



Care you can count on at home



kincare.com.au

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In-home care for the life you choose

For almost 30 years we have been putting our customers at the heart of everything we do and empowering them to live the life they want to live. Our humble beginnings as a family run and operated business run deep. What unites us is our experience and unwavering commitment to improving the quality of life for thousands of individuals and families across the country. Whilst there's always room for improvement, our commitment is that we will be there with you helping out every step of the way, because that's what families do.

— KinCare, family owned and operated for almost 30 years.



Our Heritage

KinCare was established in 1992 by Margaret Howie, a registered nurse who has always had a passion for ensuring older people receive the highest standard of care and support. Margaret wanted to be involved with an organisation that cared and really made a difference for older people. She also wanted to ensure that quality services were available to people irrespective of their socio-economic background or circumstances.

How can we help?

If you are aged 65 and over and want support to stay living at home safely and comfortably, our Aged Care services can help you. We provide government subsidised and privately funded aged care packages specifically tailored to suit your needs.

KinCare provides quality clinical care and support services to our customers. Our purpose is to enable you or your loved one to remain living safely at home by providing you with the quality care you deserve.

Whether it's a few hours of domestic assistance each week, or daily help to get ready - our in-home care services can support you and give you more time to enjoy the things you love.

Our People

You will be supported by a specialised, highly trained local support team. KinCare staff are big-hearted, knowledgeable and skilled. You'll benefit from a broad range of services and if your needs change, your support team can always alter your services to accommodate.



Getting started with in-home care

There are two types of aged care funding provided by the Australian Government to help older people at home, Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP). Both give you support to stay at home, but there are differences in the level of support you receive.

The Commonwealth Home Support Programme (CHSP)

The Aged Care Assessment Team (ACAT) approval process can take time. If you require services while on the waitlist, you may apply for the CHSP through My Aged Care. The CHSP helps you quickly access services such as domestic assistance, social support and respite care.

Home Care Packages (HCP)

This funding helps to cover the cost of a long-term in-home care plan that supports you to stay living at home for longer. Home Care Packages give you flexibility to manage your funding allocation in the way that suits you best, meaning you can access the services you need when you want them. With our exceptional team of Nurses, Allied Health Professionals and qualified Home Care Workers, you can feel assured that KinCare can support your needs.

ALL KINCARE SERVICES ARE ALSO AVAILABLE PRIVATELY:

All our care services can be adapted for your individual needs. We offer short and long-term options, including 30 minute sessions or 24 hour live-in support. With this fee-paying alternative, no assessment or subsidy is required - so the help arrives immediately.



We can help you with the ACAT assessment process

*To access KinCare's services,
you will need to apply for an
assessment with My Aged Care
(myagedcare.gov.au).*

The process may seem a little daunting, but don't worry, we are here to help every step of the way. Once you have applied, you will be contacted by the Aged Care Assessment Team (ACAT) who are employed by the Australian Government to help assess the level of support you require. They will be able to recommend the types of aged care services that will suit you best.

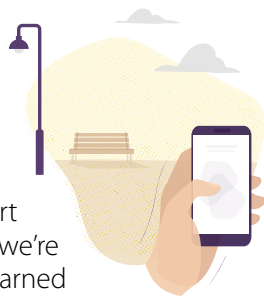


OUR SIMPLE GUIDE EXPLAINS THE AGED CARE FUNDING PROCESS:

STEP 1

Talk to KinCare

Navigating Aged Care Support can be confusing, that's why we're happy to share what we've learned about My Aged Care over the last 30 years and support you every step of the way. Give us a call on **1300 733 510** or make an enquiry online, we're happy to help.



STEP 2

Call My Aged Care

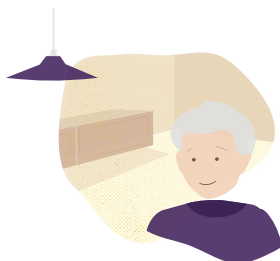
Call My Aged Care to request a home care package on **1800 200 422** or visit **myagedcare.gov.au**. They will confirm that you meet the government conditions for aged care funding.



STEP 3

Identify your individual needs

An ACAT assessor, who is an experienced clinician, will visit you at home to discuss your personal circumstances and recommend the right support for you. With your consent they will assess your care needs and eligibility for services that address your needs, goals and preferences.



STEP 4

My Aged Care will send you a confirmation letter

You will receive a letter of approval to let you know whether you are eligible and approved to receive a home care package, and at what level. You will then be placed in a national priority queue and be contacted when a suitable package becomes available for you. Your position in the queue will be based on your needs and circumstances as well as the time you have spent waiting for care.

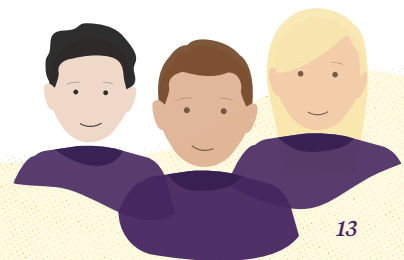
Wait list: You might only need to wait about 2 weeks for your funding to become available, but sometimes it can take a lot longer. If you require services now, please enquire about private care.



STEP 5

Receive your package and start services

You will receive another letter confirming that your funding is available. You can now call KinCare and book in a consultation, where a member of our team will visit you to discuss your needs and goals to create your personalised care package.





Why Choose KinCare?

- **24/7 support:** Support 24 hours, seven days a week. We're here to support you every day and night, including weekends and public holidays.
- **COVID Safe care:** Our team is highly trained and screened. The health and safety of our customers and our staff is top priority.
- **Clinical care:** Our purpose is to enable you or your loved one to remain living safely at home by providing you with quality clinical care services.
- **No exit fees:** We're confident you'll receive the best service possible, that's why you'll never be hit with exit fees.
- **Trusted & Reputable:** KinCare is a proven in-home care provider with a near 30 year track record of supporting Australians to live independently.

Aged Care Services

SPECIALIST MEDICAL CARE

- Nursing
- Keeping mobile & preventing falls
- Occupational Therapy
- Palliative Care

GETTING OUT AND ABOUT

- Social Support
- Social Support Group
- Social Support Technology
- Transport

HELP AROUND THE HOME

- Home maintenance
- Domestic assistance (cleaning & household tasks)
- Personal care
- Food services

HAVING A BREAK

- Flexible Respite

Our Range of Services

Your dedicated Customer Care Manager will spend time with you to understand your needs, goals and preferences, taking the time to learn as much as they can about you. We are available to support you 24 hours a day, 7 days a week including weekends and public holidays.



LISTED ARE A RANGE OF SERVICES TO SUIT YOUR INDIVIDUAL NEEDS:

IN-HOME SUPPORT:

- ☐ Personal care
- ☐ Dressing
- ☐ Help with grooming
- ☐ Medication reminders
- ☐ Housekeeping & cleaning
- ☐ Laundry & ironing
- ☐ Meal preparation
- ☐ Menu planning
- ☐ Shop by list
- ☐ Respite
- ☐ Companionship
- ☐ Garden maintenance
- ☐ Home maintenance
- ☐ Spring cleaning
- ☐ Pet care - feeding, walking & grooming

HEALTH & WELLBEING:

- ☐ Nursing
- ☐ Medication support
- ☐ Podiatrist
- ☐ Dietician
- ☐ Speech pathologist
- ☐ Physiotherapist
- ☐ Occupational therapist
- ☐ Counsellor
- ☐ Exercise groups
- ☐ Falls prevention programme
- ☐ Equipment & supplies
- ☐ Telehealth monitoring
- ☐ Home safety checks
- ☐ Help after hospital stay & procedures
- ☐ Continence management
- ☐ Pain management
- ☐ Dementia management
- ☐ Palliative care

SOCIAL CONNECTION:

- ☐ Community involvement
- ☐ Transport
- ☐ Special events
- ☐ Shopping
- ☐ Bill paying & errands
- ☐ Medical appointments
- ☐ Local appointments
- ☐ Companionship
- ☐ Social outings
- ☐ Leisure & recreation groups
- ☐ Café club / Lunch club
- ☐ Garden / Men's groups
- ☐ Emergency alarms & sensors
- ☐ Connect with others through technology
- ☐ Online games / social groups
- ☐ Online & device coaching & support
- ☐ Living with dementia groups
- ☐ Health coaching



It's easy to switch to KinCare

We want you to continue living the best possible life at home by providing you with consistently high-quality care.

WITH KINCARE YOU HAVE PEACE OF MIND KNOWING THAT:

- Your home visits will always be on time – and at a time that suits you.
- The same experienced, passionate Home Care Worker will always visit you.
- They will take the time to build a strong, supportive relationship with you and your loved ones.
- You can depend on them giving you the same high-quality care every time.





SERVICING OVER 16,000
LOCATIONS ACROSS AUSTRALIA

*Speak with your
local team today*

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