



*Your Essential
Guide to*
Aged Care

*Featuring Local Services
& simplifying My Aged Care for you*

2021



Our aged care home locations

**Evanston Park
Glengowrie
Hendon
Hove**

**Maitland
Minlaton
Mount Barker
Payneham**

**Seaford
Wayville
Woodcroft**

We welcome your call on 1300 925 414 or visit www.eldercare.net.au

WELCOME TO AGED CARE MADE EASY

As you or your parents enter the senior years, the type of care and services available to you can be very confusing. We believe our **Aged Care Made Easy** guide will help to alleviate any confusion.

Our Essential Guide is your step by step basic introduction to the My Aged Care Process.

As you enter your Golden Years, living independently in your own home can become more difficult.

If you are finding it harder to do the things you used to do, you can ask for some help at home.

Asking for help doesn't mean losing your independence, it's quite the opposite. Getting a little help with daily activities means you can stay in your home for longer. In fact, a little support can lead to a more enriched life.

You may be thinking about downsizing and moving into a Retirement or Assisted Living Community that offers an easier and a more social lifestyle.

The starting point is to call My Aged Care on **1800 200 422** for information on the assessment process and eligibility for different types of government funded aged care that you may be entitled to.

If you have already been assessed you can use your referral code to access any services you may require.

Aged Care Made Easy has done the research for you, the service providers listed on page 5 are all local to your area and are happy to assist you in any way they can.

Please call us direct if you have any questions regarding anything in this guide on **1300 078 688**.

MAKING AGED CARE EASY FOR YOU

Aged Care Made Easy
1300 078 688 | admin@agedcaremadeeasy.com.au
www.agedcaremadeeasy.com.au



Follow us

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*Please note the information contained in this booklet was current at the time of printing.

CARE FOR YOU, DESIGNED BY YOU



At Life Without Barriers, we can help you to stay living safely in your own home for as long as possible with a range of aged care home services.

No matter how much or how little assistance you need, you have complete control over the support you receive. From basic care, through to high level care and everything in between, we can tailor a Home Care Package to suit your individual needs.



**Daily living and
life tasks**



**Companionship,
community and
social support**



**Personal care and
laundry Service**



**Therapeutic and
clinical care**



**Cleaning and
household tasks**



**Home
modifications,
maintenance and
handyman**



**Garden
maintenance and
modifications**



Respite Care

Live life, as you like it.

Contact us today to find out more about our services and how to access funding through My Aged Care.



1300 883 867



agedcaresa@lwb.org.au



www.lwb.org.au/agedcare

**LIFE
WITHOUT
BARRIERS**

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Come home to Calvary.



Retirement Communities

Residential Aged Care
Retirement Living
Respite Care

1800 222 000

Community Care

Home Care Packages
Disability Support
In-home Services

1300 66 00 22

TYPES OF ASSESSMENT

My Aged Care may determine over the phone which type of support you require.

There are two types of assessments.

1. A home Support assessment with a Regional Assessment Service. (RAS) this may be if you require low-level support at home; they may recommend a home support assessment with a RAS assessor. This type of support is provided through the Commonwealth Home Support Programme (CHSP).

2. A comprehensive assessment with the Aged Care Assessment Team (ACAT) A member of your local assessment team will visit you in your home or in hospital to assess your needs. You will be asked a series of questions to work out how much and what sort of help you require with daily and personal activities and determine the best care option for your situation.

- **Home Care Packages**
- **Short-term care options**
- **Aged Care Homes**

Our advice is to have a family member or friend with you while being assessed if possible to help you recall your worst days

Once you have received your assessment you will have access to many services. To make sure you can access the help you need at an affordable price, the Government subsidises a variety of organisations across Australia. These organisations are called service providers, who deliver care and services to you at a subsidised price. Each provider sets their own prices, please discuss this with them to get their exact costs.



TYPES OF CARE AVAILABLE

- Entry Level Care. (CHSP)
- Short Term - Flexible Care
- Home Care Packages
- Respite Care
- Private Care
- Residential Aged Care Facilities

Entry Level Care

Commonwealth Home Support Programme (CHSP)

If you are having trouble with everyday tasks and feel that a little support could improve your health and wellbeing, CHSP could be right for you.

To be eligible for this program, you must be aged:

- **65 years** or older (50 years or older for Aboriginal or Torres Strait Islanders), or
- **50 years** or older (45 years or older for Aboriginal and Torres Strait Islanders) and on a low income, or are homeless, or at risk of being homeless.

A face-to-face assessment will determine eligibility and ensure that the right services are made available to those that need them.



If you are eligible, you're expected to contribute to the cost of your care if you can afford to. The cost depends on the type of support and the provider. If you are approved for CHSP you will receive a referral code for each service to give to the provider.

Examples of Commonwealth Home Support Programme Services may include:

- *Transport to appointments and activities*
- *Domestic help (house cleaning, washing clothes etc)*
- *Personal Care (help with showering or dressing)*
- *Home Maintenance (changing light bulbs, gardening etc)*
- *Home Modifications*
- *Aids and Equipment (Mobility Scooters, Wheel Chairs etc)*
- *Meals help with food preparation or Meals Delivered.*
- *Nursing*
- *Allied Health (Podiatry, Physiotherapy, Occupational Therapy)*
- *Social Support (Accompanied activities, group excursions)*
- *Respite (Care for you while your carer takes a break)*

Short Term and Flexible Care

Short-term care provides care and support services for a set period of time. There are different types of short-term care depending on your needs. The aim is to help you with day-to-day tasks and either restore or maintain your independence.

There are three types of short-term care.

Short-term restorative care: *Help with everyday tasks*

Transition care: *Help to recover after a hospital stay*

Respite care: *Help to give you or your carer a break.*

You are expected to contribute to the cost of your care if you can afford to do so. How much you may pay varies depending on the type and level of care and services you will receive.

Depending on the type of short-term care you access, help can be provided for a few days to a few months at a time. Call **My Aged Care** on **1800 200 422** for further information.



Tip: If you have been in hospital and feel you need short term help at home, speak to a Social Worker at the Hospital, who will organise help at home while you recover.



Wellness

- Physiotherapy
- Group classes
- Occupational therapy
- Podiatry

Support at home

- Home maintenance
- Transition care
- Domestic assistance

Day Respite

- Tailored to individual needs



Enquire today

8177 3200 | alwyndor.org.au
52 Dunrobin Road Hove

Is finding aged care confusing and stressful?



You're not alone. More than 50% of families say that placing a loved one into aged care is extremely or very stressful.*

If the time's come to take care of the needs of an elderly relative, it's worth seeking out help from experts. The team at Senexus will work for you to deal with everyone and everything to secure the care your loved one needs.

- Single and couples placements
- Quick access to the best suited homes
- Calculation of the costs of care
- House clearing and real estate
- Estate planning services

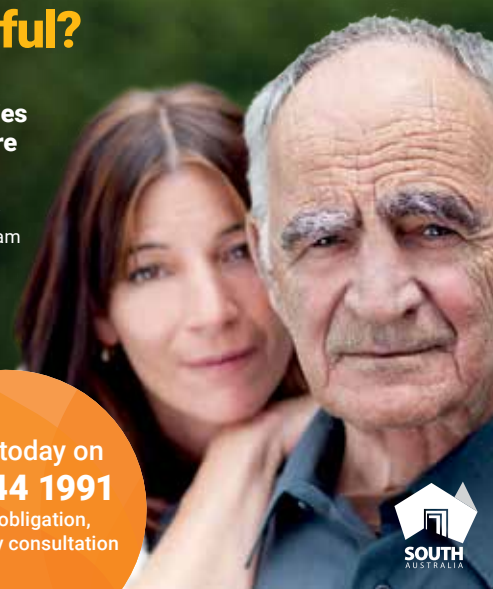
194a Prospect Rd Prospect SA 5082

senexus.com.au

Call us today on

08 8344 1991

for a no-obligation,
introductory consultation



*Great Australian Aged Care Entry Survey

HOME CARE PACKAGES

A Home Care Package (HCP) is a coordinated package of care and services designed to help you live independently in your own home for as long as you can.

Once you are assigned a package, you need to find a home care provider who will work with you to:

- **Choose** care and services that best meet your assessed needs and personal goals.
- **Allow** you to self-manage your care and services if you so choose.

There are four levels of Home Care Packages to help meet the different levels of care needs. (see below)

You will work with your provider to design a package of aged care services that is best and most appropriate for you as an individual.

Once you have been approved for a Home Care Package the wait time can vary from 3-12 months. You may be able to get help sooner by choosing to receive an “interim package” Please call **My Aged Care** on **1800 200 422** to discuss further.

Services to keep you well and independent include:

- *Personal Care*
- *Nursing*
- *Allied Health and therapy services*
- *Meal Preparation and diet*
- *Specialised support*

Services to keep you safe in your home include:

- *Nursing Assistance*
- *Home maintenance*
- *Minor home modifications*
- *Goods, equipment and assistive technology*

Services to keep you connected to your community

- *Transport*
- *Social Support*

These services do not replace other health services that you may be accessing through your Doctor and Hospital.

** If at any stage your current service provider no longer meets your needs, call **My Aged Care** on **1800 200 422** to discuss.*

Home Care Package Levels;

LEVEL 1 Basic Care Needs - \$9,000 per annum approximately

LEVEL 2 Low Level Care Needs - \$15,750 per annum approximately

LEVEL 3 Intermediate Care Needs - \$34,250 per annum approximately

LEVEL 4 High Level Care Needs - \$52,000 per annum approximately

RESPIRE CARE

Residential Respite Care:

Residential respite in an Aged Care Home is available for a few days through to a few weeks or longer if required. This is suited if you need ongoing, continuous carer support for most tasks.

How does Residential respite work:

During your stay, you will be entitled to the same care and support services as the permanent residents. For instance you will be given a room and hotel-type services such as meals, laundry and social activities, as well as services to meet your personal and care needs.

Based on your initial ACAT assessment, you will be approved for either low or high level care.

This will determine the level of respite subsidy your provider will receive, and ensure that you receive care appropriate to your needs. Being approved for high level care allows you to access low level care, but not vice versa.

How much residential respite care can I receive:

You can access up to 63 days of subsidised care in a financial year. This includes both planned and emergency residential respite care. It is however possible to extend this by 21 days at a time, with further approval from your aged care

assessor. Remember this is subsidised only, you will still have out of pocket expenses, please check this with your service provider.

You will need a face to face assessment to determine your eligibility. The criteria is the same for permanent residential care. If eligible, your assessor may work with you and your carer to find a suitable aged care home.

You can access residential respite in addition to receiving support from the Commonwealth Home Support Programme or a Home Care Package. However, you cannot access residential care if you are already permanently living in an aged care home.

Emergency Respite:

If you need emergency respite care, contact Carer Gateway on **1800 422 737**.

Centre Based Respite:

Centre-based respite is available during the day. It provides you with the opportunity to talk and interact with other people, and usually takes place at a day centre, club or residential setting. Day respite often runs from 10am to 3pm and may include transport to and from the centre.

Flexible Respite:

Flexible respite is available both day and over night,

and can be provided in your home or an aged care facility.

It usually involves a paid carer coming to your home so that your usual carer can take a short break.

Cottage Respite:

Cottage respite is available overnight or over a weekend. It takes place in an aged care facility or in the home of a host family. It can be taken for two or three days at a time.

Private Care:

There maybe situations where you need, or prefer, to use a provider that isn't subsidised by the Australian Government.

This could be because you are not found to be eligible or are eligible and are waiting for funded services to be come available.

Private in-home care services can be tailored to meet your individual needs. Many private in home care services offer support to people of all ages and needs including disability support, aged care, post operative care, dementia care and palliative care.



AGE INDEPENDENT.

You've always been independent. Why change now?

With Uniting Communities, you don't have to. Stay in control, remain in your home and create the lifestyle you want with our broad range of services, including:

- › Home Care Packages
- › help around the home
- › social activities
- › personal care
- › allied health support
- › respite care
- › fresh ready-to-eat meal delivery (metro areas).

Whatever you need, we're here.

1800 615 677

unitingcommunities.org



Shedding light on support at home.

Remaining independent and at home is important for many people as they age.

If you wish to stay at home, but need some extra support for staying on top of day-to-day tasks, there is a range of choices available. But it can be confusing to work through all of the options and figure out what will best suit you and your needs.

From managing your household or personal needs to social support to keep you in touch with your community, Uniting Communities can support you to age well at home. Their Aged Care team can work with you, your family and/or carer to answer your questions and explore your choices, focusing on your ongoing independence, happiness and safety.

The organisation offers two support programs funded by the Australian Government Department of Health: the Commonwealth Home Support Program (CHSP) and Home Care Packages (HCP). Uniting Communities also offers private, fee-for-service programs.

Commonwealth Home Support Program (CHSP)

CHSP offers you entry-level services such as cleaning, home maintenance, personal care, health services, and active mind and body classes. This may be the most suitable support for you if you need basic assistance with daily tasks.

Home Care Packages (HCP)

These are higher level services which are packaged together, giving you access to a greater range of services. There are four levels available, depending on your needs, and this is assessed by the Government's My Aged Care team.

Private services

If you need support but don't have access to one of the Government-funded services, you may prefer a fee-for-service program. With private services, you can access all of Uniting Communities' programs, selecting which services suit you.

Uniting Communities' team members can visit you at home, or speak to you on the phone, to find a solution that works best for you. You will receive trusted and reliable advice on services, quotes and how to get the most out of your budget. They will help you to find a provider if you're after a particular service not on offer, and support you to make changes to your plan at any stage.

They can also help you to understand the assessment process you may need to undertake with the Government's My Aged Care team.

They can also help you to understand the assessment process you may need to undertake with the Government's My Aged Care team.

TYPES OF AGED CARE FACILITIES AVAILABLE

Retirement Villages

The most common and well-known option of independent retirement in Australia, retirement villages are intended to support ageing while offering a sense of community. Retirees can engage in social, creative and lifestyle activities throughout the year, if you choose, or simply relax in the sanctuary of your own home and let the world go by. Some villages offer hydrotherapy pools, gyms, a range of personal, medical and health services.

Land Lease Communities

Also known as Resort Communities, this living arrangement is targeted at younger retirees (50+) and is a great lifestyle option for those looking to spend their retirement surrounded by like-minded people in homes they can be proud of. This relatively new concept offers affordable yet upmarket housing options whereby you own your home and lease the land it sits on. Meaning, if you want to sell, you can keep 100% of the sale. The perks of gated communities include but are not limited to bowls and tennis courts, swimming pools and luxury style locations, perfect for those who want to embark on an activity-fuelled retirement.

Co-Located Villages

If thinking long-term when deciding on appropriate retirement living

options, then co-located villages are a viable option. Primarily a retirement village and aged care home right next door to each other. Brings peace of mind when you or your partner need full time care.

Rental Villages

Simply looking to be surrounded by like-minded people in a safe environment? Rental villages are gated communities where units are leased, usually on a weekly basis. If minimal care and facilities are required and independence is important to their quality of life, then rental villages are a sound choice.

Independent Living

An alternative housing within the retirement village. Serviced apartments created for individuals require simple services like linen cleaning and smaller housing options, are planned to suit people who desire the community retirement villages but with a massive amount of space.

Assisted Living

A combination of villages and nursing home care villages are set at an elevated level of care for occupants as their needs change. In most cases, the payment level care is set up like a policy. You pay a weekly

preparation for an increased level of care as you age. The best part? There is no need to move to an aged care facility if your circumstances or needs change.

Aged Care Facilities

An aged care home (sometimes known as a nursing home or residential aged care facility) is for older people who can no longer live at home and need ongoing help with everyday tasks or health care.

Leaving your own home and entering an aged care home isn't an easy decision. But it doesn't have to be a daunting experience. An aged care home can give you the care and services you need to maintain your quality of life.

The Australian Government subsidises a range of aged care homes in Australia. This means affordable care and support services can be accessed by those who need it. The subsidies are paid directly to the aged care home. The amount of funding that a home receives is based on:

Each home sets their own prices, and costs will vary. How much you pay depends on the place you choose and an assessment of your income and assets. Contact My Aged Care to be assessed.



TIP: Our advice is to seek a financial Aged Care Specialist.





*Making every day
the best it can be*



Welcome to Allity Aged Care

We are a network of 44 Homes located across South Australia, Victoria, New South Wales and Queensland. The collective experience of our local and national staff and management teams make us one of the most respected and established providers within the Australian aged care industry.

With 11 aged care Homes located across South Australia and a Retirement Living Village in the Adelaide Hills, we offer a diverse selection of aged care communities to cater to every need. Our residents have the comfort of knowing they are receiving the best of care whilst being provided an array of lifestyle choices to suit their needs.

Proud to be called Home – Every Allity Home is exactly what the name implies – a place where our residents can continue to share every day experiences with their families, make it their own and maintain active and rewarding lifestyles in a meaningful way.

When life's day-to-day tasks become increasingly challenging, we have the expertise to help you or a family member make informed choices that best suit each individual's circumstances. Whether the need is short-term assistance or long-term care, we look forward to providing you with the guidance and forward planning to make the transition to care with confidence.

Carinya Aged Care

39 Fisher St, Myrtle Bank
(08) 8130 6444

Our Home offers its own beauty and hair salon, kiosk, choice of large single and twin rooms with adjoining ensuites, and the convenience of local shopping centres, transport and parklands.



Charles Young Aged Care

53 Austral Tce,
Morphettville
(08) 8350 3600

Our Home provides its own hair salon, caf , spacious single and twin rooms that all have ensuites and a variety of share spaces, internal courtyards and outdoor garden areas.



Hillside Aged Care

177 Longwood St,
Heathfield
(08) 8339 4815

Located in the picturesque Adelaide Hills, residents can enjoy nature at its best whilst being just a short drive from Stirling town centre.



Hillside Gardens Retirement Living

177 Longwood St,
Heathfield
(08) 8339 4815

Hillside Gardens Retirement Living provides a seamless transition from downsizing to a secure 'lock and leave' lifestyle and offers you your choice of privacy with community.



Holly Aged Care

16-24 Penneys Hill Rd,
Hackham
(08) 8392 6700

Residents are never too far from the activity of the local community with ease of access to transport and the nearby shopping centre.



Little Para Aged Care

24-28 Wayford St,
Elizabeth Vale
(08) 8259 9888

Little Para reflects a true home-like environment. Rooms are spaciouly appointed with private ensuites and good natural light.



Marten Aged Care

110 Strathfield Tce,
Largs North
(08) 8248 9555

Residents have a choice of large light-filled single or twin rooms with ensuites. The Home is designed to encourage a sense of community for residents, their families and staff.



Ridgehaven Aged Care

Gate 3 Hazel Grove,
Ridgehaven
(08) 8397 0100

Residents can enjoy the convenience of our Home's own caf and hair salon, whilst offering spacious single rooms with private or shared ensuites and a choice of outlook to landscaped garden beds or quaint courtyards.



Ross Robertson Aged Care

19 Cornhill Rd, Victor Harbor
(08) 8551 0600

Ideal seaside living among an active local community, our Home offers light-filled single and twin rooms with ensuites and access to gardens.



Smithfield Aged Care

1 Warooka Dr, Smithfield
(08) 8254 4700

Our Home's innovative design offers internal shopping mall, and spacious single and semi-single share rooms with ensuites.



Somerton Park Aged Care

7 Grainger Rd,
Somerton Park
(08) 8490 4600

An elegantly styled Signature Home, Somerton Park offers a barista caf, beauty and hair salon, dedicated lounge, dining areas and outdoor vistas.



Walkerville Aged Care

160 Walkerville Tce,
Walkerville
(08) 8342 8300

A Premium Home, Walkerville offers private dining spaces and a barista caf, as well as spacious single, twin or semi-private accommodation, with garden or courtyard views.





TIPS ON CHOOSING THE RIGHT AGED CARE FACILITY

Moving to an aged care facility can be a daunting experience, but that doesn't mean it can't be an empowering experience or you don't have choices in where you live.

If you are investigating care homes for any reasons– consider some of the following points;

1



Trust your gut – How does it feel when you walk in there? Are you greeted with a smile, do residents and staff look happy? Do you get a sense of community?

If it doesn't feel right, trust that it might not be the place for you or your loved one.

2



How does it smell? – If it smells nice and odour free – then you can tell that the staff are caring for the residents in a manner that you would want for yourself, or a loved one.

3



How do staff look? – Are they in uniform with a name badge, do they have the right communication equipment on them. Do they sit with the residents and engage with them, do they make chit chat when they walk by?

4



How do staff make you feel? Do the front office staff greet you kindly, take your calls with warmth and patience and guide you through the myriad of paperwork. Do carers smile as you walk by? Is there a social worker or chaplain to talk to about your journey if required?

5



Are staff valued? Where do staff sit on the organisational chart? Does the facility have an empowering mission and vision statement? – Look for words like person centred care, best lives, dignity and independence.

6



Are residents visible? – Strike up a conversation with a resident or family member (they will tell you what it's like, don't worry) but do ask a few for balance if you can. Do they have a residents committee or are they part of the staff on boarding process?

7



Dementia care – Are residents sitting around on chairs with a tv blasting or are they engaged with a meaningful activity, staff and each other? Is it a small-scale environment or will they get lost in large spaces and winding corridors?

8



Do they have a lifestyle team – What activities are on offer? Do they suit your likes? Do they have weekend activities and Sundowning programs? Can you see them in action when you walk around the site? Do they bring the community to the residents - like intergenerational programs or book clubs. Keeping people connected to their community is so important.

9



Dining experience – Do they have extended mealtimes and access to food outside of meal times. Is there a chef or are the meals frozen and brought in from elsewhere? Will they cater to your food tastes – example vegan or gluten free menu.

10



Medical & Palliative Care – What are the RN ratios? Is there a visiting GP? Will you feel supported if your health declines or will you be sent to hospital every time you are unwell. If you become palliative, Will they assist you with advanced care planning? Do they have palliative care meetings on a regular basis?

Communication, culture and good leadership are the keys to a successful aged care facility, it's not possible to get things right 100 percent of the time, but if they are open to communication, have an ethos that empowers residents and staff and are a learning environment – you are on the right track to choosing the care home for you!

LIFE WITHOUT BARRIERS

CLIENT STORY

Life Without Barriers' Aged Care team takes a hands-on approach, working in partnership with people to maintain their independence and way of life. We offer a broad range of services, tailoring support to each individual's needs.

We incorporate a 'Live Life, Live Well' approach and are constantly exploring innovative ways to incorporate wellness, wellbeing and re-enablement into everything we do. The people we support have goals to achieve and seek to be part of society. Our job is to partner with them to remove obstacles and provide opportunities, ensuring they can live the life they choose.

Laurel's Story

Laurel has dementia and significant issues with her hearing. This is her story, told by her daughter, Joan.

My mother has dementia and was becoming more and more withdrawn. My sister and I were very concerned. We felt it may be because she refused to wear her hearing aids. She found them uncomfortable and one kept falling out of her ear.

We took Mum for a hearing test and were shown the very latest in hearing aids. They are rechargeable and have a remote control. They are Bluetooth enabled and stream straight into the television. We rang Life Without Barriers to see if Mum could purchase the aids through her Home Care Package. They got approval and Mum was fitted for the aids and accessories. The change in Mum was unbelievable. She regained her old sparkle and heard things she hadn't heard for years. One day she came to my house and asked me what the sound was that she could hear outside. She was blown away when I told her it was a butcher bird singing. She said it had been so long since she had heard it, she had forgotten what it was.

"Because the aids can be paired with my iPhone, she can even talk to her grandchildren, who live out of town. Being able to purchase these hearing aids through Mum's package has made a huge difference, not only to her life and general wellbeing, but has also given our family our old Mum back."

Working closely with the families of the people we support enables our Aged Care Team to help make real improvements in peoples lives.



Contact **Life Without Barriers** today on **1300 883 867** to find out more about our services and how to access funding through My Aged Care.

**LIFE
WITHOUT
BARRIERS**

HOW TO CHOOSE YOUR HOME CARE PROVIDER:

Thanks to Consumer Directed Care, you now have greater choice, more flexibility and the ultimate control over your home care services. You can choose your level of involvement including the self management of your package.

Shortlist the providers in this guide who you think may meet your needs, then organise a meeting or phone call to discuss their services with you.

IMPORTANT QUESTIONS TO ASK THE PROVIDER ARE:

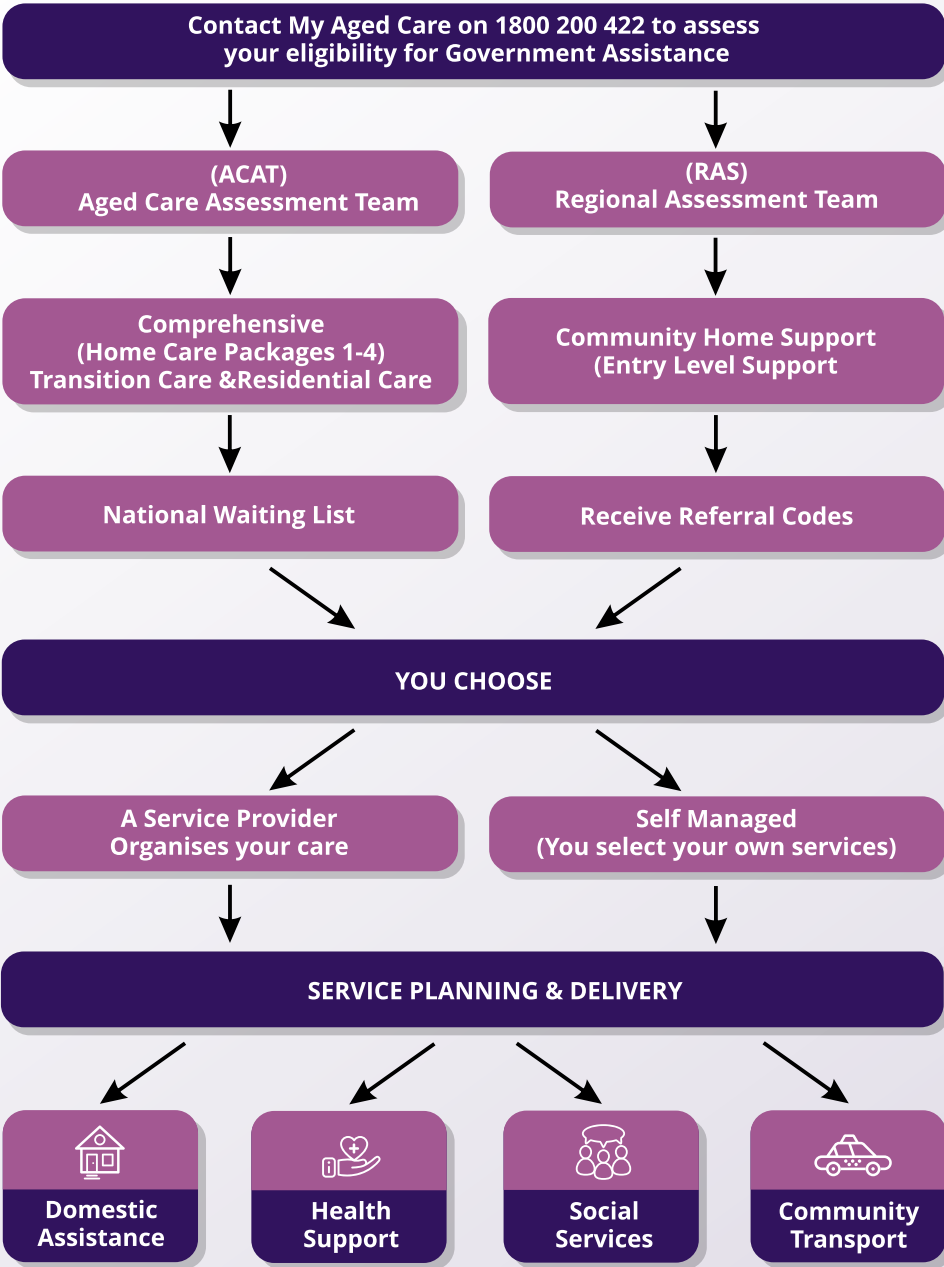
- *How are their Home Care Services different from the others?*
- *What are their Core Values?*
- *How long have they been providing Home Care for?*
- *What are their Care Management and Package Management fees per month?*
- *What is their hourly service rate?*
- *How would your funds best be allocated?*
- *Will you receive monthly statements?*
- *Can they show you what your support plan would look like?*
- *Can you have the same Care Giver every time? How hard would it be to change the Care Giver if you are not happy with them?*
- *How do they check the quality of Care given by their Staff?*
- *What do you do if you have a complaint about the quality of the service you are receiving?*
- *If you need to be re-assessed to receive more care will your Care Manager organise it?*
- *Do they have an exit fee if you choose to go with another provider?*



Tip: Every dollar you save on fees enables you to receive more help.



TO APPLY FOR GOVERNMENT ASSISTANCE FOR HOME CARE AND/OR AGED CARE FACILITIES



CHECKLIST FOR MY AGED CARE

- ☐ Contact My Aged Care on **1800 200 422**
- ☐ Have you received your assessment over the phone?
- ☐ Have you been referred for Regional Assessment Service (RAS) ?
- ☐ Have My Aged Care organised an ACAT assessment? (6-8 weeks)?
- ☐ Have you received your letter of assessment?
- ☐ Do you know what home care package you will be eligible for?
- ☐ Do you have your referral code from the assessor?
- ☐ Have you clarified the fees and costs associated with the delivery of your care and services?
- ☐ Have you reviewed your Home Care Agreement with a family member, carer, friend or advocate
- ☐ Have you entered into your Home Care Agreement and started receiving services?
- ☐ Have you reviewed the selection of local Aged Care Service providers in this guide to see if they meet your needs?



Tip: There may come a time when you need to be reassessed as your needs change.

HOME CARE SERVICES



Our Workers

At Gratis Home Care, our number one asset is our workers. Our workers are skilled, trained, friendly and punctual and they genuinely care about providing a good service.

Communication

We pride ourselves on maintaining regular contact with you, in fact, this is a practice we monitor closely. No client is left behind.

Integrity

Did you know your Home Care package is not a one size fits all model? We thrive on customising your home care package to meet your individual needs.

Transparency

We empower you with information relating to your package.

We make sure our home care language is clear for everyone. There are no hidden costs, no hidden agenda. We are simply here to help you.



GRATIS
HOME CARE

www.gratishc.com.au | 1300 472 847 | enquiry@gratishc.com.au

Need help and support with **MY AGED CARE?**

Finding Support Services? Types of Care Available?

We are here to give you all the support you need in navigating the Aged Care Process

- > **FREE PHONE SUPPORT**
- > **AUSTRALIAN COMPANY**
- > **PEOPLE WHO CARE**
- > **PEOPLE WHO LISTEN**

For free advice or just a chat, we are here for you...

CALL OUR HELPLINE TODAY




agedcare
made easy

HELPLINE

1300 078 688

ARE YOU FEELING O.K?

Getting older may bring its share of challenges. At times you may find it difficult to stay mentally healthy and strong. Lots of us may have to deal with illness, frailty, loss of independence, grief, loss, financial stress, changing of living situations and all of a sudden you may feel overwhelmed and a little isolated.

Try not to let these feelings prevent you from getting the most out of life. Help and support is available.

Some people find it hard to share what they're going through for fear of being a burden. You may think that you should "put on a brave face", but the reality is that there are so many people that can help—even just chatting to friends and family can be a good start.

If you feel you are still not feeling your best self, speak to your Doctor or Health Professional to see what other options are available. Sometimes professional counseling or a Psychologist can help you understand what is going on and how best to deal with it.

Here are some helpful numbers:

Beyond Blue

Anyone feeling anxious or depressed.

PH: **1300 22 4636**

Lifeline

Anyone having a personal crisis.

PH: **13 11 14**

Open Arms

Veterans and families counseling.

PH: **1800 011 046**

Mens Line Australia

Men with emotional or relationship concerns.

PH: **1300 78 99 78**

Other helpful tips to feeling your best self:

- Eat Well
- Get enough Sleep
- Exercise regularly
- Spend time with friends and family
- Share your feelings with others
- Doing enjoyable and relaxing activities
- Volunteering and helping others





**Macular
Disease
Foundation**
AUSTRALIA

How's your macula?

Age-related macular degeneration (AMD) is the leading cause of blindness in Australians over 50.

Regular eye exams, including a macula check, could help save your sight.

Contact Macular Disease Foundation Australia to learn more and to order your free Amsler grid.

National Helpline: 1800 111 709 | www.mdfoundation.com.au

the
power of
humanity



*A phone call each day
to check you're OK*

Telecross is a free Red Cross service which provides a short reassuring daily phone call to people living in the community to ensure they are safe and well.

The service assists a wide range of people in the community every day - Elderly people living alone, people with disabilities, younger people and special needs groups; as well as people who need temporary assistance in the absence of a carer or during times of rehabilitation or support during or after a natural disaster, such as fire or flood.

The service operates 365 days a year throughout Australia and has been successfully operating for over 20 years. Every day, thousands of people are contacted by trained Red Cross Telecross volunteers.

You will first need to call My Aged Care on 1800 200 422 and they will give you a referral code. Then call Telecross on **1300 885 698** to organise your phone call back.

Important phone numbers

Anxiety Disorders Information Line

PH: 1300 794 992

Asthma Australia

PH: 1800 278 462

Beyond Blue

PH: 1300 224 636

Carers Helpline

PH: 1800 242 636

Centerlink / Older Australians

PH: 13 23 00

Centerlink / Pensions & Allowances

PH: 13 27 17

Diabetes Australia

PH: 1300 136 588

Elder Abuse Help Line

PH: 1800 628 221

Free Grief Counselling

PH: 1800 22 22 00

Health Direct

PH: 1800 022 222

Health Services for Veterans

PH: 13 32 54

Life Line

PH: 13 11 14

My Aged Care:

PH: 1800 200 422

National Aged Care Advocacy Line

PH: 1800 700 600

Dementia Australia

PH: 1800 699 799

Older Persons Advocacy Network

PH: 1800 700 600

Indigenous Interpreting Service

1800 700 600

National Sexual Assault & Domestic Violence Counselling

PH: 1800 737 732

IMPROVE your BALANCE with TAI CHI

The benefits of Tai Chi are incredible. It is a low impact, relaxing form of exercise.

Tai Chi focuses on mental and spiritual aspects integrated into movement.

Some of the benefits are:

- Tai Chi has been known to help reduce the risk of falls by up to 50%. It Improves balance, and also strengthens muscles in the legs and helps to increase flexibility and stability in the ankles.
- Can increase strength and function for people with chronic or serious illnesses.
- May improve immune function.
- Can help to reduce blood pressure. Has been known to help with arthritic pain.
- Accumulates energy by releasing endorphins.
- Can also enhance mental capacity and concentration.

Tai Chi is gentle on the joints and won't increase pain or cause the person to be short of breath.

In addition to the physical components of Tai Chi, this form of exercise has mental and emotional advantages. Some studies have shown people who perform Tai Chi on a regular basis see improvements in cognitive function and memory.

The meditation and breathing aspects of Tai Chi can help reduce depression, anxiety and other emotional or mental health conditions.

Furthermore, getting out to attend classes and interacting with others can give you something to look forward to.



COMMUNITY NOTICES

HOLDFAST BAY COUNCIL

Brighton Civic Centre
– 08 8229 9999

Let's Eat Lunch – Community Meal –
Every 1st Tuesday of the month at the Kauri
Community and Sport Centre. 12 – 1.30pm \$15
per session / subsidised cost \$12 per session.

Let's Eat Dinner – same details as Let's Eat
Lunch but held every 3rd Wednesday of the
month at the Glenelg Football Club.

M.E.N. (Meet. Eat. Natter) A lunch group
for men that meets at local venues for good
food and great company. All men are welcome
to attend this friendly and relaxed activity. Food
and refreshments at your own cost.

**Plus lots of physical activities
designed for older people.**

Community Bus 8229 9999 between
\$3.50 and approximately \$5 each way
depending on your eligibility.

Above and Beyond

take your hand to guide you and your loved
ones through the difficult time of loss, with
experienced, professional, personalised care.
Looking after families for many generations
here in South Australia, we connect you to the
most affordable services without compromising
quality... *All aspects of funeral care.*

**Call Janine for your professional
consultation today – 0412 241 276**



ONKAPARINGA COUNCIL

Noarlunga Centre – 08 8384 0666

Ageing Well program runs the following
groups: Every Generation Onkaparinga; Social
Connections; Friendship Club; Kookaburra Club;
Wellness for Carers; Community Transport

Wakefield House Positive Ageing Centre
8384 6158

Elizabeth House Positive Ageing Centre
8384 5170

Community Bus 8557 7899 Gold Coin
donation for ride. Wheelchair access but not able
to take electric gofers/scooters due to size.

WEST TORRENS COUNCIL

Civic Centre – 8416 6333
165 Sir Donald Bradman Dr Hilton 5033

Active Ageing Share a Table – lunch
open to people over 50 living in the West
Torrens area. \$10.00 alternate Tuesdays.
34 Long Street, Plympton.

Movers and Shakers – chair based
exercise at Plympton community centre
weekly, 10-11 am. 34 Long Street Plympton.

Community Bus 8416 6333. \$4 per
person for a return trip. Travels on Fridays
to Hilton and Kurralta Central shopping
centres and Thursday's to the Brickworks
Market Place.



For more information, please contact the council area that you live in.



CHEMIST KING SEACLIFF

OPEN 7 DAYS: Monday – Friday 8:30am – 7:00pm
Saturday – 9:00am – 5:00pm Sunday – 11:00am – 4:00pm
(Closed Public Holidays)

OUR SERVICES INCLUDE



FREE MEDICATION
PACKING



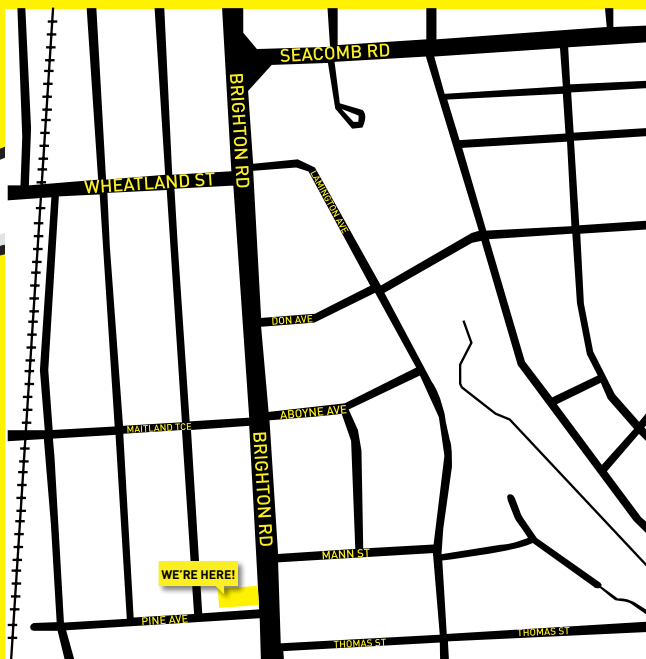
FREE LOCAL
DELIVERY



FREE PARK, CALL
AND COLLECT



STOCKIST OF
MOBILITY AIDS AND
SUPPORT BRACES



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