

# Live well as you age

INFORMATION GUIDE



**Founded in 1952, ACH Group believes that growing older is a journey, not a destination. We think of it as turning a new page.**

**Our 1800 specialist staff and hundreds of volunteers share the belief that everyone should be valued and respected, connected to their communities and in control of their lives.**







**We are here to listen to what is important to you, so that we can help you navigate and connect you to the range of opportunities available. We offer advice, and support you to choose the life you want to live, where you want to live it.**

COVID-19 precautions will be in place for all ACH Group offerings.  
For more information, please visit [achgroup.org.au](https://achgroup.org.au)

# How can we help you?

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## Payment Options

-  Commonwealth Home Support Program
-  Home Care Package
-  Eligible DVA Card
-  Private Health Refund Available
-  Customer Funded (Private Payment)
-  Medicare Bulk Billing Available

Our friendly staff are here to answer any questions you may have.

Call **1300 22 44 77** between 7.30am–6pm (CST), 7 days a week or send us a message at [achgroup.org.au/contact](https://achgroup.org.au/contact)

# Our Good Lives Vision

ACH Group's vision is to support people to live good lives, and in order to do so it's crucial for us to understand what a 'good life' means.

We have listened to customers and the broader community to uncover six elements that they believe contribute to a good life, and these elements shape how we design and deliver services.

Six elements of a good life:



## UNIQUE

My life has not been lived before, and it won't be lived again. This uniqueness is honoured, including my life experiences, strengths, culture and spirituality.



## BEING IN CONTROL

I am in control of my life, I make my own decisions, and I am as independent as possible.



## OPTIMISTIC

I have a sense of future and hope, of anticipation about tomorrow and of the things to do and work towards.



## BELONGING

I have a variety of relationships with other people and everyday roles and rhythms, routines, experiences and emotions.



## CONTRIBUTING AND ENGAGING

I am able to give, to take and enjoy the fullness of life with interests and passions like sport, art, music and faith.



## HEALTHY

I have opportunities to achieve optimal health and wellbeing in body and mind.

## How do we know if we are delivering on our vision?

With these six Good Lives elements in mind, ACH Group developed CIMPACT, which stands for 'customer impact'. It is a suite of tools that helps ACH Group to measure the impact our services have on the lives of customers; so we can strive to improve and deliver the best outcomes for the people we support.

CIMPACT includes training, an internal review process and other aspects that when brought together have built a culture around putting people's individual values and roles at the forefront of any service delivery ACH Group is involved with.





# Information & Advice

## **We listen and support you to navigate your options.**

As trusted leaders in aged care for 70 years, we pride ourselves on listening closely, and working with you to find out what would really make a difference to your life.

When you're a member of the ACH Group community, you benefit from being part of a large organisation offering an array of integrated services that support you to live well as you age.

If you've started thinking about what you might need in the future to help you live a good life, or you need services now, our friendly, experienced staff are on hand 7 days a week to assist you to navigate your options.

## **Our friendly staff are here to answer any questions you may have.**

Call **1300 22 44 77** between 7.30am–6pm (CST), 7 days a week or send us a message at **[achgroup.org.au/contact](https://achgroup.org.au/contact)**

Or read more at  
**[achgroup.org.au/  
information-and-advice](https://achgroup.org.au/information-and-advice)**



## Aged Care Navigator Service

Don't know where to start or what support is available? Want someone to help you with the leg work?

If you need some hands-on help, Aged Care Navigator can assist with:

- Finding and navigating your options to achieve the right solutions
- Offering information about how to access and make the best of home support services
- Planning for the future including alternative accommodation options
- Facilitating pathways to residential care
- Understanding the financial implications and completing the paperwork
- Advocacy to access supports and services
- Dealing with complex situations and where family may not be closely involved
- Supporting families at a distance or who are time poor.

Payment Options



## Smart Technology Advisory

Live safely and independently at home with the help of Smart Technology.

Our Smart Technology Occupational Therapists will match the latest technology to your needs, and our coaching service makes sure you get the most out of your device.

Technology can assist to connect you with family and friends online, prompt and remind, automate or voice activate household appliances or give you confidence to get out and about.

For people living with dementia, technology can support memory, safety and brain health.

Payment Options





## Dementia Advisory

Concerned about a family member who has dementia or memory loss? Worried about your own memory?

ACH Group's Dementia Advisory can support you, your family member or friend with:

- Getting a diagnosis and accessing services
- Staying healthy and living well while dealing with the challenges of dementia
- Coping with changes to your independence and relationships
- Modifying your home and routines to make life easier
- Using technology to aid memory, independence and safety
- Practical ideas and solutions to everyday challenges
- Securing reliable and dependable supports and services
- Education in managing the symptoms of the disease and changes in behaviour
- Keeping you connected to your community
- Planning for the future.

Payment Options



## Social Work

Are you going through a difficult time or need help understanding a recent change in your life?

Our social worker can provide professional support and guidance with:

- Helping you work through and understand complex situations
- Counselling to assist you to adjust to health issues, through grief and loss or with future planning
- Advice and mediation to support you to discuss your care with family
- Advocacy to help you access and connect with other services.

Payment Options







### Your options explained.

Finding support to continue to live the life you want to live can sometimes be confusing and it's not always easy to understand what is available and how to access it.

#### **Commonwealth Home Support Program (CHSP)**

An 'entry level' program which gives you access to basic support services such as help around the home, assistance with shopping, respite, allied health, access to social activities and more.

ACH Group can help to access these government subsidised services, even lodging a referral for an assessment from My Aged Care on your behalf. See page 40 for further information.

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#### **Home Care Packages (HCP)**

When you need more support, a Home Care Package gives you access to a 'package' of services. There are four levels of packages to meet your individual needs.

Dedicated care managers will work with you and your support network (if appropriate) to design and deliver a range of services to meet your needs and help you to get the most out of your package.

When you choose a Home Care Package with ACH Group, you will have peace of mind that you can remain living independently at home, with the right support, delivered by a reputable provider with fully vetted and trustworthy staff.

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### Retirement Living

If you are looking to downsize to a more manageable lifestyle, ACH Group has a range of retirement living units in desirable and convenient locations close to public transport, shops and community facilities nearby. Read more on page 28 and 41.

### Residential Care

If you require a safe and secure place to continue to live well, ACH Group has eight residential care homes each with their signature features, supported by registered nurses, allied health specialists, lifestyle and hospitality staff and specifically trained Care Workers. Read more on page 41 and 34.

### No package, no worries!

If you don't want to wait or are not eligible for a Home Care Package, we can still help you. ACH Group offers a customer funded option where you can pay privately for services.

You may also like to 'top up' your government subsidised services.

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# Home Care Packages

**A Home Care Package is a flexible government subsidised fund which gives you access to a broad range of services, aids and equipment.**

A Home Care Package provides a higher level of care and is designed to support you when your care needs increase. Together with your dedicated Advisor and those in your support network (if appropriate), a personalised care plan will be designed incorporating your goals and needs to support your independence, health and wellbeing, home safety and stay connected to your community.

When you choose a Home Care Package with ACH Group, you will have peace of mind that you can remain living safely and independently at home with the right support, delivered by a reputable provider with fully vetted and trustworthy staff.

ACH Group has been supporting older people to live well as they age since 1952. Our Good Lives philosophy underpins all that we do so that when we design and deliver services, we consider what a good life means for you.

## A Home Care Package that provides reassurance for you



### **Flexible services**

Annual (at a minimum) review of needs and goals to understand any adjustments required to your care plan



### **Feel secure at home**

Specialist support to identify and mitigate any risks that prevent you from living safely at home



### **Worry free package management**

Monthly statements to give you transparency of your subsidies and budget



### **Aged care specialists**

Access to a wide range of services including nursing, social experiences and allied health, plus links to respite and carer support services



### **Dedicated point of contact**

Experienced and skilled care managers to coordinate your health, care and community support



### **Workers you can trust**

Fully vetted and trained workers to deliver your services



### **We're always open**

24/7 phone assistance through our Customer Service Centre



### **Peace of mind**

Access to Nurse on-call for peace of mind



### **Your feedback matters**

Our customer commitment to seek, listen and act on feedback



## Design the right home care package service mix for you

Select from a range of ACH Group Home Care Package services:

Information & Advice	Support from care managers - Aged Care Navigation - Dementia Advisory - Social Work - Smart Technology Advisory
Help for Carers	Respite - Group and individual social support
Help at Home	Cleaning - Home and Garden Maintenance - Personal Care and Support
Health & Wellbeing	Physiotherapy - Exercise Physiology - Dietetics - Podiatry - Personal Training - Massage - Occupational Therapy - Health and Wellness Groups - Nursing Services
Social Connections	Group and individual social experiences - Community Connectors
Shopping	List preparation - Grocery purchase - Grocery unpacking
Transport	To/from appointments - To/from social outings
Equipment	Home modifications - Aids and equipment - Personal alarms - Smart technology

**Four care plans** have been developed as a starting point that consider your needs holistically or you can **choose to customise your own**.

### Take the next step

Call our friendly staff who can assist you to navigate your Home Care Package journey, whether it be providing information, answering your questions or help to arrange an assessment to understand if you are eligible for a Home Care Package.



**"My Home Care  
Package allows me  
to stay home and feel  
safe and secure."**







# Discover & Explore

**With over 400 experiences and eight categories to choose from, ACH Group has an experience for you.**

Keep doing the things you love or take up something new. Create new and meaningful social connections and experience the vibrant life of South Australia.

ACH Group provides a range of social experiences where you can meet new people, learn new skills or revitalise past ones.

Whether it's 1:1 or in a group, we have a class or event that will suit your interests and needs.

No experience or prior knowledge is required to get involved – it's all about trying something new and engaging with your community.

Our staff are trained in supporting people who are living with memory loss, and practical assistance is provided as required, including transport within your local area.

## What's on?

Go to **[achgroup.org.au/available-experiences](https://achgroup.org.au/available-experiences)** to find times and locations. New groups are starting regularly.





**Day Tours**



**Getaways**



**Art & Culture**



**Sport & Recreation**



**Entertainment**



**Technology**



**Cambodian Community**



**Carer Support**





**"Good to learn something new. Absolutely loved the experience."**

Cooking class at  
Sprout Cooking School

## **Volunteering – share your time, skills and experience**

Volunteering is a great way to stay in touch with your community and contribute your knowledge, skills and life experience to support others.

The ACH Group Volunteer Program has a broad range of volunteering opportunities within our community, residential, social and health services, as well as special events.

Volunteering can be for as little as an hour a fortnight to a couple of hours a week, or once or twice a year to help out at an ACH Group event or expo.

Find out more  
**[achgroup.org.au/  
work-with-us/volunteers](http://achgroup.org.au/work-with-us/volunteers)**



### **Volunteer fishing buddy**







# Health & Wellbeing

## Your best self starts with your best health.

Good health is one of the foundations of a good life, and varies for each individual.

At ACH Group, our team of specialist allied health and nursing professionals work with you to develop plans and deliver services to keep you healthy and living life your way all year round.

Whether it's being able to enjoy activities that you love or trying new ones, recovering from a setback or managing an ongoing condition such as osteoarthritis, heart or lung conditions or diabetes, we're here to help.

Access services in your own home, or at locations across metropolitan Adelaide.

## Physiotherapy

If you are affected by a new health issue or an ongoing chronic condition, through exercise, physical therapy and education our physiotherapists will support you to achieve your goals.

Payment Options



## Occupational Therapy

To assist you to continue doing the everyday tasks that matter most, we offer home and lifestyle advice, strategies, equipment and technology solutions. Our occupational therapists can also look at home modifications and lifestyle planning to support you to remain living the life you choose.

Payment Options



## Podiatry

Our podiatrists can provide assessment, diagnosis and treatment of foot and leg conditions and offer advice and education on footwear, chronic condition management, injury management and prevention.

Payment Options



## Exercise Physiology

Stay well and achieve your goals with a personalised program in an individual or group setting to improve your strength and endurance, assist to manage weight, rehabilitate injuries and support chronic condition management.

Payment Options



## Diabetes Education Consultancy

Integrating clinical care and self-management education, our Diabetes Educator works with you and your support network to effectively manage your diabetes through informed lifestyle and treatment choices.

Payment Options



## Massage Therapy

Massage Therapy can alleviate the pain and discomfort often associated with every day and occupational stresses, including muscle soreness, sports injuries and many other conditions.

Payment Options



## Dietetics

Support your health through a nutritional diet, recommended by our dietitians.

Through an assessment and analysis, our dietitian will offer advice and achievable changes to improve your nutritional intake.

Payment Options



## Mobility & Balance

Many falls can be prevented, and the potential risk of falls in the future can be reduced. This combined exercise and education program aims to reduce your risk of falling, improve your balance, build your confidence and enhance your quality of life.

Payment Options



## Aquatic Therapy

A form of exercise that enables you to move and strengthen your body against the resistance of water, without putting strain on the joints. Aquatic Therapy is most useful for people who find exercising on land painful or difficult.

Payment Options



## Personal Training

Stay well and achieve your goals with a personalised program in an individual or group setting, focusing on strength, endurance, weight, chronic condition management and injury rehab.

Payment Options



## Brain Health Advisory

Reduce your risk of dementia. Our skilled professionals will help you keep your brain healthy and identify if there is any cause for concern.

- Tips for reducing your dementia risk
- Advice on how to make the most of your memory
- Identify causes for concern and the steps to take
- How to discuss concerns with your family GP
- Planning for the future and referral to specialist support services.

Payment Options





## Nursing Services

Our nurses can provide all types of basic nursing services such as wound care, medication and chronic condition management (e.g. diabetes, continence) and education to help you be as healthy as possible.

Payment Options



## Rehabilitation

If you have recently been unwell or in hospital, a rehabilitation plan can help you get back to your best. Access therapy to regain strength and mobility, and get advice on home modifications and support services. Undergoing surgery? We can help you get into your best physical shape so that you bounce back faster.

Payment Options



## Wound Care Consultancy

Do you have a wound that doesn't seem to be responding to treatment?

Our experienced and skilled registered nurses will work with you, your general practitioner (GP) and other health care providers to:

- Evaluate and review your clinical requirements in regard to wound care
- Develop a wound treatment plan with you using best practice to ensure optimal chance of recovery
- Provide specialist advice to other nursing staff and your care team who are involved in your day to day wound care
- Monitor and evaluate your treatment plan with those providing your wound care to make sure it's working for you
- Help you participate in the management of your wound care plan, if you are able.

Payment Options



## Life Exercises

A unique program which combines exercise and education to optimise independence, increase strength, endurance and balance, and provide motivation to live a healthy life.

Payment Options

CHSP

HCP

CF

## Tai Chi

Tai Chi is a wonderful form of exercise that can assist with mobility and balance improvement. This group can assist with joint flexibility, increase muscle, improve balance, assist with relaxation and reduce the risk of falls.

Payment Options

CHSP

HCP

CF

Regular exercise classes



## Health Studio 50+

Offering a range of specialised health and wellness classes and private consultations for people aged 50+.

Whether you are preparing for your next walking holiday, looking to increase your strength or are recovering from injury, Health Studio 50+ offers a one stop shop to access Allied Health and Exercise and Wellness Groups, plus world-leading HUR™ specialised exercise equipment for ageing bodies.

Locations:

### Christie Downs

17 Elizabeth Rd, Christie Downs

### Gilles Plains

Blacks Rd, Gilles Plains

### Glenelg

Glenelg Oval Stadium,  
Brighton Road, Glenelg East

Payment Options



**Put your Health Insurance to work**

**We can process selected health services on the spot.\***

\*Some exclusions may apply. Capacity to claim depends on your provider and level of cover.





# Help at Home

## **If home is where your heart is, we can help you stay there.**

Many people tell us that they want to stay living in their own home for as long as possible.

At the heart of wanting to remain living at home is the sense of being in control, however as you age, there can be some challenges.

Many of these challenges can be overcome with the assistance of family and friends, however sometimes they aren't available or you don't want to ask, and that's where ACH Group can assist.

Our approach is to provide you with options so that you can maintain control over your living environment, and your life in general. We see the support that we offer as a way of taking away the worry, so you can get back to doing the things you love. If you choose ACH Group, we'll work with you, rather than taking over from you.

Our qualified, experienced staff are committed to working with you to design a support plan that will meet your specific needs. We also offer information, advice, advocacy and referral to specialist allied health assessments and other services and programs to ensure you get the best out of life.

## Home & Garden Services

- Cleaning
- Window cleaning
- Bed and linen changing
- Laundry and ironing assistance
- Shopping and bill payment
- Home cooked meals
- Home maintenance
- Garden maintenance and pruning
- Lawn mowing

Payment Options

CHSP

HCP

## Personal Support Services

- Personal alarm monitoring
- Medication prompting
- Continence management

Payment Options

HCP

CF

- Equipment and assistance
- Assistance with showering and dressing
- Home modifications

Payment Options

CHSP

HCP

CF

## Social, Transport & Health Services

- Transport to where you would like to go
- Personal shopping assistance
- Group or 1:1 social and community experiences to get you out and about
- Programs that encourage gentle exercise to improve your health and mobility
- Support to attend medical or other appointments.

Payment Options

CHSP

HCP

CF

If you are time poor or need some extra hands-on help working through your options, ask about our **Aged Care Navigator Service.**







# Retirement Living

## Downsize your home, and upsize your life.

Are you considering downsizing? If the family home is too large for your needs, or you just want to free up some cash to enjoy your retirement, now might be the time to consider a move.

Join ACH Group's retirement living community and get the most out of life: a home where you feel comfortable and secure, independence where every day is your own, space to do the things you enjoy, and a place to live that's sociable and supports your connection with others.

## Your life, your choice

A choice of one, two or three bedroom homes is available to suit your needs and preferences, each with a balance of private and social spaces.

Whether you prefer to stay in your local area or you're looking for a sea or tree change, choose from locations across Adelaide and the Fleurieu Peninsula. All homes are situated in desirable and convenient locations with public transport, shops and community facilities nearby.

Flexible contracts allow you to choose the right financial option to suit your budget and circumstances. Read more on page 41.

## Why choose ACH Group Retirement Living?

ACH Group Retirement Living offers a secure, low maintenance lifestyle, and the 'Group' in ACH Group means you're part of something bigger. If your needs change, we can support you to navigate what's available to help you live well at home.

As a member of our community, you'll enjoy:

- Peace of mind with maintenance, gardening, council and water rates all included
- Resident Liaison Team who can help you connect with your community
- Access to ACH Group support services, to enhance your health and wellbeing and maintain your independence
- Tailored ownership options to help cover future housing, health or home support services
- The ability to bring your small pet with you to most locations.

## Tips for making a move

Downsizing can be a stressful and emotional time, as it can be hard to leave behind a lifetime of possessions and memories. Our friendly staff offer understanding and expert advice to help you plan, declutter, pack and unpack if required and avoid any unnecessary stress.

Let us put you in touch with trusted financial planners, downsizing consultants, real estate agents and tradespeople to make selling and moving that much easier.

### What's available?

Visit us online to see available units  
**[achgroup.org.au/  
retirement-living/  
available-units](https://achgroup.org.au/retirement-living/available-units)**







# Living Well with Dementia

## Support for people living with dementia.

Dementia describes a set of symptoms that affect a person's memory, thinking, behaviour and ability to perform everyday activities. It is caused by a range of conditions that affect the brain. While dementia can and does have a profound effect on a person's daily life and that of those around them, with appropriate support and information, it is possible to live well with dementia.

All ACH Group services are inclusive of people living with cognitive impairments including dementia, regardless of their age. Our Dementia Learning program equips staff and volunteers with skills and specialised knowledge to support you.

People tell us that a diagnosis of dementia can bring with it a sense of loss, in particular the loss of friendships and other networks. We can support you to maintain social connections, or build new ones through a range of 1:1 or small group social experiences. Read more on page 16.

## Worried about memory loss?

Discuss ways to keep your brain as healthy as possible with our **Brain Health Advisory Service**. Read more on page 24.



## Dementia Advisory

Concerned about a family member who has dementia or memory loss? Worried about your own memory? We can support you, your family member or friend with:

- Getting a diagnosis and accessing services
- Staying healthy and living well with the challenges of dementia
- Coping with changes to your independence and relationships
- Modifying your home and routines to make life easier
- Using technology to aid memory, independence and safety
- Securing reliable and dependable supports and services
- Keeping you connected to your community
- Planning for the future
- Advice on modifying hobbies and interests to keep you connected
- Education in managing the symptoms of the disease and changes in behaviour.

Payment Options



## Carer Support

Caring for someone living with dementia is a big responsibility. With ACH Group by your side, you can be confident to take a break, or some time out to focus on your own health and wellbeing while your loved one gets involved in 1:1 or small group experiences. We can even provide support for you in your caring role by planning a holiday for you.

Payment Options



## Memory Rehab

If you have a diagnosis of dementia or memory loss and want to be proactive about managing your memory changes, ACH Group's Memory Rehab Advisory Service can help.

Our experienced and skilled Occupational Therapists will work with you to maintain and enhance your brain health, independence and/or social connections.

Payment Options





# Help for Carers

## Support for you in your caring role.

Caring for someone is a big responsibility. To ensure you can continue in your caring role, you might benefit from taking some time out (respite) to focus on your own health and wellbeing, attend appointments, or take a longer break knowing that the person you care for is in good hands.

Respite options can be tailored to meet your needs as the carer, as well as the needs of the person you are caring for.

Our staff are trained to support people living with cognitive and neurological conditions such as dementia and Parkinson's disease, as well as people living with chronic disease or who have mobility challenges.

## Did you know?

All our social experiences provide an opportunity for carers to take a break.

Discover the range available experiences at [achgroup.org.au/available-experiences](https://achgroup.org.au/available-experiences)



## Dementia Specific Support

Having a diagnosis of dementia is no reason to stop doing the things that are important to you. Finding a balance to do things together as well as individually is a key to living well. We have respite options that are inclusive of people living with dementia – either 1:1 or in small groups.

Payment Options



## Home or Community Respite

We can spend time with the person you care for in their own home, or out and about in the community. All respite options provide opportunities for the person you are caring for to connect with others, get out and about, and learn new things, in a 1:1 or group setting.

Options include: collecting and recording a personal life story, learning to use an iPad, joining an art class, Sing for Joy Choir and bus tours.

Payment Options



## Residential Respite Care

Respite Care in one of our eight homes across Adelaide and the Fleurieu Peninsula can be planned in advance, or on an emergency basis for up to 63 days each financial year (subject to availability). To access, you will first need an assessment (ACAT). Read more in the Frequently Asked Questions on page 41.

Payment Options



## McLaren Vale Respite

High care respite for people living with memory loss or dementia in the heart of the beautiful McLaren Vale wine region. Participants can meet up in a social environment whilst maintaining and improving their current skills and capabilities.

Payment Options



## Carer Getaways

Designed with both carers and those you care for in mind, these retreats offer respite as well as the opportunity to socialise and engage with like minded people in a relaxed and safe environment. Destinations can include Kangaroo Island, Murray River and more.

Payment Options





# Residential Care

## A safe and secure place to continue to live well.

ACH Group's residential care homes support you to continue to live well; to be valued, stimulated and connected while still staying in control of your life.

Our Healthy Ageing approach will help you remain physically, mentally and socially active, while living in a safe home-like environment, including secure memory support places for people living with dementia.

Your quality of life is as important as the quality of care you will experience, and you will be supported by Registered Nurses, General Practitioners and a range of health professionals as well as specially trained Care Workers.

If you or a loved one are having trouble coping at home, and the safety and security that comes with residential care living seems like the best option, talk to our experienced Admissions staff about how to take the next step or speak with our Aged Care Navigator to understand your options.

### More Information?

Visit [achgroup.org.au/residential-care/individual-homes](https://achgroup.org.au/residential-care/individual-homes) or book a home inspection.



## Healthier and happier

Research around the world has shown that people who are active and socially connected are happier and have a better sense of wellbeing and overall health, regardless of age or health status.

Dedicated Healthy Ageing staff at our residential care homes work with you to identify a tailored and structured wellbeing plan. Should you experience a step backwards, our early intervention approach gives you the best opportunity to regain optimal health.

In addition, your family and friends can remain integral to everyday life, with plenty of opportunities for all generations to come together over coffee, BBQs or to join in social activities.

Good health and wellness is an easy choice through a wide range of activities and programs, including:

- On-site gyms with personal trainers in most homes, walking groups and exercise classes
- Social events and outings, arts and cultural activities, men's groups and strong community links
- Education about a range of health conditions to promote better awareness
- Staff who focus on supporting you to be as independent as possible.

## Dementia Specialists

For those living with dementia, extra care provides the best possible support for you to continue to live well.

Staff are fully trained in all aspects of dementia, including specialist care and are well equipped to adapt to needs as they change. Dedicated lifestyle co-ordinators with considerable experience in dementia care ensure that all activities are designed for maximum participation and enjoyment.



## Locations

Our eight fully accredited homes across Adelaide and the Fleurieu Peninsula each have their own signature features and strong links with the local community.

**Hope Valley:** Highercombe

**Rostrevor:** Milpara

**Daw Park:** ViTA

**Glenelg South:** Kapara

**Port Noarlunga:** Perry Park

**McLaren Vale:** Colton Court

**Yankalilla:** Yankalilla Centre

**Goolwa:** West Park

**Elizabeth South:** Healthia  
(opening mid 2023)

## A smooth move

ACH Group has adopted a 'Smooth Transitions' approach that provides you and your family with your own dedicated personal Advisor, who travels the journey with you from your first enquiry to the time you move in. We can help you with weighing up the decision to move, completing the paperwork and being there for you when you make the move.

Residents enjoying morning tea at Yankalilla Centre.



## Options for residential care.

### Permanent Care

When you are ready for a longer term move.

### Residential Respite Care

A respite break in a residential care home might be just what's needed if you are being cared for at home and your carer is unwell, going away or temporarily can't care for you for some other reason. It can also be a good way to trial residential care to see if it's right for you.

### Next steps

- 1 Apply for an Aged Care Assessment (ACAT) with the government's My Aged Care.
- 2 Call ACH Group residential care Admissions Team on 1300 22 44 77 – we'll guide you through.
- 3 Take a tour of one or more residential care homes.
- 4 Choose the right home for you – consider location, care, services, activities on offer and overall atmosphere.
- 5 Complete an application form for either respite or permanent care.

For more information on costs for residential care, refer to page 41.



## Frequently Asked Questions

### **How do I access services that support me to live well at home?**

In Australia, many aged care services are subsidised by the Commonwealth Government. In order to access these subsidised services, you must first be registered with My Aged Care, which is an Australian Government initiative comprising a website and contact centre.

The My Aged Care team can provide you with information about different types of aged care services and eligibility for services.

ACH Group can assist you to access My Aged Care and help you navigate through this process, including lodging a referral for an assessment on your behalf. For more detail, visit [myagedcare.gov.au](https://myagedcare.gov.au) or call 1800 200 422.

### **How do I know what services are right for me?**

You will be asked to participate in an initial telephone screening by My Aged Care to determine the best way to meet your needs.

For basic support, you will be referred for further assessment to the Regional Assessment Service (RAS) who will visit you for a face to face assessment before recommending services under the Commonwealth Home Support Program.

For people whose care needs are more complex, an assessment by the Aged Care Assessment Team (ACAT) is needed for referral to services such as a Home Care Package, or Residential Care.

### **What is the Commonwealth Home Support Program?**

The Commonwealth Home Support Program (CHSP) offers a variety of basic assistance such as cleaning, home maintenance, home modification, personal care, health services, exercise classes or support to maintain social networks to people aged 65 and over (50 years and over for Aboriginal and Torres Strait Islanders).

If you are eligible for this program, you are expected to contribute to the cost if you can afford to. We will discuss fees with you before arranging services.

CHSP is funded by the Australian Government Department of Health. Visit the Department's website ([health.gov.au](http://health.gov.au)) for more information. Although funding for CHSP activities has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

### **What is a Home Care Package?**

A Home Care Package is, as the name suggests, a 'package' of services to support you to remain living in your own home. A Home Care Package can be accessed when you need more than basic

support, and offers a coordinated approach with access to a greater range of services, aids and equipment.

If you are assessed as eligible for a Home Care Package, you will be placed in the national queue. When you reach the top of the queue, you will be assigned a package and you can then choose an approved provider such as ACH Group to deliver services.

Home Care Packages are allocated based on need, as determined by your ACAT assessment. There is a basic daily fee for Home Care Package services, and an income-tested care fee may apply.

Experienced care managers are also on hand to coordinate your services and ensure they are meeting your needs.

### **What if I am not eligible for the government subsidy to support me to live well at home?**

ACH Group also offers a customer funded option if you are not eligible for a government subsidy, or choose not to be assessed by My Aged Care. One of our friendly team members will be happy to discuss payment options with you.

## **What is the difference between a Home Care Package and Commonwealth Home Support Program?**

To help you access support, the Government provides two different streams of funding: Commonwealth Home Support Program (CHSP) and Home Care Packages (HCP). Both funding options provide you with support to remain living at home but there are differences:

### Commonwealth Home Support Program (CHSP)

- Basic level care needs and support
- Services can be used to provide short-term intensive care
- Eligibility is assessed by the Regional Assessment Service (RAS).

### Home Care Package (HCP)

- Higher level care needs and support
- Four levels of HCP (1–4), with each level receiving a different level of funding
- Care managers support you to develop a personalised care plan to put into action
- Eligibility is assessed by the Aged Care Assessment Team (ACAT).

## **Is there a difference between being 'Approved for' or 'Assigned' a Home Care Package?**

If you have been assessed as needing a higher level of support by the Aged Care Assessment Team (ACAT), you will receive a letter stating that you have been approved for a Home Care Package (HCP). At this point, if you wish, your name will be added to the national queue.

It is important to note that after being approved for a HCP there may be a waiting period before you will be assigned a HCP by the government.

Once you receive a letter from My Aged Care stating that you have been assigned a HCP and given a referral code, you are able to access HCP funded services.

If you need services while you wait to be assigned a HCP, please call ACH Group on **1300 22 44 77** as we may be able to help you access services under the Commonwealth Home Support Program or as a Customer Funded (Private Payment) option in the interim.



### **What payment options or subsidies are available for Health Services?**

- Home Care Package funding
- Commonwealth Home Support Program
- Customer Funded (Private Payment)
- Medicare Bulk Billing for selected health services
- Private Health Insurance
- Eligible DVA Card holders.

### **What are the financial options available for Retirement Living?**

There are a range of options to consider, which impact your upfront costs and how much is returned at end of lease.

- Resident Funded Unit – purchase a lifetime lease which can be sold at any time during your lease period. Up to 69% of the 'new market value' will be returned at end of lease
- Entry Contribution 60/40 – purchase a lifetime lease and have 60% of the original contribution you paid returned at end of lease
- Entry Contribution Donation – purchase a life-time lease, with no refund at end of lease

### **How much does it cost to live in a residential care home?**

The Australian Government also subsidises residential care and if your personal circumstances allow, it is expected you will contribute towards the cost of your care. Go to [myagedcare.gov.au/fee-estimator/residential-care/form](https://myagedcare.gov.au/fee-estimator/residential-care/form) for a handy tool.

#### Accommodation Costs

If you are required to pay for your accommodation, you can choose how to pay. Options include:

- Lump-sum payment, called a 'refundable accommodation deposit' (RAD). The deposit is fully refundable when you leave the residential care home, less any amounts you have agreed to have deducted
- A daily payment called a 'daily accommodation payment' (DAP), with the amount you pay based on a daily rate. These payments, unless you have paid in advance, are not refundable when you leave
- Or a combination of both.

#### Care Costs

You will also need to pay for care during your stay; a Basic Daily Care fee, which is calculated and set by the Government at 85% of the current Age pension amount.

Respite is offered at affordable daily care rate.

## Payment Options

**CHSP** Commonwealth Home Support Program

**CF** Customer Funded (Private Payment)

**HCP** Home Care Package

**DVA** Eligible DVA Card

**MED** Medicare Bulk Billing Available

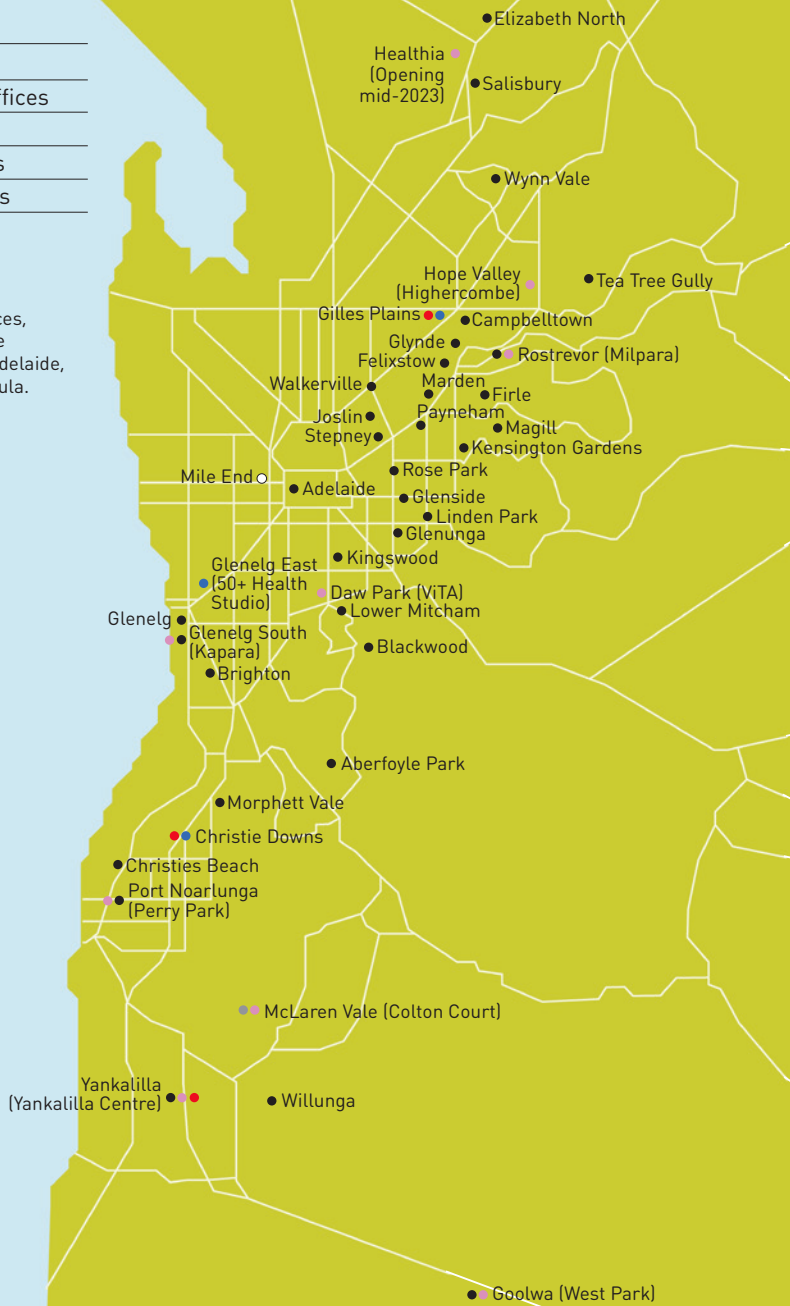
**PH** Private Health Refund Available

Our friendly staff are here to answer any questions you may have. Call **1300 22 44 77** between 7.30am–6pm (CST), 7 days a week or send us a message at **[achgroup.org.au/contact](https://achgroup.org.au/contact)**

## Notes

- Health Clinics
- Community Services Offices
- Day Respite Program
- Retirement Living Units
- Residential Care Homes
- Corporate Office

Home Support, Social Experiences, Nursing and Health Services are delivered across Metropolitan Adelaide, Gawler and the Fleurieu Peninsula.



ACH Group is a not-for-profit community organisation promoting opportunities and services to support good lives for older people since 1952.

Let's talk **1300 22 44 77** Visit [achgroup.org.au](https://achgroup.org.au)

