



# Home Care

ALL YOU NEED TO KNOW



Excellent Customer Satisfaction Rating

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# About Catholic Healthcare

At Catholic Healthcare, we have a shared purpose in providing older Australians with a sense of fulfillment, independence and belonging.

We have a proud history of providing care and support to people of all faiths and backgrounds for more than 27 years.

We are a leading not-for-profit provider of Home Care, Residential Care and Retirement Living that re-invests into staff and services.

We are one of the highest recommended service providers in the industry. Our Home Care services are designed to make everyday tasks easier, so that you can live a socially active and independent life at home.

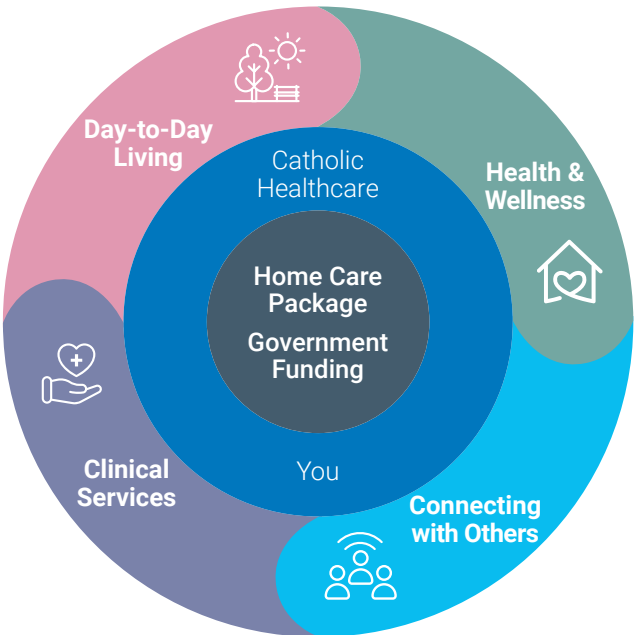


# Why Catholic Healthcare?

## BECAUSE WE'RE ALL ABOUT YOU

Our tailored and flexible approach to care focuses on enriching your health, wellbeing and day-to-day lifestyle.

At the heart of "All About You" is the time spent getting to know you. Our dedicated Care Advisors will work with you to create a customised support plan which matches you to the right Care Workers to suit your interests, lifestyle and needs.



# What is Home Care?

WE'RE HERE TO HELP WITH THE LITTLE THINGS, SO YOU CAN FOCUS ON THE BIG THINGS

Choose from a range of care and services in your home, when you need it. From making daily tasks easier such as transport to the shops, cooking or cleaning to improving your health and wellness and more, we'll work with you to develop the right solutions empowering you to optimise your independence at home.



WHAT SERVICES

*Can I access?*



# Day-to-Day Living

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“

We can finally enjoy our hobbies again. It has really been so beneficial... I don't know what we would have done without them.

Shirley, Home Care Client

”

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## CARE AND COMFORT IN YOUR OWN HOME

We understand that there is no place like home, and with the right support you can maintain your independent lifestyle.

### Day-to-Day Living Options

- Light housekeeping
- Meal preparation
- Personal care
- Grooming and dressing
- Seasonal activities – such as festive preparation, seasonal food preparation, wardrobe and bedding changes

### Transport and Shopping

- Shopping online or at your local store
- Getting out and about – appointments or social activities

### Home and Garden Maintenance

- Gutter cleaning
- Weeding and pruning
- Spring clean or detailed clean
- Declutter and organisation
- Handyman repairs





# Clinical Services

## SPECIALIST SUPPORT IN THE CONVENIENCE OF YOUR HOME

- **Nursing Care** - pressure injury, wounds and stoma care, nursing support for chronic diseases such as diabetes, COPD, cancer and heart disease, post hospital discharge, help with medications and more.
- **Allied Health** – physiotherapist, podiatrist, occupational therapist, speech therapist and dieticians.

# Health & Wellness



“

It's changed my life... I thought I'd never walk again.  
I'm proud of myself and how far I've come.

Allan, Home Care Client

”

## YOUR HEALTH & WELLNESS OPTIONS

### Active Ageing Programs:

- Walking with Confidence
- Feel Fit
- Neck and Back Health
- Stepping On

### Our programs can:

- Increase vitality
- Minimise falls
- Improve posture
- Increase strength
- Reduce pain
- Increase mobility

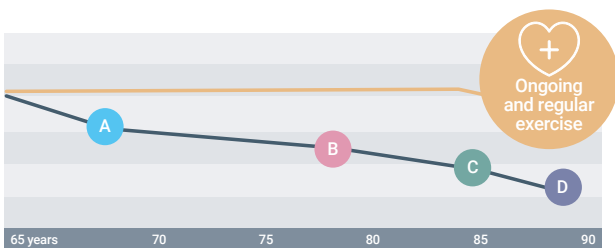
These programs can be delivered in the comfort of your home or in group settings.

## DID YOU KNOW?

- Social activity, nutrition and exercise are all vital in promoting wellbeing, reversing frailty and helping prevent decline in physical and mental health.
- Ten minutes of exercise a day can give you the energy to do more of the things you love.
- People over 65 who do one hour of exercise per week have less risk of heart disease, diabetes and dementia.
- Fitness may extend physical independence for many more months and years.

## CAPACITY TO LIVE AN INDEPENDENT LIFESTYLE\*

Research shows with ongoing and regular exercise, you may be able to maintain your independence for longer.



- A Vulnerable**  
May experience low energy and slow down.
- B Mildly Frail**  
May need help with transportation, heavy housework and medication.
- C Moderately Frail**  
Additional help with bathing and stairs may be needed.
- D Highly Frail**  
Completely dependent on support for personal care.

\*This is a common pathway of frailty and will vary from individual to individual.

## OUR POPULAR PROGRAMS

### **Walking with Confidence**

Our evidence-based eight-week program, delivered by clinically trained staff, will provide a safe learning environment and tailored exercises for you to improve your health, muscle strength, mobility, confidence, and physical independence.

Sessions run for one hour per week covering:

1. Assessment and exercise
2. Getting up from a fall and the benefits of exercise
3. Fear of falling
4. Hazards in the home
5. Osteoporosis
6. Foot care, footwear and vision
7. Medication management
8. Final assessment and review of exercise

### **Feel Fit**

This eight-week program is ideal for anyone who wants to get that “spring” back in their everyday steps, boost vitality and increase energy.

Sessions are one hour per week as follows:

1. Assessment and falls prevention
2. Benefits of exercise
3. Osteoporosis
4. Osteoarthritis
5. Cardiorespiratory health
6. Diabetes and nutrition for good health
7. Posture, neck and back health
8. Final assessment and review of exercise

# Walking with Confidence

When Shirley's sister and long-term housemate Noelene, broke her hip from a fall just outside their home, the shock and fear of not walking independently was all too great for Shirley.

"From the moment my sister Noelene broke her hip – I knew we had to get help," she says. It took Shirley several months to gain the confidence to commence the program. In Noelene's absence, Shirley too encountered a minor fall – escaping with a mere few bruises and luckily, no broken bones.

Following the fall and Noelene's surgery to repair her broken hip, the pair decided to embark on Catholic Healthcare's Walking with Confidence program, starting with some gentle exercises around the Bathurst CBD and eventually reaching their goal of walking to church and to meet their friends in the local community.

"That was our major goal, making it back to meeting our local community members and friends," says Shirley. "It felt awful not being able to get there and be a part of the community the way we used to."

After many months of working with Catholic Healthcare, Shirley and Noelene finally achieved their goals.

**Shirley and Noelene, Home Care Clients**



# Connecting with Others



## **Connecting with community**

- Group outings and day trips
- Day centres



## **Volunteers**

- Home visits
- Check-in phone calls



## **Companionship**

- At home or at your preferred location
- Do a favourite activity together

WINNER 2018 Meaningful  
Ageing Australia Quality Pastoral  
& Spiritual Care Practice Award



# Pastoral & Spiritual Care

HEALTH FOR THE BODY,  
MIND AND SPIRIT

**Safe, friendly, inclusive and free from judgement, our experienced team of Pastoral Care Practitioners and Volunteers can support you in the following ways:**

- Help you find meaning in life's journey
- Help you deal with feelings of hurt, disappointment or guilt
- Help with experiencing grief and loss
- Help through lonely times
- Provide a trusted confidante
- Provide a listening ear for caregivers
- Respond to spiritual needs

We're here to help.  
Call us today on **1300 795 313**

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HOW DO I ACCESS

# *Home Care?*

**You can access Home Care that's right for you via the following options:**

- 1. Government Subsidy**
- 2. Self Funded**
- 3. Combination of both**

## **GOVERNMENT SUBSIDY**

Home Care Packages are designed to enable clients to choose the right provider for them and are focused on helping senior Australians with more complex needs to live independently at home as long as possible.

Based on an individual's assessed needs, the Australian Government provides four levels of subsidy as outlined in the diagram opposite.



## HOME CARE PACKAGE (HCP) LEVELS AND ANNUAL SUBSIDY\*

### LEVEL 4:

High Level Care Needs

**Approx. \$52,000**

### LEVEL 3:

Intermediate Care Needs

**Approx. \$34,000**

### LEVEL 2:

Low Level Care Needs

**Approx. \$15,000**

### LEVEL 1:

Basic Care Needs

**Approx. \$9,000**

## COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)

Entry level, ongoing or short-term support services

\*These figures are on an annual basis, indicative and are subject to change at any time. The maximum government contribution increases each year. The individual amount to be paid will depend on whether you are asked to pay an income-tested care fee.

## COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)

This is an entry level program for people with low care needs. Catholic Healthcare support options that are covered under CHSP include respite, social support, help at home, social connection and relationships, transport and personal care.

Some people receive services through CHSP, a common starting point, and then access a Home Care Package as their needs change.

### SELF FUNDED

If you require immediate support whilst waiting for HCP or CHSP funding, or prefer not to use a government subsidy at all, you can pay-as-you-go (also referred to as "Fee For Service") to access home care services.

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## WHAT BUDGET IS AVAILABLE FOR HOME CARE?

### GOVERNMENT SUBSIDY

#### For HCP and CHSP:

In most cases, this makes up the majority of your home care budget.



### BASIC DAILY FEE OR SELF FUNDED

(Your Contribution)

#### For HCP only:

All clients pay a contribution towards their services via the Basic Daily Fee which is a recommended contribution set and reviewed by the Australian Government.



### INCOME TESTED FEE

(Your Contribution)

#### For Self Funded:

Your contribution is the full cost of the services you choose to receive.



### YOUR CARE BUDGET

#### For HCP only:

This fee is only payable if your income exceeds a certain threshold.

# Handy Checklist

## WHAT TO DO IF YOU'RE GOING TO HOSPITAL

A stay in hospital can be a difficult and confusing time, which is why we're here to help.

Your Care Advisor can help you to:

- ✓ Put your in-home care services on hold during your hospital stay.
- ✓ Ensure your return home is as smooth as possible – e.g., transport, meal preparation, grocery shopping and cleaning are organised for your return.
- ✓ Develop an in-home recovery support plan – e.g., clinical care, wound management, home modifications, allied health professionals and other additional services.
- ✓ Access respite care or residential aged care (if needed).

If you need to go to hospital, give us a call on **1300 795 313**.

# Our Popular Services

Our services are developed with an aim to facilitate healthy ageing and enhancing the quality of your life.

## DAY-TO-DAY LIVING

- Light housekeeping
- Meal preparation or meal delivery services
- Personal grooming
- Personal hygiene and continence products

### Shopping

- Shopping online or at your local store (accompanied or unaccompanied)

### Transport

- Appointments, social activities or shopping

### Home and garden maintenance

- Gutter cleaning
- Weeding and pruning
- Spring clean or detailed clean
- Declutter and organisation
- Handyman repairs
- Seasonal activities
- Festive preparations
- Wardrobe/bedding changes
- Seasonal gardening
- Seasonal food preparation

## CLINICAL SERVICES

### Allied Health

- Physiotherapist
- Podiatrist
- Occupational therapist
- Speech therapist
- Dietician
- Home modifications
- Mobility and dexterity equipment

### Nursing Care

- Wound care
- Post surgery care
- Chronic health management plan
- Help with medications

### Remote support

- Health monitoring
- Nurse and allied health support and coaching
- Health and safety monitoring and alarms

HEALTH & WELLNESS	CONNECTING WITH OTHERS	PASTORAL & SPIRITUAL CARE
<p><b>Group or Individual programs</b></p> <ul style="list-style-type: none"> <li>• Walking with Confidence</li> <li>• Feel Fit</li> <li>• Neck and Back Health</li> <li>• Stepping On</li> <li>• Various exercise groups</li> </ul> <p><b>In-home tailored exercise programs</b></p> <ul style="list-style-type: none"> <li>• Posture Program</li> <li>• Individually tailored exercise program</li> <li>• Personal diet and healthy living coaching</li> </ul> <p><b>Carer's wellbeing</b></p> <ul style="list-style-type: none"> <li>• In-home respite</li> <li>• Day centres</li> <li>• Residential village short term respite</li> <li>• Overnight in-home respite</li> </ul>	<p><b>Connecting with community</b></p> <ul style="list-style-type: none"> <li>• Trying new things</li> <li>• Reconnecting with favourite hobbies</li> <li>• Group outings – accessible day trips</li> <li>• Day centres</li> </ul> <p><b>Companionship</b></p> <ul style="list-style-type: none"> <li>• At home or your favourite activities or locations</li> </ul> <p><b>Volunteers</b></p> <ul style="list-style-type: none"> <li>• Home visits</li> <li>• Check-in phone calls</li> </ul>	<p><b>Pastoral Care</b></p> <ul style="list-style-type: none"> <li>• Companionship and visits</li> <li>• Active listening</li> <li>• Anxiety, depression and grief support</li> <li>• Relationship and confidence building</li> <li>• Connections - local community, faith groups, social groups and more</li> <li>• Support for families and caregivers</li> <li>• Spiritual development, meaning and purpose</li> <li>• Preparing for loss and goodbyes</li> <li>• Assistance with religious or spiritual needs</li> </ul>

Find out more by calling Catholic Healthcare on **1300 795 313** or visit our website at [catholichealthcare.com.au](http://catholichealthcare.com.au)

# Our Locations

## ■ HOME CARE SERVICES

You will find us in regional and metro areas across NSW and South East QLD.

## ● WELLNESS CENTRES

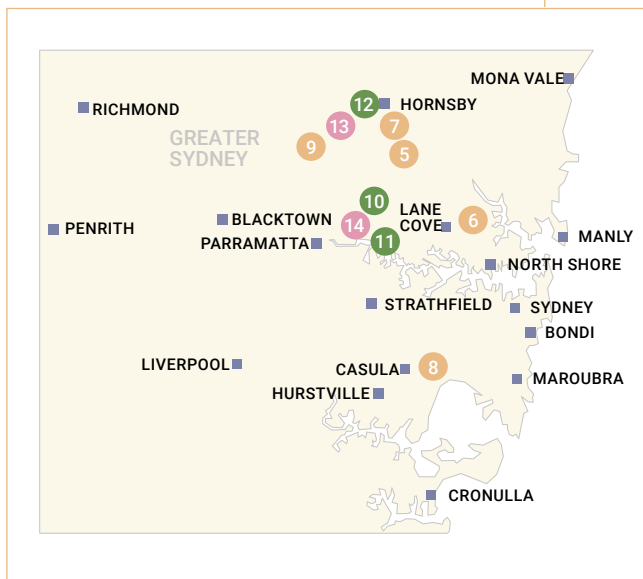
- 1 DUBBO CENTRE BASED DAY CARE  
Dubbo
- 2 WARNERVALE WELLNESS CENTRE  
Hamlyn Terrace, Central Coast
- 3 THE HAVEN WELLNESS CENTRE  
Wagga Wagga
- 4 WATERLOO WELLNESS CENTRE  
Waterloo
- 5 WAHROONGA WELLNESS CENTRE  
Wahroonga
- 6 WILLOUGHBY WELLNESS CENTRE  
Willoughby
- 7 CHANTAL OVERNIGHT RESPITE COTTAGE  
Waitara
- 8 CASULA WELLNESS CENTRE  
Casula
- 9 NORWEST WELLNESS CENTRE  
Norwest

## ● KOREAN DAY CENTRE

- 10 EASTWOOD COMMUNITY HALL  
Eastwood
- 11 SHEPHERDS BAY COMMUNITY CENTRE  
Meadowbank
- 12 BEATRICE TAYLOR HALL  
Hornsby

## ● LEBANESE DAY CENTRE

- 13 ST GEORGE MARONITE CATHOLIC CHURCH  
Thornleigh
- 14 UNITING CHURCH HALL  
West Ryde





**Contact us:**

1300 795 313

[catholichealthcare.com.au](http://catholichealthcare.com.au)