



Helping Hand
in metropolitan Adelaide

Home care services | Retirement living | Residential care



Helping Hand
new aged care

Helping Hand has six residential care homes and three retirement villages in metropolitan Adelaide.

We deliver exemplary home care across the metropolitan region through:

- Home Care packages
- Commonwealth Home Support Programme Services
- Allied health and wellbeing services
- Respite for carers.

Helping Hand acknowledges the traditional owners of the lands on which all our care homes, retirement villages and services are located and pays its respects to Aboriginal and Torres Strait Islander Elders, past, present and future.

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Our metropolitan locations



Elizabeth South

Salisbury South

Parafield Gardens

Golden Grove

Mawson Lakes

Ingle Farm

Lightsview




Prospect

North Adelaide

Tranmere

Adelaide

Belair

-  Residential care homes
-  Retirement villages
-  Home Care services office
-  Corporate office
-  Respite at Styles House



Adelaide Council areas

- Playford
- Gawler
- Salisbury
- Tea Tree Gully
- Port Adelaide Enfield
- Campbelltown
- Prospect
- Walkerville
- Charles Sturt
- Norwood Payneham & St Peters
- Adelaide
- West Torrens
- Unley
- Burnside
- Marion
- Mitcham
- Adelaide Hills
- Holdfast Bay
- Onkaparinga

Welcome to Helping Hand

Established in 1953, Helping Hand is a trusted South Australian not-for-profit organisation. Every year, we positively impact on the lives of more than 7000 South Australians across metropolitan Adelaide and regional South Australia.

Helping Hand is an accredited leader across all aspects of aged care:

- Home care services: partnering with you to make living at home easier.
- Allied health and wellbeing services: offering a holistic approach to support you to live life to the fullest.
- Social groups to keep you connected, active and supported.
- Respite for carers: giving carers a well-earned break, for a day, a week or even longer.
- Retirement living: downsizing without compromise, independent living with a community focus.
- Residential care: providing 24/7 ongoing care, your way.

We pride ourselves on our personalised and inclusive approach to delivering care that is tailored to people's personal needs. We will partner with you, to develop a flexible plan that adapts to your changing circumstances.



Whether you need some help at home, a few days respite, or are considering a move into retirement living, or residential care, we will support you, and your family, at every stage of the journey.

**Whenever you need us, we will
be here to lend a helping hand.**





Feel at home

Helping Hand offers a range of home care services to keep you safe, healthy, and independent in your own home.

Home Care services are available seven days a week, (including evenings), and can be charged in as little as half hour increments.

We believe in taking a holistic approach to health and wellbeing. Whatever level of support you need, we will partner with you to develop a care plan that keeps you safe, comfortable and independent in your own home and community.



At Helping Hand, we understand that carers also need support along the way. We offer a range of respite options in the home that give carers a chance to catch up on appointments or have a well earned break.

All our Home Care services, including respite for carers, are subsidised by the Commonwealth Government through the Commonwealth Home Support Programme (CHSP) or a Home Care package. For more information on how to access these subsidised services through My Aged Care go to page 35.

Another way to access help at home is through Elevate by Helping Hand. These services are not subsidised (i.e. you will pay for services outright) and you can access services immediately. For more information on Elevate by Helping Hand go to page 13.



Home care services and social support groups



Domestic assistance

We can help keep your home clean and tidy, including vacuuming, dishwashing and laundry, as well as shopping and bill paying, caring for pets and assistance with meals.



Gardening and home maintenance

We can help you keep your home and garden well-maintained and tidy, including lawn mowing, weeding, changing light bulbs, replacing tap washers and more. We can also assist with minor home modifications such as installing grab rails, ramps, safety aids and other minor renovations.



Personal care

Our caring and discreet staff are fully trained to help you with daily care, including bathing, toileting, dressing, grooming, getting in, and out, of bed and moving about the house.



Social and emotional support

Social groups keep people who are living at home, connected and engaged with the wider community. Helping Hand delivers a range of social group activities across metropolitan Adelaide. Some group activities are social and recreational, others focus on mental health and wellbeing. All are designed to help you live life to the fullest with programs that keep you active, engaged, healthy and supported.



Transport

We can help you with getting to, and from, appointments and around your community. Our care workers will either accompany you, or provide Cab Charges for independent travel. Conditions for using Cab Charge vouchers will be provided when the Cab Charge is issued.



Hospital to home services

After a hospital stay you may need a little help for a short time while you recover. We can support you with personal care, domestic assistance, physical therapy services and counselling.



Culturally inclusive services

We will partner with you to understand your personal needs and deliver culturally sensitive care. We can help you access support services and can arrange interpreting services during visits and phone calls.

We celebrate the diversity of the people who choose to use our services and welcome Aboriginal and Torres Strait Islander (ATSI) and Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI+) communities ensuring everyone feels included, supported and respected.



Forgotten Australians

We understand the aged care needs of people, who as children were harmed in State institutional care.

The description 'Forgotten Australians' refers to people who as children were harmed in State or institutional care. This includes former wards of the State who were placed in children's homes, foster homes and orphanages across Australia. Forgotten Australians, along with the Stolen Generations and child migrants are now getting older. For many of them, the prospect of going into aged care, represents another experience of institutionalised care and can be especially traumatic for those still suffering the life-long consequences of abuse and neglect. At a national level, Helping Hand has taken a leading role in understanding and responding to the needs of Forgotten Australians. If this information causes you distress, we encourage you to seek professional support.



Allied health and wellbeing services

When you choose Helping Hand, you will partner with our healthcare professionals on your health and wellbeing journey. This starts with; a holistic assessment to determine your needs; the development of an individualised program of care; ongoing support and the flexibility to adapt to your changing needs.

Our qualified allied health professionals can visit your home, or you can receive services in a community setting. Allied health and wellbeing services include:

- Podiatry: Lower limb and foot care, supporting mobility and confidence. Includes nail care, orthotics and footwear modifications.
- Physiotherapy: Mobility and balance, pain management, hydrotherapy and dance (Yes! Dancing!). Includes pain management therapy and falls prevention strategies.
- Occupational Therapy: Supporting independence and increasing mobility, strength and balance for daily activities at home. Includes showering, dressing and preparing meals.
- Dietetics: Nutrition and hydration care and therapy. Includes nutrition advice and strategies to manage diabetes, hospital recovery and bowel health.
- Speech Pathology: Improving your communication regarding language, speech and voice. Includes exercises and therapy to improve communication and swallowing.

- Exercise Physiology: Exercise and movement for balance, joint mobility and strength. Includes tailored programs for chronic conditions, injury or disability.
- Social work: Focusing on your emotional and mental wellbeing. Includes personalised support for issues such as social isolation, carer's stress, financial stress, loss and grief.

Community nursing services: Our fully trained and dedicated community nurses can provide health and wellbeing support in your home. Includes:

- individual nursing assessments and care plans
- skin integrity and wound-care management
- continence management
- medication supervision and management
- assistance to manage PEG and stoma.



Respite for carers

We think carers are amazing people – but who looks after the carer when they need time to refuel and recharge? Our respite choices give carers a break to go to their appointments, attend social events or even take a holiday.

Respite at home

Staying in a familiar, comfortable, place is important to our wellbeing and that is why we offer respite care in people's homes. Depending on a person's interests and health, respite can include trips to the beach, going out for a drive or spending time at home playing games or sharing stories over a cuppa. This flexible approach means carers have a well-earned break, knowing the person they care for, is in the best of hands and having a good time as well.

Centre based day group

Helping Hand can offer a few hours respite at Styles House, located in Elizabeth South.

Respite at Styles House

Helping Hand provides full day and overnight 'cottage respite' at Styles House, located in Elizabeth South. Care is provided for people living with dementia or someone who just needs a little extra support. Guests can stay for a day or a week. Respite care is available to clients across the metropolitan area and transport can be arranged.

Respite at our residential care homes

Longer term respite is available at all our six residential care homes in metropolitan Adelaide. With stays starting at two weeks, carers can take a much-needed extended break and even go on a holiday.

Respite guests have their own rooms with private ensuite and have access to the amenities of the home during their stay.



Elevate by Helping Hand



In this booklet we have outlined the range of home care, respite and allied health and wellbeing services that we can offer through Helping Hand. These services are funded by the Commonwealth Government through two programs:

- Commonwealth Home Support Programme (CHSP)
- Home Care packages.

You can apply for either of these programs through My Aged Care. For more information go to page 35.

Helping Hand also offers direct access to home care, respite and allied health and wellbeing services through its own program, Elevate by Helping Hand.

This is our privately funded, fee for service model.

The difference with Elevate is that there is no waiting period or assessment involved. As a consumer you can purchase as many services as you wish, for as long (or as little) as you need.

How do people use Elevate by Helping Hand for Home care services?

Option 1: Some people prefer to pay outright for services, bypass the My Aged Care process and deal directly with Helping Hand as their preferred Home Care service provider.

Option 2: The Government assessment process can take time. Some people rely on Elevate by Helping Hand to tide them over while they wait for Government approval and the commencement of services.

Option 3: If the level of service you are receiving through the Commonwealth Home Support Programme (CHSP) or your Home Care package is not enough, you can purchase additional services from Elevate by Helping Hand. This is a hybrid model of privately funded and Government subsidised services.

Elevate services are charged at an hourly rate and are offered seven days a week. Different rates apply for weeknights, weekends and public holidays.

To learn more about Elevate by Helping Hand please call us on **1300 653 600** or email elevate@helpinghand.org.au

Elevate by Helping Hand fees are published on our website www.helpinghand.org.au





Retirement living

The best of both worlds

Moving into a retirement village 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 diverse and inclusive community.

In metropolitan Adelaide, Helping Hand has retirement units in North Adelaide, Prospect and Belair.



Retirement living in metropolitan Adelaide

Childers Street and Buxton Street, North Adelaide 5006

Close to the Adelaide CBD, North Adelaide offers retail, sporting, cultural and entertainment experiences at your doorstep.

Fee option: Resident funded units
and rental units

Bedrooms 2 – 3

Features

- three-bedroom units, have an ensuite, a second bathroom and lock up garage
- two-bedrooms units, have a bathroom, and a lock up garage or carport



- all units are decorated in a neutral colour scheme with spacious open plan living and dining areas – ready for you to move in and make your own
- access to amenities from our North Adelaide Residential Care Home on Buxton Street. These include: café, gift shop, hairdresser and library
- onsite community centre and an active Residents Committee running social get-togethers and outings.

Disclaimer: Temporary visitor restrictions may be in place in residential care homes due to COVID-19 or similar circumstances.

Interior photographs are indicative only

St John's Close 3 Bosanquet Avenue, Prospect 5082

Conveniently located near Prospect Road,
a major retail and entertainment precinct.

Fee options: Resident funded units
and rental units

Bedrooms 2

Features

- north facing units in a quiet residential street
- full size kitchen
- carport with lock up roller door
- private garden area
- easy access to bus services
- near Prospect Road for shopping, entertainment, cinema and medical offices
- access to amenities from North Adelaide Residential Care Home on Buxton Street, including a café, gift shop, hairdresser and library.



Barryne Village 25 Sheoak Road, Belair 5052

Located in the Adelaide foothills with
easy access to all metropolitan services.

Fee options: Resident funded units
and rental units

Bedrooms 1 – 2

Features

- one bedroom units, some with balconies, with city or hills views and allocated parking
- two bedroom resident funded units have fully enclosed rear yard and attached lock up garage
- most rental units at Barryne are 'cottage style' accommodation, set in shared garden spaces and with allocated car parks
- neutral colour scheme and open plan living and dining area – ready to move in make your own
- landscaped community gardens
- community centre and barbecue for residents
- close to local shopping centre in Belair
- access to weekly community bus (Mitcham Council)
- close to public transport, including trains.

Disclaimer: Temporary visitor restrictions may be in place in residential care homes due to COVID-19 or similar circumstances.

Fee options

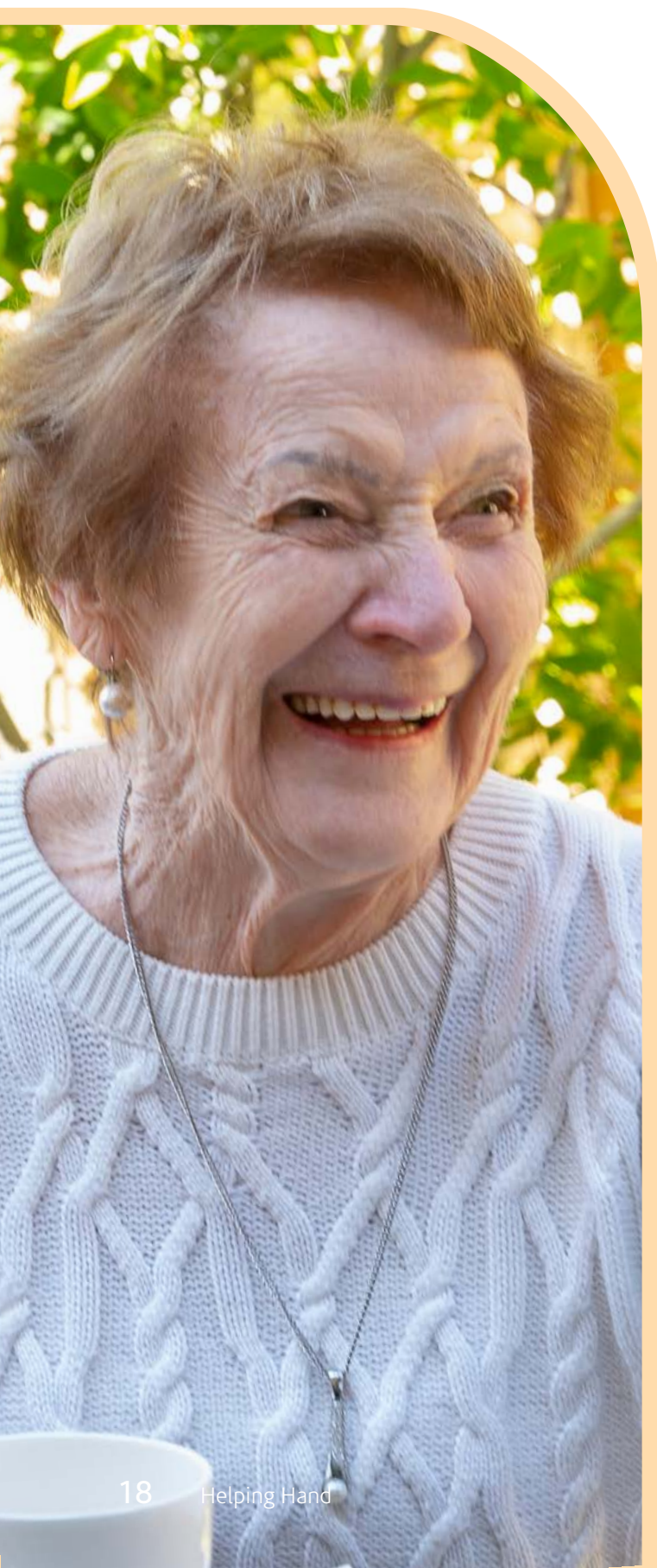
Fee option 1

Resident funded units (RFU)

Resident funded units are priced at market value. You purchase a license to live in the unit for as long as you wish. In addition, you pay an ongoing fee which covers the following services:

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

You are responsible for household expenses including: electricity, gas, phone, internet, contents insurance etc.





Fee option 2 Rental units (RU)

This is our more affordable housing option. Applications are income assessed and units allocated to those most in need. Residents pay rent which is debited fortnightly. Rent covers the following services:

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

Rental applications are subject to standard referee checks.

You are responsible for household expenses including: electricity, gas, phone, internet, contents insurance etc.

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 licenced, independent valuer. Your refund 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 30 days. Nor is your refund affected by resale costs such as marketing or refurbishment fees.





Residential care

When living independently at home is no longer a reasonable option, residential care steps in with 24/7 support and care. Our fully accredited residential care homes offer choice and flexibility and our qualified and professional staff offer care and support.

We understand that conversations about moving into residential care can be challenging and finding the right home can feel overwhelming.

This is especially true when decisions are made under time-pressure or as a result of a medical or family crisis. Moving into residential care is a major life change which not only affects the person making the move, but their partner, their family and their friends. For this reason, it's always best to start thinking and talking about your options and preferences early.





Helping Hand has six residential care homes across metropolitan Adelaide, which are all profiled in this booklet.

As you learn about each home, you will see how we have created warm and welcoming environments – a home for people to make their own as well as an inclusive comfortable community that family and friends will enjoy visiting and being part of.

Over time, each home has developed its own unique character and personality. Some offer contemporary apartment living, others have a cosy, cottage atmosphere.

When you're ready, we will be here to help you through every step of the process.

Residential care homes in metropolitan Adelaide

We are always looking at new ways to enhance lifestyle experiences for residents. If you are interested in a particular home, please call us to arrange a tour and find out about any of the additional services that are available.

Our metropolitan residential care homes provide:

- consistent and continuous care
- respite care
- spacious rooms you can personalise with your own belongings, with up-to-date ensuite amenities
- reverse cycle air conditioning in each resident's room
- room cleaning, laundry and linen services
- provision for telephone, radio and personal computers
- home style meals prepared on-site
- allied health services including: physical therapy, exercise physiology, speech pathology, dietetics, podiatry, physiotherapy and occupational therapy
- inclusive environments for LGBTI+ older people, carers and staff
- understanding of the specific aged care needs of people who as children were harmed in State institutional care¹
- hairdressing services
- café
- library
- shared garden spaces
- tailored social and lifestyle activities
- weekly church services
- religious support for all denominations
- pet friendly environment.

1: *Forgotten Australians: Real care the second time around.* Published by Helping Hand. Refer to page 10 for information on our work with Forgotten Australians.

North Adelaide, 49 Buxton Street, North Adelaide 5006

North Adelaide is where the Helping Hand story began.

In 1953, Reverend Arthur Strange purchased a property in Molesworth Street specifically for the care of older people. Today, that vision continues through this contemporary residential care home.

With a bustling cafe, community hall, library, hairdresser and gift shop, you will feel part of a welcoming and lively community. Sun filled, landscaped gardens create leafy outdoor spaces to be enjoyed by everyone.

North Adelaide has a great lifestyles program, with different activities every day including: exercise groups, indoor bowls, arts and craft. Classic big screen movies are always popular.

On-site chefs provide fresh meals daily. There is a seasonal menu with an emphasis on local produce. Special meal events are held regularly which family and friends are invited to attend. These include bistro nights, high teas, special cuisines, picnics and more.

North Adelaide accommodates up to 155 residents.

Features

- single rooms with private ensuite
- deluxe suites available which include a lounge area, an ensuite and a bedroom
- memory support accommodation offering specialised support and care.

Interior photographs are indicative only



North Adelaide



North Adelaide



Interior photographs are indicative only

Golden Grove, 209 The Golden Way, Golden Grove 5125

Our newest care home, Golden Grove is a contemporary three-storey home with state-of-the-art features and the comforts of home.

Golden Grove opened in May 2019 and is located in the heart of Golden Grove, opposite the Grove Shopping Centre and close to local healthcare services.

The home has many appealing shared areas that are great for relaxing, socialising and catching up with friends and family, including:

- café including an undercover, heated outdoor alfresco area
- lounge and sitting areas with large screen televisions and fireplaces.
- gift shop
- library
- theatrette where movies are regularly shown and can be booked for film nights with family and friends
- a bar and lounge area with weekly happy hour
- internet lounge
- chapel
- resident laundry for those who prefer to wash their own clothes.

Introducing the Elevate Club

The Elevate Club services package offers residents a unique lifestyle experience. Elevate Club includes:

- enhanced dining and hospitality options
- Family suite for overnight stays
- digital entertainment systems in all rooms.

Golden Grove also has an Allied Health Hub providing a flexible, comfortable space for assessment and therapy. Services offered in the Hub include exercise physiology, physiotherapy, nursing, occupational therapy, podiatry, nutrition, social support groups, social work, dietetics and speech pathology.



Golden Grove accommodates up to 110 residents.

Features

- single rooms with private ensuite overlooking the gardens, Adelaide Hills or local sporting grounds
- memory support accommodation offering specialised support and care.



Golden Grove hairdressing salon

Golden Grove courtyard

Ingle Farm, 7 Shackleton Avenue, Ingle Farm 5098

Homely, comfortable and welcoming best describe the atmosphere at Ingle Farm.

Our Ingle Farm home is well known for its amazing volunteers and dedicated Auxiliary group who help create a real sense of community. Combined with an outstanding lifestyles program there is always something new for people to try and enjoy.

Residents can get involved in a range of activities such as carpet bowls, bingo, craft group, exercise therapy, men's group activities, as well as attend regular concerts with visiting entertainers.

Highlights at Ingle Farm include special luncheons held throughout the year and regular craft markets – the biggest being held at Christmas.

Allied health services are available on-site including: physiotherapy, podiatry, exercise physiology, speech pathology, dietetics and occupational therapy. Amenities include a library, hair salon, chapel and café.

Ingle Farm accommodates up to 96 residents.

Features

- single rooms with private ensuite
- memory support accommodation offering specialised support and care
- Ingle Farm has recently installed a Tovertafel interactive projector that is designed for people living with dementia and encourages them to play, engage and connect.





Mawson Lakes

Mawson Lakes, 2 The Strand, Mawson Lakes 5095

Mawson Lakes offers residents a sense of privacy, within a welcoming and inclusive environment.

Mawson Lakes has established a long-standing relationship with several local schools and these intergenerational programs bring young and old together with activities ranging from art and crafts, conservation and IT.

Regular social activities include: bingo, ball games, quiz and trivia challenges, music recitals and movies on the big screen.

Residents are supported to stay active with Tai Chi, walks and other physical activities and an active gardening club encourages residents to make the most of the beautiful garden areas. Close to Mawson Lakes Boulevard and main street shopping precinct.

**Mawson Lakes
accommodates
98 residents.**

Features

- contemporary and spacious single rooms with ensuite
- memory support accommodation offering specialised support and care.

Lightsview, 1 East Parkway, Lightsview 5085

one of Lightsview's
courtyard areas



Lightsview opened in 2012.

Its award-winning contemporary design makes the most of natural light and spectacular city skyline views. Lightsview is nestled amongst landscaped garden spaces that capture the fragrances, textures and colours of the South Australian landscape.

Interior photographs are indicative only



Lightsview



Lightsview has an active and varied lifestyles program, including exercise groups such as Tai Chi, Movers are Groovers (low impact exercise), table tennis, mini golf and a choir. There is an active Men's Shed group who create beautiful wooden toys and regular craft, knitting and art therapy groups. Concerts, movie screenings and sing-a-longs are part of the activities program and residents enjoy regular outings such as bus tours and shopping trips.

Lightsview has private dining rooms, barbecues and heated outdoor areas available to host parties or celebrations with family and friends – we can even provide the catering!

Lightsview residential care home accommodates 110 residents.

Features

- contemporary and spacious single rooms with private ensuite
- deluxe extra services rooms with private ensuite
- memory support accommodation offering specialised support and care.



Parafield Gardens, 437 Salisbury Highway, Parafield Gardens 5107

There is a real sense of community at Parafield Gardens.

Residents, their families and their friends always feel at home at Parafield Gardens. The home is next to a high school and students often visit to assist with arts and craft, perform music or simply to pop in for a friendly chat.

The lifestyles program is fantastic and there is always something new to try. Residents also take regular bus trips to nearby restaurants and attractions.

Parafield Gardens is known for its beautiful outdoor courtyards. These are wonderful spaces for quiet reflection, reading or catching up with friends and families.

Allied health services are provided on-site including: physiotherapy podiatry, speech pathology, dietetics, exercise physiology and occupational therapy. Parafield Gardens is also connected to local doctors who visit residents in the home.

Helping Hand recently completed an extensive refurbishment program at Parafield Gardens. The upgrade included a new café and library area, new garden areas and refurbishment of the rooms.

Parafield Gardens residential care home accommodates up to 80 residents.

Features

- standard single rooms with ensuite
- deluxe single rooms with ensuite
- memory support accommodation offering specialised support and care.





Parafield Gardens





Introduction to My Aged Care

The Australian Federal Government has a centralised contact centre called My Aged Care. This is everyone's first point of contact to access subsidised aged care services.

Through My Aged Care:

- you will get information on subsidised aged care services
- you will be able to arrange for an assessment to determine the level of support you are eligible for
- you will be able to find out what service providers are available in the area you live in
- you will get information on the associated costs.

To contact My Aged Care tel 1800 200 422 or www.myagedcare.gov.au

Helping Hand can support you with expert advice to guide you through the process of accessing Government funded services for:

- help at home
- respite for carers
- admission into residential care.



Commonwealth Home Support Programme and Home Care packages

The Commonwealth Government funds two programs through My Aged Care:

Commonwealth Home Support Programme (CHSP)

CHSP is for people who may need a little bit of extra help at home (approximately 2 hours per week) or short-term support and services while they wait for their Home Care package to start. While the Government funds this program, you may also have to contribute towards the cost of the services.

Home Care packages

Home Care packages offer a range of services for people with longer term care needs. There are four levels of care, each with their own level of services.

- level 1 – basic care needs
- level 2 – low-level care needs
- level 3 – intermediate care needs
- level 4 – high-level care needs.

Whilst the Government funds Home Care packages, fees may apply and you may have to contribute towards the costs of the services depending on the care you are receiving and your income. Fees will be different for everyone.



Help at home

Stage 1

Call My Aged Care on **1800 200 422** or go to their website **www.myagedcare.gov.au**

If you are calling on someone else's behalf, they will need to give their consent over the phone.

When you contact My Aged Care you will need your:

- Medicare number
- pension number
- full name, date of birth, residential address
- telephone number.

Stage 2

My Aged Care will arrange an assessment to determine the program that best suits your current needs.

- Regional Assessment Services (RAS): for lower level care needs.
- Commonwealth Aged Care Assessment Team (ACAT): for higher, more complex, level care needs.

Stage 3

If you have been assessed for entry level support by Regional Assessment Services (RAS) you will be notified at the time of your assessment. Be sure to let RAS know that Helping Hand is your preferred service provider.

If your assessment was carried out by ACAT, this process will take longer.

We understand this waiting period can be challenging. If you have any questions or need advice, please call us for a confidential chat.

Stage 4

Once you have been notified that your Home Care Package is available, you can contact Helping Hand and start receiving help at home.

One of our Home Care Coordinators will visit you to go through all the details including the Home Care agreement and developing a personalised budget. Call us on **1300 444 663**.

Respite



If you need respite in one of our residential care homes, you will need to contact My Aged Care and arrange an assessment by ACAT.

The following respite options do not require an ACAT assessment:

- **Centre based day group:** day respite
- **Cottage:** overnight or up to a week stay
- **Flexible:** respite in your own home, including community trips.

To access these services through the CHSP, clients will need to contact My Aged Care. Our advice is to ask My Aged Care for referral codes for all three categories of community or cottage respite. This will give you greater flexibility and you won't have to contact My Aged Care again should your respite needs change.

If you have a Home Care package, you may use your funding for any of these services.

If you do not receive a Home Care package or CHSP services, you can still apply for respite in one of our residential homes by contacting My Aged Care and arranging an assessment.

Moving into residential care

Stage 1

To move into any of our residential care homes, you will first need an assessment by the Aged Care Assessment Team (ACAT), who will approve you for residential aged care. This can be arranged by contacting My Aged Care.

Stage 2

When you have been approved for entry into residential care, you will receive a referral code.

Stage 3

Call our admissions team on **1300 653 600** and find out about available vacancies. We can arrange a tour of the home you are interested in, so you and your family can experience the amenities. There are also virtual tours and detailed information about each home on our website. The team can answer all your questions and help you at every step.

Stage 4: Welcome to your new home

When a room becomes available, it's **almost** time to move into your new home. Our admissions team will arrange a face to face meeting with you, or a representative. They will guide you through the process and ensure you have all the information you, and your family, need to make the move as easy as possible.



Fees for permanent residential care

SA Services will calculate and verify which fees apply to you and this will depend on your income and assets upon admission into residential care. Fees can vary from person to person and may include:

- basic daily fee
- accommodation payment or contribution
- means-tested care fee
- fees for additional services.

Helping Hand's COVID-19 response

Helping Hand has a coordinated plan for COVID-19 including: implementing staff training, maintaining strict infection control and screening protocols and providing ongoing updates and support to clients and their families.

Helping Hand care workers, allied health professionals and staff continue to undergo COVID-19 training and screening.

Our five-point plan for COVID-19:

- 1 care and safety of residents and clients
- 2 health and safety of our staff
- 3 keeping the virus contained
- 4 cohesive coordination
- 5 consistent communication.

Helping Hand is committed to the safety and wellbeing of all our clients in residential care, retirement living and our home care community. We continue to maintain safety recommendations and protocols and follow directives from the State and Federal Government.

Our focus remains on providing quality healthcare as well as reassurance and comfort during these challenging times.

Helping Hand

Head Office

34 Molesworth Street
North Adelaide SA 5006

PO Box 66
North Adelaide SA 5006

Client Enquiries

1300 653 600
info@helpinghand.org.au

www.helpinghand.org.au



Helping Hand
new aged care