



Introducing the Helping Hand Way

Putting client choice first is at the core of our service ethos.

We achieve this by being:

Connected

We believe an active and engaged community of clients, staff and volunteers offers a welcoming community that is built together.

Personalised

We believe that excellence in care means we deliver our services to suit the needs of the individual.

Considerate

We believe keeping everyone's feelings in mind and understanding their circumstances, will result in better service.

Caring

We believe caring for clients and their choices demonstrates the compassion and respect they deserve.

Helping Hand has been supporting older South Australians and their families since 1953.

Our values of compassion, respect, excellence and community are reflected in everything we do.

As your preferred service provider, Helping Hand can support you with expert advice and guide you through the process of accessing Government funded services for:

- help at home
- respite for carers
- admission into one of our residential care homes.

Contact us today

1300 653 6000
info@helpinghand.org.au

PO Box 66
North Adelaide 5006

www.helpinghand.org.au



Moving into Residential Care

Navigating My Aged Care with Helping Hand





Step 1 ACAT Assessment

To move into any of our residential care homes, you will first need a free assessment by the Aged Care Assessment Team (ACAT), who will approve you for residential aged care. This can be arranged by contacting My Aged Care.

Tel **1800 200 422** or
www.myagedcare.gov.au



Step 2

When you have been approved for entry into residential care, you will receive a referral code.



Step 3

Call our admissions team on **1300 653 600** and find out about available vacancies. We can arrange a tour of the home you are interested in, so you and your family can experience the amenities.

There are also virtual tours and detailed information about each home on our website. The Admissions team are experts at what they do and can answer all your questions and help you at every step.



Step 4

When a room becomes available, it's **almost** time to move into your new home.

Our admissions team will arrange a face to face meeting with you, or a representative. They will guide you through the process and ensure you have all the information you and your family need to make the move as easy as possible.

Fees for permanent residential care

SA Services will calculate and verify which fees apply to you and this will depend on your income and assets upon admission into residential care. Fees can vary from person to person and may include:

- basic daily fee
- accommodation payment or contribution
- means-tested care fee
- fees for additional services.

