



# One Family, One Community.

Keeping our people well at home with KOPWA Home Care.

# Stay well at home

If you are not ready for full residential care but require some assistance to continue to live well at home, KOPWA can provide in-Home Care services. The services you receive may include visits from a registered nurse, care worker, domestic support worker, or gardener.

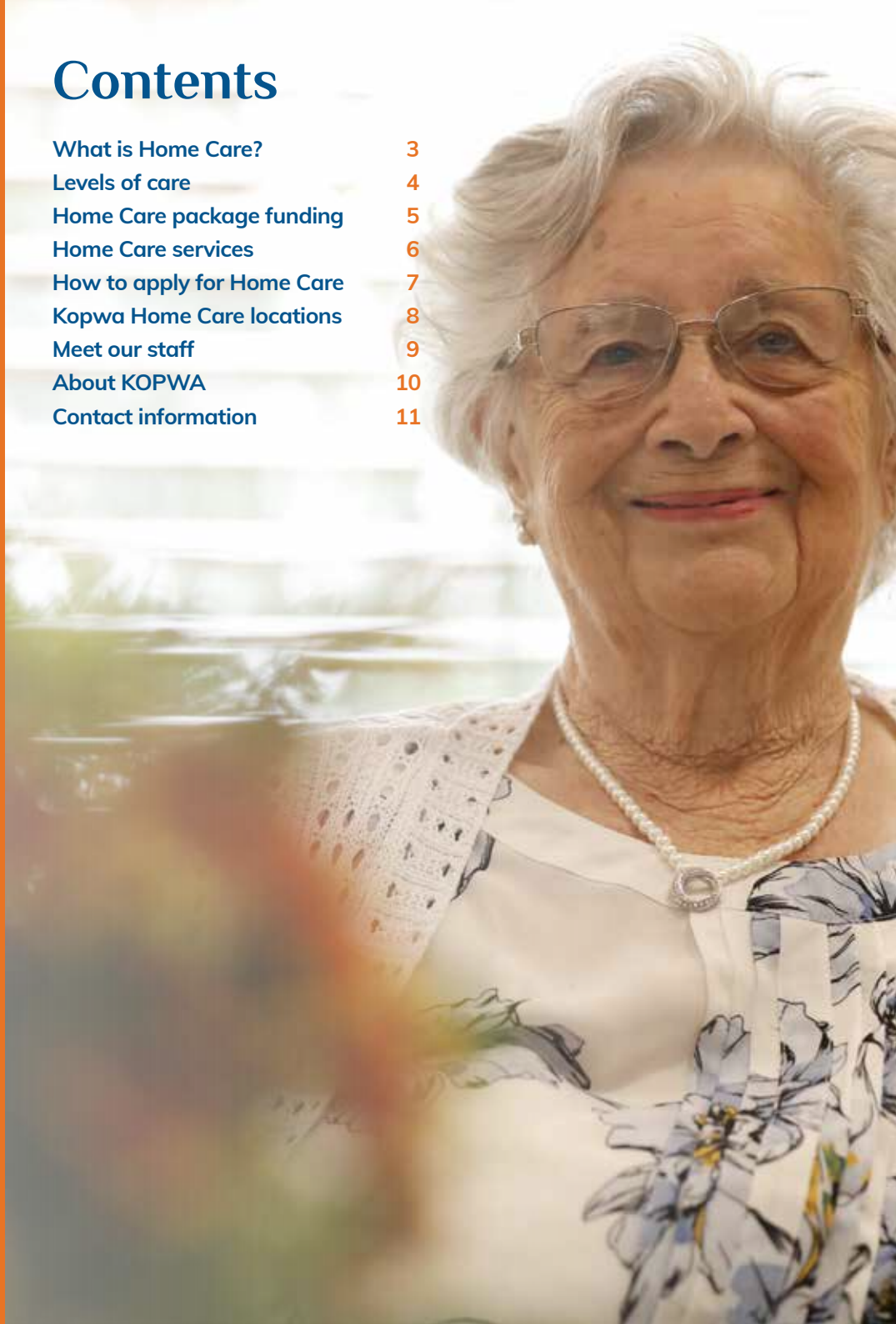
KOPWA can help assist with your eligibility for Home Care services as part of a free consultation. We will design a flexible package based on your requirements, wishes and continued life goals.

## KOPWA cares

KOPWA means Keeping Older People Well At home. Founded in 1957, we are a not-for-profit organisation that is committed to supporting the needs of seniors who live at home.

## Contents

<b>What is Home Care?</b>	<b>3</b>
<b>Levels of care</b>	<b>4</b>
<b>Home Care package funding</b>	<b>5</b>
<b>Home Care services</b>	<b>6</b>
<b>How to apply for Home Care</b>	<b>7</b>
<b>Kopwa Home Care locations</b>	<b>8</b>
<b>Meet our staff</b>	<b>9</b>
<b>About KOPWA</b>	<b>10</b>
<b>Contact information</b>	<b>11</b>



## What is Home Care?

Home Care bridges the gap between living independently and relocating to a residential aged care facility.

It allows seniors to remain living in their home or retirement unit without the need for round-the-clock care, but provides peace of mind in the form of regular visits from a nurse or domestic care worker.

In addition to helping with personal hygiene and grooming, administering medication and wound care, Home Carers can look after household tasks like cleaning and doing laundry. They can also help in the garden, provide transport to and from social outings and even provide company for a cup of tea and a friendly chat.

In Australia, seniors over the age of 65 who find it difficult to look after their home and are struggling to manage personal care may be eligible for what's known as a Home Care package, which covers most of the cost of Home Care. Alternatively, you may decide to pay for Home Care as a private client.

# Which level is right for you?

To determine the level of care you require, you will need to be assessed by ACAT (Aged Care Assessment Team). You can obtain a referral for assessment from your doctor or request an assessor visit you during a stay in hospital.

KOPWA can also arrange an assessment for you. After the assessment, you will be formally advised which Home Care package you are eligible for. From there, we can help you select the most appropriate Home Care services for your needs.

## Levels of care

Home Care in Australia is broken into four levels. Each level has a capped annual budget and the services provided will be based on your personal requirements.

### LEVEL 1 - Basic Care needs

- Personal Assistance (i.e. paying bills, organising home maintenance)
- Social support to keep you connected with family and friends
- Retail and/or grocery shopping
- Transportation
- Domestic assistance

### LEVEL 2 - Low Care needs

- Personal Assistance (i.e. paying bills, organising home maintenance)
- Social support to keep you connected with family and friends
- Retail and/or grocery shopping
- Transportation
- Domestic assistance
- Supervision of medication

### LEVEL 3 - Intermediate Care needs

- The same services as Levels 1 & 2
- Personal assistance (ie. Toileting, showering etc)
- Social outings
- Meal planning, preparation and supervision
- Allied Health services
- Organising support aids
- Respite care options

### LEVEL 4 - High Care needs

- The same services as Levels 1 & 2
- Multi-level personal assistance
- Complex clinical nursing needs as required
- Medication prompt and supervision
- Meal planning, preparation and supervision
- Allied Health services
- Organising support aids
- Dementia care assistance
- Respite care options

# Home Care Package fund

Home Care can be paid for as a private client or with the help of a Home Care package that is subsidised by the Australian government. You may be eligible for Home Care funding, even if you have an income outside of the pension. KOPWA Home Care can help you determine if you can access financial support or at Home Care. The amount of funding you receive depends on the level of care you qualify for and the amount of money you have.

Once you know this level of care, your contributions are broken into the following:

- **Government subsidy - Varies**  
The cost of your Home Care package budget is likely to be subsidised by the government.
- **Income tested fee**  
If you have income or assets, you may be required to contribute to the cost of your Home Care.
- **Additional fees - To be advised**  
If you require care outside of the level you are assigned, you may need to pay extra for Home Care.

Your Home Care Package budget sets out the total amount of funds available for your use over the course of a year. The funds in your budget are used to cover the cost of care and services based on your care plan.

# KOPWA can help

Once you know the level of care you qualify for, KOPWA will help you to break down your budget so it covers the support you need at home throughout the year.

We have a great deal of experience in this area and look forward to helping you understand how to manage Home Care Package funding.

### Self-funded care




Those who can afford to contribute to the cost of Home Care and are not eligible for Government support can pay per appointment or select an ongoing care package from KOPWA Home Care.

### Request an Aged Care assessment today

The wait time for subsidised Home Care can be several weeks. It helps to start the process before the need is urgent. Contact KOPWA for help to arrange an assessment.

# Home Care services

Your Home Care package will include funding for all or some of the following services:

<p><b>Personal care</b> Our professional team can help with showering, bathing, dressing, grooming and more.</p> 	<p><b>Meal preparation</b> Have healthy meals prepared for you at home and chopping.</p> 	<p><b>Shopping</b> Have your groceries collected, delivered and unpacked, and/or ask a carer to go grocery shopping with you.</p> 
<p><b>Companionship (social support)</b> Sometimes a little company and a cup of tea are all you need.</p> 	<p><b>Domestic assistance</b> Cleaning, laundry and paying household bills, making appointments, decluttering and more.</p> 	<p><b>Transport</b> KOPWA can assist with travel requirements.</p> 
<p><b>Home organisation</b> KOPWA carers can take care of tidying, changing sheets and other household tasks.</p> 	<p><b>Dementia care</b> We provide training to carers on strategies to deal with dementia.</p> 	<p><b>Other services</b> Talk to us about gardening, physiotherapy, exercise, massage and repairs &amp; maintenance.</p> 

The Home Care services provided by KOPWA will be tailored to meet your personal needs and help you achieve your goals for independent living.

**Call us on (02) 9412 0270 to arrange a Home Care package that meets all your goals.**

# How to arrange Home Care with KOPWA

## STEP 1

Contact us to discuss your goals for Home Care.

## STEP 2

Undertake an Aged Care Assessment (ACAT) with My Aged Care. We will help you take the steps to arrange this.

## STEP 3

Determine which level of Home Care you qualify for and how your Home Care will be paid for (e.g. privately funded/Government-subsidised)

## STEP 4

Confirm the services that will be included as part of your Home Care package.

## STEP 5

A KOPWA care worker will arrive at your home according to a set schedule.

# Areas we work

KOPWA has a state of the art residential aged care facility based in Roseville. Our staff use this location as their base and visit the following suburbs:

- Roseville
- Lindfield
- Gordon
- Chatswood
- Killara
- Lane Cove
- Artarmon
- Willoughby
- Pymble
- Forestville
- Turramurra
- St Ives
- Hornsby

If you live close to one of these suburbs, please reach out to discuss availability.

**Call us on (02) 9412 0270 to speak with us about KOPWA Home Care.**



## Our staff

**You'll love getting to know our friendly Home Carers.** KOPWA has many long term staff members thanks to our positive culture, career development pathways and commitment to ongoing education. This includes domestic workers, registered nurses and dedicated Home Carers.

Our team relies on stringent processes to ensure excellence in training and uses a highly integrated learning platform to ensure staff are highly educated and up to date.

## Our values

### Respect

We value others and demonstrate this through respect for self & others and by maintaining & growing a customer-focused, safe & supportive team environment.

### Integrity

We will not compromise the truth and will demonstrate equity and fairness in our dealings with others.

## Excellence in care

Our commitment to delivering the highest quality aged care is underpinned by a positive culture and carefully structured model of care.

We are the provider of choice for hundreds of families on Sydney's north shore because we are passionate about providing individual care to every client.

**KOPWA has a proud history of serving seniors on Sydney's north shore and beyond.**

### Accountability

We are responsible for our actions and the impact they have on the lives of our residents, clients & fellow workers.

### Dedication

We are committed to quality service delivery & strive to achieve best practices.

# Meet a few of our clients

Take a look at some examples of how we care for seniors in the community.

**'BETTY'** | Aged 85

## Level 1: Basic

Betty enjoys living on her own and is generally in good health but is less mobile than she used to be. She receives weekly visits from a cleaner and a driver arrives to take her to and from her knitting club once a week.

**'JIM & NORAH'** | Aged 83 & 75

## Level 2: Low

Jim struggles with mobility due to a leg injury and Norah has arthritis which can impact her ability to do things around the home. They receive visits from a cleaner and gardener, plus a housekeeper who helps to change bed linen and do the laundry.

**'BILL & SALLY'** | Aged 94 & 90

## Level 3: Intermediate

Bill is in a wheelchair and Sally is not able to support all his needs. A nurse comes every other day to help Bill shower. Sally is currently speaking to KOPWA about arranging twice-daily help to get Bill in and out of bed.

**'ANYA'** | Aged 87

## Level 4: High

Anya has difficulties with her short term memory. On the days her family members can't be with her, she receives visits from carers who prepare meals, ensure she takes her medication, help her to order groceries and make sure she is safe at home.

**Your Home Care services will be tailored to meet your personal needs.  
We are passionate about providing individual care to each client.**

**Call us on (02) 9412 0270 to arrange  
a Home Care package that meets all your goals.**

# Excellence in care

KOPWA is a not-for-profit organisation that was established over 60 years ago to provide high-quality in-Home Care to senior community members on Sydney's upper north shore.

We invest in technology, innovation and people so our clients can achieve their life goals and their families have total peace of mind.

Thousands of seniors have been able to live safely and in comfort in their homes thanks to KOPWA's dedicated Home Carers.

**Contact us to discuss a Home Care package that is tailored to your needs today.**

# Our objectives of care

## We encourage:

- Our clients to live as independently as possible.
- The wellbeing of our clients.
- The participation of staff, health professionals and family members, as we develop individualised plans of care.
- An environment of respect, comfort, safety and security for clients and staff.



## Stay well at home with KOPWA Home Care.

If you are not ready for full-time residential care but require some assistance to continue to live well at home, reach out to KOPWA to discuss a Home Care solution that meets your individual needs.

We will walk you through the steps to arrange an assessment and secure funding for Home Care, before providing dedicated and experienced carers to visit you at home.

Speak with us about a Home Care package that meets all your goals. Phone us on **(02) 9412 0270** or **visit [www.kopwa.com.au](http://www.kopwa.com.au)**