

Home and Community Care

Providing a range of basic support services to frail older people and people with disabilities who are experiencing difficulties in managing daily tasks but who wish to continue living at home. The Program also supports their carers and families.

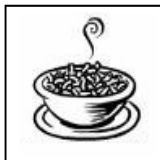
What type of help is available in my home?



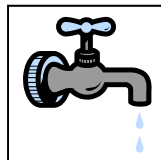
Home Care



Personal Care



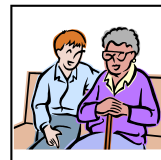
Delivered Meals



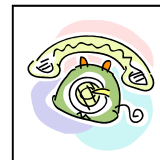
Property Maintenance



Nursing



Volunteers



Telelink

What type of help is available in my community?

- Planned Activity Groups
- Occupational and Physiotherapy
- Podiatry
- Dietetics
- Speech Pathology
- Social Support

Who can I contact for help?

Commonwealth Carelink Centre - 1800 052 222 (Free call)

Aged Care Information Line - 1800 500 853 (Free call)

Seniors Information Victoria - 1300 135 090

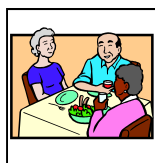
Community Care Packages

Individually planned and coordinated packages of care tailored to help older Australians remain living in their own homes. They are funded by the Australian Government.

What type of help is available?



Personal Care



Social Support



Transport



Home Help



Meal Preparation



Gardening

Do I need to be assessed to receive Community Care Packages?

Yes. To receive Community Care Packages, you must be assessed by an Aged Care Assessment Team (ACAT).

Who can I contact for help?

Commonwealth Carelink Centre – 1800 052 222 (Free call)

Aged Care Information Line - 1800 500 853 (Free call)

Seniors Information Victoria - 1300 135 090

How Aged Care Assessment Teams (ACATs) can help you

What does an ACAT do?

ACATs help older people and their carers work out what kind of care will best meet their needs when they are no longer able to manage at home without assistance.

ACATs provide information on suitable care options and can help arrange access or referral to appropriate residential or community care.



How does an ACAT assess the type of care I need?

ACATs can visit you in your own home or in hospital to discuss your care needs.

Members of the ACAT will ask a series of questions in order to find the best care option for your particular situation. These questions are designed to work out how much and what type of help you need with daily and personal activities.

Once the ACAT has a clear understanding of your care needs, it can recommend the services most appropriate to meet those needs. The ACAT will write to you to confirm these recommendations.

Will the assessment cost anything?

No. ACATs are government funded and you will not be charged for visits by team members.

Who can I contact?

Commonwealth Carelink Centre
 1800 052 222

Aged Care Information Line
 1800 500 853

How can an ACAT help me?

ACATs are made up of doctors, nurses, social workers and other health professionals who can provide a thorough assessment of your care needs and offer advice on suitable and available care options.

Many people are assessed as needing community care services, such as Home and Community Care (HACC), to help them to stay in their own home for as long as possible. ACATs can refer you to these services. However, if you have more complex care needs and you prefer to remain at home, ACATs may approve a Community Aged Care Package (CACCP), an Extended Aged Care at Home (EACH) Package or an EACH Dementia Package. These are Australian Government subsidised packages of coordinated care services provided in your own home.

If you need residential aged care, the ACAT can approve either high level (nursing home) care or low level (hostel) care, depending on your care needs.



Residential Aged Care

What is Residential Aged Care?

Residential aged care is for older people who can no longer live at home as a result of illness, disability, bereavement or an emergency. Depending upon your needs, it can be either short-term (respite) or long-term, and include low or high level care.

Hostels

Low level care homes generally provide accommodation and personal care, such as help with dressing and showering, together with occasional nursing care.

Nursing Homes

High level care homes care for people with a greater degree of frailty, who often need continuous nursing care.

Where do I go for information?

If you are considering moving into an aged care home, there are many places where you can obtain information, including:

- Your doctor;
- Your local hospital;
- The Age Page in all Yellow Page directories;
- Older persons' community groups;
- The Australian Government Department of Health and Ageing;
- Aged Care Assessment Teams (ACATs);
- Commonwealth Carelink Centres.

What if I need residential care?

If you are in urgent need of residential care, an ACAT can advise you about finding a place.

In other situations, the ACATs will give you information about aged care homes in your area and suggest that you inspect a few of them. You should talk to the management of these homes to see if their services suit your special needs, preferences and interests.

ACAT can also tell you when a place may be available or advise you how to arrange short term care or respite care, if you or your carer needs a break from you regular care.

Who can I call for more information?

Aged Care Information Line
1800 500 853

Commonwealth Carelink Centre
1800 052 222

Seniors Information Victoria
1300 135 090



Useful Contact Numbers

Commonwealth Carelink Centre: 1800 052 222 (Free call)

Provides free and confidential information about community aged care and other support services available.

Aged Care Information Line: 1800 500 853 (Free call)

Provides free and confidential information about community aged care and residential aged care options.

Seniors Information Victoria: 1300 135 090

Offers free information on home-based and community services, financial and legal issues, health and wellbeing and residential aged care.

Aged Care Complaints Resolution Scheme: 1800 550 552 (Free call)

Available to anyone who wishes to make a complaint about any aged care service.

Commonwealth Carer Resource Centres: 1800 242 636 (Free call)

Provides information for carers about a full range of support services.

Centrelink: 13 23 00

Offers a free Financial Information Service that provides information about pension income and asset tests, aged care fees and tax and how to best use your money.

Telephone Interpreter Service (TIS): 13 14 50

Provides telephone and onsite interpreters for non-English speakers.

Dementia Helpline: 1800 100 500 (Free call)

Provides free and confidential information and advice about dementia and other services.

