



Life Care at Home



Starting the Conversation

As we grow older, it can be hard to start the conversation about what your family's changing needs are. It can be a difficult conversation, but it doesn't have to be.

It's something we all need to talk about, but often we are afraid to. We don't know the right questions to ask or where to find the correct information.

We are often unsure of the options available and are worried about how it will impact on our loved ones.

We encourage you to talk to Life Care.

We will listen to your questions, ask about your, or your family's needs and provide some options and solutions that will help with your decision making.

Life Care understands this can be a challenging time as you navigate your way through a whole range of options.

We understand what you are going through, the questions you may have and the decisions you might need to make. We have the experience, the knowledge, the service options and the flexibility to help ensure that the process for you and your family is a positive one.



For many people, they want to live in their own home as they age, remaining independent and part of their local community.

Life Care at Home's focus is to help our customers remain as mobile, independent and active in their own communities by providing the relevant support and services into their homes.

Sometimes it's just a little extra help that is needed. It could be assistance with shopping, maintaining the garden, preparing meals, personal care through to respite, transportation, friendship and community activities support or even just some specialised equipment to make your home safer and easier to get around.

Life Care at Home can also assist with your overall health and wellbeing with nursing support, specialist dementia care, allied health such as physiotherapy through to exercise programs and nutritional advise.

A dedicated Life Care at Home Advisor will work closely with you and your family to consider your needs and facilitate the services, programs and packages that can help you.

Your Life Care at Home Advisor can also help coordinate and facilitate funding eligibility Government assessments.

Life Care at Home Options

You can access Life Care at Home Services through the Commonwealth Home Support Program (CHSP), a Home Care Package (HCP) or by paying yourself (self funded).

A Life Care at Home Advisor will discuss with you what your needs are. We will give you choice and control in the support you need to help you to stay independent in your own home.

Your Life Care at Home Advisor can also help coordinate and facilitate assessments if you are entitled to Government funding.

Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program aims to help you continue to live in the community with just the right amount of assistance to maximise independence.

Support is given through delivery of timely, high quality relevant support services. It is centered around your personal goals, preferences and choices.

Our CHSP programs include:

- Assistance with participation in social activities either individually or within a group
- House cleaning, transport to appointments and assistance with shopping
- Respite Services

Home Care Packages (HCP)

Home Care Packages combine a range of support services tailored to meet your specific needs.

There are 4 levels of Home Care Packages. Starting at the Level 1 package for people with low level care needs through to a Level 4 package for people with complex care needs.

The types of services provided will be facilitated by an Advisor to suit individual requirements and what is available within your agreed package. They may include:

- Personal care - help with showering, dressing, mobility, meal preparation and eating
- Support services - help with washing and ironing, house cleaning, basic home maintenance, modifications (such as hand rails in the shower), transport to help with shopping, appointments or to attend social and community events
- Clinical care - nursing or other allied health support such as physiotherapy (exercise, mobility, strength and balance), podiatry and occupational therapy

Self Funded

You may chose to pay for any Life Care at Home services yourself. This can include adding extra services that are not included within your agreed CHSP or HCP.



Life Care at Home

Useful Contacts

COTA

www.cota.org.au
08 8232 0422

My Aged Care

www.myagedcare.gov.au
1800 200 422

Aged Rights Advocacy Service

www.sa.agedrights.asn.au
08 8232 5377

Independent Living Service

www.ilaustralia.org.au
1300 885 886

Australia Aged Care Quality Agency

www.aacqa.gov.au
1800 288 025

Pricing

The Government pays for the majority of aged care services, however, people will be asked to contribute if they are financially able to do so.

Any co-payment which you may be asked to make will depend on the services you receive.

If you will be self funding your Life Care at Home services, please call our Enquiry Team on 1800 555 990 to talk about the pricing of the services you require, or your Life Care at Home Advisor will give you this information when discussing your needs.

Commonwealth Home Support Program (CHSP)

If you are receiving a Government funded service then you will be asked to contribute to this and this will be reviewed periodically during the year.

Home Care Packages (HCP)

The Government pays its portion direct to Life Care at Home and you will receive a statement from Life Care at Home clearly outlining what the Government has paid, what your contribution is and what services you are receiving.

The Next Step

We understand that you may have many questions before making a decision. We're here to help and are happy to talk about all your options and the next step.

Call our Enquiry Team on 1800 555 990 or send us an email to enquire@lifecare.org.au and start the conversation with us.

Funded by the Australian Government. Visit the Department's website (www.health.gov.au) for more information.

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