



07 5436 4130



# Home care. Your guide.

A detailed overview of support  
available to you and how to access it.

CHURCHES  
of CHRIST 

# Our locations

## **Blackall and District Home Care**

2A Coronation Drive  
Blackall Qld 4472

**P** 07 4657 6777

**E** blackallcc@cofcqld.com.au

## **Bribie Island and Caboolture Home Care**

12-40 Foley Street  
Bongaree Qld 4507

**P** 07 3410 3730

**E** bribieislandcc@cofcqld.com.au

## **Bundaberg Home Care**

58 Johnston Street  
Avoca Qld 4670

**P** 07 4150 1450

**E** bundabergcc@cofcqld.com.au

## **Darling Downs Home Care**

885 Ruthven St South  
Toowoomba Qld 4350

**P** 07 4617 6691

**E** toowoombacc@cofcqld.com.au

## **Hervey Bay Home Care**

130 Pantlins Lane  
Urraween Qld 4655

**P** 07 4124 8985

**E** herveybaycc@cofcqld.com.au

## **Greater Brisbane Home Care**

41 Brookfield Road  
Kenmore Qld 4069

**P** 07 3373 2217

**E** ccgreaterbrisbane@cofcqld.com.au

## **Ipswich and West Moreton Home Care**

41 Brookfield Road  
Kenmore Qld 4069

**P** 07 5460 6500

**E** westmoretoncc@cofcqld.com.au

## **South Coast Home Care**

60 Allchurch Avenue  
Benowa Qld 4217

**P** 07 5539 7601

**E** ccgoldcoast@cofcqld.com.au

## **Southern Downs Home Care**

223 Dragon Street  
Warwick Qld 4370

**P** 07 4660 1150

**E** warwickcc@cofcqld.com.au

## **Sunshine Coast Home Care**

211 Parklands Boulevard  
Little Mountain Qld 4551

**P** 07 5436 4130

**E** ccshinecoast@cofcqld.com.au

## **Townsville Home Care**

260 Fulham Road  
Heatley Qld 4814

**P** 07 4775 2250

**E** townsvillecc@cofcqld.com.au

## **Home Care Maintenance & Home Assist Secure**

41 Brookfield Road  
Kenmore Qld 4069

**P** 1800 772 011

**E** homecare@cofcqld.com.au



If your location isn't listed here, give us a call on **1800 772 011** and we'll let you know if we can access your area.



# Care and support in your own home

**At Churches of Christ, we want to help build a world where everyone has hope, love and a strong community. That's why we offer Home Care as one of our core services.**

You'll have the opportunity to access care and support in your own home, so you can stay in your community, surrounded by the people you care about and continue the activities that matter to you.

Whether you want an extra hand with household chores or garden maintenance, or you're looking for nursing care, personal care or clinical support, we can help you to live the way you want to—safe and secure in your own home.

## How we can help

With Churches of Christ Home Care, you can stay in your own home longer, while maintaining an independent lifestyle.

Help at home looks different for everyone. It may mean you need help with shopping and cooking, or improving your safety and movement around the house. You may need personal care to shower, dress, and get in and out of bed.

Together, we can customise a package that's right for you, so you can access one-off services as you need them, or routine care you can rely on.



# What support is available

**The level of support you receive will depend on your needs and the choices you make about where and how you want to live.**

This handbook will provide more information on the various types of Home Care support we can provide.

## Support Packages

Type of Package	Page
<b>COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)</b>	<b>6-7</b>
Entry level support if you only need a little help to stay at home.	
<b>HOME CARE PACKAGES (HCP)</b>	<b>8-9</b>
Home Care Packages with a greater level of support and a variety of services to help you stay at home longer.	
<b>PRIVATE SERVICES</b>	<b>10</b>
Choose the care you want when you want it and pay for the services you use. Private services are not government subsidised and can be organised for you immediately.	



# About us

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**Churches of Christ has a long and proud history of care. Active across local communities in Queensland for over 140 years, we are a faith-based organisation dedicated to innovative and holistic support.**

## Continuum of care

Your good health and independence are important, and we're here to support you so you can continue to live life to the fullest. You can access a wide range of support regardless of how your circumstances or care needs change.

Churches of Christ operates retirement villages and aged care services throughout Queensland. Our retirement villages are designed to provide a safe and supportive environment where you can connect with like-minded individuals and enjoy a maintenance-free lifestyle.

Our aged care residences provide more support when you need it, offering permanent care, respite care, dementia care, and palliative care, paired with a holistic lifestyle program to provide purpose, meaning and connection.

Visit our website for more information or to find a service near you – **cofc.com.au**

## Positive wellbeing model of care

You can rest assured our care for you is based on a holistic approach to bring hope and dignity to every day.

### We base our care on five key principles:

- > **Inclusion:** You'll experience a sense of belonging with us.
- > **Comfort:** You'll feel physically, spiritually and emotionally comfortable.
- > **Purpose:** Your day is busy, filled with a variety of activities.
- > **Connection:** You'll be safe and secure in our community.
- > **Identity:** You're known and valued for your individuality, your preferences and personality.

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## Why choose us?



### A local team you can trust

When you invite someone into your life and home, you want to know that you can trust and rely on them. That's why our home care schedules offer you a chance to build relationships with just one or two carers. Every carer on staff is properly trained to provide you with safe, secure support in your own home.



### Caring for others is in our DNA

Through our local churches, and care and support services, we assist tens of thousands of people each year.

This is how we bring the light of Christ into communities.



### An inclusive environment where you belong

By creating inclusive, caring, compassionate environments that meet individual needs without discrimination or prejudice, we are helping to build a community where everyone is welcome.

# Our home care clients.

Hear from Queenslanders who've discovered the benefits of our local home care.

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I have been with Churches of Christ for five years now and I'm extremely happy with the service provided by the care team. The care I receive is better than good, it's terrific! I couldn't ask for anything more.

**Kay**

“



Churches of Christ are wonderful. They've taken on all of the things I have been worried about at home. It has made such a difference to my life. They are just marvelous.

**Enid**

“



An absolutely fabulous service run by beautiful and caring community members. They have been so willing to help me out.

**Melissa**

## What could a home care package do for you?

# Commonwealth Home Support Program

The Commonwealth Home Support Program (CHSP) provides entry-level support to help you live independently and safely at home.

## COMMONWEALTH HOME SUPPORT PROGRAM

### LIST OF SERVICES

<b>Around your home</b>	<ul style="list-style-type: none"> <li>• Meal preparation</li> <li>• Basic chores including cleaning, laundry and ironing</li> <li>• Minor home maintenance and care for your house and garden</li> <li>• Changes to your home to improve safety, including alarms, ramps and hand rails</li> <li>• Items to help you get around or adapt including walking frames and shower chairs</li> </ul>
<b>Health and clinical care</b>	<ul style="list-style-type: none"> <li>• Personal care including showering, self-care, hygiene and grooming</li> <li>• Clinical care from a qualified nurse, including wound care, continence advice and medication management</li> <li>• Allied health services, including speech therapy, physiotherapy and podiatry</li> <li>• Specialist support for people with a particular condition including vision impairment and dementia</li> </ul>
<b>Social connections</b>	<ul style="list-style-type: none"> <li>• Transport and support to access your community and attend appointments</li> <li>• Social support groups</li> <li>• Providing a link to housing and care services for people experiencing homelessness</li> </ul>
<b>Respite care</b>	<ul style="list-style-type: none"> <li>• Care for you while your primary carer takes a break</li> </ul>

### ELIGIBILITY CRITERIA

To be eligible for this program, you must be aged:

- 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people).

### COST

If you can afford to do so, you're expected to contribute to the cost of your care. The cost depends on the type of support and the provider. Simple services like house cleaning and meals may attract co-contribution costs. More complex services, like modification work, will cost much more. Please call your local service (see page 2 for contact details) for more information about pricing.

## 5 STEPS TO APPLY

1.



Call your local service (see page 2 for contact details) to talk about the type of support you need. We'll help guide you through the approval process and connect you to My Aged Care to get you started.

2.



My Aged Care will register your details over the phone. If you need lower level or short-term services, a Commonwealth Home Support Program (CHSP) may be the most suitable for you.

3.



My Aged Care will organise a Regional Assessment Service (RAS) assessor to call you and organise to come to your home at a time that suits you.

4.



On the day of your assessment, the RAS assessor will discuss your eligibility and the services that suit your needs.

The RAS assessor will ask questions like:

- How are you going with completing activities around the home?
- Which things can you do independently, and what do you need support with?
- Do you have any health concerns?
- Do you have someone helping you (neighbour, friend, or family member)?
- How would you like to improve your health, wellbeing, and social connections?

If you have a carer or someone helping you, the assessor may also ask them similar questions.

After your assessment, the assessor will work with you to develop a support plan. This plan identifies your strengths and areas of difficulty, and the services and support you need.

Your assessor will give you a list of providers in your area.

You can either choose a provider or gather more information. The assessor will:

- send through your referral based on the provider you choose OR
- give you a referral code so you can research the providers first and call the providers directly yourself.

5.



The service provider will receive your information from My Aged Care and will call you to talk about service availability, when your services will begin, and any fees that may apply.

If you choose Churches of Christ as your service provider, simply call your local service anytime (see page 2 for contact details). We'll be happy to help you.

# Home Care Packages

**Home Care Packages (HCP) give you regular assistance to help you stay healthy and happy while living in your own home. They are designed for those with more complex needs that go beyond what the Commonwealth Home Support Program can provide.**

The level of services and government funding you receive will depend on the package level you are assigned by an assessor.

## HOME CARE PACKAGES

### LIST OF SERVICES

<b>Around your home</b>	<ul style="list-style-type: none"> <li>• Meal preparation, cooking and feeding, cleaning, laundry, ironing and making beds</li> <li>• Light gardening including weeding, lawn mowing, minor garden maintenance and clearing debris</li> <li>• Minor home modifications including installing easy access taps and grab rails</li> <li>• Advice on areas of concern regarding safety</li> </ul>
<b>Health and clinical care</b>	<ul style="list-style-type: none"> <li>• Personal care, incl. bathing, showering, toileting, dressing/undressing, grooming</li> <li>• Assistance getting in and out of bed</li> <li>• Allied health services, including speech therapy, physiotherapy, podiatry, occupational therapy, and other clinical services such as hearing and vision services.</li> <li>• Clinical care from a qualified nurse, including wound care, continence advice and medication management</li> <li>• Walking aids including crutches and walkers</li> <li>• Mechanical devices for lifting you in and out of bed</li> <li>• Bed aids including rails, slide sheets, tri-pillows, and pressure-relieving mattresses</li> </ul>
<b>Social connections</b>	<ul style="list-style-type: none"> <li>• Providing a companion to accompany you on appointments (e.g. visiting your GP) and outings (e.g. shopping)</li> <li>• Arranging social activities and providing or coordinating transport to social events</li> <li>• Assistance to set up phone and internet communication services to keep in touch with loved ones</li> </ul>
<b>Respite care</b>	<ul style="list-style-type: none"> <li>• Care for you in a respite facility or in your home with another carer while your primary carer takes a break</li> </ul>

### ELIGIBILITY CRITERIA

<b>You may be eligible if you:</b>	<ul style="list-style-type: none"> <li>• Are 65 or older (50 years or older for Aboriginal or Torres Strait Islander people)</li> <li>• Have noticed a change in what you can do or remember</li> <li>• Have been diagnosed with a medical condition or reduced mobility</li> <li>• Have experienced a change in family care arrangements, or</li> <li>• Have experienced a recent fall or hospital admission.</li> </ul>
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### COST

**There are two types of fees you may need to pay if you have a Home Care Package**

- 1. Basic daily fee** This fee is an amount that everyone can be asked to pay. The fee is set by the government at a percentage of the single basic Age Pension. The fee can vary from 15.68% to 17.50% of your single basic Age Pension, depending on your Home Care Package level.
- 2. Income-tested care fee** This fee is different for everyone. It's based on individual income, including your pension. Whether you pay it, and how much you pay, is determined through a formal income and assets assessment by the Department of Human Services. If you have to pay this fee, there are annual and lifetime limits on how much you will be asked to pay.



PACKAGE LEVEL	TYPE OF CARE
<b>Level One</b>	Basic care needs
<b>Level Two</b>	Low care needs
<b>Level Three</b>	Intermediate care needs
<b>Level Four</b>	High care needs

## 5 STEPS TO APPLY

**1.**



Call your local service (see page 2 for contact details) to talk about the type of support you need. We'll help guide you through the approval process and connect you to My Aged Care to get you started.

**2.**



My Aged Care will register your details over the phone. If you need a higher level of support, a Home Care Package (HCP) may be the most suitable for you.

**3.**



My Aged Care will arrange for an Aged Care Assessment Team (ACAT) assessor to call you. They will set up a time to conduct a comprehensive home assessment and to talk about your needs and the services best suited to you.

**4.**



On the day of your assessment, the ACAT assessor will discuss your eligibility and what type of services will suit your needs.

As part of the comprehensive assessment, the assessor will ask you to complete an Application for Care Form.

The assessor will have a copy of the information you gave to the My Aged Care contact centre. They'll also ask about:

- What support you already have, and if it will continue
- Your health, lifestyle and any health concerns
- How you're going with completing daily tasks and activities around home
- If you have problems with your memory
- Any issues relating to home and personal safety
- Family and community activities
- Speaking to your GP or other health professionals.

**5.**



After your Home Care Package assessment, you'll receive a letter from My Aged Care letting you know the outcome of your assessment and the level of support and services you've been approved for. You'll then go on a national waiting list.

When you reach the top of the national list, My Aged Care will send you a letter with your referral code and Home Care Package level so you can start organising your services.

My Aged Care will provide you with a list of providers in your area. You then have the option to choose Churches of Christ or gather more information from other providers before making a decision.

If you choose Churches of Christ you can either let My Aged Care know or provide us with your referral code and we can proceed to partner with you to develop a service plan that meets your needs.

You have 56 days to activate your services.

# Private Care Services

If you're not eligible for subsidised care, are waiting to be approved for a government funded program, or need more support than your current package can provide, private care may be the option for you. Our team will work with you to create a package that's right for you, whether it's one-off services as you need them, or ongoing routine care that you can count on.

## PRIVATE CARE

### LIST OF SERVICES

<b>Around your home</b>	<ul style="list-style-type: none"> <li>• Meal preparation, cooking, feeding, cleaning, laundry, ironing and making beds</li> <li>• Light gardening incl. weeding, lawn mowing, minor garden maintenance and clearing debris</li> <li>• Minor home modifications including installing easy access taps and grab rails</li> <li>• Pet care including exercise and taking your pet to the vet</li> <li>• Advice on areas of concern regarding safety</li> </ul>
<b>Health and clinical care</b>	<ul style="list-style-type: none"> <li>• Personal care, incl. bathing, showering, toileting, dressing/undressing/grooming</li> <li>• Assistance getting in and out of bed</li> <li>• Allied health services, incl. speech therapy, physiotherapy, podiatry, occupational therapy and other clinical services such as hearing and vision services</li> <li>• Clinical care from a qualified nurse, including wound care, continence advice and medication management</li> <li>• Walking aids including crutches and walkers</li> <li>• Mechanical devices for lifting you in and out of bed</li> <li>• Bed aids including rails, slide sheets, tri-pillows and pressure-relieving mattresses</li> </ul>
<b>Specialised support</b>	<ul style="list-style-type: none"> <li>• Continence advice incl. assessment, provision and assisting with continence aids</li> <li>• Dementia advisory services</li> <li>• Vision and hearing services</li> <li>• Support services for various cultures and languages</li> </ul>
<b>Social connections</b>	<ul style="list-style-type: none"> <li>• Arranging for a visitor to make in-home social calls</li> <li>• Providing a companion to accompany you on appointments (e.g. visiting your GP) and outings (e.g. shopping)</li> <li>• Arranging social activities and providing or coordinating transport to social events</li> <li>• Assistance to set up phone &amp; internet communication services to keep in touch with loved ones</li> </ul>
<b>Respite care</b>	<ul style="list-style-type: none"> <li>• Care for you in a respite facility or in your home with another carer while your primary carer takes a break</li> </ul>

### 3 STEPS TO APPLY

The benefit of Private Home Care is that you will receive your care quickly, and you have the choice to pay for the services you need, as you need them.



#### STEP 1

Call your local service (see page 2 for contact details) and we will discuss your options with you. During our call, we'll answer any questions you have about fees for services, and book in your first appointment. Our friendly staff member will arrive on the date and time we've booked for you.



#### STEP 2

We will also post you a complete price list of all private services, so you have time to think about other tasks that you may want us to do in future.



#### STEP 3

You will be direct debited monthly for services delivered. Please speak to your local home care officer at any time to discuss services and fees.

# Frequently Asked Questions

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**Q. What if I just need short term support?** If you've recently returned home from a hospital stay or are recovering from an injury, you might need additional support for a few weeks at most. We can help you with short-term care, or even one-off services.

**Q. I don't need care right now. Can I still discuss my options with you for the future?** You might find that you're as independent as you've always been and have no immediate need for care services. Even if you don't need any current support, it's important to know the current wait time for a government-funded Home Care Package is 12-18 months. That means if you had an accident or injury tomorrow, you wouldn't be able to access subsidised care services for at least a year. Often, it's important to know about your options when you're feeling well and able to consider the future clearly. Learning more now may benefit you, should something happen to your home or your health.

**Q. What if my type of care needs to change in the future?** No-one can predict the future, least of all control it. The services you need now might be different to what you need down the track. You'll have a dedicated Case Manager who will regularly review and monitor your services and anticipate whether anything needs to change. We'll keep you informed and involved at every step of the way, so you can choose how your care is managed.

**Q. Do my care hours need to be consecutive?** No, your care hours can be spread over days or weeks. We will work with you to make sure you are getting the care and support you need.

**Q. How long will it take to get a Home Care Package?** The wait time to get a Home Care Package depends on the package level you're eligible to receive. People with higher or more urgent needs are prioritised to receive services.

**Q. I'm on a waitlist to receive a Home Care Package. Can I start to receive my services from you before my package comes through?** Yes, talk to us today about how to start your home care now. We'll discuss all your options with you so you can make the best decision.

**Q. Are your staff trustworthy? I wouldn't mind help, but I need someone I trust.** It can be hard to ask for extra care and support, especially when you're used to doing everything for yourself. That's why it's so important to be able to trust your care team.

At Churches of Christ, we're guided by hope, love, community and belonging. These values are at the heart of everything we do, from the services we offer to the people in our team, to the kind of care you can expect from us.

You can rest assured that your care team will be experienced, kind, caring and respectful. In fact, we often become valued friends and companions for our clients. We feel privileged to do this important work, share our clients' lives, and be with them to celebrate milestones and successes.

## Reach out...

We're happy to discuss your options with you over the phone or in the convenience of your own home. Please contact your local service Monday to Friday, from 8.30am – 4.30pm.

You can also visit our website at **cofc.com.au**

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### Sunshine Coast Home Care

211 Parklands Boulevard, Little Mountain Qld 4551  
E [ccsunshinecoast@cofcqld.com.au](mailto:ccsunshinecoast@cofcqld.com.au)



**07 5436 4130**

