



Helping Hand  
*new aged care*

# Introducing our services in rural South Australia

/ Home Care / Retirement Living / Residential Care





# Country Locations

 Residential Care Home    Retirement Living Units    Community Office    Corporate Office



Cover image Belalie Lodge residents Margaret Fry, Nan Bailey, Allan Miller and Maxine Williams

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Belalie Lodge residents Martin and Lorna Jaeschke



# Welcome to Helping Hand

Helping Hand is a South Australian not-for-profit organisation offering home care services, retirement living and residential care homes to over 7,000 clients in metropolitan and regional South Australia.

For over sixty years we have been providing aged care services within the community and we are the largest provider of aged care in regional South Australia. Our broad range of care options provide you with the choice of care at home and full support in our residential care homes.

At Helping Hand, we are fortunate to have a dedicated team who are compassionate, caring and highly professional. Our 1,300 staff members and 400 volunteers play an integral role in the health and wellbeing of clients by providing companionship and support, encouraging independence and assisting us with fundraising. We know that maintaining the link between family, friends and the local community enriches the quality of life of our clients.

Our goal is to provide quality care that celebrates a sense of family and community.



Ian Hardy AM CEO

Carinya Clare residents Frank Meyer, Nance Pearce,  
Frank Slatter and Bryden Ballantyne





# Community and Home Care Services

Maintaining your independence so you can do the things you love is important. We offer a range of home help services for older people including veterans and war widows, people with disabilities, or those needing help after a hospital stay.

Our community offices are located in Clare, Jamestown, Port Pirie and Port Lincoln, and provide services to the surrounding districts and towns. Services can be delivered as part of Government subsidised support (through the Commonwealth Home Support Program or Home Care Packages Program) or as a private home care fee-for-service option. To access a Level 1 to 4 Package, you will need a Federal Government health assessment commonly referred to as an ACAT assessment. This can be arranged by calling My Aged Care on 1800 200 422. Services are offered both in your own home and within the community.

## Consumer directed care

From July 2015, all Home Care Packages will give you more choice and control about the type of care and service you receive, how it is delivered and who delivers it. Any government funding will be paid to Helping Hand, who will work with you to manage your individual budget and develop goals and a support plan that best suits your needs. This

is a transparent process, and you will know exactly how much you have to spend. Monthly statements will be available that clearly outline income and expenditure. We will work with you to identify and agree on the personal and home care tasks that will best help you, prior to starting to provide services to you.

## Culturally specific services

We are committed to offering services based upon the principles of access and equity that are respectful of the needs of people from every corner of our culturally diverse community. We understand that people may have needs that require specific consideration to enable the provision of culturally appropriate care, so we develop flexible and culturally sensitive services with you to reflect this concern.

If you need support to access community or home care services, we are also happy to arrange interpreting services during visits and phone calls.



## Services available include:

### **Domestic assistance**

Our domestic assistance support provides flexible help to assist you remain safe and independent at home. It can include house cleaning, dish washing, clothes washing, ironing, accompanied or unaccompanied shopping and bill paying.

### **Personal care**

Our fully trained, caring staff can help you with daily self care tasks, including assistance with meals, bathing, toileting, dressing, grooming, getting in and out of bed and moving about the house.

### **Gardening and home maintenance**

Keeping your home and garden safe and tidy is an important part of remaining independent at home. We can assist with lawn mowing, weeding, light pruning, hedge trimming, changing light bulbs, replacing tap washers and more. We can also provide assistance with minor home modifications such as installing grab rails, ramps, safety aids and other minor renovations.

### **Physical therapy**

We offer a range of one-on-one or group based therapy services. The focus is helping you to maintain physical health and wellbeing. This is achieved through physiotherapy, hydrotherapy, podiatry, occupational therapy, Tai Chi and exercise classes.



# Retirement Living



Essington Mews Community Hall

Our retirement living units are ideal for those who wish to maintain an active, independent lifestyle, with the security of community living.

On offer are well-appointed one, two or three bedroom apartments with modern kitchens and tasteful décor. Jamestown and Port Pirie units are adjacent to the residential care homes, allowing residents to utilise the care home facilities and participate in group activities.

We will take care of the maintenance of the building and gardens, relieving the pressure of maintaining a large family house and yard.

### **Essington Mews, 2 Essington Avenue, Clare**

Essington Mews is a boutique village of modern units in Clare. Designed with an open plan, they are ideal to start to your retirement.

Unit features include:

- / Full kitchen with quality modern fixtures and fittings
- / Open plan living and dining areas
- / Two or three bedrooms with built in wardrobes
- / Two toilets
- / Study
- / External rear courtyard and landscaped front garden
- / Automatic garage with internal access
- / Energy efficient solutions
- / Soft colour palette
- / Outdoor entertaining area
- / On site community hall and nearby park for entertaining family and friends

### **Ngadjuri Lodge, 18 Burton Street, Clare**

Ngadjuri Lodge is a small group of traditional retirement units in Clare, located close to the main shopping area of the town. Unit features include:

- / Six 1 bedroom units
- / Two 2 bedroom units
- / Carport
- / Communal gardens

Ngadjuri Lodge



Essington Mews, Clare







Belalie Crescent, Jamestown

### **Belalie Crescent, Jamestown**

The Belalie Crescent independent living complex is a cluster of six 1 or 2 bedroom units, located a few minute's walk from the town centre.

Unit features include:

- / Open plan living and dining areas
- / Built in wardrobes
- / Neutral colours and tones
- / Landscaped rear communal gardens
- / Attached garages with remote control roller door
- / Access to Belalie Lodge residential care home

### 128 Kingston Road, Port Pirie

The Kingston Road independent living property is in a group of twelve newly renovated units with country rose garden surrounds.

Unit features include:

- / Separate kitchen and lounge
- / Built in wardrobes
- / Neutral colour scheme
- / Reverse cycle air conditioning
- / Communal garden
- / Car parking facilities
- / Access to Lealholme residential care home

Retirement Living Units, Port Pirie





# Residential Care Homes

Our residential care homes in Clare, Jamestown and Port Pirie are built on Helping Hand's professional reputation for quality care and services, each with their own distinct country character.

We strive to create a home-like environment with outdoor areas, social activities and space for entertaining family and friends. Living in one of our residential care homes does not mean you stop doing what you love. All our homes provide:

- / Hairdressing services
- / 24 hour nursing and personal care support
- / Supervision of medication
- / Meals prepared on site
- / Modern, spacious rooms you can personalise with your own belongings
- / Laundry and linen services
- / Room cleaning
- / Provision for telephone, radio and personal computers
- / Tailored social and lifestyle services
- / Religious support for all denominations
- / Physical therapy including podiatry, physiotherapy and occupational therapy
- / Your own choice of medical practitioner

Our volunteers and auxiliary groups also work with staff to create opportunities for excursions and activities.

Admission to our residential care home requires a Federal Government eligibility assessment, commonly referred to as an ACAT assessment. For more information about residential care, call us on 1300 653 600 or email us at [info@helpinghand.org.au](mailto:info@helpinghand.org.au).

For more information, or to arrange an ACAT assessment call the My Aged Care team on 1800 200 422.

# Carinya, Clare

17–19a Victoria Road, Clare

Home-like and comfortable, our Clare residential care home has a warm atmosphere that is welcoming to both residents and their visitors.

Our site is known locally as Carinya, meaning 'happy, peaceful home', and was first established in 1954 by the Clare branch of the Country Women's Association. In 2002 Carinya became part of the Helping Hand organisation and the tradition of providing exceptional country community living continues to this day. Carinya is set in the heart of Clare, and residents are able to walk to the main street to shop or socialise, offering them the independence to continue living the life they enjoy.

Carinya is supported by a dedicated Auxiliary and committed group of volunteers. Volunteers support a range of lifestyle activities such as craft, bingo, bowls, exercise therapy, men's group

activities and concerts, and also provide individual companionship. A highlight on the residents' calendar is coffee outings where they are able to reminisce about past days and enjoy a cuppa and great local food.

Residents are encouraged to personalise their room with personal belongings such as favourite chair, an heirloom quilt or a collection of family photos. They may also bring a small collection of plants and continue to care for them in the community garden or on their private patio.

Carinya single room



Carinya resident Meryl White





Carinya accommodates fifty residents, and features of the home include:

- / Single or double contemporary and spacious suites with ensuite facilities
- / Secure 16-place memory support units
- / On-site parking
- / Beautifully appointed respite rooms with sweeping garden views
- / Comprehensive library
- / Unisex hair salon
- / Interactive gardens, including seasonal fruits, vegetables and herbs
- / Landscaped gardens and courtyards that incorporate seasonal colours, fragrances and textures
- / Bird aviary
- / Internet café
- / Open plan communal lounge rooms
- / Quality home-style cooked meals
- / Weekly church services and social activities



Carinya resident Phyllis Steele and staff member Kathy Neale

Carinya is set in the heart of Clare, and residents are able to walk to the main street to shop or socialise, offering them the independence to continue living the life they enjoy.

# Belalie Lodge, Jamestown

1-7 Cumnock Street, Jamestown

Situated in South Australia's mid north, our Jamestown residential care home has a rich history, and is an important part of the district's farming, military and railway history.

Known locally as Belalie Lodge – named after the local native wattle tree called belalie – residents enjoy easy access to all of the amenities and facilities that Jamestown has to offer. Belalie Lodge has been providing high quality care services since 1978 and in 2004 was amalgamated into Helping Hand, assuring that aged care support could continue to be provided in the region for years to come.

Helping Hand staff, the Belalie Lodge Auxiliary, volunteers and community groups work hard to support residents with lifestyle programs and activities. Residents are able to get involved in music concerts, slide nights, the men's shed – a place for the men to meet and tinker with projects, ladies craft afternoons, bingo, and movie days.

On a weekly basis bus excursions are organised, travelling to nearby towns for picnics, guided tours of museums, old jails, markets and art galleries and visits to RSLs where residents are able to socialise and enjoy a drink. A popular event at Belalie Lodge is a community BBQ where residents gather in the courtyard to socialise with friends and build new acquaintances.

Belalie Lodge resident Frank Davis with Teresa Adams, Lifestyle Assistant





Belalie Lodge single room

Reminiscence Room

Belalie Lodge has recently undergone a multi-million dollar redevelopment. We can now offer residents improved, comfortable and stylish communal areas and facilities. Residents are encouraged to personalise their room with belongings such as favourite chair, an heirloom quilt or a collection of family photos. They may also bring a small collection of plants and continue to care for them in the community garden.

Belalie Lodge accommodates forty residents, and features of the home include:

- / Modern, spacious single or adjoining units for couples with ensuite facilities
- / Provision for clients needing supervision and memory support
- / Modern respite units with beautiful tree lined street views
- / Cafe
- / Extensive library
- / Unisex hair salon
- / Open plan communal lounge rooms
- / Landscaped gardens and courtyards incorporating seasonal colours, fragrances and textures
- / Interactive gardens, including seasonal fruits, vegetables and herbs
- / Reminiscence Room with artefacts and old archives from the local community, changed monthly
- / Quality home-style cooked meals

Residents are able to get involved in music concerts, slide nights, the men's shed – a place for the men to meet and tinker with projects, ladies craft afternoons, bingo, and movie days.



# Lealholme, Port Pirie

15 Halliday Street and 360 Senate Road, Port Pirie

Our Port Pirie residential care home, known as Lealholme, is set amongst a backdrop of nature reserves and peaceful park-like gardens.

Lealholme, meaning 'haven of welcome', was established in 1949 by the Port Pirie Central Methodist Mission. In 1995 Lealholme became part of the Helping Hand organisation and continues to provide high quality aged care services.

Lealholme residents share a strong community spirit and enjoy attending regular functions, themed dinners and outings on a community bus organised by a dedicated Lifestyles Coordinator. Daily activities include arts and crafts, snooker, indoor bowls, bingo, exercise therapy, movie nights, concerts and more.

Every year Lealholme hosts the Christmas Tree Spectacular, a three day community event that has been running in Port Pirie for 55 years. There are

Christmas tree competitions, trading tables and a visit from Father Christmas. The local kindergartens near Lealholme have an excellent relationship with the residents, and regularly come to entertain them. The residents also enjoy getting out to some of the area's great fishing spots.

Residents are encouraged to personalise their room with belongings such as favourite chair, an heirloom quilt or a collection of family photos. You may also bring a small collection of plants and continue to care for them in the community garden.

Lealholme residents Alan Tubb and Ken Stewart







(L) Lealholme residents John Donald, Hope McVicar and Colin Court. (R) Lealholme residents Michael Barry, Joan Donald, Josephine Grover and Noel Stanwix.

Our Halliday Street home accommodates 75 residents, while our Senate Road home accommodates 24 residents. Features of the homes include:

- / Single or double contemporary and spacious suites with ensuite
- / 16-place secure memory support unit (located at Halliday Street)
- / On-site parking
- / Comprehensive library
- / Craft stall
- / Unisex hair salon
- / Private family dining spaces
- / Open plan communal lounge rooms
- / Landscaped gardens and courtyards incorporating seasonal colours, fragrances and textures
- / Internet café
- / Chapel with interdenominational church services
- / Quality home-style cooked meals

Lealholme residents share a strong community spirit and enjoy attending regular functions, themed dinners and outings on a community bus organised by a dedicated Lifestyles Coordinator.

# Fees and Charges

## Fees and charges

Fees for all aged care services are governed by the Commonwealth Government. The following fee information is correct as of January 2015. This information is general; please speak with a financial advisor for specific guidance on your personal finances.

## Home care services

Three different fee structures are used for care at home services:

- / Fee for service/private services – these are services that do not require a government assessment and are paid for by the client based on an hourly rate.
- / Government subsidised home care packages – these services are co-funded by the government and a contribution (co-payment) is made by the client. Client contribution may also come from the pension (up to a maximum of 17.5% of the full single pension).
- / Clients who start receiving home care services after 1 July 2014, and who are on a part pension or are self-funded retirees, will be required to pay an income tested fee as well as the client contribution. The Government performs a means test to determine whether a person's income is over certain thresholds and they are therefore eligible to pay this fee.
- / Government subsidised home support program – fees do apply and may vary depending on the services you are receiving. Please contact us for more details.

Please note you will not be denied Government subsidised services based on an inability to pay the fees. If you wish to apply for a fee reduction, please ask us for further information regarding our fee reduction process.

## Retirement living units

Three fee options are available for retirement living:

- / Resident funded units – allocated at market value and paid through a loan to Helping Hand. When a resident leaves their unit, it is remarketed and Helping Hand retains a percentage of the loan. Residents also pay a weekly maintenance fee (debited monthly) which covers the services offered by the village, with the exception of general household expenses such as telephone, electricity and contents insurance.
- / Entry contribution units – a contribution amount is paid on entry, in exchange for the right to occupy the unit for life. A portion of the contribution amount may be refunded when the resident leaves the unit, depending on what is negotiated on entry. Residents also pay a weekly maintenance fee (debited monthly) which covers the services offered by the village, with the exception of general household expenses such as telephone, electricity and contents insurance.
- / Rental units (Barryne retirement village only) – these one bedroom units are income assessed and allocated to those most in need.



### Residential aged care

The fees for residential care are unique to each individual and their situation. A means test is provided by the Government to determine if a resident co-contributes to both accommodation costs and care costs. The following information aims to describe the various rates and fees for residential care. For more detailed information about the way the Government determines fees, please visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or call the Department of Human Services on 1800 227 475.

There are three fees applicable:

- / Basic daily fee – all residents pay daily care fees that contribute towards their daily living costs, such as nursing and personal care, meals, linen and laundry. This is currently set at 85% of the basic single age pension.
- / Accommodation contribution – this fee contributes towards the cost of your accommodation and care in an aged care home. You only pay this if your assets/income exceeds an amount determined by the Australian Government.
- / Accommodation charge – a refundable accommodation deposit or daily accommodation payment may be charged as a room fee, depending on your means test. This can be paid as a lump sum, daily payment or combination of both. Please visit our website [www.helpinghand.org.au](http://www.helpinghand.org.au) for specific accommodation payment amounts that may be charged at our residential care homes.

# Eligibility

## Home care services

Home Care Packages Levels 1 to 4 require an ACAT assessment to be carried out to determine eligibility. The Aged Care Assessment Team will conduct a comprehensive assessment with you and your carers to determine which level of care will best meet your needs.

If you do not have ACAT approval for a Home Care Package, we can still assist with most home care service options, through our private home care fee-for-service options or Commonwealth Home Support Program Services.

## Retirement living units

Our retirement living units are offered in accordance with the Retirement Villages Act, which means they are suitable for retirees who are no longer working full time.

## Residential care homes

Before a person can move into a residential care home, either permanently or for short term respite, they need to have been assessed by an Aged Care Assessment Team (ACAT). The assessment determines what help a person is eligible for – either residential care, respite, or community and home care. Alternatively, Helping Hand does provide services that do not require an ACAT assessment. These include our community respite services, private fee-for-service home help, some of our low-level Government funded home help services and our programs that involve social and emotional support.

To arrange an ACAT assessment, call My Aged Care on 1800 200 422 to arrange an appointment. This can also be organised via a person's local doctor.

My Aged Care is an Australian Government central website and phone line for consumers – [www.myagedcare.gov.au](http://www.myagedcare.gov.au) / 1800 200 422 – which may be helpful places to start. They provide more detailed information about fees and eligibility for aged care services as well as details about what is available in your local area.



# Other Information

## Advocacy services

You have the right to access advocacy services to help you to exercise your rights. Advocacy services provide information, representation, advice and support. These are independent, free and confidential services.

Advocacy services promote your rights and can increase your involvement in decision making processes. These services may play a critical role in supporting you through the complaint process and advising you of your rights in negotiations.

To contact South Australia's Aged Rights Advocacy Service Inc (known as ARAS), please phone 08 8232 5377, or free call for country callers on 1800 700 600.

## Charter of rights and responsibilities

When you begin receiving services from Helping Hand, you will receive a document called the Charter of Rights and Responsibilities for Clients. This document explains your rights and responsibilities while you have a relationship with Helping Hand. It also explains how Helping Hand will remain responsive to your changing needs.



# Feedback

To improve the service that we provide we need to hear your comments regarding anything that affects the quality of service and care that you receive.

If you have a suggestion, compliment or complaint we invite you to speak with staff or the manager. Your views are extremely important to us.

We will respond as soon as possible and inform you of how we are acting on your feedback. All information related to your feedback will be treated confidentially, with respect and sensitivity. We will work with you to find the best way to respond to your feedback.

You may seek independent advice from external advocates such as:

**Aged Rights Advocacy Service**  
08 8232 5377 or 1800 700 600

**Aged Care Complaints Scheme**  
1800 550 552

**Health and Community Services  
Complaints Commissioner**  
08 8226 8666 or 1800 232 007

Jamestown local Jack Simpson, volunteer Graeme Dunn and Belalie Lodge resident Frank Davis



# Glossary

## **ACAT assessment**

A formal assessment of your health and care requirements conducted by a Government agency (called the Aged Care Assessment Team).

## **Home care**

Support provided in your own home.

## **Means test**

Ability of an individual to pay or contribute towards care and accommodation fees. Calculated by assessable assets and income.

## **Occupational therapy**

Support and equipment to maintain physical independence and wellbeing for day-to-day living.

## **Police check**

A national summary of an individual's offender history. Under the Aged Care Act 1997, all aged care employees and volunteers are required to have a current National Police Certificate.

## **Useful contact numbers**

### **Aged Care Assessment Team**

1300 130 551

### **Helping Hand Country Community Care**

1300 444 663

### **Helping Hand Retirement Living**

08 8230 1785

### **Helping Hand Residential Admissions**

08 8638 3710

### **My Aged Care Government Help Line**

1800 200 422

### **Commonwealth Respite and Carelink Centres**

1800 052 222

### **Department of Human Services**

1800 227 475

## **Residential aged care**

A residence, sometimes referred to as 'nursing home' or 'hostel', providing care.

## **Respite**

Respite is the provision of short-term care in both community and residential settings to give the carer a break.

## **Retirement living**

Independent living which provides maintenance of building and gardens, in a village environment.

## **Memory support unit**

Secure residential accommodation within a residential site to accommodate older people who, due to failing memory, may wander and otherwise be at risk in relation to personal safety.

## **Therapy services**

Includes hydrotherapy, occupational therapy and physiotherapy.



**Head Office**

34 Molesworth Street  
North Adelaide SA 5006

PO Box 66  
North Adelaide SA 5006

**Client enquiries**

1300 653 600

[www.helpinghand.org.au](http://www.helpinghand.org.au)