

# Positive Ageing Active Living



**AnglicareSA Home Care Services:** Supporting older people to be as independent as possible in their own homes. Our services are flexible and provide you with choice and control.


An elderly woman with short, styled grey hair is smiling warmly at the camera. She is wearing a long-sleeved sweater with horizontal stripes in shades of maroon, grey, and white, and a matching maroon scarf tied in a bow around her neck. She is standing in a kitchen, holding a large, shiny stainless steel electric kettle with her right hand and pouring tea into a white mug with red horizontal stripes. The background shows a kitchen counter with a microwave and some bananas. The lighting is bright and natural, creating a warm and inviting atmosphere.

Q: WHAT ARE HOME CARE SERVICES?

A: HOME CARE REFERS TO SERVICES THAT ARE DELIVERED TO YOU IN YOUR HOME.

At AnglicareSA we:

- Celebrate the joy of ageing
- Respect each person's uniqueness
- Value every story
- Embrace active ageing
- Share both new and past experiences
- Appreciate the importance of living each day fully
- Respect each person's spirituality and personal choice
- Value family connection and being a part of our community.



WE VALUE AND RESPECT OUR CUSTOMERS, PLACING THEM AT THE FOREFRONT OF EVERYTHING WE DO.

AnglicareSA Home Care supports more than 1,200 older South Australians every year.

We have years of experience supporting the needs of our ageing population, and a wide range of services and care choices including short and long term care and one-off support.

We work hard to support customers to be as independent as possible at home and in the community. Our services are designed to be accessible, equitable and affordable.

## What we do

### Services include:

- House cleaning
- Laundry
- Changing bed linen
- Ironing
- Putting out rubbish bins
- Gardening
- Home maintenance
- Shopping
- Meal preparation
- Accompanied shopping
- Friendly visiting
- Undertaking social activities and outings
- Assisted participation in community life
- Assistance with showering, dressing, self-care and personal grooming
- Transport services
- Home modifications
- Home maintenance
- Daily respite (Guesthouse)
- Assistance with Care and Housing.

## Why choose AnglicareSA Home Care Services?



- We are a local provider with a range of services available to support you
- Services are extremely flexible and we tailor them to suit your specific needs
- We offer competitive rates
- Our staff are experienced and qualified and they listen to the needs of customers
- We advocate for the rights of older people
- We involve our customers and their families in care decisions
- As an experienced local provider we understand the needs of South Australians and have tailored our services to meet the local demand
- AnglicareSA has partnered with several well-known providers to bring additional customer benefits
- AnglicareSA is a well-known and respected name in SA for the provision of Aged Care services. We have been supporting the local community for more than 150 years.

## Our Team

### Volunteers

The AnglicareSA Home Care Team consists of more than 200 staff, all of whom are dedicated to supporting customers to achieve their life goals through the provision of friendly, efficient and timely services.

Our staff undergo a rigorous recruitment and selection process to ensure they are qualified, experienced and well-suited. This includes police clearances (updated every three years) and reference checks. Staff undergo comprehensive training and performance reviews. Ongoing mandatory and non-mandatory training programs maintain staff skills and qualifications and facilitate continued learning and development.

Experienced and dedicated Home Care volunteers are able to assist customers to complete the paperwork required to access Home Care packages and other aged care services.

We also have volunteers who support daytime guests at The Guesthouse, help with social outings organised by the Lifestyle Team, and assist in maintenance of the Elizabeth East Community Garden.

As with our staff, all AnglicareSA volunteers undergo an extensive recruitment process which includes police clearances and reference checks.

Volunteers participate in a full AnglicareSA orientation and have access to relevant training programs.





AnglicareSA Home Care offers five services:

1. Home Care Packages (HCP)
2. Commonwealth Home Support Programme (CHSP)
3. Self-Funded Services
4. Daily Respite at The Guesthouse
5. Assistance with Care and Housing

## 1. Home Care Packages (HCP)

HCPs are provided under a consumer directed care service model and support customers to be as independent as possible. HCPs are flexible and enable customer choice and control.

Customers may elect to have primary responsibility for coordinating their service package, or they may choose to access coordination support and have a less active role in coordinating services.

Individual budgets and monthly statements are provided to each HCP customer. Customers also receive:

- Direct access to service guidance to assist with enquiries, service planning and changing needs
- Information and support to access additional services if required
- Flexible service
- Non-biased information, advice and support regarding service options.

## 2. Commonwealth Home Support Programme (CHSP)

CHSP services are aimed at older people who are mostly able to live and cope on their own but need some help with common daily tasks.

AnglicareSA's CHSP provides a range of basic support and care services to meet individual needs such as cleaning, laundry, shopping, personal assistance, meal preparation, social support, transport or respite care.

## 3. Self-Funded Services

Self-Funded Services enable people to choose and pay for services they require. They can be arranged as a one-off service, provided on an ongoing basis, or as a bundle of services.

AnglicareSA's services are flexible with competitive rates and include:

- Personal care services e.g. support with showering
- Care and Support Services e.g. meal preparation, laundry support
- Clinical and Allied Health support e.g. occupational therapy and physiotherapy
- Access to digital technology e.g. tablet and computer classes
- Service guidance
- Assistance to source and purchase equipment e.g. walking frames
- Links to local services
- Transport.

## 4. Daily Respite at the Guesthouse

AnglicareSA provides high quality, daytime respite with a focus on wellbeing and enhancing social independence. Our aim is to have a positive impact on the lives of older people and their carers.

The Guesthouse, situated at Elizabeth East, is focused on making guests feel as comfortable as they would in their own home with activities facilitated under the direction of a qualified Lifestyle Assistant. Guesthouse activities include a Wellness Program and a Social and Skills Program.

Morning tea, lunch and afternoon tea are provided.

## 5. Assistance with Care and Housing

These services are designed to help people find or maintain suitable accommodation with additional services available to support independent living.

Assistance with Care and Housing provides tailored support to people who are homeless or at risk of homelessness with an emphasis on supporting them to remain in the community through accessing appropriate, sustainable and affordable housing and linking them, as needed, to community care and support services such as:

- Personal care
- Domestic assistance
- Accommodation stabilisation
- Transport
- Appointment support
- Social support and community engagement
- Liaison with My Aged Care
- Links to relevant services.

## How to access Home Care services

Home Care Packages, CHSP Services and Assistance with Care and Housing can be accessed through the Australian Government's My Aged Care Gateway at [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or on 1800 200 422.

Self-Funded Services can be accessed by contacting AnglicareSA Home Care Services.

Contact the AnglicareSA Home Care team about Home Care support services across Adelaide and about daily respite services at the Guesthouse.

### Who can access Home Care Services?

- People aged 65 and older
- Aboriginal and Torres Strait Islander peoples aged 50 and older
- Younger people in exceptional circumstances (please contact AnglicareSA Home Care for additional information on eligibility).

### Your Aged Care Customer Advocate

AnglicareSA's Aged Care Customer Advocate can provide information, education and support to assist you to access a range of Aged Care services.

If you would like assistance, contact us on 1800 317 009 or email [agedcareadvocacy@anglicaresa.com.au](mailto:agedcareadvocacy@anglicaresa.com.au)

Home Care Services  
Enquiry line:

**1800 317 009**

## Costs

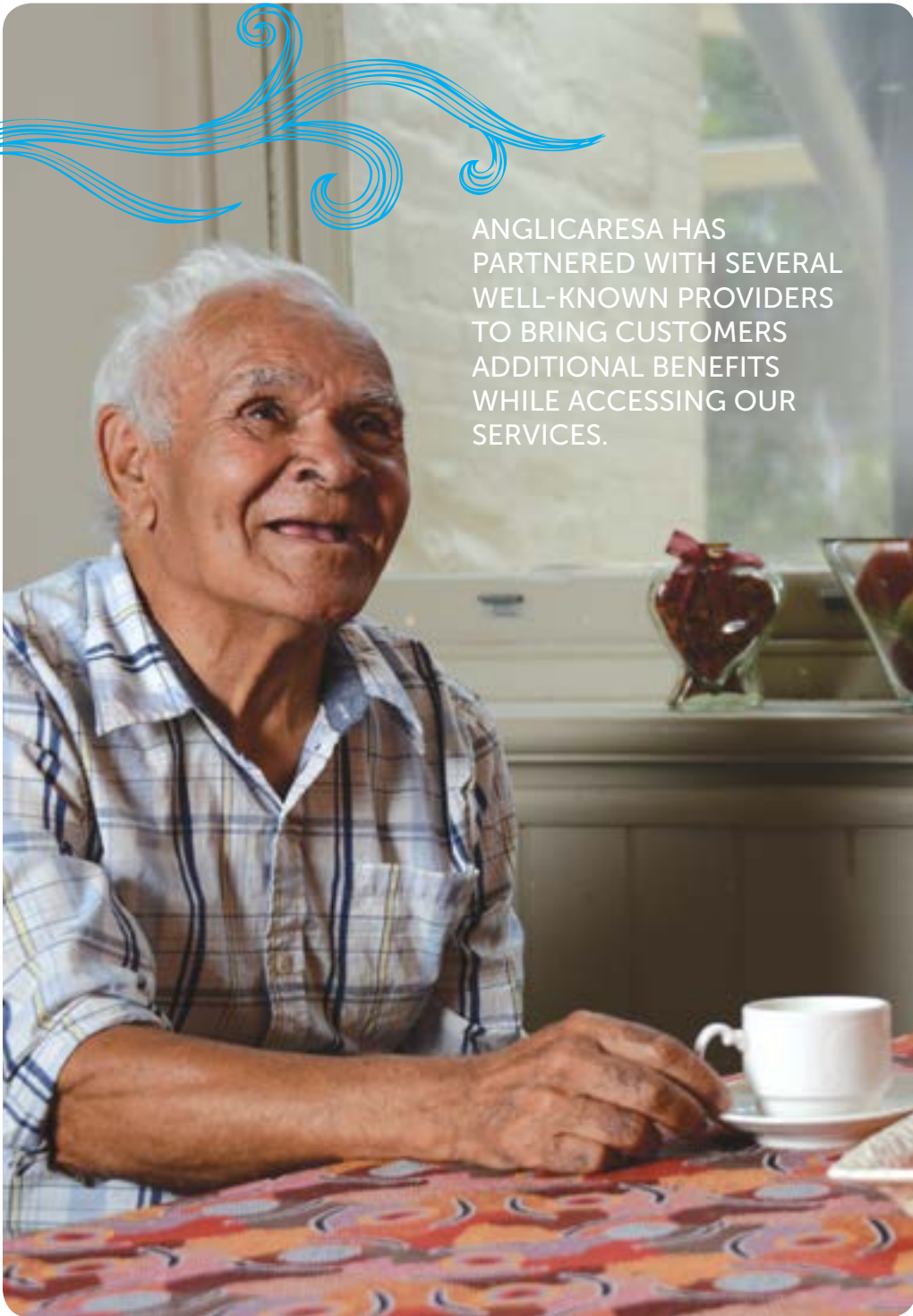
Home Care Services vary in cost dependent on individual care requirements and eligibility.

To discuss the cost of services and request an individualised service quote please contact your local Home Care office.

One of our helpful staff can compile budget and service information relevant to you and your situation.







ANGLICARESA HAS PARTNERED WITH SEVERAL WELL-KNOWN PROVIDERS TO BRING CUSTOMERS ADDITIONAL BENEFITS WHILE ACCESSING OUR SERVICES.

### Chemplus

Home Care customers are eligible to enrol in the Chemplus Rewards program and receive the following services free of charge:

- Weekly medicine packing
- VIP status in your Chemplus Rewards program
- Personalised pharmacy consultation
- 10% discount and double points on eligible purchases.

### RAA

Through our RAA partnership Home Care customers may be eligible to have up to four RAA personal alarms supplied, installed and monitored for demonstration purposes. In addition to this, for customers who are approved for the State Government Personal Alert Rebates Scheme, the RAA will manage the rebate process on your behalf, from installation and monitoring, through to final account payment.

### Ethnic Link Services

Our partnership with Ethnic Link Services provides supports to non-English speaking customers. This can include collaborative assessments and service reviews, and ongoing support for customers to ensure provision of appropriate support staff and open lines of communication.

### Clinical Services

Through our partnership with qualified clinical nursing staff (registered and enrolled) we are able to coordinate in-home clinical support services to suit individual customer needs.

Ask your local Home Care office about AnglicareSA's other customer benefits.



## Other AnglicareSA services

Within AnglicareSA, there are a number of additional specialised services available to eligible customers. Ask your local Home Care office about AnglicareSA's other services.

### Allied Health

Our Allied Health team offers individual and group services to maintain and improve the health and quality of life for older South Australians.


Individual services include:

- Physiotherapy
- Occupational Therapy
- Podiatry
- Exercise Physiology
- Remedial Massage

Group sessions include:

- Hydrotherapy
- Falls Prevention
- Cognition
- Strength based programs

Home visits are also available. For additional information please contact the team on 1800 317 009.



ANGLICARESA HOME CARE STAFF  
ARE EXPERIENCED AND QUALIFIED  
AND THEY LISTEN TO THE NEEDS  
OF CUSTOMERS.

## Other AnglicareSA Services

### Financial Counselling Services

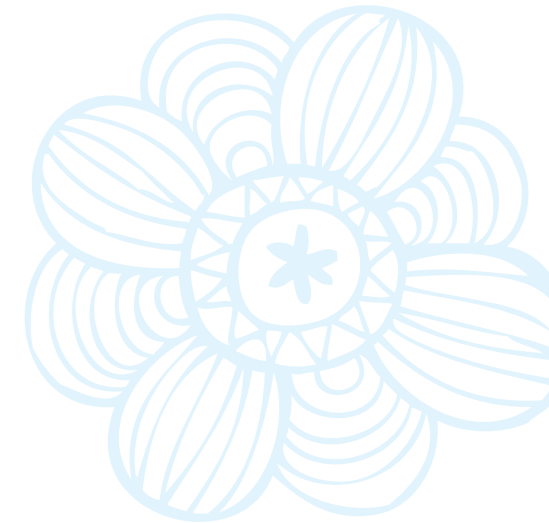
AnglicareSA Financial Counselling Services provide free, independent and confidential information, support and advocacy to assist people in financial difficulty. For additional information please call 1800 759 707.

### Loss and Grief Counselling

AnglicareSA provides a specialised loss and grief counselling service for people of all ages who are bereaved or experiencing other types of loss. Fee for service applies with fees structured to ensure everyone is able to access counselling support. Phone and face-to-face counselling options are available. For additional information please call 08 8131 3400.

### NILS (No Interest Loan Scheme)

The AnglicareSA NILS scheme provides no interest loans to people of low and fixed incomes who may not be eligible for a bank loan, but can afford to repay a non-interest loan. Funds may be used for the purchase of essential household items, such as a washing machine. For additional information please call 1800 759 707.



## AnglicareSA Home Care Services customer

### Our customer, George

Born and raised in Adelaide, George has been a one-eyed Port Power Supporter since the day the football club was formed. He admits to being *"a bit cheeky and happy to give Crows supporters a bit of grief"* when the Crows don't win.

### George's Lifestyle

Socialising at the local RSL club, being an active member of the community and staying as independent as possible is important to George.

### What AnglicareSA does for George

With the support of Trevor, an AnglicareSA Service Advisor, George accesses a suite of services that enable him to stay at home, maintain his independence and keep up his social engagements. Services include domestic assistance and transport.

George has three Care Workers who visit him each fortnight and he says that *"between the three of them, they look after me"*.

George's Service Advisor, Trevor, regularly contacts him to check on how he is and works with George to put in place additional supports if he is unwell or if his needs change.

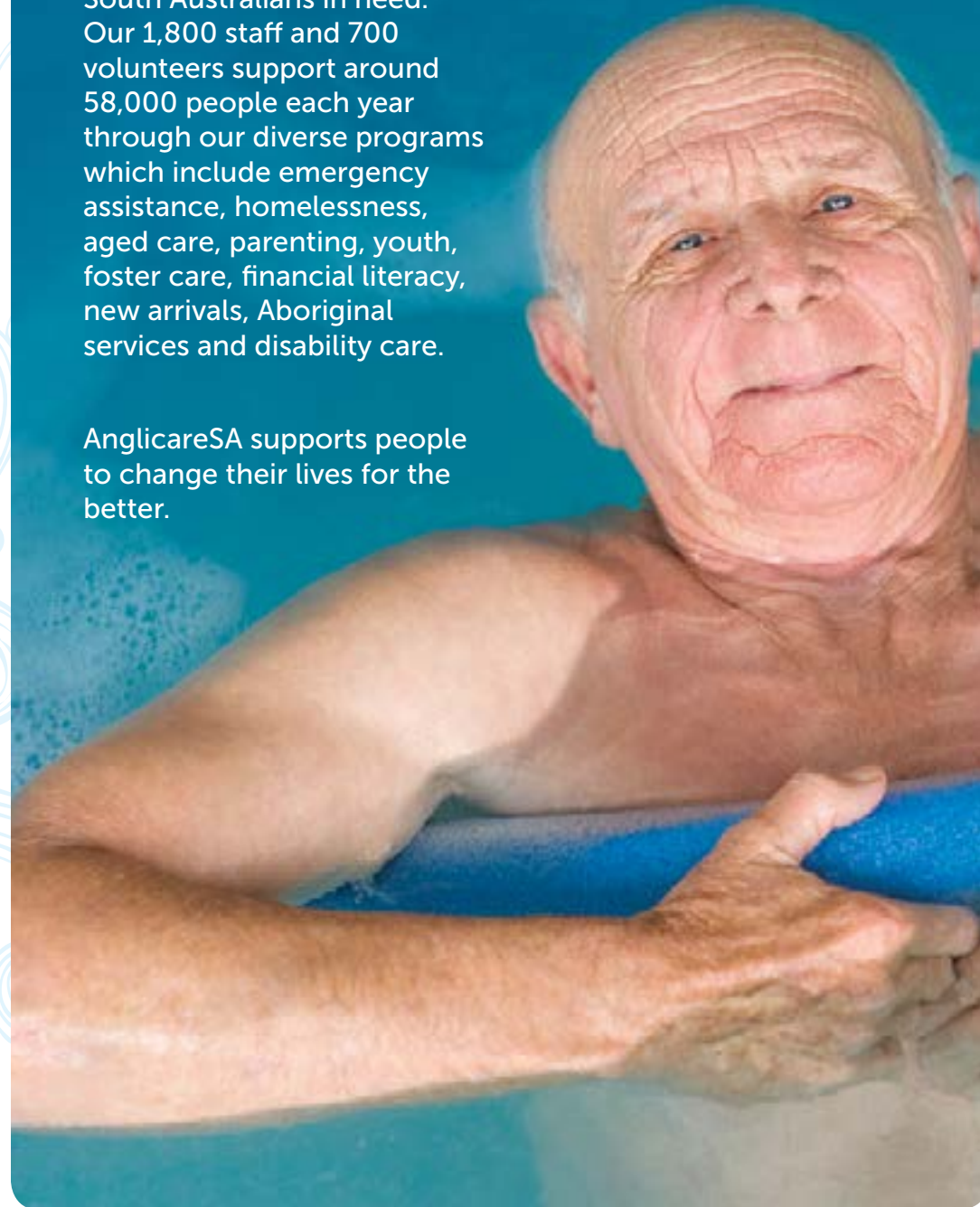
### Customer quote:

*"I will always stay in my own home; no one will move me from here."*

**ANGLICARESA**

For more than 150 years, AnglicareSA has supported South Australians in need. Our 1,800 staff and 700 volunteers support around 58,000 people each year through our diverse programs which include emergency assistance, homelessness, aged care, parenting, youth, foster care, financial literacy, new arrivals, Aboriginal services and disability care.

AnglicareSA supports people to change their lives for the better.



AnglicareSA Home Care offices are located at Elizabeth East, Oaklands Park and Hindmarsh.

**Home Care North / East / Gawler**

35 Blamey Road  
Elizabeth East SA 5112

**Home Care South**

Suite 1/455-457 Morphett Road  
Oaklands Park SA 5046

**Home Care West**

159 Port Road  
Hindmarsh SA 5007

**1800 317 009**

**[homecare@anglicaresa.com.au](mailto:homecare@anglicaresa.com.au)**

**[www.anglicaresa.com.au](http://www.anglicaresa.com.au)**

**ANGLICARESA**