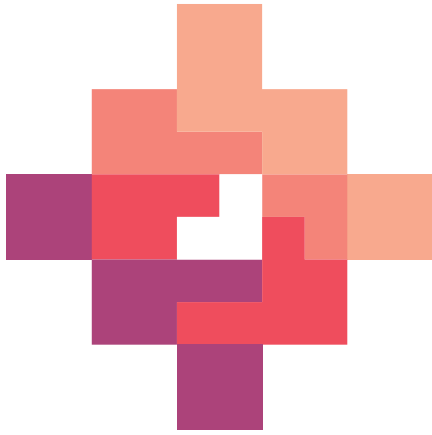




hendercare



**Your Package
Your Choice**



Established in 2004, HenderCare is a national provider of services for older people and support for those with a disability.

Employing over 1,500 staff, we deliver low and high intensity care, personal support, as well as a range of household tasks and other services in South Australia, Western Australia, Queensland, New South Wales, Australian Capital Territory, Victoria and Tasmania.

With a focus on delivering the highest quality care by our own trained staff, we are setting the benchmark in health and community care.

We look forward to helping you get true choice, flexibility and support with your in-home care soon.

Have a question? We are available to take your call 24 hours a day, seven days a week.

Phone 1300 764 433

Email mail@hendercare.com.au

Web hendercare.com.au

The best choice in Home Care. Why? Because we make it *your* choice.

At HenderCare we offer a true consumer-directed model of care. We deliver flexible options that allow you to get what you need out of your package.

Whether you have low, high or complex care needs, we offer you the freedom to choose how your package is managed, who delivers those services and we offer transparency around fees and charges.

Contact us today and experience the HenderCare service difference.

“HenderCare are very professional and caring. They take into account your personal circumstances and needs. Workers are extremely professional but also caring and reliable!” - service review 2018





You choose how much or how little you manage your package.

It's your package and we think you should decide how it gets managed. Not us.

Some consumers like the idea of self-managing, while others like the assistance that case management brings. Want something that's a mix of both? We have that too. No matter what your preference, we have a management solution that will match your service preference and needs.

	MOST POPULAR		
	CareStart*	Case-Managed	Self-Managed**
Percentage cost of HCP	25% of your Home Care Package for the first three months and 10% thereafter	25% of your Home Care Package	10% of your Home Care Package
Suited to new HCP consumers	Yes	Yes	No
Suited to existing HCP consumers	Yes	Yes	Yes
Includes:			
Initial consumer assessment	✓	✓	✓
Preparation of consumer budget	✓	✓	✓
Development of consumer care plan	✓	✓	✓
Assistance with My Aged Care	✓	✓	✗
Coordination & implementation of services	✓	✓	✗
Care plan reviews	Quarterly	Quarterly	Annual
Ongoing support and advice	✓	✓	✗
Unlimited access to your Home Care Coordinator	✓	✓	✗

CareStart*

Allows you the flexibility of case management and unlimited access to your Home Care Coordinator for the first three months while your plan is set up and the option to self-manage thereafter.

Case-Managed

Complete case management on an ongoing basis and unlimited access to your Home Care Coordinator. We take care of everything, allowing you more time to enjoy life.

Self-Managed**

Coming from another provider? If you know what you need and are able to self-manage, this can be a great option which allows you more of your funds to put towards service delivery.

*CareStart inclusions listed above are only available for the first three months or as long as you retain our case management service. After this, inclusions are the same as those on the self-managed plan.

** Self-managed consumers have the option to purchase additional blocks of case-management support at a charge of \$95 per hour

A huge range of services, delivered by trained HenderCare staff.

Whether you have low or high intensity care needs, we have the services to assist you.

Is something missing? If you need a service that isn't listed below, please contact our Home Care team to see if we can assist.

CLEANING

Cleaning and tidying around the home.

PERSONAL CARE

Assistance with showering, mobility, dressing and continence.

MEAL PREPARATION

Assistance to prepare meals on your behalf or to assist you.

NURSING CARE

Registered RNs on staff to assist with medication and wound care.

GARDENING

Garden maintenance including mowing, pruning and tidying.

IN-HOME RESPITE

Support to help loved ones take a break when needed.

SHOPPING

Assistance at the shops or we can complete the shop for you.

24 HOUR / LIVE-IN SUPPORT

We can provide around-the-clock care when needed.

TRANSPORT

Transport to and from medical appointments and social outings.

EQUIPMENT & TECHNOLOGY

We help source the right equipment to make your life more comfortable.

SOCIAL SUPPORT

One-on-one social outings or help to connect with your community.

COMPANIONSHIP

Someone to provide company when you need extra support.

Not sure where to start? Ask us about Your Care.

When you are first assigned a Home Care Package, we understand that it can be hard to know what to use your funds on and where to start. To make the process easier we have created **Your Care** - service bundles that can be used "off the shelf" or customised to best suit your needs and goals.

Your Care is a simple and quick way to get you started on your Home Care Package and to maximise the value you receive from your package.

Getting started couldn't be easier, simply call HenderCare and ask about our **Your Care** service bundles today.

Contact HenderCare today!
1300 764 433 | hendercare.com.au

**Are you currently waiting
for a Home Care Package?**

**Are you currently on the wait list
for a Home Care Package? Talk
to us today about our While You
Wait options on 1300 764 433.**





Giving our all for health and community care.

1300 764 433 | hendercare.com.au

SOUTH AUSTRALIA | WESTERN AUSTRALIA | VICTORIA
AUSTRALIAN CAPITAL TERRITORY | TASMANIA
QUEENSLAND | NEW SOUTH WALES

Information outlined in this brochure is effective as at 1 September 2018. Prices subject to change.