with GP for health summaries, regular medication reviews.
- Oversee the case and monitor the situation to determine if and when different or additional care package services may be beneficial. For example: escalate to ACAT team to request a review if lower level packages are insufficient to meet care needs.
- Assist a consumer when temporary or permanent adjustments are needed. For example: when carer is unwell and urgent respite care is required.
- Clear up any ambiguity and escalate to appropriate authorities if funding or assessments are suitable to care needs. For example: escalate to ACAT team to request a review if lower level packages are insufficient to meet care needs.
- Ensure care continuity during emergencies. For example: Scheduling team to ensure a backup worker is in place to avoid discontinuity of care.

Considering all of the above, rather than set aside a fixed number of hours for every client, MSC's approach is to ensure that the objectives of its care management framework are effectively achieved for every client, regardless of the hours that it takes for the same. However, the number of hours of care management a consumer can expect from MSC are Approximately as follows:

The approximate number of hours of care management that a consumer can expect from MSC will accordingly vary based on the consumer needs, goals and preferences, as outlined in the table below.

| Home Care Package level | Approximate Number of Care Management Hours per fortnight |
|-------------------------|---|
| Level 1                 | 1   |
| Level 2                 | 2   |
| Level 3                 | 3   |
| Level 4                 | 4   |

### Package Management:

Package management is the key administrative and compliance based organisational activities we conduct for managing a home care package. These activities include:

- Establish and manage home care budgets- Initial budget is negotiated at intake, and amended as and when changes in care needs are identified/when a home care package is upgraded.
- Coordinate services (such as schedule services and workers or arrange respite care)
- Prepare invoices and monthly statements
- Respond to enquiries about invoices or monthly statements
- Organise third party services like subcontractor services or labour hire agencies on ad hoc basis
- Buy aids and equipment (such as mobility aids) after liaison with appropriate allied health professionals

- Arrange allowable home modifications (such as bath rails) after liaison with appropriate allied health professionals
- Submit monthly payment claims to Services Australia
- Maintain and update income tested care fee and basic daily fee payments
- Organise care transition and follow exit procedures
- Store and maintain records according to organisation policy
- Ensure workers are compliant (such as with police checks, immunisation checks, relevant competencies etc.)
- Train and educate staff in individual care needs of consumers
- Conduct quality improvements, compliance audits, and assurance activities like consumer feedback surveys
- Comply with financial reporting
- Maintain COVID-19 vaccination compliance documents

MSC will not charge for package management where no services are delivered in the claim month, except for the first claim month. The first month is different, because MSC utilises this time to set up the consumer HCP package. This will involve care planning sessions, preparation of Consumer files for scheduling purposes, liaising with Services Australia, consumer GP, other allied health professionals, ACAT team etc.

### Fee Structure:

On 1 January 2023, care management prices were capped based on what level package the care recipient received. This was part of the Australian Government's regulatory reform to reduce excessive administration and management costs in home care. As an approved Aged care provider, MSC has complied with all these regulatory reforms. Any consumer onboarded before 1<sup>st</sup> January 2023 was advised of all the changes that were brought forth. After 1<sup>st</sup> January 2023, all HCP consumers are onboarded under the new price cap regulations.

According to the HCP Assurance Guide by Australian Government, the **maximum** amount a provider can charge by level for care and Package Management from 1 July 2023, is detailed below.

For comparative purposes, the column at the end demonstrates the percentage of the Approved maximum fee that is charged by MSC, which is **approximately 75% in the case of care management and 50% in the case of package management.**

| Home Care Package level | Approved maximum care management fees in a fortnight | MSC Care Management Fees on fortnightly basis from 1 <sup>st</sup> Jan 24 | MSC fee as a percentage of Approved maximum fee |
|-------------------------|--|---|---|
| Level 1                 | \$78.82  | \$59.10   | 74.98%  |
| Level 2                 | \$138.60   | \$103.96  | 75.01%  |
| Level 3                 | \$301.56   | \$226.22  | 75.02%  |
| Level 4                 | \$457.10   | \$342.94  | 75.03%  |

| Home Care Package level | Approved maximum package management fees in a fortnight | MSC Package management Fees on fortnightly basis from 1 <sup>st</sup> Jan 24 | MSC fee as a percentage of Approved maximum fee |
|-------------------------|---|--|---|
| Level 1                 | \$59.08   | \$29.55  | 50.02%  |
| Level 2                 | \$103.88  | \$51.98  | 50.04%  |
| Level 3                 | \$226.24  | \$113.11   | 50.00%  |
| Level 4                 | \$342.86  | \$171.47   | 50.01%  |

\*These prices will increase with the basic subsidy changes every year.

MSC does not charge care management or package management at an hourly rate. Our rates remain reasonable and justifiable. Our care and package management charges remain well below the capped 20% and 15% of the package levels respectively. As per the regulations, we continue to

charge for care and package management at a monthly rate as we have done previously. We also do not pro rata the price if the consumer ceases their home care part way through a period, in order to comply with the regulations.

**Additional Care and Package Management Activities:**

In addition to regular care and package management activities, MSC Service Coordinators, Team Leaders, Managers, Compliance Team and Allied Health team may engage in following activities to ensure high quality service delivery:

| Additional Care Management Activities   |
|---|
| <ul style="list-style-type: none"><li>• Brainstorming session with Multidisciplinary team on how to best overcome the barriers that the consumer is experiencing</li><li>• Case review with the consumer, GP, treating specialist and/or their representatives</li><li>• Meeting/ communication with key Stakeholders</li><li>• Researching/ enquiries/ making referrals</li><li>• Linkage with other MSC departments to ensure wrap around services are in place. This can include Housing, Emergency Relief, Counselling etc</li><li>• Making enquiries to Aged care Commission or ACAT or My Aged Care enquiries</li><li>• ACAT reassessment Report writing</li><li>• Gathering evidence of supports and recommendations from multidisciplinary team in preparation for progress review, plan review, change of circumstance ACAT application</li><li>• Staff training directly related to participant's care needs by an RN or allied health professional in consumer's home</li><li>• Spot checks on support workers by Quality and Compliance team to ensure the quality of services delivered.</li></ul> |