

## Your rights & responsibilities

Lutheran Home Care Services is committed to providing the highest quality services to support your independence. As the client, you have the right to participate in or exit a service at any time. We also value your feedback and encourage clients to contact us with comments or complaints. Clients can also contact the Aged Care Quality & Safety Commission:

Web: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

Phone: 1800 951 822

## Need help and advice for carers

The Carer Gateway is a national online and phone service established to provide information and resources to support carers. The Carer Gateway is available for support and advice from Monday to Friday, 8am to 6pm.

Web: [www.carergateway.gov.au](http://www.carergateway.gov.au)

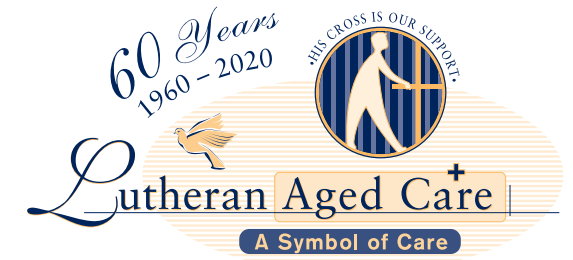
Phone: 1800 422 737

## Need additional aged care services information?

My Aged Care has all the resources and information you need about local aged care services.

Web: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Phone: 1800 200 422



## COMMONWEALTH HOME SUPPORT PROGRAMME

by Lutheran Aged Care



### CONTACT LUTHERAN AGED CARE:

Call: 02 6060 4000

Email: [homecare@lactalbury.com](mailto:homecare@lactalbury.com)

Web: [lactalbury.com](http://lactalbury.com)

Current at October 2021

Your guide to flexible respite care – support for you and your carer.

## What is Flexible Respite Care?

Flexible Respite Care is short term care that provides support for you and your carer. It gives your carer a break while your ongoing care needs are supported by our skilled team.



## How does it work?

Flexible Respite Care can be delivered in your home, a host family's home or it can even be delivered as an outing. Service options are:

- In-home day respite – daytime support for carers of clients needing assisted support in the carer's or the client's home
- In-home overnight respite – overnight support for carers of clients needing assisted support in the carer's or the client's home
- Community access-individual – one-on-one structured activities, such as outings, to give clients the opportunity for social and community interaction; maintain or support independent living; and offer respite to their carer
- Host family day respite – day care for the client in another person's home.
- Host family overnight respite – overnight care for the client while in the care of a host family



## Am I Eligible?

You may be eligible for services under the Commonwealth Home Support Programme if you are:

- 65 years or older, or 50 years or older and identify as an Aboriginal and Torres Strait Islander person, or 50 years or older and on a low income, homeless or at risk of homelessness
- still living at home
- in need of help at home to continue to live independently.

To find out if you need an assessment and if you are eligible for help at home services, you should call My Aged Care on 1800 200 422. The My Aged Care staff will ask you questions about your current needs and circumstances so they can refer you to appropriate aged care services.

You will need to have a Regional Assessment Service assessment before you can be approved for care.

