



COMMONWEALTH HOME SUPPORT, HOME CARE & RESIDENTIAL AGED CARE

**Your Guide to Accessing
Home Support and
Aged Care Services
through NWRH**

New Ways, Real Health



This information brochure has been designed as a guide to the My Aged Care programs available through North and West Remote Health (NWRH) to assist in the care of aged or special care need persons.

NWRH is a vibrant, not-for-profit company employing multidisciplinary teams to provide allied health, aged care, wellbeing and disability services across regional, rural and remote Australia.

NWRH is a registered provider of services under the following three My Aged Care programs:

- **Commonwealth Home Support**
- **Home Care Package**
- **Residential Aged Care**

Leaders in the delivery of community based and outreach services since 1993 at NWRH we employ the following health care professionals:

- » Aboriginal Health Practitioners
- » Case Workers
- » Community Care Drivers
- » Community Nurses
- » Continence Advisors
- » Coordinators
- » Dementia Advisors
- » Diabetes Educators
- » Dietitians
- » Exercise Physiologists
- » Family Support Workers
- » Health Promotion Officers
- » Mental Health Professionals
- » Occupational Therapists
- » Physiotherapists
- » Podiatrists
- » Psychologists
- » Regional Assessment Service
- » Residential Aged Care Professionals
- » Social Workers
- » Speech Pathologists
- » Support Workers
- » Transition Officers
- » Wellbeing Clinicians
- » Wellbeing Officers
- » Youth Wellbeing Officers

Disclaimer – It is important for Service Users to recognise that once approved by My Aged Care to receive services through the Commonwealth Home Support, Home Care Package or Residential Aged Care Programs, NWRH may not automatically be approved as your service provider unless you specifically request NWRH. A service provider will be assigned dependent on your needs.



Commonwealth Home Support Program

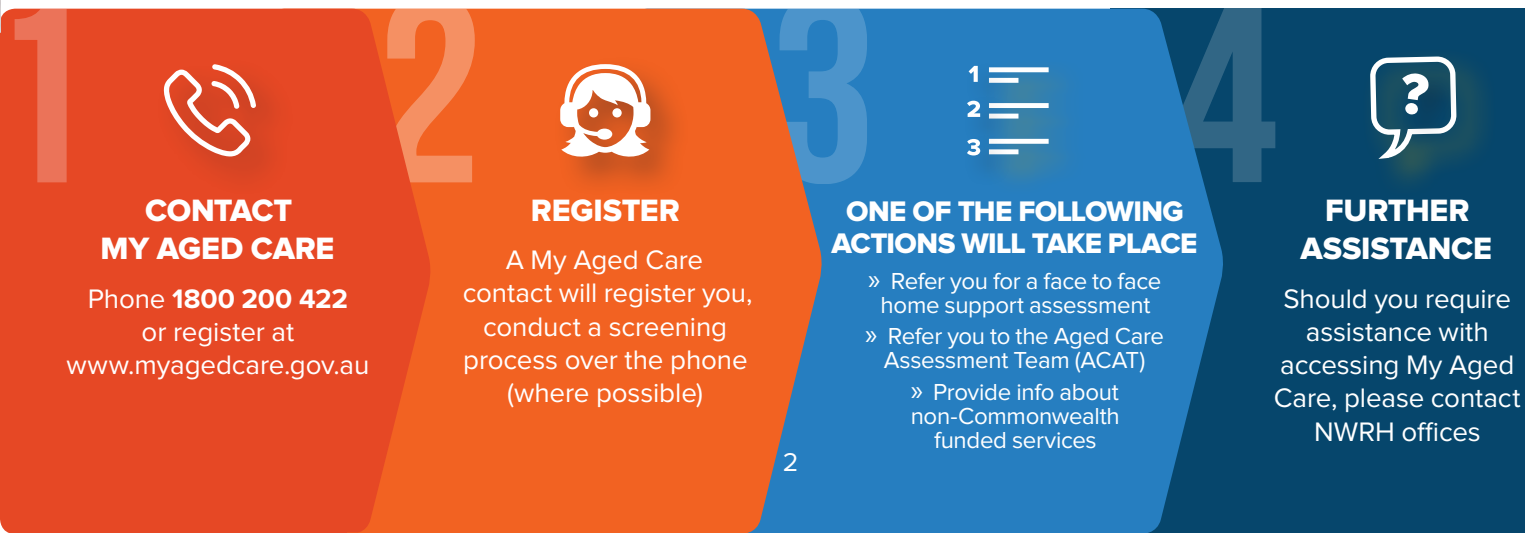
If you are an older person aged 65 years or over (and 50 years and over for Aboriginal and Torres Strait Islander people) who can mostly – but not completely – live and cope on your own and don't yet need higher levels of support at home you may be eligible for this support.

As well as helping you, the Commonwealth Home Support Program can help your carer. If your carer needs to attend to everyday activities, the Commonwealth Home Support Program can arrange for someone to help you while they are away.

What services are offered under the Commonwealth Home Support Program?



How can I access services under the Commonwealth Home Support Program?



Home Care Packages Program

If you want to stay in your own home as you get older, but need some help with things like cleaning and preparing meals or with transport so you can go shopping or attend appointments a Home Care Package may help you.

WHAT IS A HOME CARE PACKAGE?

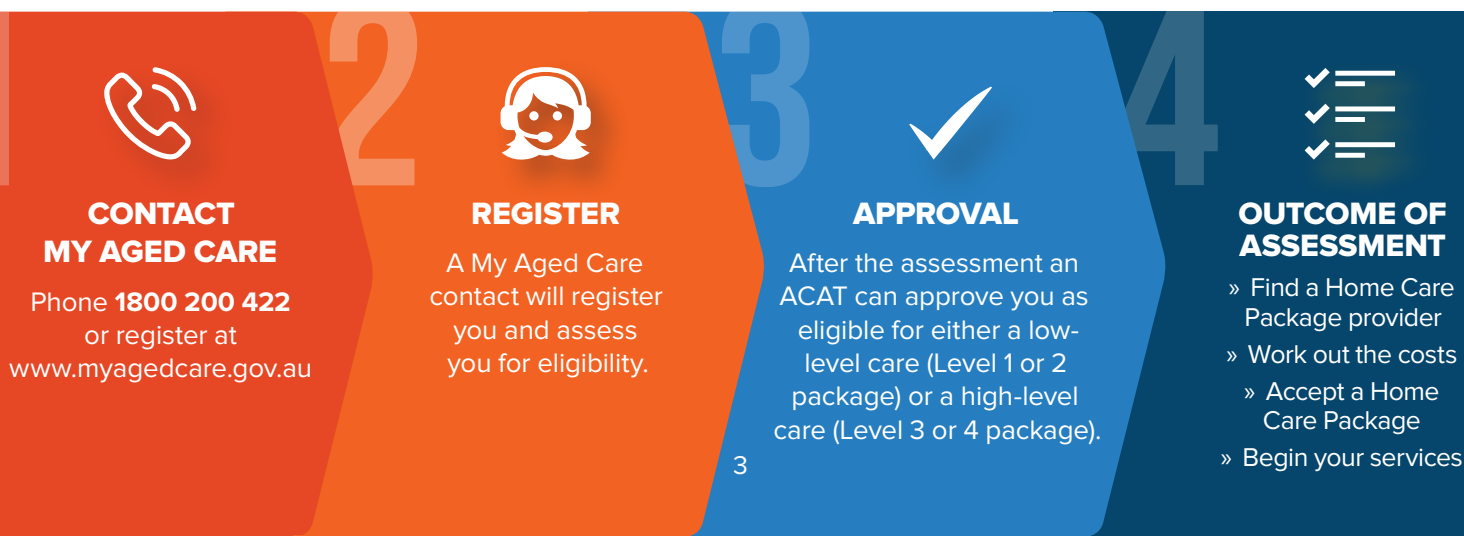
A Home Care Package provides a coordinated package of services tailored to meet your specific care needs to:

- » Help you stay in your own home as you get older
- » Give you choice and flexibility in the way your care and services are provided to you at home

What types of services are provided under the Home Care Package Program?



How can I access services under the Home Care Program?



Residential Aged Care

Residential aged care is for older people who for a variety of reasons can no longer live at home.

Those reasons can include illness, disability, bereavement, an emergency, the changing needs of their carer, family or friends, or because it is no longer possible to manage at home without help.

WHAT AGED CARE FACILITIES DO YOU HAVE?

NWRH currently manages 40 Residential Aged Care places as follows:

- » 15 residential places allocated to Kukatja Place in Normanton
- » 10 residential places allocated to Ngooderi House in Doomadgee
- » 15 residential places allocated to Kuba Natha Hostel on Mornington Island

How Can I Access Residential Aged Care Services?

If you are considering moving into an aged care home, you will first need an assessment with a member of an Aged Care Assessment Team (ACAT). A member of the ACAT will talk to you about your current situation and help you work out what your options are.

ACAT's cover all of Australia and are based in hospitals or in the local community. To find your local ACAT or for more information about ACAT assessments, call 1800 200 422 or visit myagedcare.gov.au.

Once you have completed the ACAT assessment, you will receive a letter to let you know if you have been approved as eligible for Australian Government subsidised aged care services.

Your letter will tell you what type of services you are eligible for and approved to receive, as well as the reasons why.

From here the next 4 steps you will be guided through include:

- » Finding an aged care home
- » Fees and charges
- » Applying to an aged care home
- » Living in an aged care home

Fee Schedule

NWRH Service Fee and Client Contributions Schedule is available to all clients, or potential clients looking to access NWRH services.

The Service Fee and Client Contributions Schedule is aligned to the NDIS price guide and associated arrangements in Queensland, Queensland Remote and Queensland Rural Remote areas and with the Commonwealth Home Support and Commonwealth Home Care Program's initiatives to assist people to maximise their independence.

Also detailing policies for Residential Aged Care fees the NWRH Service Fee and Client Contributions Schedule and Overview is available through the NWRH website www.nwrh.com.au.





NWRH can assist service users with registering for the Commonwealth Home Support, Home Care and Residential Aged Care Programs through My Aged Care.

For assistance simply contact any of our friendly staff in the locations below.

Contact Us



North West (Mount Isa)

53 Enid Street, PO Box 1127
Mount Isa QLD 4825
Free call: 1800 221 131
Tel: 07 4744 7600
Fax: 07 4744 7688



Central West (Longreach)

19 Duck Street
PO Box 256
Longreach QLD 4730
Free call: 1800 789 310
Tel: 07 4652 7100
Fax: 07 4658 3630



Lower Gulf (Normanton)

38 Dutton Street
PO Box 185
Normanton QLD 4890
Tel: 07 4747 8800
Fax: 07 4747 8811



East Coast & Corporate Office (Townsville)

3/106 Dalrymple Service Road
Currajong QLD 4812
PO Box 8056
Garbutt BC QLD 4814
Free call: 1800 799 244
Tel: 07 4781 9300
Fax: 07 4781 9355

www.nwrh.com.au

**We have places available.
Contact our friendly team
today to see what services
we offer in your community!**

NWRH respectfully acknowledge the Traditional Owners, Elders and Leaders past, present and emerging as Custodians of the lands across which we deliver Health and Wellbeing Services.

