

Home Care



Helping you to live at home longer

What is Home Care?

Put simply, Home Care helps keep you living in your own home longer, by providing services to make life at home easier for you and or your Carer.

The Government encourages this and funds Home Care Packages; there are 4 levels of packages to cater for the different care needs of people.

There are a few steps you must take before obtaining a Home Care Package and it does take time.

First, you must register with My Aged Care (MAC). The simplest way to do this is to ring MAC on 1800 200 422. Please have ready your Medicare number when you ring.

A family member or friend can ring on your behalf however you will have to be present to give your consent for this. The operators are used to this.

Following this conversation and assessment you may start receiving basic services to help you at home.

If you are deemed eligible for a Home Care Package you will be assessed by the Aged Care Assessment Service (ACAS) who will submit your eligibility to the Government.

The Government then assigns a Home Care Package to you, according to your assessed level of need.

Then you choose a registered Home Care provider.



Our Home Care Service

Shepparton Villages is a registered Home Care provider and we help you manage your package and assist you with getting the services you want according to what you require and your package level.

Everyone who has a Home Care package has a Support Plan.

We will develop your Support Plan together, identifying what is important to you.

Then we purchase services so that your package is meeting your needs in order for you to stay at home, safely and happy.

Why Shepparton Villages?

Shepparton Villages is local and very much established within this community and works closely with local service providers. This is important so that we can ensure you are receiving the services which are meeting your needs.

In addition Shepparton Villages offers a 'continuum of care'.

That is, should you require some respite or in time maybe transfer to a residential facility your case manager can assist you or arrange for you to view one of Shepparton Villages many sites.

Services we can offer

The uniqueness of our Home Care Program is that we are not locked into or limited by services.

We work with you to tailor your Home Care Package, through your Support Plan; within the level you have been allocated.

It is important for us to ensure that we are helping you maximise your Home Care package and getting the best value in service provision as possible. This will vary for everyone, from a little help to more extensive complex assistance depending on your package level.

Examples of services which are commonly purchased, but not limited to, are:

- A support worker to take you shopping or to appointments
- Support worker to give respite for you or your Carer, within your home or out of home.
- Purchasing of meals
- Support worker to assist you with personal care such as showering
- Help with housework or gardening
- General maintenance jobs such as but not limited to fixing shower doors or leaking taps
- The purchasing of approved equipment, which will help keep you safe at home.

Once we have established your Support Plan and implement the services we will keep in contact as you require.

This may be through face to face visits, phone or even email as you require. It is **your** Home Care package.



We are here to help

Please contact our Shepparton Villages Home Care Manager, Christine Ryan.

Christine Ryan

Home Care and Support Services Manager

Telephone: (03) 5832 0800

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Email: christiner@sheppvillages.com.au

Visit:

- www.sheppvillages.com.au/home-care-and-support
- www.myagedcare.gov.au/service-finders
- www.agedcare.health.gov.au/aged-care-reform/home-care/home-care-packages-reform

For more information or enquiries please contact:

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