

Packaged Care

Home Care Packages

Home care packages help you to stay at home as your care needs increase, with choice and flexibility about the way that care and services are provided to you. There are four levels of home care packages, ranging from Level 1: providing basic assistance, through to Level 4: supporting people with high level care needs.

What support can be offered?

Depending on which level of home care package you have, you may receive:

- / Personal care
- / Assistance with meal preparation
- / Shopping assistance
- / Transport
- / Social support
- / Laundry/ironing
- / Gardening
- / Domestic assistance
- / Physical therapy, eg physiotherapy
- / Installation of equipment to improve safety
- / Nursing care
- / Continence management
- / Respite and carer support

How will a home care package help me?

Services are delivered by skilled staff and are designed in partnership with you and your family. Our coordinator will work out a plan with you to help you receive services to assist you to remain independent at home while you access support and care.

Am I eligible to use the services?

To be eligible to receive these services, you must have current Aged Care Assessment approval for Home Care Packages. If you do not have this, call My Aged Care to find your local Aged Care Assessment Team on 1800 200 422.

We offer Level 1 to Level 4 home care packages in different areas of Adelaide and rural South Australia. Some packages are tailored towards people of specific ethnic or indigenous backgrounds; please contact us for more details of what is available in your area.

What does it cost?

The Australian Government has currently set fees for Home Care Packages at up to 17.5% of the basic daily pension, and up to 50% of additional income for those on higher incomes. Fees are regularly reviewed and will be discussed with you before you start receiving support.

Please note that you will not be denied service based on an inability to pay the fees. If you wish to apply for a fee reduction, please ask us for further information regarding our fee reduction process.

Contact details

If you would like more information, please contact our community services team:

Phone: 1300 444 663

Metro team email: MetroCommunityAdmin@helpinghand.org.au

Rural team email: CCCHubAdministration@helpinghand.org.au

