



Retirement Living with Helping Hand

Metropolitan Adelaide and regional South Australia


Helping Hand
new aged care

Helping Hand is a trusted, not-for-profit South Australian organisation. We've been around for over 70 years and just like you, we have grown and adapted with the times. As well as retirement living, we offer help at home, allied health and wellbeing services, respite for carers and residential care.



Retirement Living with Helping Hand

Moving into retirement living gives older people the best of both worlds at a time when convenience, comfort and community really matter.

Helping Hand retirement living offers an independent lifestyle without the daily maintenance worries. It's an opportunity to downsize, without compromise and a chance to be part of a supportive and inclusive community.

Our locations

Metropolitan Adelaide

North Adelaide

Prospect

Regional South Australia

Clare

Jamestown

Port Pirie

Whyalla

Helping Hand provides services across many lands, traditionally owned by the Kurna, Narungga, Peramangk, Ngadjuri, Nukunu, and Barngarla people.

Helping Hand acknowledges the traditional owners of the land on which we work and provide services. We pay respect to their culture and heritage, and to Elders past, present and emerging.

Information in this brochure is correct at time of publication, February 2024

Why Choose Retirement Living?

There are several reasons to move into a retirement village. Here are just a few.



Social interaction and community

Living in a retirement village provides a strong sense of community and the opportunity for connection with like-minded neighbours. You can maintain your privacy, while enjoying the peace of mind that comes with being part of a community who look out for each other.



Security and safety

Being part of a retirement community provides a secure and safe living environment, with neighbours and staff looking out for you and help never far away.



Downsizing

Moving to a home sized to fit your lifestyle can offer a fresh change and provides a more manageable living space that is easier to maintain, making it a practical and attractive option to simplify your life.



Peace of mind

Support and care is readily available to retirement living residents and a village manager can assist with arrangements. Added to this, an emergency call service offers great peace of mind for you and your family.



Freedom and independence

Living in a retirement village is different to aged care. Retirement villages offer freedom and independence to come and go as you like and continue doing the things you enjoy.



Cost-effective living

Retirement villages can offer cost-effective living options, particularly for those who want to live more simply. A range of housing options at different price points make it easier to find an option that suits your budget. And with most maintenance items included in the monthly recurrent charge, it's easier to budget with no surprises.



Access to health care

Our retirement villages are all conveniently located close to doctors, hospitals and other healthcare services. We can also arrange for help at home as the need arises.



Lock and leave

Retirement living provides the freedom to set off on an adventure knowing your home is safe and gardens are being cared for while you travel.

The most common statement we hear from retirement village residents is "I wish we made the move earlier." So why wait?

Fee options

There are two types of retirement units available.

Resident funded units

Resident funded units are priced at market value. You purchase a 'licence to occupy' to live in the unit for as long as you wish, and in addition you pay a monthly service charge.

The Helping Hand difference

Should your circumstances change, Helping Hand guarantees a 90 day cooling off period after you move in. Most importantly, you will receive a full refund of your entry contribution.

When it is time to vacate your unit, it will be valued by a licensed, independent valuer. The refund you receive is the amount set by the valuer, minus the amount retained by Helping Hand as stated in the licence agreement.

Unlike some other retirement villages, Helping Hand does not require the unit to be sold before the refund can be paid and you will receive your contribution refund within 90 days. Your refund is also not affected by resale charges such as marketing costs or refurbishment fees.

Rental units

In rental units, residents pay a fortnightly rental payment which also covers services. Rental applications are subject to standard referee checks and other eligibility criteria.

Services covered for both resident funded units and rental units include:

- repairs and maintenance of your unit – mechanical, electrical and plumbing
- gardening in common areas including front gardens and clearing of pathways
- communal electricity and gas costs
- access to 24/7 emergency maintenance
- all SA Water charges
- Council rates
- Emergency Services Levy
- cleaning of common areas
- staff support and administration costs.

All residents are responsible for their own general household expenses, including electricity, gas, phone, internet, and contents insurance.

Frequently asked questions

Why should I choose Helping Hand?

Helping Hand is a trusted not-for-profit organisation with a proud history of offering help and support to older South Australians for over 70 years. Importantly, not only do we offer retirement living but a variety of services through the various stages of life such as help at home, allied health and wellbeing services, respite care and residential care.

Our villages offer residents the ability to live in an environment free of day-to-day maintenance worries, the opportunity to downsize, without compromise, and a chance to be part of a supportive and inclusive community.

At Helping Hand, all of our retirement villages are located in close proximity to one of our residential care homes. This is a unique and intentional approach, as it broadens the community available to our retirement village residents. Residents are welcome to join in some of the home's activities and access its services such as the café and hairdresser.

Will I have access to home care services?

Helping Hand provide Help at Home services (Government funded home care services) to approximately 3,000 South Australians. If you move into a Helping Hand retirement village and find yourself needing a little additional help, we are just a phone call away. We can help you through the My Aged Care process to apply for the home care services you need to maintain your independence.

You can also access additional home care, personal care, home maintenance,

gardening, and allied health and wellbeing services through *Elevate by Helping Hand*. Elevate is our fee for service model, which allows residents to pay as they go for the services they need.

If you are not eligible for Government funded home care services, or your funded services are not fully meeting your needs, you can purchase these services through Elevate with no waiting period or assessment involved.

Can I have a pet?

At Helping Hand, we understand how important your pets are to you – they are often part of the family. It is expected that all pets will behave in a manner that ensures they are not a nuisance or safety risk to other residents. Any resident is welcome to keep small pets such as birds and fish, which can be kept safely inside a home. For other pets such as dogs and cats there are conditions and we'd be happy to discuss these with you.

Can I hang my pictures on the walls?

Absolutely, at Helping Hand we want you to make the home your own. If you need some additional assistance in hanging your pictures on the walls just talk with our retirement living team and they will be able to arrange this for you.

What if I need to move into Residential Care?

If down the track you find yourself needing respite or permanent residential care, one of the many benefits of living in a Helping Hand village is we are just a phone call away to assist you to navigate the process of moving into one of our care homes.



We'd love to talk to you about retirement living and answer any of your questions. To start the conversation, call our friendly team on **1300 653 600**. Our website has floor plans, virtual tours and lists the units that are currently available. You can also submit an online expression of interest form.

1300 653 600
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www.helpinghand.org.au


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