



Wesley Home Care

Helping you live a full,  
independent life



**‘Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.’**

As Australia’s ageing population increases, so does the need to provide appropriate care. For more than 200 years Wesley Mission has journeyed with older people, helping them fulfil dreams and manage day-to-day life. Our Wesley Home Care services are committed to providing your care, your way, so you can remain in your home as long as possible. After all, we all deserve to enjoy dignity and independence, regardless of age.



**Rev Keith V Garner, AM**  
Superintendent/CEO



**As we age, there are many choices to make, dreams to live and plans to set in motion. Wesley Mission is there to help you with the choices you make.**

**Part of getting older is realising what home means to us and we may face choices about where we live—or are going to live. Many of us would like to live in our own home whether it's the family home or a retirement unit as long as possible. Requiring assistance with basic self-care, household tasks or complex health conditions needn't prevent you from being independent and living at home.**

**Wesley Home Care services are designed to support you to remain at home with the right care for your needs.**

## Your care, your way

We recognise that as an individual you have your own values, needs and preferences which affect the services you want to receive and how you want them to be delivered.

When you decide you would like to make use of Wesley Home Care services, Wesley Mission staff will work with you to find out what is important to you and how we can best accommodate your needs and expectations. We then liaise with you until you are happy with your care plan.

Any information you choose to share with us will remain confidential. We will use it only for the purpose of supplying the best possible service and making sure we are meeting your needs.

# What we offer

**At Wesley Mission we understand that life is not just about food on the table and a roof over our head but the things that inspire us, motivate us and connect us with others. That's why our services cater for all of life's circumstances.**

**Wesley Home Care offers services that can be accessed as individual services or as part of a Home Care Package. Our Lifestyle Advisors are here to help you understand the services available and which programs might work best for you, according to your priorities, needs and circumstances.**

**We operate on extended hours through the week, with weekend and public holiday services where required.**



## Domestic assistance

Our domestic assistance service is there to help you with a range of household duties. Our Lifestyle Advisors work with you to deliver a program of regular visits designed to address your particular needs. The assistance we provide may include vacuuming and mopping floors, cleaning bathrooms, laundry, changing bed linen, assisting with paying bills and help with shopping.

## Personal care

Through our personal care service you can find the assistance you need with daily self-care tasks that have become too difficult to manage. We work with you to deliver a tailored personal care program. We can help with showering, grooming, getting in and out of bed, moving around the home and maintenance of hearing aids, dentures and glasses. If there is something else you need assistance with, let us know and we will do our best to make it happen.

## Social support

Our social support services are there to help you stay in touch with friends, meet new people from your local area, join a group, or go on a short trip. We operate five days a week and evenings to arrange social events, entertainment and cultural trips. Our Lifestyle Advisors tap into existing networks and local activities to ensure you have a range of social options to choose from. If you have difficulty leaving the home, we can come to you, or we can assist you with transport. We can also assist you to stay in contact with friends and family through social media, or help you organise travel arrangements.

You could join one of our Seniors Social Hubs. These are centres for seniors who want to socialise, visit new places, or spend time with others doing the things they enjoy. We provide a range of activities and

excursions if you would like to maintain social connections and meet new people in your community. Some members are very active, others need a little assistance. We cater for diverse interests and cultural backgrounds.

We also operate Wesley Community Visitors Scheme, which is part of the Commonwealth Government's initiative to enhance the wellbeing of older people living in residential aged care facilities or in their own home. Through this service you can find friendship and support through a volunteer community visitor who will meet with you regularly.

## Daily living

Daily living services offer you individual attention, supervision and physical assistance with your day to day tasks, including help with the challenges arising from impaired hearing, sight or speech. For example, we can assist you in fitting sensory communication aids, checking hearing aid batteries, cleaning spectacles and using the telephone. Our flexible service can be adapted to suit your needs and our Lifestyle Advisors can assist you with the best care options for you.

## Meals

Meals and other food services can help you maintain a healthy, balanced diet and support you to stay in your own home. Our nutrition, hydration, meal preparation and diet services include:

- preparing special diets for health, religious, cultural or other reasons
- providing modified eating utensils and eating aids
- assistance feeding, as needed
- providing enteral feeding formula and equipment, as needed.

## Devices and equipment

Through our devices and equipment services we provide a range of products that can help you maintain your independence and manage everyday tasks, such as crutches, quadruped walkers, walking frames, walking sticks and wheelchairs, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, and pressure relieving mattresses. We also offer a range of specialised items to assist with mobility, communication, personal care and health care.

## Staying active

If you would like some support with maintaining your general health and fitness, or with rehabilitation after an accident or a stay in hospital then our services can help. We provide a range of gentle and therapeutic exercise options that can be tailored to your individual needs. Our Lifestyle Advisors work with you to develop a health regime that is realistic and sustainable.

## Clinical care

If you would like assistance with recovery from an illness or accident, or with maintenance of your physical ability, our clinical care services are here to help. Our broad suite of clinical care services includes nursing (such as wound dressing changes, monitoring blood pressure), allied health and therapy services (such as speech therapy, podiatry, dietary, occupational or physiotherapy services), and referrals to health practitioners or other service providers.

## Life transitions

We can arrange special services to meet your needs at times of major life transitions. For example, extra clinical care and support services can be arranged following discharge from hospital.

## Transport

If public transport is not close by or convenient Seniors Transport can help you get to where you need to go. More than just taking you to and from those urgent medical appointments, we are here to help you retain your personal freedom and get you back in touch with your local community. Our fleet of vehicles includes buses, people movers and small four-door cars to get you to medical appointments, independent shopping trips, social outings and activities, community centres and local events.

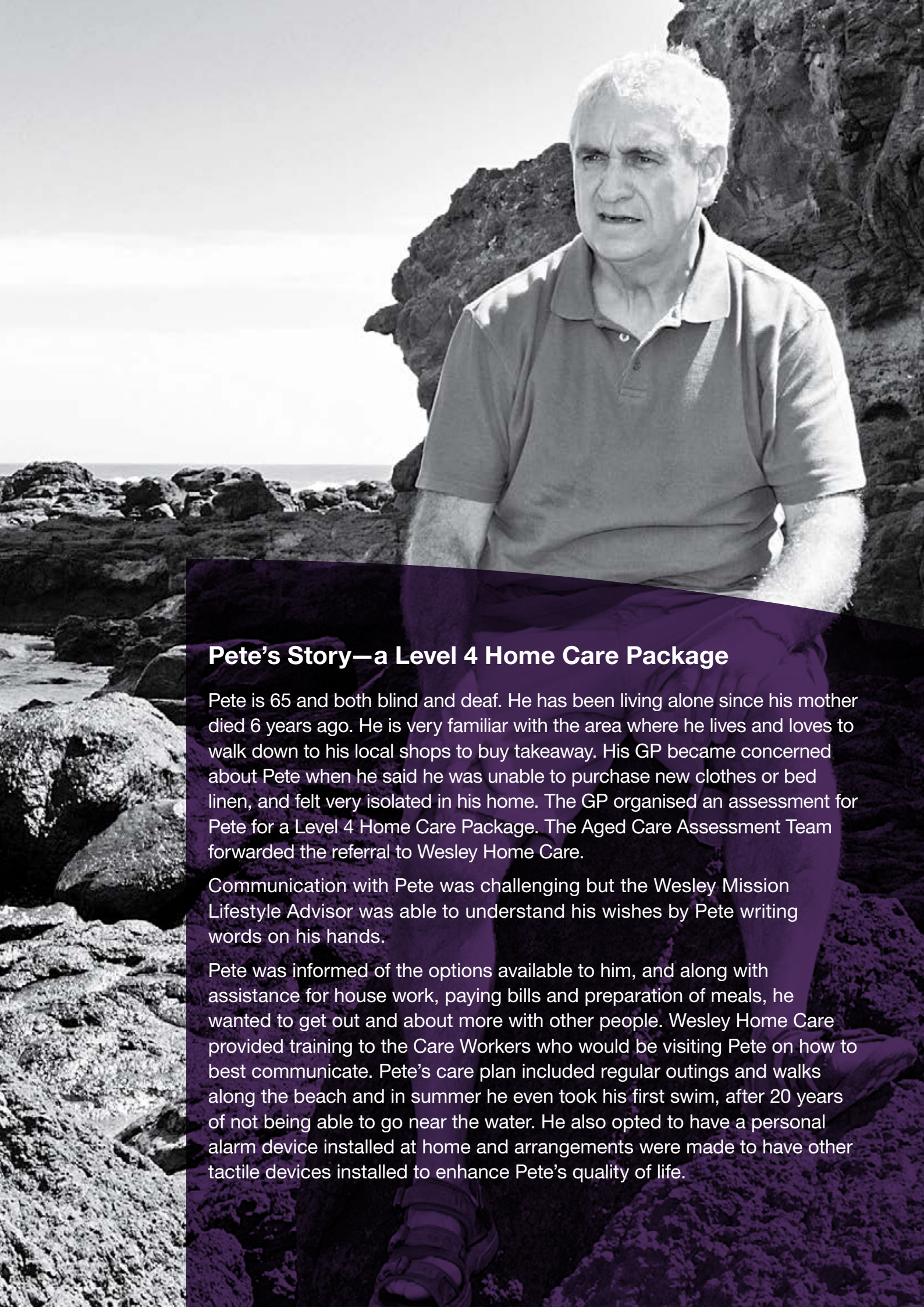
## Lifelong learning

At Wesley School for Seniors we believe that while we live, we learn. There are about 100 courses, led by volunteer tutors, at our facilities in Sydney's CBD that cover a diverse range of learning experiences. Many courses offer different levels of learning from beginner through to advanced so whether you would like to try your hand at something new, develop an existing skill, or share your expertise with others, there is an option for you. Students are assessed and awarded certificates for successful completion of a course, enabling you to advance to a higher level if you desire.

## Support for carers

Caring for an older person can be tremendously rewarding, but also challenging, both physically and emotionally. Wesley Respite can support you with in-home or respite. Our respite services are designed to give you, as a carer, a break, enabling you to sustain your ongoing responsibilities and look after your own emotional wellbeing.

Our nurturing, professional staff will provide care for your relative while you work, run errands or simply take time out. You can choose to take a break for a few hours a week or overnight.



## **Pete's Story—a Level 4 Home Care Package**

Pete is 65 and both blind and deaf. He has been living alone since his mother died 6 years ago. He is very familiar with the area where he lives and loves to walk down to his local shops to buy takeaway. His GP became concerned about Pete when he said he was unable to purchase new clothes or bed linen, and felt very isolated in his home. The GP organised an assessment for Pete for a Level 4 Home Care Package. The Aged Care Assessment Team forwarded the referral to Wesley Home Care.

Communication with Pete was challenging but the Wesley Mission Lifestyle Advisor was able to understand his wishes by Pete writing words on his hands.

Pete was informed of the options available to him, and along with assistance for house work, paying bills and preparation of meals, he wanted to get out and about more with other people. Wesley Home Care provided training to the Care Workers who would be visiting Pete on how to best communicate. Pete's care plan included regular outings and walks along the beach and in summer he even took his first swim, after 20 years of not being able to go near the water. He also opted to have a personal alarm device installed at home and arrangements were made to have other tactile devices installed to enhance Pete's quality of life.

## Counselling

Through Wesley Counselling you can find the assistance you need for a range of mental health concerns. We provide psychological support for people who are experiencing depression, anxiety or stress, having trouble coping with life's challenges or wanting to improve overall emotional wellbeing. Our psychologists are understanding therapists who are dedicated to providing supportive and effective therapy based on recent scientific research. In particular, they are skilled in tailoring their therapeutic approach to people's individual needs.

Our Wesley Financial Counselling is a face-to-face, confidential counselling service. It is a comprehensive, specialist counselling service that provides assistance toward gaining financial independence. We offer financial counselling, ongoing casework services and consumer education.

## Pastoral care

At Wesley Mission we offer pastoral care services to support you in times of crisis, upheaval or transition—and also help you celebrate your successes. We are there to listen, support, encourage, befriend and connect in a way that is respectful of your individuality. The support that we provide may include visiting you, offering spiritual guidance, offering communion, prayer, devotions, arranging counselling and advocacy.

## Home modification and maintenance

If you would like to remain living in your home but require some modifications or regular maintenance to do so, then our Wesley Home Modifications, and Wesley Maintenance & Gardening team can help. The service is designed to make your home an easier and safer place to live for example supplying and installing grab rails, relocating light switches, fixing leaky taps or lawn mowing and gardening. Our team work with you and your Occupational Therapist to make sure the changes that are made will address your needs appropriately.





## Dementia support

People with dementia are supported through all our services by specially trained staff. In addition, Wesley Mission offers a special dementia support program that provides information, education and support to carers of people with dementia and associated challenging behaviours. The program aims to improve the quality of life of people living with dementia by increasing the competence and confidence of their carers. The program provides courses that enhance care skills and incorporates processes that connect carers to information.

Short-term in-home respite and community based respite services are available for carers of people with dementia. These services play a crucial role in supporting carers in their caring role: enabling them to build resilience and helping them avoid crisis situations or emergencies.

Carers of people with dementia, or challenging behaviours related to dementia, can also access cottages or other overnight residential facilities for respite. The recipient must have a current referral from an Aged Care Assessment Team (ACAT), identifying whether low or high level care is required. Financial assistance may be available depending on the assessed need. Carers may also be provided with guided referrals and tailored information linking them into local carer support groups and identifying them for appropriate ongoing services.

## Accommodation

**Are you thinking of moving on from the family home? In addition to our Wesley Home Care services we have a range of accommodation options for you to consider.**

**With Wesley Retirement Living and Aged Care you can leave behind the cares of maintaining a house and be part of a friendly, residential community. Our dedicated staff are ready to help you create your next home in one of our attractive residences in great locations across Sydney. We have a selection of independent living units or residential aged accommodation to suit all needs.**

**For more details on how to become part of a Retirement Living and Aged Care Living community visit [wesleymission.org.au](http://wesleymission.org.au).**

# Accessing services

If you would like to access Wesley Home Care services please contact us directly so that we can discuss your situation and what kind of assistance will work best for you. Alternatively, someone else—such as a friend, family member, GP or other community agency representative—may contact us on your behalf.

Our wide range of services can be accessed as a single service, or as part of a package of services designed to suit you.

Many of our services are government subsidised, and our advisors will be happy to explain eligibility criteria where applicable. If you wish to access the Australian Government's Home Care Packages, you will need to be assessed for eligibility by an Aged Care Assessment Team (ACAT).

Once your eligibility has been confirmed, we will discuss the service options and the costs involved. We will also visit your home to gain a better idea of your individual requirements.

## How much does it cost?

Fees are kept to a minimum, but will vary according to the level of support required, the level of government subsidy available and your capacity to pay. Full fee paying services are also available.

## Government programs

As part of the Australian Government's commitment to supporting people to live longer and live better lives, programs are provided that enable people to stay in their homes longer.

### Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program is for people who only need a small amount of help in their home. After being assessed by My Aged Care, services can be accessed directly through Wesley Mission.

### Home Care Packages (HCP)

Home Care Packages are provided for people who may have more complex needs but would still like to remain in their own home. There is no minimum age for accessing these packages but an Aged Care Assessment Team (ACAT) will need to carry out an assessment for eligibility.

Home Care Packages are Government subsidised packages, offered through providers such as Wesley Mission, that are designed to give people the choice and flexibility about the kind of care and support given to them.

#### There are four levels of Home Care Packages, covering a range of care needs:

- Level 1 supports people with basic care needs
- Level 2 supports people with low level care needs
- Level 3 supports people with intermediate care needs
- Level 4 supports people with high level care needs

#### Both CHSP and Home Care Packages include a broad range of services which may include:

- personal care, such as showering, dressing and meal preparation
- domestic assistance such as washing, ironing, gardening
- social support such as community activities and entertainment
- clinical care such as nursing and physiotherapy
- home modification and maintenance
- transport.

**For more information about how the Government's programs help you remain in your home visit [myagedcare.gov.au](https://myagedcare.gov.au)**



## **Maria's story—a Level 2 Home Care Package**

Maria had been admitted to hospital suffering from depression and there were concerns that her cognitive abilities and mobility had decreased to the stage where her family had been advised to seek residential care for her. Maria was determined to return to the home where she had lived for over 30 years, and tend to her veggie garden and fruit trees. The Aged Care Assessment Team assessed Maria for a Level 2 Home Care Package.

Upon discharge from hospital a Wesley Mission Lifestyle Advisor visited Maria to discuss the options to enable her to live at home safely and enjoy her regular pastimes. Maria said that being able to cook fresh meals from the veggies grown in her garden was very important to her, but her confidence with cooking had decreased. Wesley Home Care organised for Care Workers to assist Maria with cooking as well as picking her veggies and fruit from the garden. To help Maria to feel safe when she was at home alone a personal alarm was installed. Outings to the local church and shops were included in her care plan so she could re-establish her connections with the Italian community.

## Consumer Directed Care (CDC)

Consumer Directed Care (CDC) is a new way of providing home care that gives individuals more control and choice in the type of services they would like to receive and how these services are delivered.

Under CDC, people can determine how much involvement they would like in managing their care package. Individuals are provided with a personalised budget so they can easily see how much funding they have and can then decide how they would like to spend their money.

As an experienced advisor of home care services, Wesley Mission is able to help people to access the most appropriate services to meet their needs and assist them with CDC related issues.

**For more information about how CDC works visit [myagedcare.gov.au](http://myagedcare.gov.au)**

## What to consider

When you are deciding on what care best suits your needs, we encourage you to take time to consider what is important to you and what kind of services you would gain the most from. There are many things that contribute to your physical, emotional and social wellbeing and these will have an impact on the choices you make.

**For further information and helpful tips on what to consider when deciding on care options visit [myagedcare.gov.au](http://myagedcare.gov.au)**

## Advocacy

To ensure that you are provided with your care, your way, Wesley Mission encourages you to use a third party advocate—such as a family member, friend or trusted associate—in your dealings with us if you need or would like one.

This person can participate in the assessment process, reviews, complaints or in any other communication that takes place, to make sure your needs are put first. Confidentiality is maintained and respected at all times.

## Do you need an interpreter?

If you need the help of an interpreter, please call the Translating and Interpreting Service (TIS) office on 131 450. Telephone interpreting is available 24 hours a day, or visit [myagedcare.gov.au/other-languages](http://myagedcare.gov.au/other-languages).

Se avete bisogno di un interprete, potete chiamare il Servizio Traduzioni ed Interpreti (TIS) al numero 131 450. Il servizio telefonico interpreti è disponibile 24 ore al giorno.

Bir tercümanın yardımına gereksinmeniz varsa, lütfen 131 450 numaradan Yazılı ve Sözlü Tercüme Servisini (TIS) arayınız. Günün 24 saati sözlü tercüme yapılır.

إذا احتجت لمُساعدة مُترجم ، رجاء  
الاتصال مع مكتب خدمة الترجمة والتعريب  
(TIS) على هاتف رقم ١٣١ ٤٥٠  
الترجمة على الهاتف مُتوفرة ٢٤  
ساعة في اليوم .

如需口译帮助，请致电翻译与口译服务 (TIS) 办公室，电话号码 131 450。全天二十四小时提供电话口译服务。

# 5 steps to accessing Wesley Home Care services



## Step 1

### Contact Wesley Mission in your region, see back cover for details

Our friendly and experienced staff will discuss your individual needs.



## Step 2

### Eligibility assessment via My Aged Care

Contact My Aged Care to receive an assessment by the Regional Assessment Service (RAS) and Aged Care Assessment Team (ACAT).



## Step 3

### Arrange your no obligation in-home assessment

One of our Lifestyle Advisors will visit you at home and take the time to create your care your way. It is a good idea to have a loved one or friend with you.



## Step 4

### Review your Care Plan and budget

Our Lifestyle Advisor will provide you with your unique Care Plan and budget (if applicable) for your approval.



## Step 5

### Start receiving your services

You can start receiving your services when you're ready. Your Care Plan is flexible, so changes can be made at anytime. Your plan, your way.

## More than just a service—a letter from a loved one

“I am writing to thank your team at Wesley Mission for all the help and assistance that they have provided my father and family at a very difficult time.

My father had been very ill due to repeated bouts of cancer and also a stroke and has just recently passed away. The care and support that your team provided was invaluable, professional and very understanding.

Nothing seemed too much whether the request was small or large at a very sensitive time for my family.

I would like to especially thank each of you – all the people that answer the phones in your office, the carers that provided the personal care for my father, as the assistance and dedication they have shown my family is appreciated immensely.

Please pass my thanks onto them all.

Wesley Mission should be extremely honoured and proud of you and your team.

Once again I would like to thank Wesley Mission, you and your team, as my family greatly appreciate all your help.

Yours Sincerely

Michael, April 2016”





#### **Wesley Home Care**

Wesley Home Care helps you choose the support and services you need to live independently and safely in your own home. Our in-home support can include cleaning, transport, home maintenance and social activities.

#### **Wesley Retirement Living & Aged Care**

Wesley Mission offers a safe and welcoming community, where you can remain independent and live an active life. Our health professionals help you choose the accommodation, lifestyle services and level of care that's right for you.

#### **Wesley Disability Services**

If you're living with disability, we can help you connect with your community and develop the life skills you need to live a full and contributing life. Our support includes help finding employment, in-home support and respite services.

#### **Wesley Congregational Life**

We are a uniquely shaped church dedicated to sharing God's love in both Word and deed by supporting our community services with prayerful encouragement and practical engagement. We welcome you to join us for worship and spiritual support.

## **Wesley Mission services**

For over 200 years our commitment to Christian faith has guided us to create long-term holistic solutions that address the needs of the whole person, not just their current challenges.

To find out about our complete range of services, and how they may be able to help

**visit [wesleymission.org.au](http://wesleymission.org.au)**



**Connect with us on social media**

**Do all the good you can**  
because every life matters



## Contact us

### South East Sydney

(02) 8522 2200

hc&dsouth@wesleymission.org.au

### Western Sydney

(02) 8887 4977

hc&dwestern@wesleymission.org.au

### Nepean

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### South West Sydney

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### Northern Sydney

(02) 9907 1481

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### Inner West

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### Central Coast

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### Hunter

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### Mid North Coast

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### Illawarra

(02) 8522 2200

hc&dsouth@wesleymission.org.au

## Get involved

To volunteer, donate or leave a bequest visit

**wesleymission.org.au**

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Superintendent/CEO: Rev Keith V Garner, AM

ABN 42 164 655 145 Wesley Mission is a part of the Uniting Church in Australia.

**Do all the good you can**

because every life matters