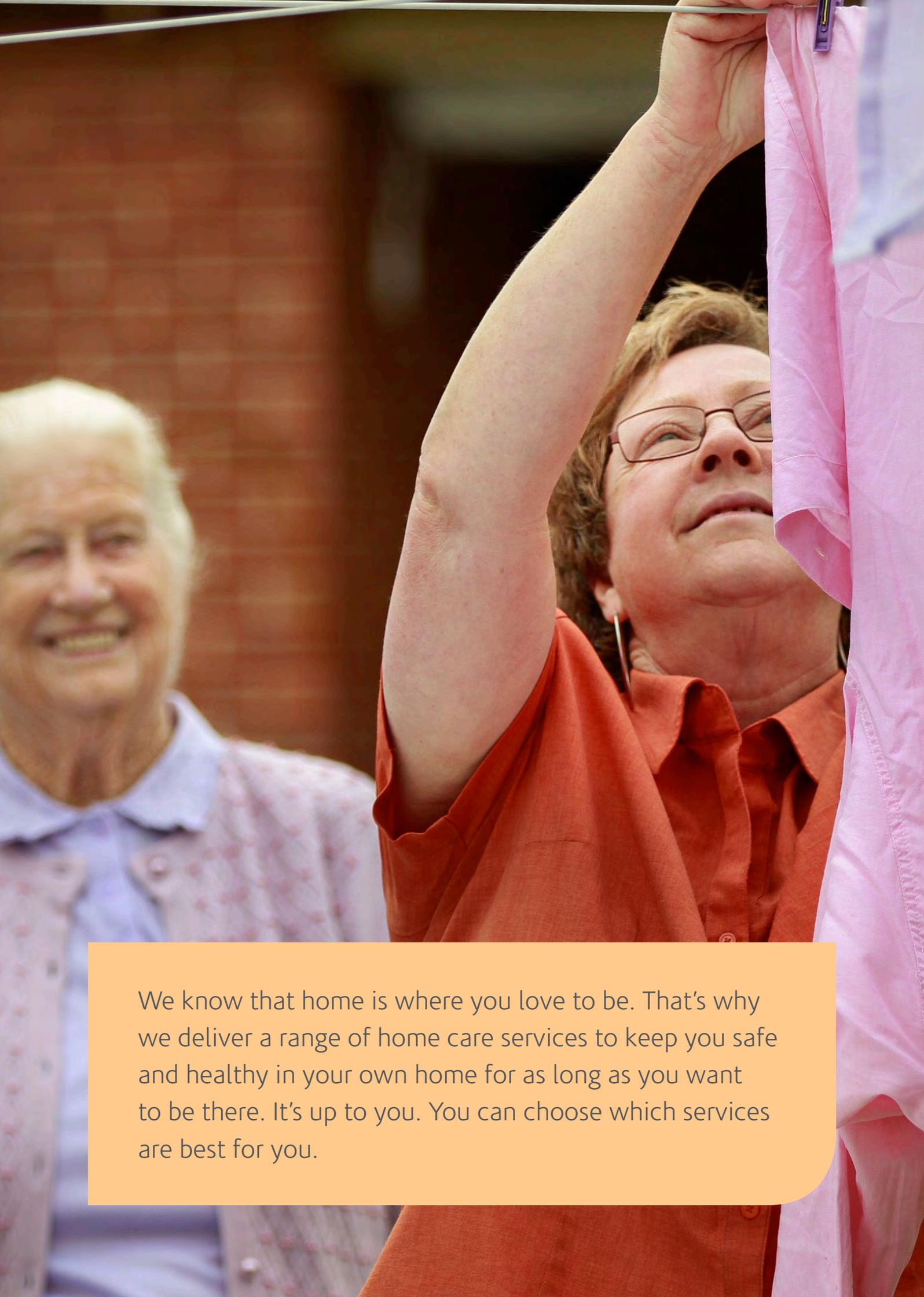


Helping Hand Home Care services

Partnering with you to make living at home easier



Helping Hand
new aged care



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.

Welcome to the Helping Hand family

Helping Hand is an accredited South Australian not-for-profit organisation offering home care services, retirement living and residential care across metropolitan and regional South Australia. We employ around 1,700 people and positively impact on the lives of more than 7,000 people across South Australia.

We've been around for almost seven decades and we have grown and adapted with the times.

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 physiotherapists, dieticians, speech pathologists, podiatrists, and more, we offer the highest standards of care.

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, Jamestown, Port Pirie and Port Lincoln.

At Helping Hand 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.

At Helping Hand we deliver personalised care. 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.



'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

If you are thinking about Home Care services, please consider Helping Hand as your preferred service provider.

Introducing our Home Care services

Our Home Care services are available seven days a week, including evenings, and can be charged in as little as half hour increments. Our services extend right across the greater metropolitan area and out to the Lower North, Barossa Valley, Mid North, Yorke Peninsula and Eyre Peninsula. We can help keep you active within your local community, support you at home and deliver personal care when you need it. We will work with you to ensure your careworker is the right person for you.

How we can support you



Domestic assistance

We can help keep your home clean and tidy, including vacuuming, dishwashing and laundry, as well as unaccompanied shopping and bill paying 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.



Social and emotional support

Our staff are fully trained to provide a wide variety of care to meet your individual needs, ensuring you can live life to the fullest. We can visit you or go out for a coffee, a meal or shopping, or assist you care for your pet. Group social activities are also available in a wide variety of locations.



Personal care

Our caring and discreet staff are fully trained to help you with daily self-care tasks including bathing, 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 cab charges for independent travel (*conditions for using Cab Charge will be provided when vouchers are issued*).



Hospital to home services

After a hospital stay you may need a little help for a short time while you recover. We can support you with personal care, domestic assistance, physical therapy services and counselling.



Culturally specific services

We partner with our clients to understand their unique needs and ensure we deliver culturally sensitive care. We can help you access support services and can arrange interpreting services during visits and phone calls. We welcome all cultural, ATSI (Aboriginal and Torres Strait Islander) and LGBTI (lesbian, gay, bisexual, transgender and intersex) communities and ensure everyone feels comfortable and supported.



Respite and carer support

Our respite options give carers the opportunity to get to appointments, go on a social outing or go on a holiday. We can provide respite in the home or in our cottage respite accommodation at Styles House in Elizabeth South. Our flexible respite services include in-home companionship and support, community respite such as going out for a meal or excursions and respite located in metropolitan Adelaide.

Health and wellbeing services

Personalised health and wellbeing services and freedom of choice are at the heart of the care we provide. We will develop a care program to suit your unique needs in a private or group setting.

Please note that in regional areas, these services are delivered by approved external agencies.

Looking after your health and wellbeing



Exercise physiology

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



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 support with continence and physical aids.



Nutrition and dietetics

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



Occupational therapy

Our healthcare professionals can help provide exercise solutions and tools to improve mobility, strength and balance and support independence with daily activities such as showering, dressing, cooking and moving about your home.



Physiotherapy

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



'I haven't seen her this happy in a long time.'

*Daughter of Allison,
Banksia Park*



Speech pathology

Supporting communication, cognition and improving swallowing difficulties through a range of exercises and activities.



Podiatry

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



Social support groups

Meet new people, have fun and enjoy life by keeping active, joining social groups and keeping connected to the community.



Social work

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



Self assessment quiz

Take a moment to answer the questions in our short quiz.

Add up your answers and write your totals in the colour coded boxes on page seven. 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.

- I am able to do big cleaning jobs around the house.*
 Never Sometimes Always
- I regularly attend social activities.*
 Never Sometimes Always
- I am able to be outside and tend to my garden.*
 Never Sometimes Always
- I can keep my house clean and tidy.*
 Never Sometimes Always
- It is easy to get up and ready in the mornings.*
 Never Sometimes Always
- I am good at maintaining my wellbeing.*
 Never Sometimes Always
- I have someone to help me with all my tasks.*
 Never Sometimes Always
- I usually feel full of energy and ready to tackle the day.*
 Never Sometimes Always
- I eat well.*
 Never Sometimes Always
- I can take care of my medications and always remember to take them.*
 Never Sometimes Always

Results - how we can help you

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.

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.



'You are wonderful at providing social support for my husband. You have made us comfortable at all times and are magnificent carers.'

Ruth, Port Lincoln

How to access Home Care services

The Commonwealth Government funds two programs through My Aged Care:

- Commonwealth Home Support Program (CHSP)
- Home Care packages

Commonwealth Home Support Program

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 their Home Care package to start.

Home Care Packages

Home care packages offer a range of services for people with longer term care needs. There are four levels of care, each with their own level of services.

- **Level 1** - basic care needs
- **Level 2** - low-level care needs
- **Level 3** - intermediate care needs
- **Level 4** - high-level care needs

Helping Hand is a service provider for both the Commonwealth Home Support Program and Home Care Packages.

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 you're calling for someone, they will need to give their consent over the phone.

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

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

Depending on your current situation, My Aged Care will arrange an assessment with someone from their Regional Assessment Team (for low level care needs), or someone from the local Commonwealth Aged Care Assessment Team (ACAT), for higher level care needs). After this assessment you will receive a letter letting you know what level of care you are eligible for. Helping Hand can support you through the process of accessing a Home Care package.

Elevate

Another service that is specific to Helping Hand is a program called Elevate. This service is not subsidised (i.e. there is a fee for every service). You can access Elevate services directly from Helping Hand without prior assessment or referral codes from My Aged Care. You can also choose to receive additional services from Elevate while you are receiving subsidised services through My Aged Care.

More questions?

Everyone's situation is different and everyone needs different levels of support. Please call us on **1300 444 663** to discuss the most appropriate options available to you.

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