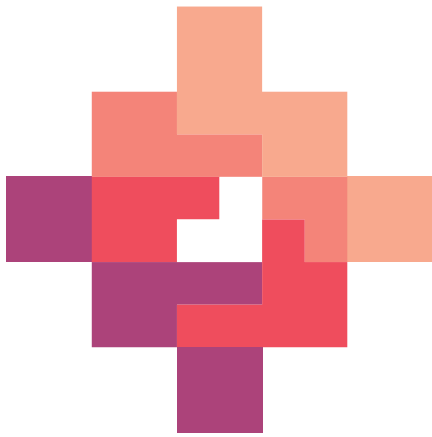




**Your Package  
Your Choice**



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 achieve 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](mailto:mail@hendercare.com.au)

**Web** [hendercare.com.au](http://hendercare.com.au)



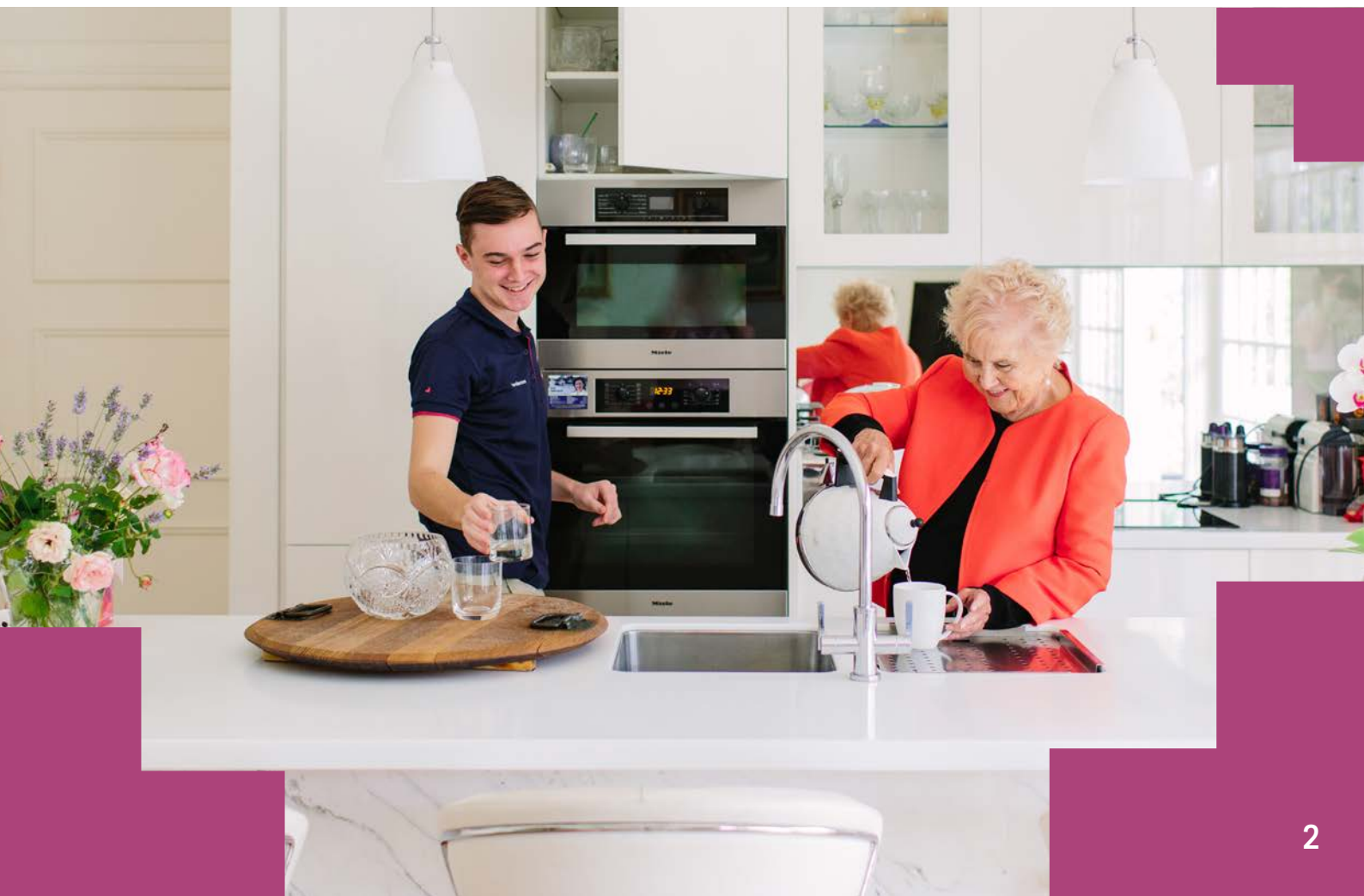
## The best choice in Home Care. Why? Because we make it your choice.

At HenderCare, your choices are our priority. We offer a true consumer-directed model of care where you control what services you receive and when, as well as who delivers them.

Whether you have low, high or complex care needs, we deliver flexible options that allow you to get what *you* need out of your package, helping you to reach your goals.

Contact us today and experience the HenderCare service difference on 1300 764 433.

**“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





## A huge range of services, no matter how simple or complex your needs.

At HenderCare, we deliver a wide range of care and support services throughout the community which include nursing, allied health, social support, cleaning and more.

We can reliably deliver these services by employing and training our own caring team members. We work hard to ensure you have the same person at your door each week, providing you with routine, familiarity and a friendly face.

### **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 nurses on staff to assist with medication and wound care.

### **GARDENING**

Garden maintenance including mowing, pruning and tidying.

### **RESPIRE**

Support to help carers take a break. Option for 24 hour in-home care.

### **SHOPPING**

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

### **EQUIPMENT**

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

### **TRANSPORT**

Transport to and from medical appointments and social outings.

### **SOCIAL SUPPORT**

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

### **ALLIED HEALTH**

Access to our team of physiotherapists, psychologists, speech pathologists, occupational therapists and more.

## You set your goals.

Every consumer's Home Care Package goals are different. Whether you have social, well-being, health or mobility goals, at HenderCare, we will work with you to design a service plan and budget to help you achieve your goals.

## You say what, when and who.

Offering a true consumer-directed model of care, we won't make your needs fit into our schedule. We empower our consumers to actively determine what services they would like to access under their package, when they would like them delivered and who they would like to provide the service.

No more unfamiliar faces or uncertainty around service times, we work hard to make sure that your services are delivered in the way you would like and at the times that suit you.

## You can choose to self-manage or use our care management service.

Some consumers like the idea of self-managing, while others like the assistance that care management brings. No matter what your preference, we have a management solution that will match your needs.





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

**If you are on the National Queue, talk to  
us today about our  
While You Wait options on  
1300 764 433.**

## Frequently Asked Questions

### What is a Home Care Package?

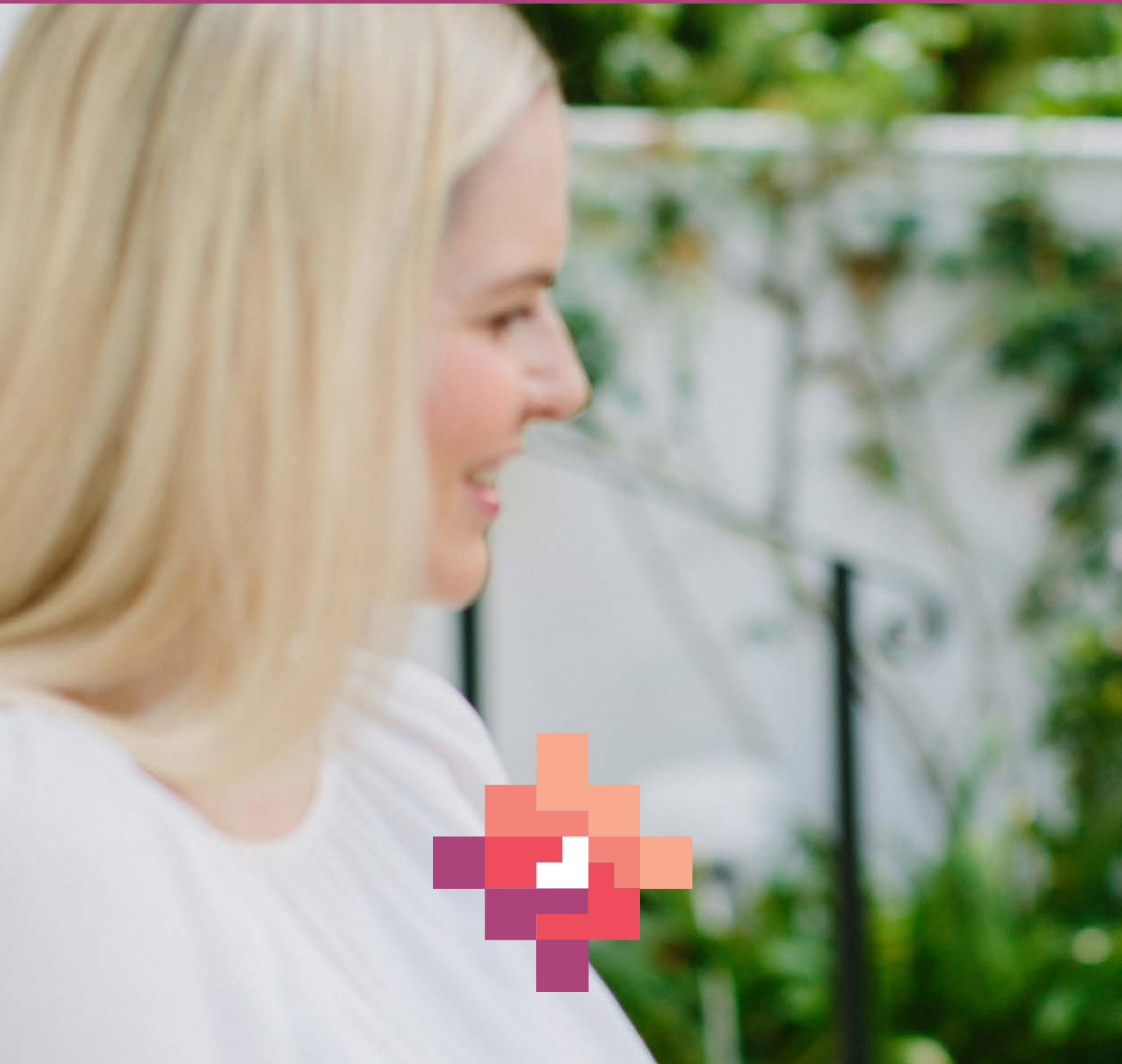
Home Care Packages (HCP) Levels 1 to 4, are funded by the Commonwealth Government. They are a great way for you to access support that will help you stay in your own home. HCPs can fund services like domestic assistance, transport, personal care, home and garden maintenance, a helping hand with meal preparation, nursing care, social support and allied health services.

### How do I apply for a package?

To start the process, you will first need to contact My Aged Care on 1800 200 422. They will talk you through the process which may include an initial phone screening and face to face assessment. HenderCare can assist you in starting this process and can lodge a referral for assessment on your behalf.

### What is Care Management?

Care management includes coordinating care and services that will help you deliver on the goals you identified in your Care Plan. Every HCP, including those being self-managed will require some level of care management.



Giving our all for health and community care.

1300 764 433 | [hendercare.com.au](http://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 July 2019.