

It's **your** life



Home Care services





We believe that we're responsible for looking after the world we live in and for sharing and sustaining the resources the earth gives us, so that future generations can enjoy the same benefits that we do. Printed on recycled paper.



It's **your** life

Regardless of our age, we all want to remain active, healthy, involved and independent. And we want to remain living in our own home. But as we grow older, living independently may not always be easy.

Southern Cross Care's personalised, flexible Home Care services mean you don't need to compromise and you can remain independent in the comfort of your own home and continue to be part of your community.



Our services

We all have times when we need a little help. With Southern Cross Care, you have a comprehensive range of personalised, flexible services close at hand to help you live happily and safely at home. A knowledgeable Service Advisor can work closely with you and your family to understand your needs and preferences and design a service plan that's right for you. Thanks to our wide variety of services, if your needs or circumstances change, you have the peace of mind of knowing that we can provide you with the support you need.



Help at home

For all the chores needed to keep your home clean, neat and tidy, such as cleaning, dusting, vacuuming, mopping, dishwashing, laundry, ironing and organising.



Meal assistance

Shopping for ingredients, preparing and cooking delicious, nutritious meals and help with eating if needed. We also can accommodate special dietary preferences and requirements.



Transport

Easily and safely get out and about with your helper driving and accompanying you. There's no reason to be stuck at home or miss out on doing the things you love just because you don't drive.



Social support and activities

Social and community activities can enhance your wellbeing. We can provide company and emotional support, as well as drive you to outings, events and social activities, or to visit family and friends.



Wellbeing

We provide a range of programs, therapies and services to maximise your independence and enable you to remain active and healthy. They include passive and active exercise, diet, balance, flexibility, mobility, falls prevention, and pain management.



Allied health support

Access to specialised allied health and therapy services such as physiotherapy, podiatry, speech therapy and dietician to assist you to remain living independently and confidently in your home.



Assistive technology

Assistive technology helps you do things on your own more easily, communicate better, and stay safe. Examples include personal alarms, enhanced telephones, movement-activated lights, medication dispensers and video conferencing.



Aids and equipment

Get equipment designed to keep you mobile and safe, such as walkers, wheelchairs, mobility scooters, shower chairs and continence aids.



Home maintenance & modifications

We can arrange for your home to be modified and maintained, whether it's, installing handrails, shower rails, ramps, chair lifts, repairs, doing the gardening or changing a lightbulb.



Breaks for carers

If you're being cared for by a family member, respite care allows them to take a break and recharge. Don't wait until they're totally exhausted or for a health crisis to hit.



Personal care

Help with routine, personal tasks like getting in and out of bed, dressing and undressing, going to the toilet, bathing, showering and grooming.



Nursing care

Our nursing care can support you while you recover from surgery or an injury, provide wound care, medication management, dementia care, palliative and end of life care.



It's all about you

To make things simple and show how you can combine services to suit your individual needs, we've designed a menu with four life segments.



Turn the page to see how others mixed and matched services to meet their needs and preferences.

Rob & Angela

"I met my wife Angela 53 years ago. She's an incredible woman. I'd always looked forward to our retirement but it wasn't working out like I'd imagined. Angela was diagnosed with dementia. I was devastated and scared for our future together." – Rob

How Southern Cross Care helps

When Rob contacted Southern Cross Care we met with him and wife Angela to discuss how we could support them to live the life they wanted. Angela's dementia is classified as mild so we've put in place a plan to provide respite help for Rob to ensure he has a break and can enjoy time on his own. Angela's helper takes her on shopping trips and to visit family and friends. Angela's plan can be adjusted to suit. It's important to have flexibility depending on what works for both Rob and Angela.

Rob is feeling pretty happy these days. There are more good days than bad and he's happy he can reach out to us for extra help when he needs it.

"Southern Cross Care has changed our lives." – Rob





"I saw a weed that needed pulling out and, as you do, bent over and yanked at it. The next thing I was on my back. Luckily my neighbour heard me call out and alerted my husband. I now have a pin in my hip and am waiting to be released from the hospital." – Alfia

How Southern Cross Care helps

The good news was that Alfia and her husband Nunziato had heard about My Aged Care a couple of months ago and, with the help of their daughter, arranged a translator to help them through the process. They both had ACAT assessments done and were allocated Government funded Home Care packages. We were able to step in with immediate support, installing rails to help with steps into their home.

Alfia comes out of hospital this week, and we have a care plan in place to ease her back into home life. She will require a visit from a nurse daily to dress her wound and a helper will assist with showering and dressing.

"I'm not happy about the fall, but I am glad we'd had registered with My Aged Care and had our Home Care package in place. I can't wait to go home" – Alfia



The benefits

It's not surprising that around 90% of older people, regardless of their circumstances, want to remain living in their own home. While many choose to ignore it, the reality of growing older means that everyday tasks can become harder, we become more frail and our safety is more at risk. For example, around 1 in 3 people over 65 have a fall each year, though few ever talk about it.

Many people are mistakenly afraid that getting older means increased pressure to move out of their home and they put off making decisions until a crisis hits. The reality is that Home Care can help prevent hospitalisation by providing support at home before a crisis develops.

Our Home Care services provide a real alternative to traditional support solutions and have many unique benefits.

Benefits:

- Professional helpers and nurses can be there when family members aren't able to be
- Home Care comes to you in the comfort and privacy of your own home
- Because you're in a familiar environment, your risk of falls and other injuries is lower
- You have more control over the personalised services you receive
- Services are flexible as your preferences and needs change
- People living in their own homes for longer are happier
- You don't have the hassle of having to pack up and move away from family and friends
- Your neighbourhood and community don't change
- You're free to live your life as you wish while receiving the support you need
- You have the choice of a wide range of services from domestic help to skilled nursing care
- Family members and friends do not need to worry about your wellbeing
- You have peace of mind that if you need help or support it's close at hand
- You have a higher sense of independence, security and dignity
- You can recuperate from a medical procedure or illness more quickly at home
- Family and friends can enjoy more quality time with you instead of performing carer duties



Our people

We love what we do and approach our work with a sense of joy every day. We also take great care to match the best people to you or your loved one. Our highly trained and experienced registered nurses and helpers are dedicated to enabling and enriching the lives of those who

we're honoured to serve. All are formally trained and qualified and have undergone stringent checks, so you know you have friendly and trusted companions and assistants by your side.

Our approach

We're dedicated to enhancing quality of life and enabling people to live life on their terms. Here are some of the key features that set us apart:

Quality

We support and participate in the Commonwealth Government's Aged Care Accreditation Program, during which we must demonstrate how we meet the required standards in order to remain accredited. From time to time, your Service Advisor will contact you to ensure that your expectations are being met and see if you have any questions. Naturally, you can also contact us at any time regarding your services.

Value

We're a not-for-profit organisation, so we don't have shareholders, overpaid executives or big overheads. We put the money we're given back into providing services for our clients, not paying bonuses. That means you get better value for money with more service hours and better services. We'll provide you with monthly statements to let you keep an eye on your finances and see you're getting value for money.

Choice

Sometimes our circumstances and needs can change how we choose to live our lives. We provide a full spectrum of services to provide you with options, choice and support for how you choose to live your life, today and tomorrow. These include Home Care services, Retirement Communities and Residential Aged Care. You have the peace of mind knowing that whatever your needs may be tomorrow, you have a relationship with a provider that has it covered.

Individuality

Everyone's different, which is why we work closely with you and your family, to understand your needs and preferences, and design a service plan that's right for you. We celebrate and respect diversity and welcome all, regardless of faith, ethnicity, sexual orientation, gender identity and lifestyle choices.

Flexibility

Our services are personalised, flexible and designed to meet your changing needs. We know that over time your needs may change, so we'll change with you. The choice and control are yours. You decide when and where your service begins. You can change or add to your service plan at any time.

Control

We ensure that you always have a say in the services you receive, how they're delivered and who delivers them to you. It's your choice how much involvement you have in managing your services. You can choose to have us provide complete case management, minimal case management or anything in between.



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MENTAL HEALTH

DIABETES

CHRONIC DISEASE

SKIN CANCER

WORK COVER

Your funding options

There are a number of ways to pay for your Home Care services including government funding, paying privately or even buying Home Care services for a loved one.

Government funding

Government funding is available and, depending on your circumstances, you may be eligible for subsidisation of the cost of your services. Government funding can be very complex and difficult to understand. That's why we recommend that you call us and speak with one of our friendly Service Advisors who will be happy to explain the options available, answer your questions and help you through the process so that your experience is easy and quick as possible. Just call us on **1800 632 314**.

There are two kinds of Government-funded services available:

The Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program is aimed at older people who need some help with common tasks. It can help by taking care of household jobs like cleaning, laundry and ironing, as well as more personal tasks like bathing or showering, dressing and grooming. You can download our CHSP fees policy [here](#).

The Home Care Packages (HCP) program

The Home Care Packages program is designed to enable older people with more complex needs to continue to live in their own home by providing support and care services tailored to their individual needs. There are four levels of package available, ranging from level 1 for basic care needs, up to level 4 for the highest care needs.

You can read about Government funding at myagedcare.gov.au

Pay privately

Southern Cross Care offers private services that cover a wide range of tasks and can be tailored to your individual needs. The cost will depend on the types of services you want and how often they are provided. If you'd like to pay privately, simply call us on **1800 632 314**.



What to do next

If you don't yet have a Home Care Package

If you're interested in receiving Government-subsidised Home Care services, just let us know.

- Step 1:** Call us on **1800 632 314** (and select Option 1) or contact us online at **sccliving.org.au**. We can talk with you and your family to understand your needs and answer any questions you might have.
- Step 2:** Read the information pack, including this brochure.
- Step 3:** Fill in the Medicare form included in the pack and return it to Medicare. We can also help you with this.
- Step 4:** Apply for Government-subsidised services by contacting My Aged Care. You can call them on **1800 200 422** or contact them online at **myagedcare.gov.au**. We can also help with this.
- Step 5:** You'll be contacted by an ACAT team member to understand your needs so that they can allocate appropriate funding.
- Step 6:** You'll receive a letter informing you of the level of funding you've been approved for and you may be placed on a national waiting list to be allocated a funding package.
- Step 7:** You'll receive another letter once your funding package has been allocated to you. This letter will include a referral code.
- Step 8:** Contact us to let us know what your referral code is.
- Step 10:** Start enjoying your services!

If you're currently with another provider

If you're receiving services from another provider, you can switch to Southern Cross Care bringing your funding with you.

- Step 1:** Call us on **1800 632 314** (and select Option 1) or contact us online at **sccliving.org.au**. We can talk with you and your family to understand your needs and answer any questions you might have.
- Step 2:** Read the information pack, including this brochure.
- Step 3:** Use your My Aged Care online client record or call them on **1800 200 422**. Advise them of your decision to move and ask them to re-activate your referral code. You will need to give this referral code to us before you can start receiving services.
- Step 4:** Contact us to let us know what your referral code is.
- Step 5:** Notify your current provider you are ceasing services with them. It's best to do this in writing. You'll need to agree on a date when your old services stop and your new services begin.
- Step 6:** We'll meet with you to present your service plan and Home Care agreement, which you'll need to sign.
- Step 7:** Contact us to let us know what your referral code is.

Where you can find us



Home Care Services

Our Home Care services are available extensively across metropolitan and regional locations in NSW and the ACT.



Retirement Communities

NSW Metropolitan

Central Coast

- Bateau Bay
- Caves Beach

Illawarra Shoalhaven

- Thirroul

Sydney East

- Maroubra Junction
- South Coogee

Sydney North

- Manly Vale
- Marsfield
- West Pennant Hills

Sydney South

- Caringbah
- Kirrawee
- Marrickville

Sydney West

- Merrylands West
- Plumpton

ACT

- Braddon
- Campbell
- Garran
- Yarralumla

NSW Rural & Regional

Northern NSW

- Banora Point
- South Tweed Heads

Riverina

- Corowa
- Lavington
- Moama

South West Slopes

- Cootamundra
- Harden
- Temora
- Young

Western NSW

- Parkes



Residential Aged Care

NSW Metropolitan

Central Coast

- Bateau Bay
- Caves Beach
- Swansea

Sydney East

- Daceyville
- Maroubra Junction
- South Coogee

Sydney North

- Marsfield
- Turrumurra
- West Pennant Hills

Sydney South

- Sutherland

Sydney West

- Greystanes
- Merrylands West
- North Parramatta
- Plumpton

ACT

- Campbell
- Garran

NSW Rural & Regional

Northern NSW

- Banora Point
- Casino
- Grafton
- South Tweed Heads

Riverina

- Corowa
- Lavington
- Moama

South West Slopes

- Cootamundra
- Deniliquin
- Harden
- Leeton
- Young

Southern NSW

- Bombala
- Goulburn

Western NSW

- Parkes

The Southern Cross Care difference

Southern Cross Care's name is known and trusted throughout NSW & the ACT where we've been a part of the community for nearly 50 years. As a not-for-profit organisation, we don't have shareholders, big salaries or big overheads, so we can put the money we're given back into providing services for our clients. That means you get better value for money and better services.

We offer a full spectrum of integrated services to provide you with options, choice and support for how you choose to live your life, today and tomorrow. Whether it's discovering a retirement community lifestyle, tapping into help at home, improving your health, exploring ways to boost your independence and social connections, or selecting comfortable, supportive care in one of our homes, you have peace of mind knowing that whatever your needs may be tomorrow, you have a relationship with a provider that has it covered.

We believe that individuality is one of the greatest gifts of being human. Our 'customer at the heart' philosophy means that your happiness and wellbeing are our priority. We celebrate and respect diversity and welcome all, regardless of faith, ethnicity, sexual orientation, gender identity and lifestyle choices. We recognise you as a whole person and support your physical, emotional, intellectual, social, and spiritual wellbeing. Everything we do is tailored to enhance your quality of life and enable you to live life on your terms.

Contact us

If you'd like more information, help or advice, just get in touch and we'll give you all the information and support you need to make an informed decision that's right for you and your family.

Call: [1800 632 314](tel:1800632314) (free call)

Visit: [sccliving.org.au](https://www.sccliving.org.au)

