

What's the difference?

Commonwealth Home Support Programme versus Home Care Packages

Commonwealth Home Support Programme (CHSP)

CHSP is an entry-level programme for those who can manage at home, but just need a bit of support for some everyday tasks.

The Government funds the cost of your services, but it is expected CHSP providers, like Juniper, charge customer's a co-contribution fee to those that can afford it.

Under the Programme, your Juniper Customer Care Lead develops a Care Plan with you. Your services are reviewed annually, when you make a request or when your circumstances change.

VS

Home Care Package

Home Care Packages are for people with higher level or more complex care needs who need ongoing care and support services.

The amount of funding you receive through your Home Care Package depends on the level you are assigned following your Aged Care Assessment Team (ACAT) assessment. How much you may need to contribute will depend on your financial situation which the Government will determine with an assessment of your income and assets (a means test) via Services Australia.

How you utilise your Home Care Package funding is flexible, with care and services personalised to you under your Care Plan to meet your Aged Care assessed needs and goals, keep you safe and independent at home, and improve your health and wellbeing.

Every month your Juniper Customer Care Lead will call you, and every 3 months will visit you at home, or sooner if your needs and circumstances change. Your Care Lead will chat with you to make sure the services you are receiving are meeting your needs, and if not, will update your Care Plan so you can get the best results.

How do I switch from CHSP to a Home Care Package?

If you feel your needs have changed and you are unable to get the support you need to stay independent at home through your existing Commonwealth Home Support Programme services, you can let us know and we can submit a review request on your behalf. Alternatively, you can contact My Aged Care to get reassessed.

When do I tell Juniper I am switching?

Juniper is an approved Home Care Package provider and we would love to continue providing support so you can continue living independently at home, connected to your community.

If you have been assessed for a Home Care Package and are waiting for funding to be allocated, or you have received your funding and referral number, please let your Care Lead know or call our friendly Juniper team on 1300 313 000.





Why choose Juniper for your Home Care Package

At Juniper we believe in getting to know you, finding out what brings you joy and how life is at home. If you're already a customer with the Commonwealth Home Support Programme – that's great! You would have already told us a lot about you, and you'll know some of our team.

Switching to a Home Care Package and staying with Juniper means we can continue building our relationship, develop a new Care Plan together to access all the services you need to enjoy living life at home, connected to your community.

We like to keep it real and honest. The advice we give is based on our years of experience, taking into consideration your goals and lifestyle.

We're a trusted WA not-for-profit



We've been supporting older Western Australians for 75 years.

Experienced and specialised



Aged Care is all we do, so we know it inside out. We provide care and accommodation to thousands of Western Australians.

Clinical know-how



We have in-house Nurses, Physiotherapists, Occupational Therapists and Podiatrists.

We're nimble



We don't set services and forget. We regularly talk with you and readjust to suit your changing needs.

Improvement, not just maintenance



We take a preventative approach so you can stay healthy and independent at home.

Values-driven



We're serious about our values of Welcome, Respect, Compassion, Hope and Courage.



Frequently Asked Questions

FAQ

We love questions! We've gathered together some questions we get asked a lot for those switching from CHSP to a Home Care Package.

What costs are involved with Home Care Packages?

Home Care Packages are Government-subsidised, however, you may need to make a contribution. How much you will need to pay will depend on your financial situation which the Government will figure out with an assessment of your income and assets (a means test).

The amount of funding you receive through your Home Care Package depends on the level you are assigned following your Aged Care Assessment Team (ACAT) assessment.

Why do the fees look different for CHSP versus a Home Care Package?

The cost of delivering your services does not change for Juniper, but the way the Government funds the programs is different. Under CHSP, you pay a co-contribution fee per hour for the services you receive and the Government funds the remainder.

A Home Care Package is individually assessed according to your needs by the Aged Care Assessment Team who assign a package level to you. Funding is then allocated to you, but in many situations there will be a wait between when you are assigned a level, and when you are allocated funds. The funds are not given to you directly by the Government. Instead, the funds are allocated and then your chosen provider, like Juniper, manages the funding and the relationship with the Government. Funding is accrued on a daily basis and paid retrospectively to the provider after you receive services, equipment and more.

What if I'm waiting for my Home Care Package funding, do I tell Juniper?

Yes! Let your Customer Care Lead know you are waiting for funding to be allocated.

Do I pay an entry or exit fee?

No! There are no entry or exit fees incurred by moving from CHSP.

Do I need to pay a Basic Daily Care fee?

Juniper does not charge a Basic Daily Care fee, unless the cost of your assessed care needs are greater than the funding Juniper receives from the Government. In this case, Juniper will discuss this with you.



What services can I receive under a Home Care Package?

This can include all sorts of services across clinical, home and social support, depending on what your needs and goals are. When you sign-up for a Home Care Package with Juniper, your Customer Care Lead will visit you in your home to learn all about you and what you want to achieve. That way, together, we can come up with a customised individual Care Plan that will pull together your team of Juniper professionals so you can achieve your goals.

Does it matter what level Home Care Package I have, to access support from the Juniper in-house Nursing or Allied Health team?

You can access any of our services from whichever levels package you are, within the limits of your funding.

