



Helping Hand
in regional South Australia

Home care services | Retirement living | Residential care



Helping Hand
new aged care

Helping Hand has residential care homes and retirement villages in Clare, Port Pirie and Jamestown.

We deliver exemplary home care across the Lower North, Barossa Valley, Mid North, Yorke Peninsula and Eyre Peninsula.

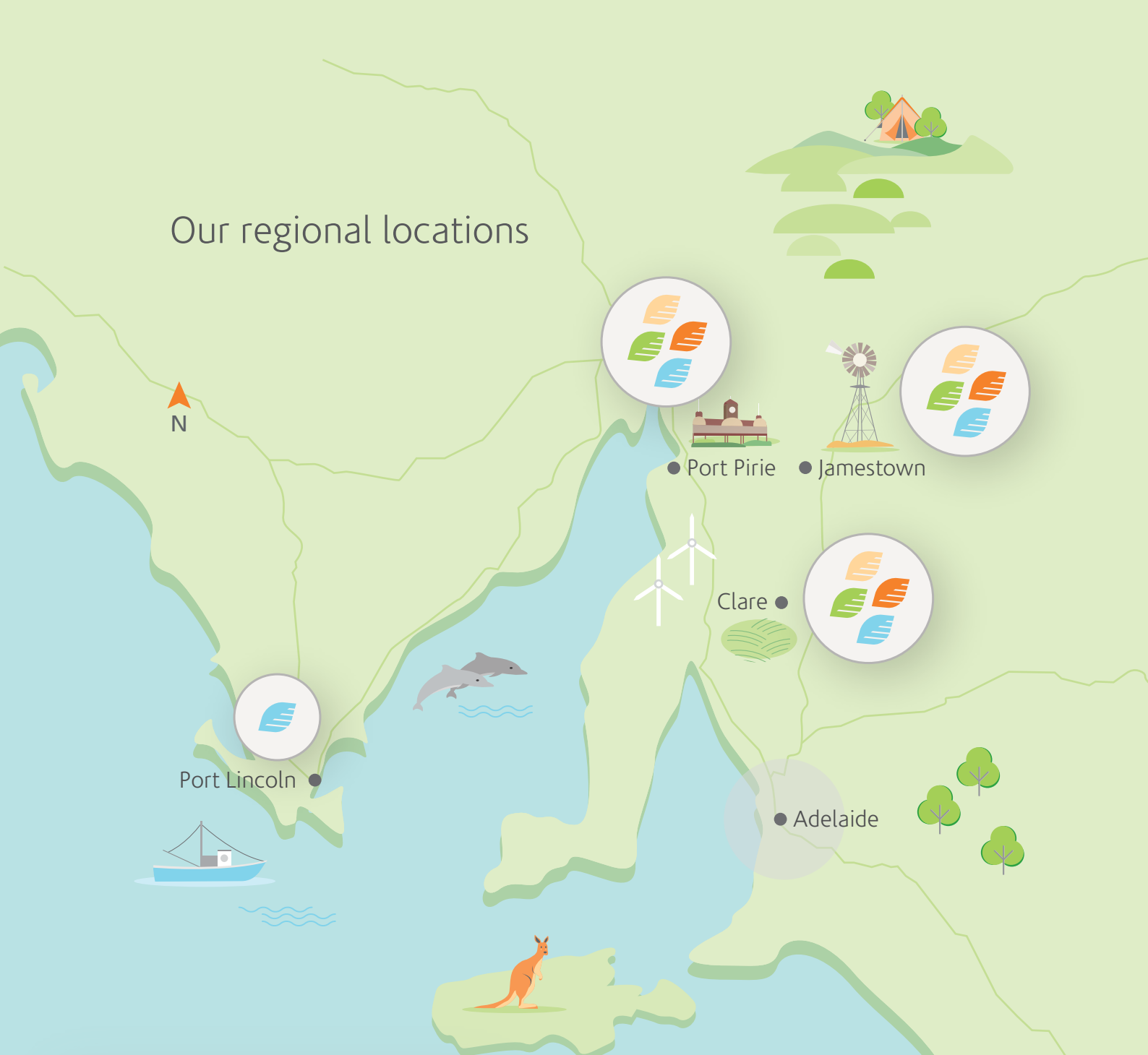
Helping Hand acknowledges the traditional owners of the lands on which all our care homes, retirement villages and services are located and pays its respects to Aboriginal and Torres Strait Islander Elders, past, present and future.


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Our regional locations



-  Residential care homes
-  Retirement villages
-  Respite services
-  Home Care services office

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.

Helping Hand is an integral part of local communities across regional South Australia. 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. 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 going out for a coffee or drive, 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.

Respite at Styles House

Helping Hand provides full day and overnight 'cottage respite' at Styles House, located in Elizabeth South in Adelaide. Care is provided for people living with dementia or someone who needs a little extra support in a 'home away from home' setting. Guests can stay for a day or a week. If needed, Styles House is available to people in regional areas* and we can also help with transport.

Respite at our residential care homes

Longer term respite is available at our homes in Clare, Jamestown and Port Pirie. 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.

*In regional SA, Respite care at Styles House is not funded through the Commonwealth Health Support Programme.



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 and the services available in regional South Australia 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 regional South Australia, Helping Hand has retirement units in Clare, Jamestown and Port Pirie.



Retirement living in regional South Australia

Helping Hand offers retirement units in Clare, Jamestown and Port Pirie.

Retirement living in Clare

Essington Mews 2 Essington Avenue, Clare 5433

A community of 10 units offering a 'boutique' lifestyle and contemporary amenities.

Fee options:
Resident funded units and rental units

Features

- two bedrooms
- study area
- open plan living and dining
- reverse cycle air conditioner
- neutral contemporary décor
- private rear courtyards
- lock up garage with direct house access

- Mews style layout with a central shared 'street'
- communal landscaped gardens.

Special features

- access to a community centre where morning teas, BBQs and movie afternoons are regularly held and which residents can use for private events and get together with families and friends
- conveniently located near Helping Hand's Carinya Residential Care Home, residents from Essington Mews are welcome to join in some of the home's activities and access some of its services.

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

Interior photographs are indicative only





Interior photographs are indicative only

Ngadjuri Lodge 8 Burton Street, Clare 5433

Ngadjuri Lodge is a small group of eight retirement units offering comfortable and affordable accommodation. Located in the heart of Clare, Ngadjuri Lodge is located within walking distance to the town centre.

Features

- Six units with one bedroom and two units with two bedrooms
- all units have rear courtyards and access to communal gardens
- Ngadjuri Lodge has six carports, between the eight residences.

Special features

- walking distance to the main street and shopping and cultural precinct of the township
- conveniently located near Helping Hand's Carinya Residential Care Home, residents are welcome to join in some of the home's activities and access some of its services.

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

Retirement living in Jamestown

Belalie Crescent, Dunure Terrace, Jamestown 5491

Belalie Crescent comprises six independent units, with a selection of one to two bedrooms.

Features

- self-contained kitchen
- separate laundry
- built-in wardrobes
- private rear garden
- attached garage, with remote controlled roller door
- reverse cycle air conditioning.

Special features

- walking distance to the main street and shopping and cultural precinct of the township, including local Church, Belalie Creek, parks and shops
- located across the road from Helping Hand's Belalie Lodge Residential Care Home, residents are welcome to join in some of the home's activities and access its services.

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



Belalie Crescent





128

2

Port Pirie

Retirement living in Port Pirie

128 Kingston Road, Port Pirie 5540

A group of 10 one bedroom units set amongst a traditional country rose garden.

Features

- separate kitchen
- built-in wardrobes
- reverse cycle air-conditioning
- carport
- some units have private rear gardens.





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 residential care homes in Clare, Port Pirie and Jamestown.

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.

Each of our homes in regional South Australia is part of the local community, with a history and character that is unique to the region as well as longstanding relationships with local groups and organisations.

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

Residential care homes in regional South Australia

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 regional residential care homes provide:

- consistent and continuous care
- respite care
- spacious rooms you can personalise with your own belongings, plus up to date ensuite facilities
- 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
- selected allied health services
- hairdressing services
- café
- library
- shared garden spaces
- tailored social and lifestyle activities
- weekly church services
- religious support for all denominations
- 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
- 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.

Residential care in Clare

Carinya Residential Care Home 17-19a Victoria Road, Clare

Cosy and comfortable, our residential care home in Clare is called 'Carinya', an Aboriginal word meaning 'happy, peaceful home'.

Carinya has been part of the Clare Valley for more than half a century. It was first established in 1954 by the local branch of the Country Women's Association and became part of the Helping Hand family in 2002.

One of the things that makes Carinya so special is its proximity to the social, retail and cultural heart of the Clare Valley. Clare's bustling main street with its shops, cafés, public library and places of heritage interest is just around the corner. It's a great place to catch up with family and friends and stay connected to what's happening in the community.

Carinya is supported by an active volunteer group and a dedicated team of volunteers who arrange activities such as craft, bingo, bowls, exercise therapy, men's group activities and concerts and weekly bus excursions.

Residents are encouraged to personalise their room by bringing special items such as photos or a favourite chair or lamp. They can also bring a small collection of plants and care for them in the community garden or in their private patio area.

Carinya accommodates fifty residents, and features include:

- single rooms with ensuite
- on-site parking
- library
- unisex hair salon
- gardens inspired by the local farming community with fruit trees, seasonal vegetables and herbs
- beautifully appointed respite rooms with garden views
- interactive gardens, with seasonal fruits, vegetables and herbs
- bird aviary
- internet café
- open plan communal lounge rooms
- home-style cooked meals
- weekly church services and social activities
- memory support accommodation offering specialised support and care.

Interior photographs are indicative only



Carinya



Residential care in Jamestown

Belalie Lodge, 1-7 Cumnock Street, Jamestown

Named after a local native wattle tree, Belalie Lodge has been part of the local community since 1978 and became part of the Helping Hand family in 2004.

Strong relationships and connections with local community groups, a dedicated Auxiliary and a team of volunteers ensure the Belalie legacy of care and community engagement continues to thrive.

Residents enjoy a diverse range of lifestyle programs and activities including music concerts, slide nights, ladies craft afternoons, bingo and movie days. A Men's Shed and an interactive in-house museum is also on-site.

A recent multi-million dollar refurbishment has enhanced the communal areas and facilities.

Belalie Lodge offers accommodation for 40 residents and features include:

- memory walkway, featuring historical photographs of Jamestown
- café
- library
- unisex hair salon
- memory support accommodation offering specialised support and care.
- Belalie Lodge has recently installed a Tovertafel interactive projector that is designed for people living with dementia and encourages them to play, engage and connect.

Interior photographs are indicative only



Belalie Lodge



Residential care in Port Pirie

Lealholme, 15 Halliday Street, Port Pirie

Lealholme is nestled between two nature reserves: Frank Green Park and Woodward Park, as well as being close to Port Pirie's main shopping areas.

Family and community are central to the day-to-day experience of Lealholme. Residents stay connected with regular events such as movie nights, concerts and bus excursions arranged by a dedicated Lifestyles Coordinator. Daily events include arts and crafts, snooker, indoor bowls, bingo and exercise therapy. Lealholme has a strong relationship with some of the local kindergartens and residents enjoy inter-generational visits and activities.

Lealholme offers accommodation for 104 residents and features include:

- library
- private family areas
- internet and self-serve café
- chicken coop
- Men's shed
- unisex hair salon
- memory support accommodation offering specialised support and care.

Interior photographs are indicative only

Lealholme





Lealholme





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

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Client Enquiries

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