

Home Care Services

Quality in-home support
for your Real Wellbeing



Our services

When it comes to your health, wellbeing and independence, getting the right support is everything. At Australian Unity, we offer a broad range of services that can help you to get the most out of life.

Our experienced team can explain how home care services can be funded and guide you through the process of getting started. We'll take the time to get to know you, so that we can develop a tailored support plan that suits your lifestyle and needs. Our services include:



Domestic assistance

Let us lighten the load at home by helping you with light cleaning, doing the laundry and changing and making your bed.



Social support

We can help you meet new friends, attend exercise classes, try out a new hobby or even join you for morning tea and a chat at home.



Personal care

We offer dignified support with the most important daily tasks, like showering, dressing, grooming, and toileting.



Home modifications

We can support you to make your home more liveable with small home improvements like rails, ramps and minor upgrades to the bathroom.



In-home nursing

We have qualified nurses to care for your health at home and help you with managing ongoing illness, medications, and the treatment of pain and wounds.



Home maintenance & gardening

Need help with the home and garden? We offer light gardening services and help with basic home maintenance jobs.



Meal and grocery shopping

If organising your meals has become a hassle, we can cook for you in your own kitchen, deliver a fresh meal, or even get your groceries for you.



Transport

Need to get to a doctor's appointment? Or perhaps visit friends, or attend an event? We offer safe and comfortable transport to get you there and home again.



Respite care

We offer a range of respite care options for your regular carer, giving both of you a well-deserved break.



Check-ins and wellbeing

We'll regularly check in over the phone or visit you at home to make sure you're doing okay.



Goods and equipment

We offer advice and support on finding the right mobility aids and equipment to keep you feeling confident and safe when you're at home or in the community. One-on-one appointments can be arranged to learn more about items that interest you.



I am very happy with the service I receive and as you get older its so nice to have help with the chores that have become more difficult.”

Lesley

Australian Unity Home Care Service Customer
New South Wales





Health care services

We know your health is important to you. We employ our own nurses and allied health professionals so that we can support you with your goals, including things like improving strength, gaining greater mobility and looking after your feet.

- **Physiotherapy**

We have experienced physiotherapists who can assess you and prescribe exercises and advice to assist with pain reduction and increasing your mobility.

- **Occupational therapy**

Our occupational therapists can help you keep living the way you want by modifying your home to make daily life easier, or even working with you to restore your confidence in doing the things you used to.

- **Podiatry**

Get back on your feet with our podiatry service. Our podiatrists will assess the condition of your feet and treat any foot or ankle related issues, such as corns, callouses, and diabetes.

- **Dietetics**

The right dietary choices can assist in keeping your body and immune system strong and healthy. Our dietitians can design diets for maintaining a healthy weight, or managing conditions like diabetes, heart disease, or osteoporosis.

- **MindStep**

We can support you to manage depression and anxiety on your own terms and in the privacy of your own home. MindStep aims to improve post-hospital care and give you the tools for ongoing self-management, to help improve your quality of life.

- **Exercise physiology**

Our exercise physiologists can design a program of physical activity and movement to improve your strength and balance to make daily life easier. Our team will make sure your exercise program matches your goals and capabilities.

- **Speech pathology**

If a stroke, injury, or a pre-existing condition has affected your ability to speak, or eat and drink, our speech pathologists can design a treatment plan to assist in re-developing those skills.

- **Massage therapy**

Our trained massage therapists can work with you to minimise joint pain, improve sleep quality and reduce muscle tension.

It's not just important to have the right services, but the right people assisting you.

At Australian Unity, we'll do our best to match you with members of our local team best suited to your needs and lifestyle.

If you want to know more about our services, give us a call on 1300 160 170.

Home care funding

There are a number of ways to pay for your home care services, and we're here to help you understand your options, which could include government or private funding.

Government funding

You might be surprised to learn that you could be eligible for government funding to pay for your services. We can offer support through many funding programs, including the Commonwealth Home Support Programme, a Home Care Package or Short Term Restorative Care.

The Commonwealth Home Support Programme offers:

- Basic support if you have low-level needs
- Eligibility is determined through an assessment, which is arranged through My Aged Care
- Services are limited to those approved through the initial assessment
- You pay a co-contribution towards the cost of your services.

A Home Care Package offers:

- Long-term comprehensive support, with yearly allocated funding
- Eligibility is determined through an assessment, which is arranged through My Aged Care
- Funding can be used for a broad range of home care services, based on your needs

- You may have no out of pocket costs, depending on your income and pension status and the services that can be covered by your package budget.

There are six steps involved in applying for a Home Care Package. These are explained on page 8.

Private funding

Self-funding service can be a great solution while waiting for government funding or if you'd prefer not to go through the government assessment process.

- Great interim option while you are waiting for funding
- No government assessment required
- You choose the services most important to you
- Pay per service

Other funding

We support people with funding from:

- Short Term Restorative Care
- DVA Community Nursing

**Have a question, or wondering what you might be eligible for?
Give our friendly team a call on 1300 160 170.**

Our customers



“

Australian Unity
does my shopping
once a week and
cleaning once a
fortnight and, when
needed, personal care.”

Meet Anita

Anita receives support services from Australian Unity funded through her level 3 Home Care Package.

She chose Australian Unity to provide her services based on research and the endorsement of friends and neighbours who were already members.

Through her funding Anita receives weekly shopping and fortnightly cleaning and has also been able to purchase valuable equipment to help her remain living independently.

Meet Antonio

Antonino says he was born “just yesterday”. Like many other people who have lived a long life, he feels like his 88 years have passed in the blink of an eye.

For the past few years, Antonino has received support through the Commonwealth Home Support Programme, with services delivered by Australian Unity.

This has enabled him to remain living independently in his home in Yagoona, Sydney.

“I have someone come to clean the house. They’re really good people, just wonderful people,” Antonino says.



“

Living long is wonderful,
it’s a gift. I’m lucky.
I’m 88 and I can still
sing and drive. It’s good
to be alive.”



Applying for a Home Care Package in six steps



Step 1: Consider your needs

If you're over 65 and could benefit from some extra support around the home and to keep active in your community, it might be time to start thinking about applying for a Home Care Package.

You can apply earlier, at age 50, if you identify as an Aboriginal or Torres Strait Islander person, or if you're on a low income, homeless or at risk of homelessness.



Step 3: Assessment

My Aged Care will contact you with a time and date for your assessment. You should start thinking about the support you might need so you can discuss it during the assessment.

The assessment will determine if you are eligible for a Home Care Package and which package level best meets your support needs. There are four levels – basic, low-level, intermediate, and high-level.

For more information about what happens at an assessment go to **myagedcare.gov.au/eligibility-and-assessment/acat-assessments** or call My Aged Care on **1800 200 422**.



Step 2: Request an assessment

You can apply for a Home Care Package through a government service called My Aged Care, and to get started you need to request an assessment. Australian Unity can make a referral for an assessment to My Aged Care on your behalf and help you prepare. We can also assist you with some support services during this time. Phone us on **1300 160 170** to get started.

You can also request an assessment yourself by contacting My Aged Care on **1800 200 422**. If you have a preferred service provider, such as Australian Unity, you can let My Aged Care know when requesting your assessment. The benefit of doing this is that when a package becomes available, we will also be informed and can contact you to start organising your support plan.





Step 4: Assessment outcome

After your assessment, My Aged Care will send you a letter to let you know the outcome. It will tell you if you are eligible to receive a Home Care Package, and what level of funding you've been approved for. If eligible, you will be placed on a national waitlist and notified when your package becomes available.

When you receive your letter, call us, and we can guide you through the next steps. If you're keen to get started, we can help with privately funded services while you wait for your package. We can also look into whether you can access any other government funding in the short-term.

Three months before you can access your package, you will get an important 'Readiness Letter' from My Aged Care, which will include some paperwork you will need to complete. Call us when it arrives, and we'll help you fill it out. On this call we can also start planning your support, so you are ready to receive services when your package becomes available.

Let us help you with your home care journey. Call **1300 160 170** or visit australianunity.com.au/homecare



Step 5: Choose a provider

Once you have been allocated a Home Care Package, you will receive a letter outlining what package has been assigned to you. Call us on **1300 160 170** when you get this letter, so we can help start your services.

You'll have 56 days from the date you receive your letter to choose a provider and commence services. An extension of 28 days is available should you require more time.

To request an extension simply call My Aged Care or Australian Unity.



Step 6: Creating a support plan

The final step is to create your support plan. This is the enjoyable part of the process, where we take time to get to know you, so that together we can create a tailored support plan that meets your needs and goals. Here are some points to consider as you develop your plan:

- What sort of things will help improve my day-to-day life?
- What are my goals?
- What do I enjoy doing the most?
- What support do I need to stay safe?
- What makes my life more enjoyable and meaningful?

Once your support plan is set, it's time to relax! Your services will commence and you can put your energy into doing the things you enjoy most. Your support plan is designed to assist you as your needs evolve and can be added to or cancelled at any point.

Why Australian Unity?

Established in 1840, Australian Unity was Australia's first member-owned wellbeing company, delivering health, wealth and care services.

Today, we have a team of more than 3,000 home care workers, nurses and allied health professionals, who together support more than 30,000 home care customers.

Here's what you get with us:

A commitment to good people

We carefully select and screen your team to give you the best possible experience. It's why our customers love their care workers, rating them 8.9/10*.

A focus on quality support

Our new team members receive weeks of training, as well as ongoing support from our coaches and quality team. Our goal is for you to receive high-quality, consistent care.

Clear communication

You'll be informed about your services every step of the way, thanks to SMS appointment reminders and a friendly team who'll keep in touch about your support.

Expert guidance on funding

Our knowledgeable staff will guide you through the different types of home care funding, helping you to find the right option for your needs.



“

The care workers are reliable, polite and friendly and always carry out their duties in a very professional manner.”

Rosemary

Australian Unity Home Care
Service Customer
New South Wales

*Based on data from a Dec 2021 customer survey.



For Real Wellbeing Since 1840

T 1300 160 170

E australianunity.com.au/homecare

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