



Helping Hand
new aged care

Introducing our services in metropolitan Adelaide

/ Home Care / Retirement Living / Residential Care




Metropolitan Locations

 Residential Care Home

 Retirement Living Units

 Home Care Services Office

 Corporate Office

 Community Centre

 Respite Services



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Welcome to Helping Hand

Helping Hand is a South Australian not-for-profit organisation offering home care services, retirement living and residential care home accommodation 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. Our broad range of care options provide you with the choice of care at home through to 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
Chief Executive

Parafield Gardens residents



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 office is located in Salisbury South, and provides services to metropolitan Adelaide. 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:

Disability assistance

Our disability support services provide assistance for people with disabilities, who are ageing. We can assist with planning and coordinating care, in-home or group respite, domestic assistance and transport to outings or shopping.

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.





Hospital to home services

Making the transition from a hospital stay to living independently at home again can be difficult. We can provide you the support you need to successfully regain your independence, through an intensive program of rehabilitation support lasting up to twelve weeks. Physical therapy services, counselling, domestic assistance and personal care can all be offered during this time.

Transport

Our trained and caring staff can help you get to and from your appointments and around your community.

Respite and carer support

If you care for someone who is frail and aged, has a disability or a medical condition, you often find yourself providing care and support 24 hours a day. Respite provides carers with a short break from their caring role while our skilled staff deliver care and support, ensuring that the respite is a positive and stimulating experience. Our two Community Respite Houses – Joy's Retreat, located in Woodville; and Styles House, located in Elizabeth South – offer carers with shorter and more flexible overnight respite breaks than are normally available in residential accommodation, without the need for an ACAT assessment. Other respite options include one-on-one respite in your home, or respite day group programs.

Supported residential facilities

Helping Hand provides boarding house type accommodation for people who may have trouble maintaining health and wellbeing on their own. Our two supported residential facilities, Glenelg House and Russell House, help older people and people with physical and psychiatric disabilities to live well and make a positive contribution to the community. Our residents are supported to learn independent living skills, while receiving help through meal preparation, medication supervision, cleaning, laundry services and social support. Skilled staff members are on site 24 hours a day to provide assistance when it is needed.



Social and emotional support

Having a positive outlook on life and remaining socially active can sometimes be a struggle. We offer a wide variety of support to help you live life to the fullest and maintain your emotional wellbeing. We have one-on-one or group-based social and counselling services to help you deal with challenges. Our social groups help you to develop new interests, meet new people and become more involved in the community.

We also have support programs that focus on emotional wellbeing, providing confidential individual counselling, education opportunities, personal growth courses, presentations and discussions – all designed to empower people experiencing age-related issues and challenges.

Our Let's Talk sessions focus on emotional wellbeing, providing individual counselling, education opportunities, personal growth courses, presentations and discussions – all designed to empower people experiencing age-related issues and challenges. Let's Talk sessions are interactive, drawing on the participants' knowledge, and are designed to inform and empower older people and their carers in an informal and fun environment.

Mental health and wellbeing

We work with older people who are living in their own homes who are experiencing mental illness or difficulties. Group sessions provide strategies and assistance to help you in connecting with social and recreational groups in the community, and give support to maintain good mental health. We also offer short term support programs of up to three months to help you strengthen your independence and maintain good mental and physical health while you are still living at home.



Retirement Living

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

Relax in your well-appointed unit with modern kitchen and tasteful decor.

We value your independence, so sit back and enjoy your retirement and comfortable surrounds – we'll take care of maintenance of the building and communal gardens.

Buxton Street and Childers Street, North Adelaide

Close to the CBD and nestled in beautiful leafy streets, our units in North Adelaide are ideally situated. There is an on-site community centre for residents and for entertaining visitors, and the local shopping and entertainment precinct is within walking distance.

Free Adelaide Council bus services to the Central Market and the city are available, and residents have access to services at Helping Hand's care home on Buxton Street, which includes a café, podiatrist, hairdresser and more.

Unit features include:

- / Three bedroom units with ensuite, second bathroom and garage
- / Two bedroom units with garage or carport
- / Open plan living and dining area
- / Neutral colour scheme
- / On site community centre

Buxton Court, North Adelaide





Barryne Retirement Village, Belair

Barryne, 25 Sheoak Road, Belair

Our Barryne retirement living village is set in the beautiful and peaceful bush settings of the Adelaide foothills. There is an on-site community centre and barbecue for residents and for entertaining visitors, and Barryne is situated close to public transport and the local shopping precinct at Belair. Every week the City of Mitcham community bus can be taken for shopping trips.

Unit features include:

- / One bedroom units, some with balconies, with city or hills views and allocated parking
- / Two bedroom units with fully enclosed rear yard and attached garage
- / Neutral colour scheme
- / Open plan living and dining area
- / Landscaped communal gardens
- / On site community centre

St John's Close, 3 Bosanquet Avenue, Prospect

Adjacent to North Adelaide is the suburb of Prospect, where Helping Hand has a group of four spacious units. The north facing units are in a quiet street with easy access to bus services, the local shopping precinct, community centres and churches. Residents can also access services at Helping Hand's care home on Buxton Street, North Adelaide, which includes a café, podiatrist, hairdresser and more.

Unit features include:

- / Two bedrooms
- / Open plan living and dining area
- / Full size kitchen
- / Carport with roller door
- / Private rear yard

St John's Close, Prospect



Residential Care Homes

Our five residential care homes in metropolitan Adelaide are built on Helping Hand's professional reputation for quality care and services, each with their own distinct 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, and assistance with, 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
- / Access to specialist services including dietetics, speech pathology, dental, optometry and audiology
- / 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 homes requires a Federal Government health assessment commonly referred to as an ACAT assessment. For more information about assessments call us on 1300 653 600 or email us at info@helpinghand.org.au

For more information, or to arrange an ACAT assessment, call the aged care assessment team on 1300 130 551.

Ingle Farm

7 Shackleton Avenue, Ingle Farm

Our Ingle Farm residential care home is surrounded by beautiful gardens and open spaces.

Our Ingle Farm care home opened in 1995, and was the first of its kind in Australia to incorporate the concept of ageing in place, so residents didn't have to move wings or even facilities as their care needs changed. This pioneering model is now the standard for all aged care homes in Australia.

Ingle Farm is supported by a dedicated Auxiliary and committed group of volunteers. Local volunteers are happy to support the Max Marshall Community Centre on site, and activities programs often involve help and participation from the local community. Residents can get involved in a range of lifestyle activities such as carpet bowls, bingo, craft group, exercise therapy, men's group activities, as well as

attend regular concerts with visiting entertainers. Highlights at Ingle Farm are the bus excursions and outings, and the special luncheons held throughout the year.

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 courtyards.

Ingle Farm single room





Ingle Farm residents

Ingle Farm accommodates 98 residents, and features of the home include:

- / Single or double contemporary and spacious suites with ensuite facilities
- / Secure 16-place dementia specific units
- / On-site parking
- / Beautifully appointed respite rooms
- / Max's café, serving refreshments and light meals
- / Comprehensive libraries and reading room
- / Unisex hair salon
- / Interactive gardens, including seasonal fruits, vegetables and herbs
- / Landscaped gardens and courtyards that incorporate seasonal colours, fragrances and textures
- / Internet café
- / Open plan communal lounge rooms
- / Quality home-style cooked meals prepared on site
- / Weekly church services and social activities

Residents can get involved in a range of lifestyle activities such as carpet bowls, men's group activities, barbecues and regular concerts with visiting entertainers.

Mawson Lakes

2 The Strand, Mawson Lakes

Home-like and comfortable, our Mawson Lakes residential care home is a welcoming environment for both residents and their visitors.

Our residential care home at Mawson Lakes, opened in 2003, is a purpose built facility which offers a homely and friendly atmosphere. The décor and design was carefully planned to provide residents with privacy and comfort. There is an active gardening club which enjoys the time spent outdoors participating in the care of the raised garden beds.

We have a long-standing relationship with local schools and an intergenerational program that connects students with residents focusing on art, craft, conversation and technology. There are a range of activities every day, including bingo, ball games, quiz and trivia challenges, music recitals and large screen movies. Residents are encouraged to keep active with Tai Chi, walks and wheelchair

walks and group exercise classes. Every month, happy hours and birthday celebrations are enjoyed, and in the warmer months, barbecues are a highlight.

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.

Mawson Lakes single room





Mawson Lakes café



Mawson Lakes hair salon

Helping Hand's Mawson Lakes Residential Care Home underwent redevelopment in 2011–2012 and now caters for 98 residents. The facility is located in the heart of Mawson Lakes and includes:

- / Contemporary and spacious single rooms with private ensuite
- / Beautifully appointed respite rooms
- / Secure dementia specific wing
- / On-site parking
- / Café, serving refreshments and light meals
- / Comprehensive library
- / Unisex hair salon
- / Interactive gardens, including seasonal fruits, vegetables and herbs
- / Landscaped gardens and courtyards that incorporate seasonal colours, fragrances and textures
- / Care home pets, including birds
- / Internet café
- / Open plan communal lounge rooms
- / Quality home-style cooked meals prepared on site
- / Weekly church services and social activities

There is an active gardening club which enjoys the time spent outdoors participating in the care of the raised garden beds.

North Adelaide

49 Buxton Street, North Adelaide

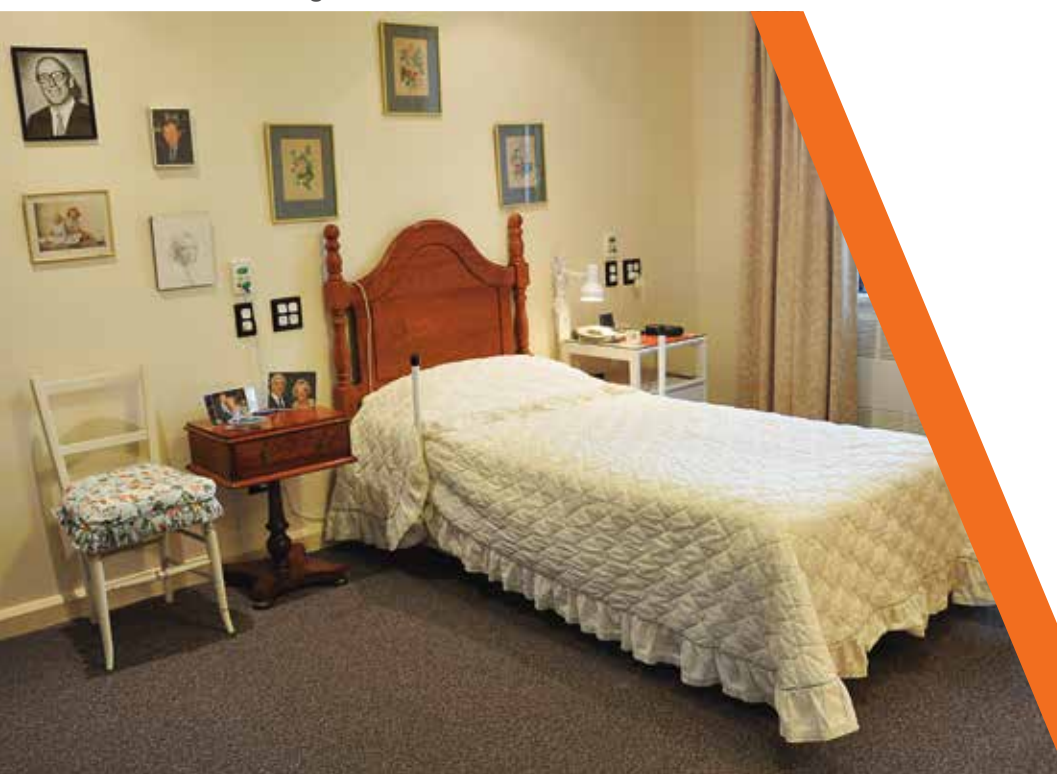
Our North Adelaide care home is the only residential facility of its kind, boasting an exclusive inner city location.

In 1953 Reverend Arthur Strange purchased a building in Molesworth Street, the first building in North Adelaide to be used for aged care services. The historic building now encases a modern interior that represents contemporary practices in aged care.

There are a variety of regular activities on offer at North Adelaide, including a regular gentle exercise group, indoor bowls and art and craft groups. The classic big screen movies are always a hit, and special events such as musical concerts and outings are a highlight. Classical music sing alongs, bingo and quizzes also form a part of the regular activity program.

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.

North Adelaide single room



The care home today accommodates 155 residents. Parts of the building are heritage listed and were the original structure of the first Helping Hand Home. Features of the home include:

- / Contemporary and spacious single rooms with private ensuite
- / Beautifully appointed extra services suites with bedroom, lounge room and private ensuite
- / Short term stay visitor unit for family and friends
- / Secure dementia specific wing
- / Café, serving refreshments and light meals
- / Penny Lane gift shop
- / Grocery store
- / Comprehensive library
- / Unisex hair salon
- / Interactive gardens, including seasonal fruits, vegetables and herbs
- / Landscaped gardens and courtyards that incorporate seasonal colours, fragrances and textures
- / Internet café
- / Open plan communal lounge rooms
- / Quality home-style cooked meals prepared on site
- / Weekly church services and social activities

Our inner city location places us on the Adelaide City Council's free Connector Bus route, providing easy access to the city and surrounds.

North Adelaide gardens



North Adelaide Extra Services dining room



Northgate

1 East Parkway, Northgate

Located in the Lightsview precinct, only 8 kilometres from the city, our Northgate residential care home offers award-winning accommodation.

Our Northgate residential care home is our newest facility, opening in November 2012. A balcony showcases a spectacular city skyline view, creating the ideal setting to enjoy a drink or two. The home itself is set amongst landscaped gardens, incorporating seasonal colours, fragrances and textures. The overall design reflects the unique colour palette of our South Australian landscape

Northgate has an active and varied lifestyles program, including exercise groups such as Tai Chi, movers are groovers (low impact exercise), table tennis, mini golf and a choir. There is an active Men's Shed group who create beautiful wooden toys, and regular craft, knitting and art therapy groups. Concerts, movies and sing alongs also form part of the regular activity program available, and special bus tours and mobile shopping opportunities are highlights for residents. With so many options available you can do as you please and socialise

as much or as little as you like. With a focus on lifestyle and wellness, we'll provide you with the confidence you need to keep living a fulfilling life.

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.

Northgate courtyard



Northgate mini golf course





Northgate single room

Northgate residential care home accommodates 110 residents. Features of the home include:

- / Contemporary and spacious single rooms with private ensuite
- / Deluxe extra services rooms with private ensuite
- / Secure dementia specific area
- / Beautifully appointed respite rooms
- / Café, serving refreshments and light meals
- / Comprehensive library
- / Unisex hair salon
- / Interactive gardens, including seasonal fruits, vegetables and herbs
- / Landscaped gardens and courtyards that incorporate seasonal colours, fragrances and textures
- / Care home pets, including a bird aviary and fish aquarium
- / Internet café
- / Open plan communal lounge rooms
- / Private family dining spaces
- / Men's shed
- / Mini golf for residents and visitors
- / Quality home-style cooked meals prepared on site
- / Weekly church services and social activities

With a focus on lifestyle and wellness, we'll provide you with the confidence you need to keep living a fulfilling life.

Parafield Gardens

437 Salisbury Highway, Parafield Gardens

Parafield Gardens is surrounded by beautiful landscaped gardens, with a homely open environment.

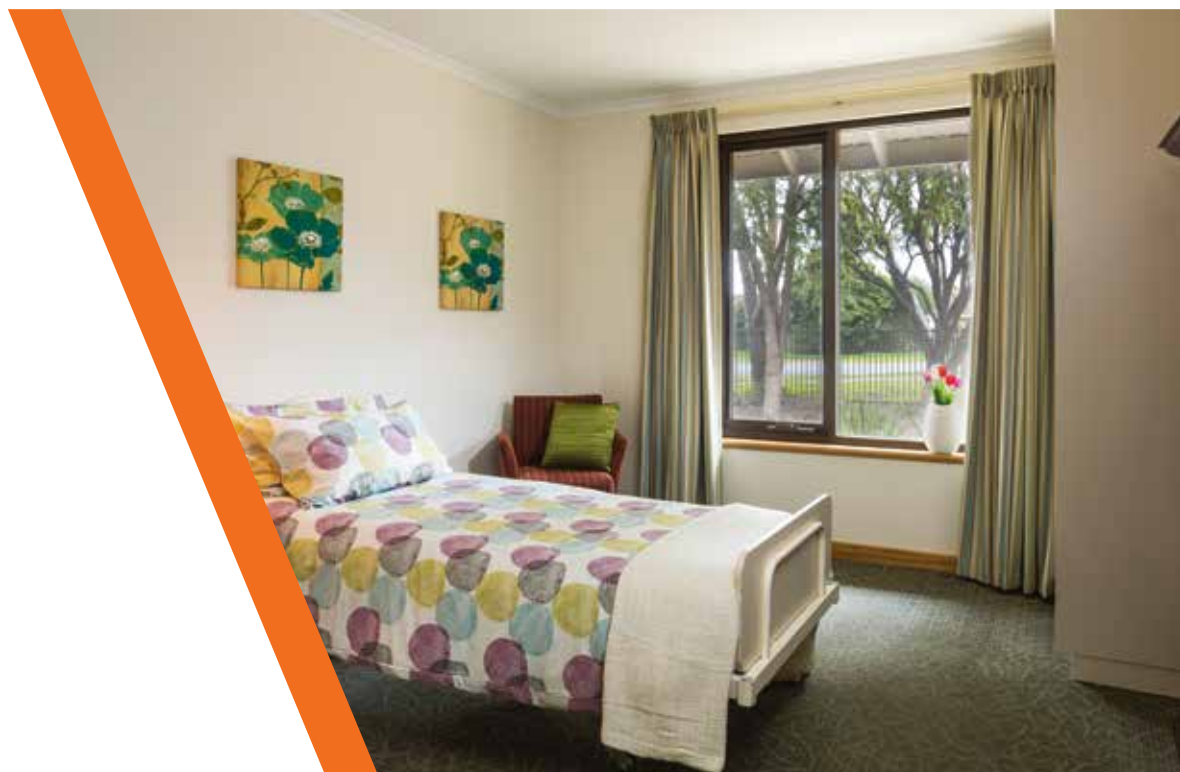
Our Parafield Gardens residential care home has a vibrant and friendly atmosphere. This atmosphere is supported by the team of staff and volunteers, and the interaction of residents and their families and friends. The home provides a welcoming ambience as you walk through the front door into the spacious foyer, greeted by the aromas of home cooking coming from the café.

The home is a hive of activity as residents enjoy group activities such as painting, table games, bingo, Wii games, craft and social days. There are also regular concerts and sing alongs, armchair travel sessions and a home library service. The themed lunches and special events such as bus trips are always a highlight on the activities program. Volunteers have a great trading table and there

is a gift cart run by residents, with many items for sale. The visiting pets are always a welcome addition, and get many a pat and a cuddle from residents and visitors alike.

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.

Parafield Gardens single room





Parafield Gardens exterior



Parafield Gardens residents

Our Parafield Gardens residential care home accommodates 93 residents. Some features of the home include:

- / Single or double contemporary and spacious rooms with ensuites
- / Secure dementia specific wing
- / Beautifully appointed respite rooms
- / On-site parking
- / Café, serving refreshments and light meals
- / Comprehensive library
- / Unisex hair salon
- / Interactive gardens, including seasonal fruits, vegetables and herbs
- / Landscaped gardens and courtyards that incorporate seasonal colours, fragrances and textures
- / Internet café
- / Open plan communal lounge rooms
- / Trading table and gift cart, and in-home shopping for giftware, jewellery and clothing
- / Quality home-style cooked meals prepared on site
- / Weekly church services and social activities

Residents enjoy group activities such as painting, table games, bingo, Wii games and craft groups.

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 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 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.

Supported residential facilities

Glenelg and Russell House are available to people with intellectual or psychiatric disabilities. Access to these houses is initiated by a mental health representative or social worker. An initial referral needs to be sent to the Supported Residential Facility Intake Team, who assess whether you are suitable to move into an SRF. If you are eligible, information about SRFs will be provided to you and enquiries into vacancies will be made on your behalf.

Disability assistance

To be able to access disability assistance, you must be a client of Disability SA. Once we receive a referral from them, we will contact you to arrange 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 their Adelaide metro office on 1300 296 738 to arrange an appointment. This can also be organised via a person's local doctor.

The Australian Government has provided a central website and phone line for consumers – 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



Useful Contact Numbers

Aged Care Assessment Team

1300 296 738

**Helping Hand Metropolitan Home and
Community Care Services**

1300 444 663

Helping Hand Retirement Living

08 8230 1785

Helping Hand Residential Admissions

08 8366 5462

My Aged Care Government Help Line

1800 200 422

Commonwealth Respite and Carelink Centres

1800 052 222

Department of Human Services

1800 227 475

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.

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.

Retirement living

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

Secure unit

Secure residential accommodation within a residential site, to accommodate older people who wander and may 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
info@helpinghand.org.au

www.helpinghand.org.au