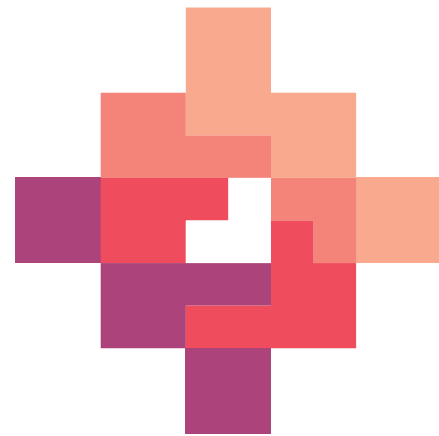




**Your Package  
Your Choice**





Established in 2004, HenderCare is a national provider of health and community care.

Employing 1,500 staff, we deliver a range of services that assist those with simple to complex care needs.

We are experienced in delivering services to older Australians and specialise in our services to the veteran community.

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** [hello@hendercare.com.au](mailto:hello@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 stay living at home.

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

**“I think it could quite easily be intrusive and it isn’t at all. I have the impression they do believe that looking after older people is worth doing.”**

- consumer feedback, 2020







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

We deliver a wide range of care and support services throughout the community which include nursing, therapy services, social support, cleaning and more.

We reliably deliver these services by employing and training our own caring team members; working 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

RNs to assist with medication & continence management.

## 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.

## THERAPY SERVICES

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 services.

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.



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

**If you are on the National Queue, talk to us today about our private care 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 therapy services.

### How do I apply for a package?

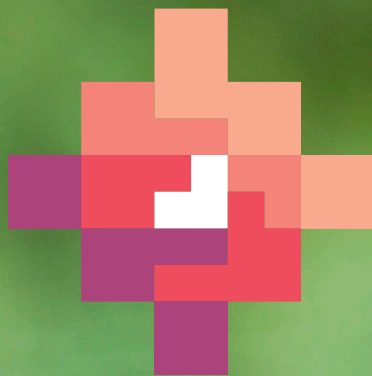
To start the process, you will first need to contact My Aged Care on 1800 200 422. They will talk you through the process which may include an initial phone screening and face to face assessment. HenderCare can assist you in starting this process and can lodge a referral for assessment on your behalf.

### 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.







Giving our all for health and community care.

1300 764 433 | [hendercare.com.au](https://hendercare.com.au)

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

Information current as at 1 December 2020