



Care Partners

Information for clients and carers

At Helping Hand, we believe you deserve care that truly fits your life - and that means having the right people by your side. Our Care Partner model means you'll be supported by a small, dedicated team of professional Care Partners who bring deep knowledge, skills and experience in aged care.

Whether it's clinical support, help around the home, or staying connected socially, your team of Care Partners will work closely with you to ensure your care is tailored to your needs, preferences and goals. They'll coordinate your services, guide you through your options, and make sure your care evolves as your circumstances do - so it always fits your life.

What Care Partners do

Your team of Helping Hand Care Partners will take the time to get to know you and the people who support you. They will make sure your care is:

- / Aligned with your needs, goals and personal preferences
- / Designed to focus on wellness and reablement
- / Respond to changes in your health, wellbeing or circumstances
- / Guide you through the aged care systems and services that are available
- / Keep accurate records and communicate clearly

Supporting you at every stage

When you begin with Helping Hand, a Care Partner from the Client Journey team will help you understand how Support at Home works. They will:

- / Explain the types of services you can receive
- / Clarify your care classification and available funding and help put together a budget for your services
- / Advise you that 10% of your budget goes toward care management and explain what this means
- / Understand your goals, preferences, cultural needs, and existing supports
- / Work with you to develop a care plan, service agreement, making sure you understand each part





Ongoing care and service delivery

Once your services are in place, you'll have Care Partners who focus on specific areas of your care such as social connection (**My Life**), home support (**My Home**), clinical care including nursing and personal care (**My Care**) or allied health services including services like physio or podiatry (**My Wellbeing**).

Your Care Partners will regularly keep in contact with you to:

- / Support you to manage any health or safety risks
- / Check in regularly and respond to your changing needs
- / Keep your care plan and budget up to date
- / Promote your independence through wellness and reablement
- / Collaborate with your carers and family
- / If you need more care, help you get reassessed through My Aged Care
- / Review your care when needed
- / Assist with goal-setting, service changes, feedback, and complaints

Why it matters

Having a team of Care Partners with different areas of expertise means you receive more specialised, focused support. Each Care Partner brings professional insight and works closely with you to ensure your care remains right for you – and evolves as your needs and goals change.

Just as importantly, your Care Partners work as a coordinated team. They share information, align your services, and make sure your care is consistent, well-planned, and centred on your life.

They also ensure you are treated with dignity, heard, support you to make your own choices, and to be involved in every decision about your care. That includes respecting your privacy, supporting your independence, and delivering care in a way that reflects your values, culture, and preferences.

Your Care Partners are here to help you feel safe, informed, and in control. By building strong relationships with you - and with each other – they ensure your care supports not just your wellbeing, but the life you want to lead.

If you have any questions, please contact the Home Care team on **1300 444 663** or email homecare@helpinghand.org.au