

allcare

Aged care,
done differently.



1300 377 074 • allcare.org.au

Who is allcare?

allcare is an accredited in-home aged care provider, delivering innovative, flexible, high quality, affordable services that support you to age in your own home and surroundings.

We are a group of experts that have come together to ensure that you remain empowered and independent whilst on your ageing journey.

It is our mission to ensure you are in control of your life, and getting the most out of your care.



Why choose us?

allcare is different to every other aged care provider – and proud of it!

- ✓ **We are flexible and responsive,** and take the time to truly understand the uniqueness of each of our clients. Our biggest champions are our existing clients – and not many aged care providers can say that!
- ✓ **We take great pride in delivering good customer service,** and consistently review the services that we are providing. We will promptly adjust them if they are no longer meeting client expectations or needs.
- ✓ **We don't have call centres,** and instead we provide each of our clients with an individualised Client Engagement Manager. This means that you will speak with the same people whenever you need to contact us 24/7 – no ifs, ands, or buts about it.
- ✓ **We provide on-demand transport,** allowing our clients to use their aged care funding to book transport at the last minute. Clients have a number of transport options, including Uber, providing choice and control.
- ✓ **Our team members are locally based,** and have the experience to help you navigate the aged care sector. They will work with you to ensure you get the most out of your aged care funding.

It is not just WHAT we do that separates us, but HOW we do it.

What makes us different?

We care deeply about both our clients and staff. We work with our clients to ensure they receive the services they want. We focus on their abilities, wishes and expectations and offer support and guidance where needed, so that we take pressure off them and their families.

That's the allcare difference.

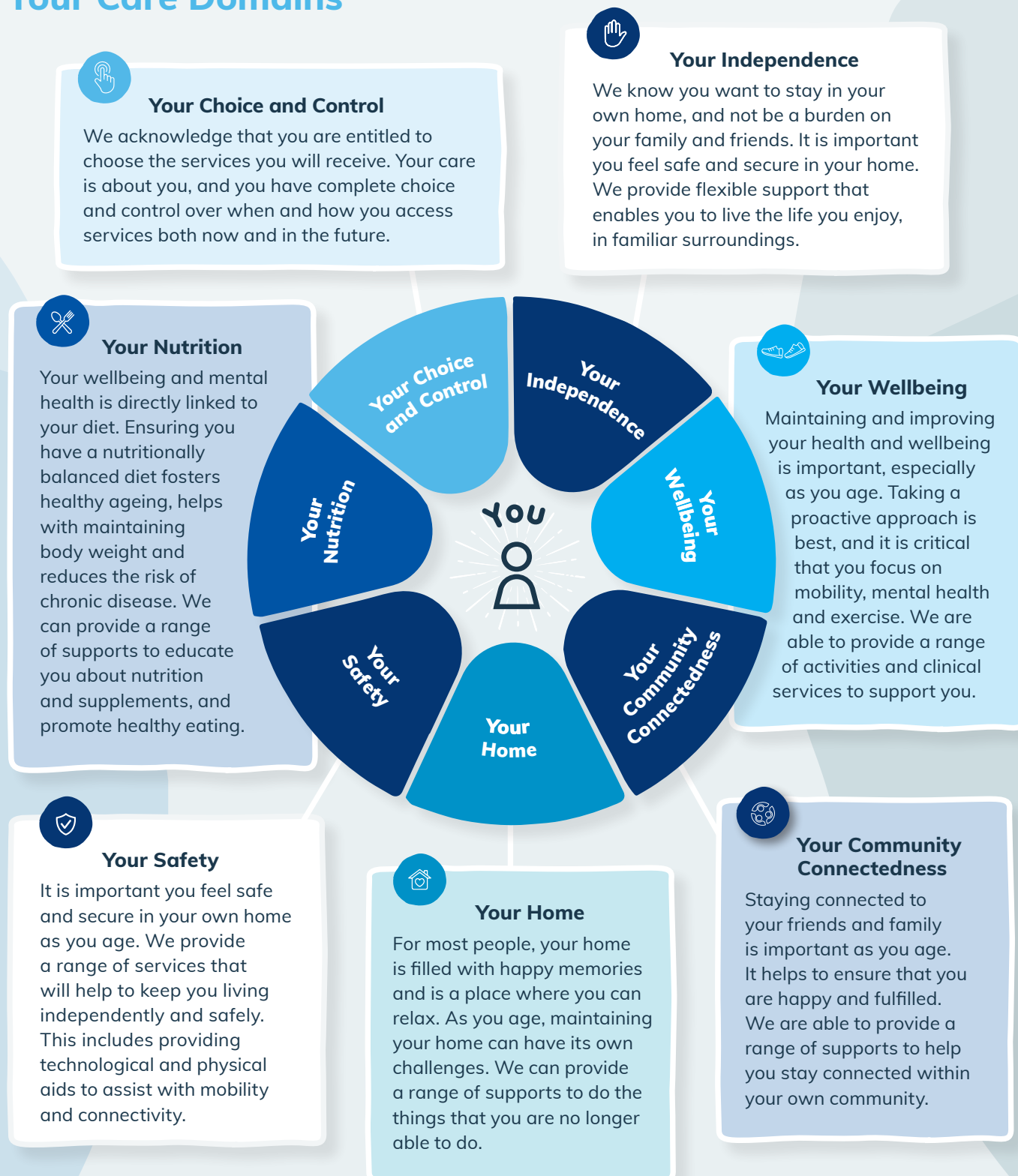
We believe there are six key reasons that make us different to all other aged care providers:

- 1 Individualised care** – We recognise different people have different needs. We are proud of the fact we don't just say that we provide choice over when, how and what services meet the individual expectations of our clients, we actually do it.
- 2 Consistent care team** – Our team members are reliable and honest, and we work hard to ensure you receive care from a consistent team. Our team can also offer community nursing and clinical care services.
- 3 Your full circle of support** – We provide a 24/7 on-call service, so that you can contact us any time of the day or night. You have a local Client Engagement Manager, so that you speak to the same people whenever you need to contact us. Your assigned Client Engagement Manager can help with a range of individual services, such as professional cleaners, on-demand transport and pet care.
- 4 Straightforward pricing** – We have gone to great lengths to ensure our pricing is transparent, so you receive more hours of care. There are no hidden fees, and what you see is what you get.
- 5 Added extras** – We provide more bang for your buck! You get a range of services that other providers simply don't offer, including social support, on-demand transport, clinical care, wellness services and in-home equipment. We are focused on providing individualised care that allows you to stay socially connected, healthy and doing the things you enjoy most.
- 6 Helpful technology** – We use the latest technology to reduce our prices and improve the quality of our services. Technology helps you to live independently, remain safe in your home and helps connect you with the right people.

Your Care Domains & Care Plan

At allcare, we are committed to delivering the best possible care, tailored to meet your individual needs and preferences. Your care is underpinned by seven Care Domains that assist you to live independently and safely in your own home.

Your Care Domains



Your Care Plan

You're at the centre of your care

Your care needs will be documented in a unique goal-oriented Care Plan, based on your individual needs and preferences, ensuring that you are surrounded by the most effective supports. Through allcare, you have access to a wide range of services and an extended team of professionals, including health care professionals, dietitians, builders, personal trainers and clinicians.

It's your care, done your way

You are best placed to determine your care needs, and it is entirely up to you how you would like to use your funding. allcare will do everything possible to provide your choice of services.



Your allcare Client Engagement Manager will work with you to develop a Care Plan that is tailored to your individual needs and preferences.

The Added Extras

Because of our affordable and transparent pricing, allcare is able to offer a range of extra services to our clients, which many other in-home aged care providers do not. These services and programs can be included in your Care Plan, and are designed to improve quality of life and independence.

Flexible Transport

Many in-home aged care providers will ask for up to 14 days' notice for a transportation booking, however here at allcare we provide our clients with flexible transport on demand.

Whether you need to attend a medical appointment, you'd like to go shopping, enjoy a social outing or visit family, our flexible transport services are ready to go!



Specialist Dementia Care

We have team members who are trained in providing specialised dementia care. Research has shown that you can improve the quality of life of people living with dementia by supporting them to remain living safely and independently in their own home. We are committed to helping clients and their carers, and be their full circle of support.



Clinical Care

Our experienced nursing, physiotherapy and occupational therapists work alongside other healthcare partners to provide services that are tailored to your individual needs.

allcare can assist you with monitoring blood pressure, diabetes management including administering insulin, wound management and pressure stocking application. Our clinical team can also work with you to reduce the likelihood of falls and improve mobility.

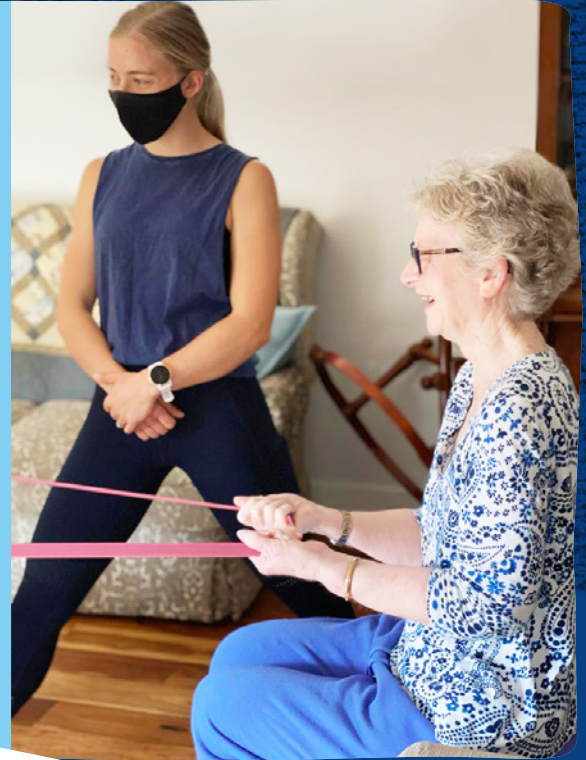
Did you know?
The Strength2Strength program
is unique to allcare!

Strength2Strength

As people age, their risk of falling or having an injury from a slip, trip or fall increases. Maintaining mobility, flexibility and dexterity are some of the best ways to reduce these risks; and the Strength2Strength program helps our clients achieve just that.

The Strength2Strength program involves partnerships with a range of allied healthcare professionals including podiatrists, personal trainers, physiotherapists and dietitians. They work as a team to develop individualised wellbeing plans for allcare clients. Our Client Engagement Managers then implement the plan and help clients achieve the plan outcomes.

The program helps provide clients with the knowledge and skills needed to maintain balance and strength to live at home safely and confidently.



Out & About

Out & About is a program that keeps you connected with your community, doing activities you want to do safely.

Past activities have included going to see Hugh Jackman in concert, attending Jersey Boys at the Lyric Theatre, eating fish and chips at the local park and meeting for a beer at the local pub.



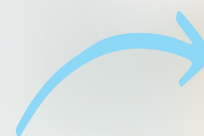
Assistive Technology & Equipment

Whether it is as simple as using an iPad to connect with a loved one, using 'smart-glasses' to help with reading, or entirely re-wiring a house to become a digital smart home, allcare's team of Client Engagement Managers are trained to help our clients use assistive technologies to maintain their independence.

There are many different gadgets, devices and technologies available to help older Australians, including safety devices, watches and personal alert systems that can detect falls, call for help in an emergency or track your movements via GPS.

Funding Options

See page 9
for more about
how to fund
your care using
your HCP.



There are multiple ways in which your in-home care can be funded. Government funding can be accessed via the Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP). You may also choose to pay for your own care privately, or top up your Government funding via Self-Funded Care.

Home Care Packages

A Home Care Package is a Government subsidised program that helps you live independently at home for longer. The types of care and support available through a Home Care Package include help with housework, personal care, respite, meals and food preparation, transport, shopping, allied health, social support and more.



How can I access a Home Care Package?

To access a Home Care Package, first contact My Aged Care for an assessment on 1800 200 422.

The allcare team are here to help guide you step-by-step on how to access a HCP, just call us on 1300 377 074.

Commonwealth Home Support Programme

The Commonwealth Home Support Programme is a Government subsidised programme that supports older people who are still managing well at home but need an extra helping hand with everyday tasks that require low-level support.



How can I access CHSP support?

To access CHSP, first contact My Aged Care for an assessment on 1800 200 422.

The allcare team are here to help guide you step-by-step on how to access CHSP services, just call us on 1300 377 074.

Self-Funded Care

Self-Funded Care provides support for older people and people living with dementia. It's different to a Home Care Package and the Commonwealth Home Support Programme because it's not Government subsidised and is paid out-of-pocket. The service can be arranged on a short-term or long-term basis, seven days a week (including evenings if required).

Self-Funded Care provides the opportunity to receive home care above what can be provided within your Home Care Package or Commonwealth Home Support Programme.

Support includes social outings, personal care, home help, nursing services, respite and transport.



How can I access Self-Funded Care?

You can contact allcare on 1300 377 074 to discuss your options and one of our Client Engagement Managers will be in touch to discuss your individual needs and preferences.



Receiving a part pension? You'll need to disclose your income and assets.

Home Care Package Funding

You may choose to fund your care using your Home Care Package. As one of the most affordable Home Care Package Providers in NSW, allcare offers value for money, more control and more hours of care.

There are four levels of Home Care Packages available that correspond with each individual's assessed needs. Each level attracts a different amount of Government funding, and therefore different numbers of hours of care per week.

Package Level	Approximate Funding	Hours of Care (Fortnightly)
Level 1	\$9,000	6
Level 2	\$15,750	10
Level 3	\$34,250	20
Level 4	\$52,000	30

What budget is available for my care?

Your Home Care Package is funded through a Government subsidy. You may wish to top up your Government subsidy, if your personal circumstances allow. The total of these makes up the budget that you can spend on your care. Eligibility for subsidies and any fees will be discussed and agreed upon with allcare before commencement of your services.

How much does the Government contribute to my care?

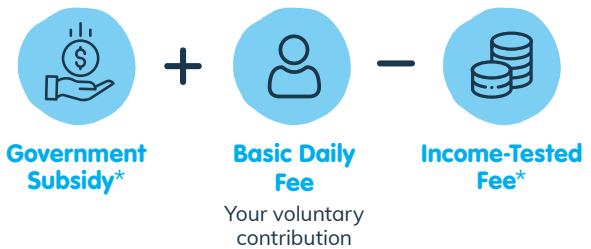
In most cases, Government subsidies and supplements make up the majority of your Home Care Package budget. The amount of Government contribution varies according to the package level assigned, including any supplements you may be entitled to (such as a dementia supplement).


Do I need to contribute to the cost of my care?


A Basic Daily Fee may be paid if your personal circumstances allow and you choose to do so. allcare is proud **not** to charge a Basic Daily Fee.


What is my Home Care Package budget?

Your Government Subsidy plus any fees makes up the total Home Care Package budget you can spend on your care.



 **Government Subsidy.** In most cases this makes up the majority of your home care budget. It is dependent on your assigned package level and individual needs. ✓

 **Basic Daily Fee.** The Basic Daily Fee may be paid, if you choose to do so. allcare will work with you to determine if your Care Plan will benefit from you making a self-contribution to the provision of your services. However, allcare does not charge it as a mandatory fee. ✓

 **Income-Tested Fee.** This fee is an adjustment based on your income and assets. It is set by the Government and is not controlled by allcare. The Government will calculate the Income-Tested Fee which is means tested and based on your income and assets (excluding your home). This fee is automatically deducted from your Government Subsidy, you do not have to pay this fee. ✗

* The Government subsidy and Income-Tested Fee are means tested.

How can I find more information?

My Aged Care

My Aged Care can give you more information about home care fees, as well as an estimate of your fees. Visit their website at: myagedcare.gov.au

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allcare are happy to assist with any questions you may have in understanding how fees, subsidies and supplements work. Call our friendly team on 1300 377 074.

Our Values

Here at allcare, our values govern everything that we do and shape how we deliver care to our clients.



Respectful

Our trained staff respect, empower and support our clients to live connected lives while embracing differences.



Innovative

We listen to the ideas of others, and always look to stretch the envelope in the pursuit of new ideas that help deliver excellence.



Collaborative

We recognise that collaborative relationships with all stakeholders are fundamental to achieving quality outcomes for our clients.



Dependable

We find out what makes a difference in the lives of our clients, and make sure that we deliver on that expectation.



Personalised

We get to know our clients and what is important to them. We are flexible and take the time to truly understand the individualised needs and wants of our clients.

Accessing Our Services

We understand that some people may experience challenges in accessing in-home aged care services, and we are committed to ensuring that we cater to everybody's individualised needs. Our services absorb the wisdom of partners and stakeholders to achieve optimal outcomes, including those from special needs groups.

Clients & Carers

Our clients and their carers come from a diverse range of backgrounds. The allcare community is composed of rural Australians, Aboriginal & Torres Strait Islander peoples, those who identify as LGBTIQ, a range of cultural backgrounds, veterans, people who are homeless or at risk of homelessness, those who have left institutional care and those who are financially disadvantaged.

We understand that not all clients and carers enjoy equal access to care, and we are committed to doing our best to remove barriers – be they financial, linguistic, physical or geographic.

allcare is a member of the 'Welcome Here Project', actively promoting inclusion, tolerance and acceptance of those in the community who identify as LGBTIQ. allcare has also worked with Reconciliation Australia to prepare a Reconciliation Action Plan (RAP), part of which includes providing all team members with cultural sensitivity training.

allcare is committed to tailoring services to meet the individualised needs of all.



Our services are easy to access and our experienced team works hard to meet people's individualised needs.



allcare is accredited by the Australian Government to provide in-home aged care services. We provide care to a diverse range of populations, located in both metropolitan and regional areas. We are proud our client base is rich in diversity, cultural heritage and socioeconomic access. We believe that nobody should be denied access to an aged care service they require, regardless of their financial position.



Policies & Procedures

We have a range of policies and procedures which govern our services. We also have a Client Advisory Committee, Workplace Health & Safety (WHS) Committee and Continuous Quality Improvement Committee.

allcare takes governance seriously. We have robust policies and procedures in place, spanning four categories; (i) Workplace Services, (ii) Client Services, (iii) Workplace Health and Safety, and (iv) Clinical Care. These documents govern how we engage with clients, ensure the safety of our team and ensure compliance with Commonwealth and State regulations. allcare also has a number of committees that help to inform how we provide services to our clients, including a WHS Committee, a Continuous Quality Improvement Committee and a Client Advisory Committee – all of which enjoy client representation.

Team Members

Our inclusive and diverse team is composed of Community Support Workers, clinical healthcare professionals, Client Engagement Managers, allied healthcare professionals and administrative staff.

At allcare, we truly believe that employees are an organisation's greatest asset. Our employees know our clients best as they interact with them daily. They have the answers on how to improve customer service and the quality of the services that we provide. They also use our internal tools and systems every day, and are trained in how to provide services to all clients regardless of circumstance. We have developed a customised Learning and Development framework, ensuring that our team are continuously trained in all aspects of in-home care.

Stakeholders & Partners

We rely on a range of stakeholders and partners to provider services. Examples include Aboriginal Elders, survivor support groups, specialist health professionals, sectoral peak bodies, the office of The Public Guardian, State and Commonwealth Health Departments, palliative health professionals and others.

We believe the best way to support the health and wellbeing of older Australians is through the provision of integrated care. Achieving integrated care is not easy, requiring specialist knowledge and capability – which we are proud to possess. To achieve it we partner with external stakeholders, and collaborate on the delivery of in-home and community care. We listen to experts, and action their advice in a timely manner. We use their wisdom, knowledge and skills to inform and shape the care we provide.



“Bree helps me with my showers, takes me to appointments, helps me grocery shop and cooks me wonderful meals. From the first time we met, we just hit it off as we share the same sense of humour.”

Alex has a new purpose in life

Since choosing allcare as the provider of his newly assigned Level 3 Home Care Package, Alex has found a new purpose in life.

Prior to using allcare, Alex experienced multiple falls and repeat hospital admissions. He hardly left his house, wasn't eating properly and regularly missed his much needed medication. Alex does not have an extensive support network and has some complex medical issues.

Over the past two years, allcare has worked with Alex to improve his health and wellbeing: helping him to rediscover his passion for gardening, and even helping him

to build a hydroponic vegetable garden at his home.

Alex uses allcare for many essential services such as transport, domestic assistance, meal preparation and medication monitoring.

Alex attends most allcare social events, taking full advantage of the Out & About program. Most recently, Alex and his Community Support Worker travelled to Gerroa to buy fish and chips. allcare has also helped Alex to get back on top of his health, accompanying him to doctors appointments and completing swimming classes with him in a heated hydrotherapy pool.

To anyone needing help who may feel unsure about a carer coming into their home, Alex offers the following advice:

“Give it a go. See what you think. You might be pleasantly surprised. I know I am better off, and haven't had a fall in over a year since allcare has been coming and giving me the support I need.”

When asked what he likes most about allcare, Alex had the following to say:

“The girls have helped to turn my house into a home. Before allcare, I was living among 100 boxes full of memories, and wasn't willing to throw them away. One by one, at my own pace, the team helped me to go through them, organising what I wanted to toss, give away or keep. The items that mean something to me are now on display, and I get to look at them every day – and the best thing is I don't ever have to dust them!”

allcare is Jean's partner in care

Prior to using allcare Jean received services from another aged care provider. She was unhappy with the quality of the services she was receiving, and was very frustrated.

Jean told us her former provider never answered the phone, she had to book transport at least one week in advance, and care workers were constantly changing so she never knew when they were coming.

When allcare visited Jean, we explained to her that we understand every client is unique. We also explained to her the things that make allcare different, including flexible transport, consistent care teams and our 24/7 on-call service. By getting to know Jean we were able to understand what Jean wanted and needed, and create her personalised Care Plan.

At allcare, we are a family where everyone belongs, allowing for old friendships to be nurtured and new ones to flourish.

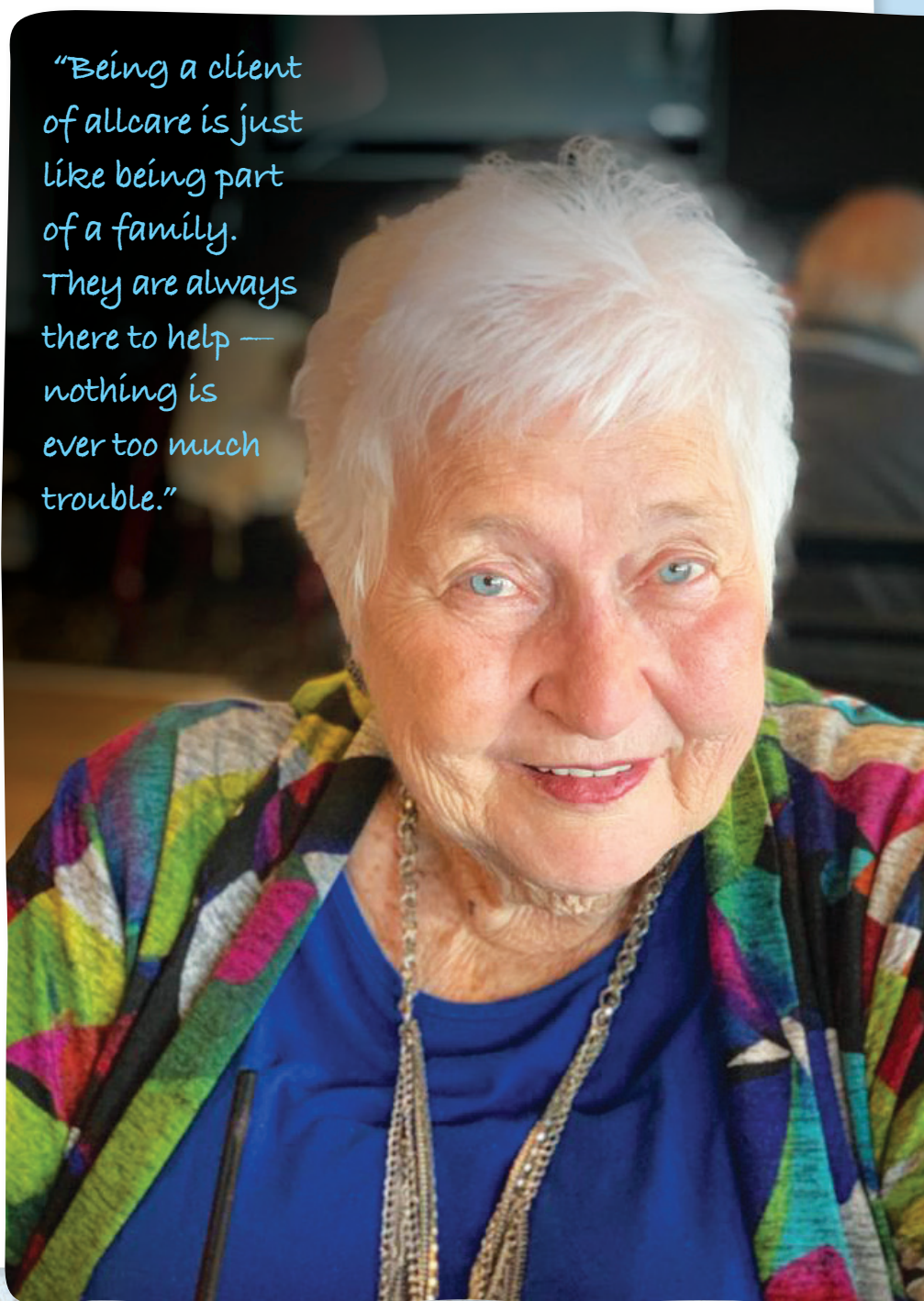
Jean has been a client with allcare for over three years now, and she is delighted with the services we provide, and views allcare as her partner in care. In addition to providing her personal care, Jean has decided to use her Home Care Package funding to buy in-home assistive equipment and specialist footwear. allcare even transported Jean to Canberra so she could attend the funeral of a loved one – as we understand those are the things that matter most.

When asked what she likes most about allcare, Jean had the following to say:

"I wanted to express my appreciation to the staff for taking such excellent care of me. I appreciate it and so does my family. They are professional and take pride in their work. The variety and quality of the

food that they make me isn't only what I want, but delicious. I can call them and be picked up within 15 minutes of my phone call. allcare is real care, for everyone. I feel like I can stay living in my home, not being a burden on my family, as nothing is too hard. I just call allcare and tell them that I have a problem and they fix it for me."

"Being a client of allcare is just like being part of a family. They are always there to help — nothing is ever too much trouble."



Des enjoys our flexibility and affordability

When Des' health concerns started to have an impact on daily life, he decided it was either time to go into residential care or get some help around the house. For Des, home care was definitely the right decision, and he has now been an allcare client for over two years.


When allcare first met Des he was living on his own and was suffering from chronic pain. He was very house proud, with not a thing out of place. He loved his garden, and worked hard to keep it neat and tidy. Maintaining these standards, however, was aggravating his health conditions.

Des heard about allcare through a friend, and chose allcare after interviewing a number of different providers. Des liked allcare because he felt we were flexible, our fees are one of the cheapest and we were able to provide personalised care that was suited to his needs – this included professional cleaners which would move rugs and clean on top of cupboards. Des also wanted someone who could weed and prune his garden, which allcare was happy to provide.

Since choosing allcare, Des has been receiving regular personal care and gardening services. Des is happy with the care he receives, and is grateful that he chose allcare to be his provider.

When asked what he likes most about allcare, Des had the following to say:

"To have a provider like allcare has been just incredible. I don't think I could praise them enough. Jennifer, my Client Engagement Manager, is just great. With her, nothing is ever too much trouble. Whatever I ask, Jennifer will sort it out for me. She is just amazing and goes above and beyond. The carers that come in to help me are also wonderful, they all do a good job."



"Tina and my gardener Michael are the best. They are such an asset to allcare. They do everything that I ask of them."

Provider Comparison Tool

We understand choosing an aged care provider can be difficult. To help, we have prepared this handy tool, which can be used to compare different aged care providers in your region. It is important you make the right decision for you, understand the fees and charges different providers will charge, and understand what types of services different providers offer.

allcare
1300 377 074

My Aged Care
1800 200 422

**Translation &
Interpreter Service**
131 450



Questions to ask	allcare	Provider 1	Provider 2
		1300 377 074 www.allcare.org.au	Name: Ph: Website:

Am I going to be out of pocket?

Do they charge a mandatory daily fee?	✗		
Is there a mandatory client contribution?	✗		
Are there any hidden or extra fees?	✗		
Do they provide Self-Funded Care?	✓		

How much do they charge?

What is the fortnightly Package Management Fee?	Level 1	\$53		
	Level 2	\$107		
	Level 3	\$274		
	Level 4	\$415		
What is the Standard Hourly Rate?		\$54 - \$74		
How many hours of care do I get per fortnight?	Level 1	6		
	Level 2	10		
	Level 3	20		
	Level 4	30		
Do they provide monthly statements?		✓		

How will my care be provided?

	Dedicated Client Engagement Manager, flexible transport, 24/7 on-call and consistent care workers.		
What happens if my care needs change?	Services are promptly updated to match your individual needs and wants.		

What types of services are offered?

Personal care	✓		
Professional cleaners	✓		
Pet care	✓		
Transport on demand	✓		
Respite	✓		
Garden services	✓		
Meals / shopping	✓		
Massage	✓		
Social outings	✓		

Are Allied Health services included?

For example, Nurses, Occupational Therapists (OTs), Podiatrists, Physiotherapists, Dietitians, Exercise Specialists	✓		
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**allcare can help you navigate
the aged care system**

Telephone

1300 377 074

24 hours a day, 7 days a week

Email

info@allcare.org.au

Post

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Squires Way, North Wollongong, NSW 2500