

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.

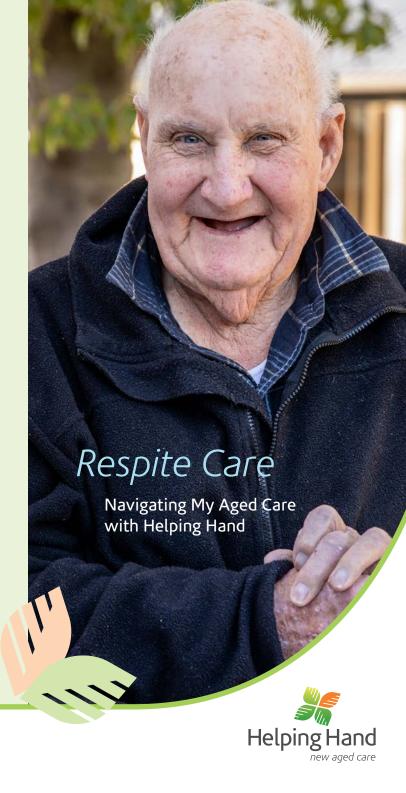
Contact us today

1300 653 6000 info@helpinghand.org.au

PO Box 66 North Adelaide 5006

www.helpinghand.org.au





For respite in one of our residential care homes:

Contact My Aged Care on **1800 200 422** or **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 though 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.





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