



*Living Choice Home Care supports you to live well and independently in your own home.*



APPROVED PROVIDER OF HOME CARE PACKAGES

NO EXIT OR REGISTRATION FEES

NO BASIC DAILY CARE FEE

NO ADDITIONAL CASE MANAGEMENT FEES

PRIVATE SERVICES AVAILABLE

1300 001 431

[homecare@livingchoice.com.au](mailto:homecare@livingchoice.com.au)

[www.livingchoice.com.au/choice-home-care](http://www.livingchoice.com.au/choice-home-care)

# Welcome to Living Choice Home Care

Ageing independently at home is a priority for most older Australians. Our friendly team at Living Choice Home Care can support you to live well and independently at home so you can keep doing the things you love.

When you choose Living Choice Home Care you can be confident in the advice and care at home that we provide.

Living Choice Australia is an accredited provider of Home Care Packages (HCP). We can also provide home care services on a private (fee for service) basis. Our team of experienced Case Managers and Care Workers are qualified, police-checked and, most importantly, kind and caring.

## Living Choice Home Care Services

As a Living Choice village resident, or a resident living in the local community, you can now receive person-centred care at home. Our Home Care Team can assist you to understand the aged care system and provide advice on the following services available to you. Our Team can:

- Advise you how to navigate the aged care system and what options are available to you;
- Assist you to explore and identify your care needs and lifestyle goals and aspirations;
- Develop personalised care plans that enable you to remain living independently for longer;
- Provide access to a full range of services based on your personal needs and circumstances and you decide when you would like to receive your services;
- Monitor and review your care plan to ensure it is appropriate to your needs and make changes if and when required.

Our experienced Case Managers will visit you in your home and take the time to explain home care services to you. In consultation with you, they will tailor your home care services to meet your specific needs and wishes.

We welcome the input of your loved ones in building your care plan with you. Our aim is to provide high quality home care services that enable and support you to maintain your independence at home.



## What Home Care Services are available?

Services are delivered in your home at a time that suits you. We can help you with:

- Household services including cleaning, making beds, laundry, meal preparation;
- Taking you shopping or shopping on your behalf;
- Meal preparation;
- Transport to appointments;
- Social support and outings (visiting a friend, movies, lunch or doing hobbies);
- Personal care such as showering and dressing;
- Wellbeing programs including gentle exercise and falls prevention;
- Assistive technology and personal safety;
- Respite to give carers a break;
- Nursing services such as assisting with medication and wound care;
- Access to allied health professionals e.g., Physiotherapists, Occupational Therapists;
- Home maintenance and modification (lawns, gardening, rails, and ramps).

## So many reasons to choose Living Choice Home Care

- We don't charge a Basic Daily Care Fee.
- No hidden fees. No additional Care Management fees.
- Continuity of Care Workers.
- We support you to live independently in your own home.
- Services and Care tailored specifically to your needs.
- Private services available.
- Professional, dedicated, trained team.
- Minimum of 1-hour services offered.
- No registration or exit fees.

## About Living Choice Australia

Living Choice Australia Pty Ltd is one of the largest and most respected privately owned retirement village companies in Australia. Living Choice offers you a wide choice of living options and leisure facilities in safe, secure communities located in sought-after locations.

With a commitment to providing service excellence, in 2017 Living Choice Australia embarked on a new venture to provide Home Care support services to enable Living Choice residents to live independently in their homes for longer. Our flexible care means you may never have to leave your home should you need extra help. Living Choice Home Care has now expanded its services to deliver Home Care Packages in the local community.

## Helping you stay at home

The Australian Government funds a range of aged care services delivered in the community to support senior Australians to live independently in their own home for as long as possible. These are:

- Entry level home support – ongoing or short-term entry level services provided under the Commonwealth Home Support Program.
- More coordinated support at home - coordinated support packages that address your care needs and goals through the Home Care Packages Program. There are four levels of packages ranging from low care needs to high care needs.

You can plan for your future by thinking about your aged care needs and personal goals early. Planning ahead improves your ability to live independently and to have your wishes respected when the time comes to access aged care services. Having these conversations with your family, doctor and other support people will ensure you are better prepared for the future.



## Home Care Packages

A Home Care Package provides coordinated care and services that help senior Australians to live safely and independently in their own home for as long as it is safe and appropriate to do so. After you are assessed by the government through My Aged Care as needing a Home Care Package you will be placed in the national priority system. Once you are assigned a package, you need to find a home care provider who will work with you to:

- Choose care and services that best meet your assessed needs and personal goals;
- Allow you to self-manage your care and services (if you choose to).

Home Care Packages are subsidised by the Federal Government. Living Choice Home Care does not charge the Basic Daily Care Fee but if you have a higher income, you will be income-tested by Services Australia to determine your contribution. This is capped annually depending on your financial circumstances. We will issue you a monthly statement so you can keep track of your package funds.

There are four levels of Home Care Packages to help meet the different levels of care needs:

Package level	Level of care needs	Hours of service per week
Level 1	Basic care needs – approximately \$9,000 a year	2
Level 2	Low care needs – approximately \$15,750 a year	3-5
Level 3	Intermediate care needs – approximately \$34,250 a year	7-9
Level 4	High care needs – approximately \$52,000 a year	9-12

To be approved for a Home Care Package, you need a comprehensive aged care assessment. This is done by an Aged Care Assessment Team (ACAT). During your assessment, your assessor will discuss your current care needs and supports. They will decide the best level of Home Care Package for you.

A Home Care Package is not extra income that can be used for everyday items and costs. The Government funding is intended to help meet your assessed care needs so you can continue to live independently in your home for as long as it is safe and appropriate.

If you currently have a Government subsidised Home Care Package with another Approved Provider, our Case Managers can show you how to transfer your package to Living Choice Home Care.



## What is Consumer Directed Care?

Through your Home Care Package, you have flexibility and choice in the delivery of your care and services. This means you (and your carer, if appropriate) have more choice and control over what, when and where services are delivered. Your Care Manager, from LCA Home Care, will design in partnership with you the services that meet your assessed needs and personal care goals.

## Private services

Living Choice Home Care can offer you the full range of support and care services at an affordable rate. Whether you need support for the short-term following a hospital stay or if you are waiting for a Home Care Package or just require ongoing support to maintain your independence, our experienced Case Managers can assist you.

## Why choose Living Choice Home Care

- The choice to stay in your home
- The choice to have care brought to you
- The choice not to be separated from your partner if extra care is required
- The choice to enjoy ongoing independence
- The choice to continue to live life to the full



## What our clients say ...

“I want to thank you for providing me with such a helpful driver as Madeleine this morning. Her guidance and thoughtfulness are greatly appreciated, especially as I am currently recovering from severe illness. I can honestly say that I have never been fortunate enough to meet anyone so knowledgeable and yet so helpful before”. *(Boris)*

Julia Townsend, Arthur Pringle’s daughter said “Gosh Rupinder is fabulous, just wonderful. I can’t rave about her enough and nor can Dad. I think he is so chuffed (especially with her fabulous cooking) and utterly delighted to have such a wonderful person come into their lives and help them. Her food is just awesome, her ability to understand Mum and know what she needs and also just her assistance on Tuesday with Dad was great.” *(Julia – daughter)*.

“I am so happy with Kam’s service. He is so good and such a nice person. He does a good job.” *(Valerie)*

“Pam said she has increased her home care services due to a fall / broken hip / cardiac issues then respite. She absolutely loves Maddy and is very appreciative of her assistance, stating she is a “breath of fresh air”.

## What our Care Workers say ...

“Providing care for the same clients on a regular basis, allows me to really understand the person and to make a real difference to their life.”

“Giving peace of mind to families, knowing their loved ones are being cared for in the comfort of their own home.”

“You are made to feel valued not only by your clients but by the Home Care Team, which gives me a sense of true job satisfaction.”





NSW – Central Coast

**BROADWATER COURT**  
79 Avoca Drive, Kincumber  
1800 064 344

**ALLOURA WATERS**  
1 Murna Road, Davistown  
1800 064 344

**DEEPWATER COURT**  
25 Park Road, Woy Woy  
1800 064 344

NSW – Sydney

**GLENHAVEN**  
15 Old Glenhaven Road, Glenhaven  
1800 797 333

**LEISURE LEA GARDENS**  
201-207 Epping Rd, Marsfield  
(02) 8878 4903

**GALSTON**  
330 Galston Road, Galston  
1800 797 333

**DURAL (COMING SOON)**  
3 Quarry Road, Dural  
1800 797 333

South Australia

**WOODCROFT**  
177 Pimpala Road, Woodcroft  
1800 502 524

**FLAGSTAFF HILL**  
Memford Way, Flagstaff Hill  
1800 502 524

**FULLARTON**  
123 Fisher St, Fullarton  
1800 055 749

Queensland

**PARKWOOD**  
Display Apartment  
76-122 Napper Road, Parkwood  
1300 421 414

**TWIN WATERS**  
21 Baywater Drive, Twin Waters  
1800 008 099

**KAWANA ISLAND**  
10 Marco Way, Kawana Island  
1800 004 388

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