

Home Services

Tailored support in the home and community
so you can remain independent and spend
more time doing the things you enjoy.



INDIVIDUALITY



FLEXIBILITY



INDEPENDENCE

Australian Unity is one of Australia's largest and most trusted providers of home services.

Welcome to Australian Unity.

Australian Unity is one of Australia's oldest companies, with origins dating back more than 175 years. We were in Australia before the gold rushes, before Ned Kelly was born and before there was a telegraph or railway between Melbourne and Sydney.

Over the years we have grown in many ways, but we have always promoted the wellbeing of everyday Australians. For instance, back in the 1890s one of our founding organisations campaigned for Australia to become a Federation. Australia's first two prime ministers, Edmund Barton and Alfred Deakin, were both members of our society. So was the first Australian-born Governor General in 1930, Sir Isaac Isaacs.

Today, Australian Unity actively identifies and helps solve a diverse range of health, financial and lifestyle needs of our members, customers and the broader community so that they can thrive.

As a mutual company, Australian Unity is owned by its members rather than shareholders. This means that we do not pay any of our profits to shareholders, but rather reinvest them back into further services to directly support our members and customers.



Better Together®

**Our award-winning Better Together approach
is at the heart of everything we do.**



CONNECT

We engage with you to help you connect with others in the community.



RESPECT

We support your preferences and choices as an expression of your individuality.



MAKE IT POSSIBLE

Whatever your request, we will do everything in our power to make it happen.

Our home services are suitable for people of all ages and abilities who would like to receive extra support to get the most out of life.

No matter what type or level of support you require, we are committed to maximising your wellbeing and independence. Our customised solutions are driven by you, for you.

Some of our services include:

In and around the home:



Personal care.

Dignified support with showering, dressing and grooming, which can be particularly helpful if you have recently come out of hospital, are recovering from an injury or are living with a long-term health condition or disability.



Domestic services.

Let us assist you with household chores such as light domestic cleaning, laundry and changing the beds so that you can choose other ways to spend your time.



Meal preparation.

We aim to accommodate your tastes or preferences and can prepare delicious and nutritious home-made meals using ingredients and recipes you enjoy.



Odds and ends.

From overseeing a home delivery to organising a gardener or even assisting with your pets or shopping, we can help you to coordinate the odds and ends of life.



Home beautiful.

If your home is in need of a simple home clean, a more thorough spring clean or even a meticulous top-to-bottom vacate clean, let us do the hard work for you.



Sleepover support.

Our trained staff are able to stay over in your home to provide the care you may require overnight.



Live-in support.

Got an active lifestyle but need some extra support? Let us assist you with a combination of personal care, leisure, recreation and domestic services, provided by one staff member over a 24-hour period.

Community activities:



Companionship.

Sometimes it's nice to simply have someone to enjoy a cup of tea with, play a game of cards, talk to about the news or go with for a stroll. Our friendly team is on-hand and ready to help.



Positive care.

Living independently at home is about more than just your physical wellbeing. It's also about finding ways to do the things you love. Whether that's pottery classes, tap dancing or even painting lessons, we will help you to make it happen.



Private assistance.

Perhaps you just need assistance with a particular project or task or with general day-to-day errands. No matter what support you require, we will do our very best to tailor a solution that meets your needs.

Health services:



Physiotherapy.

Our experienced physiotherapists will make sure your home is safe, assess your condition and provide a treatment program aimed at restoring your strength, balance and mobility.



Occupational Therapy.

Our therapists offer a wide range of services aimed at improving your independence and safety in your daily activities. This includes dressing, showering and specialist equipment to keep you living well at home.



Home nursing.

Our nurses can provide you with assistance in general nursing care such as wound dressing, medication management and continence support.



Home from hospital program.

Heading home after time spent in hospital may feel overwhelming and intimidating. We can support you with the transition as you settle back into life at home. Our care coordinators can assess you for one of our hospital in the home programs supported by your specialist and GP.



Respite care.

If your regular carer is a family member or friend, you may want to take advantage of our dedicated respite care options and centres to provide you both with a well-deserved break.



Dietitian.

Our team of dietitians can provide you with telephone support to help make changes to your lifestyle to achieve your health goals.

Mobility and adventure:



Transport.

Getting out and about is an important part of independent living. If you need to see a doctor, would like to catch a movie or even just visit a loved one or attend a family celebration, we can arrange the safe and comfortable transport you require.



Travel.

From departure and arrival assistance to accompanying you on your adventure, we are here to make sure your holiday is everything you dreamed it would be.



Just for you.

Is there a particular dream you would like to fulfil or a special goal you would like to achieve? Our tailored and flexible services ensure we are able to customise a support package to help make it possible.



Matching you with the most suited member of our team is our highest priority.

We understand that inviting an unfamiliar person into your home can be confronting, so we work with you to match the right member of our team to your needs.

Our staff are carefully selected to ensure that each has the relevant experience and qualifications and that they satisfy our rigorous reference and police checks.

All of our team members are committed to providing the highest quality of service you would expect from Australian Unity. We want you to feel comfortable knowing you will have a friendly, reliable and trusted assistant.



Your funding options

Depending on your needs and circumstances, there are a number of ways to pay for your home services, ranging from government funding to private funding options.

We have even made it possible to purchase a home services gift voucher for a loved one, helping them to thrive too.

Government funding options

Commonwealth Home Support Programme

This should be your first port of call if you are living independently at home but require extra support.

- ✓ Funded by the Commonwealth Government.
- ✓ For those seeking basic support.
- ✓ Pay per individual booking.

Home Care Packages

These are ideal if you are still living independently but have more complex health care needs.

- ✓ Funded by the Commonwealth Government.
- ✓ Four levels of funding based on your needs.
- ✓ Pay a set amount per day based on your pension and an income means assessment.

Disability funding options

If you are living with a disability, there may be a number of funding options available.

- ✓ NDIS and government-funded services.
- ✓ Life Time Care and Support (LTCS).
- ✓ Transport Accident Commission (TAC).

Private funding options

Pay directly for a range of services chosen by you.

- ✓ Choose from our full range of services.
- ✓ Pay per individual booking.
- ✓ A great solution whilst waiting for government funding to be processed or if you don't qualify for funding support.

Australian Unity gift vouchers

The perfect gift for a loved one to spend more time doing the things they enjoy.

- ✓ Choose from our full range of services.
- ✓ Choose a dollar figure or a package of services.
- ✓ Perfect for special occasions like birthdays, Mother's Day and Father's Day.

If you are unsure about your funding options, we can help you find out if you are eligible for your support to be subsidised.



Steps to arranging Home Services



STEP 1

Contact Australian Unity on 1300 160 170.

Our qualified and friendly team can assist you to explore your individual needs.

STEP 2

Arrange a no obligation in-home assessment.

An Australian Unity team member can meet with you at a location of your choice. You may want to have a friend or loved one present to assist in tailoring a service that is right for you.



STEP 3

Review your quote and support plan.

Our team will then provide you with a complete support plan that meets your unique requirements, along with a clear and transparent quote for your approval.

STEP 4

Start your care plan and get back to doing the things you enjoy.

You can decide when and where your service begins. You can finish, change or add to your care plan at any time. The choice and control is yours.



Underpinning our home services are three guiding principles:



Individuality

From the support you receive to the team member we match you with, everything we do is tailored to suit you.



Flexibility

Our services are designed to suit your schedule and ensure you always have access to flexible and reliable support.



Independence

We are here to help you remain independent and live your best life, whenever and however it suits you.

**For more information,
contact a member of our
friendly team today.**

1300 160 170
australianunity.com.au/home-services

