



## *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](http://www.helpinghand.org.au)



## *Respite Care*

Navigating My Aged Care  
with Helping Hand



*For respite in one of our residential care homes:*

Contact My Aged Care on **1800 200 422** or **[www.myagedcare.gov.au](http://www.myagedcare.gov.au)** and arrange what's called an ACAT assessment.

**Let them know that Helping Hand is your preferred service provider.**

*The following respite options **do not** require an ACAT assessment:*

- Centre based day group: day respite
- Cottage: overnight or up to a week stay
- Flexible: respite in your own home, including community trips.

*To access these services through the Commonwealth Health Services Programme (CHSP):*

You will need to contact My Aged Care. Our advice is to ask My Aged Care for referral codes for all three categories of community or cottage respite.

This will give you greater flexibility and you won't have to contact My Aged Care again should your respite needs change.

*If you already have a Home Care Package, you may use your funding for any of these services.*



*If you are not on a Home Care Package or receiving CHSP services:*

You can still apply for respite in one of our residential homes by contacting My Aged Care and arranging an assessment.

