Eligibility and Referrals

Resthaven Home Care Packages are available to people who have been assessed as eligible by the Australian Government Aged Care Assessment Team (ACAT). The ACAT will determine priority for packages based on the person’s individual needs and circumstances and place them on the National Wait List for Home Care.

When a person is notified they are assigned a Home Care Package they are able to choose Resthaven to provide their service.

Referrals for a Home Care Package can be made to My Aged Care by the individual, their carer, family members, health professionals or community service providers.

For further information, contact:

My Aged Care:
Phone 1800 200 422
www.myagedcare.gov.au, or
Agedcare Alternatives:
Phone 8271 3888
www.agedcarealternatives.net.au.

Advocacy

Resthaven encourages people to nominate an advocate of their choice. This may be a family member or an advocate may be accessed via the:

Aged Rights Advocacy Service
Telephone 8232 5377 or, in country SA, 1800 700 600.

Comments and Feedback

Resthaven welcomes comments and feedback regarding the services provided. The open and transparent feedback process encourages people to raise any concerns with Resthaven in the first instance.

Contact Details

For more information regarding Resthaven Home Care Packages, please call Resthaven Community Services for the cost of a local call:

1300 13 66 33 or visit the website:
www.resthaven.asn.au

Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.
Resthaven Home Care Packages

Resthaven supports older people who require assistance to remain at home through individually tailored services. Home Care Packages Level 1 and 2 are designed to provide basic or low level care needs. Level 3 and 4 assist people with intermediate to high care needs.

Home Care Packages provide each person with choice and flexibility in the way their services are delivered. Resthaven has a focus on assisting people to stay independently at home and participate in activities they enjoy.

Interpreter Services

Use of an appropriately qualified, accredited interpreter can be arranged with the Australian Government’s Translating and Interpreting Service to help access aged care services. Telephone 131 450.

Service Plan

Every person can design their own service plan according to needs and preferences. Services are tailored to assist the person to maintain independence and continue to participate in activities which are important to them.

A range of care and services can be included, such as assistance with:

- Support services, including help around the home
- Personal care
- Activities of daily living
- Nutrition, meal preparation and diet
- Nursing and therapy services
- Continence management
- Mobility and dexterity
- Leisure interests and activities
- Transport to appointments and social outings
- Discuss your choice of options

Fees and Individualised Budget

Home Care Packages are funded by the Australian Government Department of Health. Resthaven manages the Home Care Package and funds, to ensure that services and support meet legislative requirements. The subsidy paid to Resthaven depends on the level of Home Care Package the person receives.

Each person has an Individualised Home Care Budget that shows how much funding is available and how the budget will be spent on preferred services.

The subsidy provided by the Government, fees paid by the person (based on income), and any additional funding that the person may wish to add to purchase extra services, makes up the available funding.

Expenses include the cost of chosen services and equipment, and Resthaven’s administration and case management charges.

There is no Exit Fee.