

CUSTOMER INFORMATION SHEET

A HOME CARE PACKAGE WITH KNC



KNC IS HERE TO HELP

Thousands of older people have turned to KNC for their support over the past 40 years. KNC is a highly-respected Home Care Package provider that helps you get the most from your Home Care Package.

Your Home Care Package is the subsidy you receive from the Commonwealth Government to pay for your support. The Government provides this subsidy so that you can continue to live independently at home for as long as possible, avoiding the necessity of entering a nursing home.

KNC is non-profit organisation dedicated to providing information, advice and guidance on the best services you can hire for your care and support needs. Our service gives you maximum choice and flexibility on who and how much you pay for your support. We charge a low fee to connect and coordinate your services. When you're circumstances change, we can change your services to meet your needs.

WHY CUSTOMERS CHOOSE KNC TO MANAGE THEIR HOME CARE PACKAGE

- ✓ Care Plans that ensure your wishes are always known and implemented.
- ✓ Regular review of your Care Plan to monitor any changes in your circumstances.
- ✓ Oversight of your care services to ensure best quality and value for money.
- ✓ Someone to manage any problems or issues with your care and support.
- ✓ Peace of mind because KNC is independent and because we are impartial, we always have your best interest at heart.
- ✓ High quality aged care professions who can provide you with expert advice.
- ✓ Low fees, charges and payment options

KNC FEES AND CHARGES

The following are our fees and charges (as at 1 Jan 2019). You don't pay for these fees out of your own pocket, instead we deduct these from your Commonwealth Government Care Package subsidy.

- KNC Care Package Management Fee has only one fee - no other charges

Level 1	\$1,240 p.a.
Level 2	\$2,256 p.a.
Level 3	\$4,961 p.a.
Level 4	\$7,542 p.a.

- Cost of your in-home-care services (i.e. care workers and cleaners etc)
- Ext Fee - \$0

WHAT YOU GET

- ✓ A personal **care plan** documenting what you need and when you need it
- ✓ A **financial plan** and expense monitoring
- ✓ Access to ongoing support from an **aged care professional**
- ✓ **Choice and control** over your services
- ✓ Peace of mind with safeguards to preserve your **privacy and security**

KNC will help you navigate the system to ensure you have the specific targeted services that you require. KNC does not provide direct services.