



# *Home Care Services*

Metropolitan Adelaide and regional South Australia



**Helping Hand**

**Helping Hand is a trusted, not-for-profit South Australian organisation. We've been around for over 70 years and just like you, we have grown and adapted with the times.**

We know that home is where you love to be. That's why we deliver a range of home care services to keep you safe and healthy in your own home for as long as you want to be there. It's up to you. You can choose which services are best for you.

As well as help at home we offer allied health and wellbeing services, retirement living, respite for carers and residential care.

Helping Hand provides services across many lands, traditionally owned by the Kurna, Narungga, Peramangk, Ngadjuri, Nukunu, and Barngarla people.

Helping Hand acknowledges the traditional owners of the land on which we work and provide services. We pay respect to their culture and heritage, and to Elders past, present and emerging.

Information in this brochure is correct at time of publication, October 2025

## Home Care Services with Helping Hand

Here at Helping Hand, our commitment to the values of compassion, excellence, respect and community is the foundation of everything we do. Our greatest asset is our team of highly skilled, caring and friendly staff and the diversity and quality of our services. From cleaning and personal care, to physiotherapy, podiatry and more, we offer the highest standards of care.

We understand that people feel comfortable living in their own home, maintaining their independence and doing what they love. We partner with thousands of South Australians to make living at home easier for them and their families, carers and friends.

We deliver personalised care, based on your assessed needs. That's why we offer a range of home care options that provide as little, or as much support, as needed. We will work alongside you to develop a flexible and adaptable care plan that evolves over the long term and we promise to deliver care in a way that is meaningful, inclusive and respectful.

Our home care services extend across metropolitan Adelaide and to the Lower North, Barossa Valley, Mid North, Yorke Peninsula and Eyre Peninsula. We also have regional offices in Clare, Port Pirie, Whyalla and Port Lincoln.

Call our Welcome Team on **1300 444 663** to talk to us about how we can support you at home.



*Helping Hand is the best agency I have ever been associated with. The level of care and professionalism from everyone is amazing and I am thankful for everything.*

Lynette, Wynn Vale

# Introducing our home care services

Our Home Care services are offered both in-home and within the community. You may just need a hand with the home or garden, or care from a nurse or someone to help with shopping. Whatever the need, we can help.

## Clinical Care



### *Nursing services*

Our community nurses will work in partnership with you to identify opportunities to improve your health and wellbeing, assisting with safe medication administration, healthy skin strategies, wound care and much more.



### *Physiotherapy*

Promoting mobility and dexterity to achieve optimal physical independence through specialised exercise.



### *Exercise physiology*

Physical activity classes to help maximise health and wellbeing, reducing the risk of falls and improving strength.



### *Occupational therapy*

Our healthcare professionals can help provide exercise solutions and tools to improve mobility, strength and balance and support independence.



### *Nutrition and dietetics*

Learn tips and strategies to support good health and nutrition, and manage concerns such as diabetes, hospital recovery and bowel health.



### *Podiatry*

Maintain optimal lower limb and foot health to support mobility, confidence and independence, from nail care to orthotics and footwear modifications.



### *Social work*

Promoting positive emotional and mental health while empowering our clients be in control of their own lives.

## Independence



### *Personal care*

Our caring and skilled staff are fully trained to help you with daily self-care tasks including assistance with showering, toileting, dressing, grooming, getting in and out of bed, and moving about the house.



### *Transport*

Assistance getting to and from appointments and around your community. We can accompany you or provide Cabcharge vouchers for independent travel.



### *Social support and community engagement*

We offer a range of general and special interest social groups you are welcome to join. These groups provide opportunities to connect with others, take part in shared activities, and support your health and wellbeing.

## Everyday Living



### *Domestic assistance*

We can help keep your home clean and tidy, including vacuuming, dishwashing and laundry, as well as unaccompanied shopping and assistance with meals.



### *Gardening and home maintenance*

Assistance keeping your home and garden maintained, including lawn mowing, weeding, changing light bulbs, replacing tap washers and more. We can also assist with minor home modifications such as installing grab rails, ramps, safety aids and other minor renovations.



# Self assessment quiz

Take a moment to answer the questions in our short quiz. Add up your answers and write your totals on the next page.

Please note that the results are only intended to be used as a guide and to help you think about what level of support might be best for you at this time.

1. I am able to do big cleaning jobs around the house

☐ Never ☐ Sometimes ☐ Always
2. I regularly attend social activities

☐ Never ☐ Sometimes ☐ Always
3. I am able to be outside and tend to my garden

☐ Never ☐ Sometimes ☐ Always
4. I can keep my house clean and tidy

☐ Never ☐ Sometimes ☐ Always
5. It is easy to get up and ready in the mornings

☐ Never ☐ Sometimes ☐ Always
6. I am good at maintaining my wellbeing

☐ Never ☐ Sometimes ☐ Always
7. I can manage tasks on my own

☐ Never ☐ Sometimes ☐ Always
8. I usually feel full of energy and ready to tackle the day

☐ Never ☐ Sometimes ☐ Always
9. I eat well

☐ Never ☐ Sometimes ☐ Always
10. I can take care of my medications, and always remember to take them

☐ Never ☐ Sometimes ☐ Always

## Results

Add up how many of each colour answer you have. This will provide an indication of which pathway of support you could benefit from: wellbeing, restorative or reablement.

This is general advice, designed as a guide only. Please see information on the next pages about how to have an assessment and start accessing home care services.

Always      My score: \_\_\_\_\_

Based on your answers it already sounds like you have a great range of strengths and capabilities. We can assist with low level regular cleaning support or getting ready for seasonal changes like spring cleaning, decorating etc. We can also offer respite if you are caring for someone. Our information and education sessions can also give you information to keep healthy and active for as long as possible.

Sometimes      My score: \_\_\_\_\_

Based on your answers it looks like you may have had a recent injury or setback in your health, or that you're not as independent as you once were. We can help you to continue living independently and comfortably at home through frequent, regular support. This can include home modifications like hand rails and meal preparation. We can also organise physiotherapy, exercise classes and many other wellbeing services to meet your individual needs.

Never      My score: \_\_\_\_\_

Based on your answers, it is likely your life circumstances have changed and you are facing the challenge of adapting to a different lifestyle. We can assist in making this transition a positive one, ensuring you are able to live a confident life to the best of your ability. This is achieved through our highly trained, friendly and reliable home support staff and care workers assisting with every aspect of your day-to-day life including showering, nursing assistance, transport to appointments and shopping.

# How to access home care services

## The first step

Your starting point is to contact My Aged Care to see if you are eligible for support. You, or a family member or friend, can phone My Aged Care on **1800 200 422** or visit their website **www.myagedcare.gov.au**. If someone is calling for you, you will need to give your consent over the phone.

Helping Hand has an Aged Care Connector service which can help guide you through this process. Our Aged Care Connectors can not only help you to set up and access services, they can also provide in-person support with the My Aged Care assessment process. To speak with an Aged Care Connector, call our Welcome Team on **1300 444 663**.

What you'll need when you contact My Aged Care:

- full name, date of birth, residential address
- telephone number
- Medicare number
- pension number

If you are eligible for an assessment, My Aged Care will arrange an assessment to take place at your home. After this assessment you will receive a letter letting you know what level of care you are eligible for.

The Commonwealth Government funds two programs through My Aged Care. Helping Hand is a service provider for both these programs:

- Commonwealth Home Support Program (CHSP)
- Support at Home Program

Additional funding pathways for eligible people include:

- *Restorative Care Pathway*: up to 12 weeks of allied health support to regain or maintain independence
- *End-of-Life Pathway*: specialised support for those who have 3 months or less to live and wish to remain at home
- *Assistive Technology and Home Modifications (AT-HM) Scheme*: support for those with an assessed need for equipment, products and/or home modifications



## Commonwealth Home Support Program

This government funded program is suitable for people who may need a little bit of extra help at home (approximately 2 hours per week) or short-term support and services while they wait for Support at Home funding.

## Support at Home Program

Support at Home offers a range of services for people with longer term care needs. Based on your assessment, you'll receive a support plan and be placed in one of eight funding levels with access to services from a defined list which can include:

- **Clinical care**: nursing care, allied health services
- **Independence**: such as personal care, medication support, transport or respite
- **Everyday living**: such as cleaning, gardening, shopping or meal preparation

The amount that you will be required to contribute for your services depends on your financial situation, and this is means tested by the Australian Government - see details in the table below. The Australian Government, through Services Australia, can also assess applications for fee reductions due to financial hardship.

Client type	Clinical Care	Independence	Everyday Living
Full pensioner	0%	5%	17.5%
Part pensioner / Commonwealth Seniors Health Card holder	0%	5%-50% (means tested)	17.5%-80% (means tested)
Self-Funded Retiree (not a Commonwealth Seniors Health Card holder)	0%	50%	80%

## Elevate by Helping Hand

Elevate by Helping Hand offers privately funded home care, personal care, maintenance, gardening, respite, and wellbeing services—with no waiting period or assessment. You can:

- Pay directly for services without going through My Aged Care.
- Use Elevate while waiting for Government-funded services to start.
- Top up your subsidised care with extra private support.

Services are available seven days a week at hourly rates that vary for evenings, weekends, and public holidays.



Everyone's situation is different and everyone needs different levels of support, we'd love to talk to you about home care and answer any of your questions.

To start the conversation, please call our Welcome Team on **1300 444 663**, or email us at **[homecare@helpinghand.org.au](mailto:homecare@helpinghand.org.au)**



**T**      **1300 444 663**

**E**      **homecare@helpinghand.org.au**

**W**      **www.helpinghand.org.au**



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