

We welcome enquiries regarding our services that may be purchased on a private basis, either as a “top-up” to packaged care services or through a brokered arrangement with other providers.

Private services include:

- Nursing Services
- Domestic Assistance
- Personal Care Assistance
- Home Maintenance
- Gardening
- Respite Services
- Social Support
- Assistance to Appointments
- Medication Assistance
- Shopping Assistance
- Case Management

Please phone us for current professional service fees.



Independent Health Care Service Pty Ltd

ABN 75 057 369 669

4 Sunderland Street
Moonah Tas 7009

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Phone: (03) 6228 3899

Website:

www.independenthealth.com.au

Email:

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*Meeting Your
Needs*

**Home Care
Packages**



Welcome to the packaged care services of Independent Health Care Service. We endeavour to provide you with quality care in your own home, giving you the assistance you require in a considerate and safe manner.

Our packages are delivered on a Consumer Directed Care basis, which means that you as the consumer guide your service provision in the way that suits your needs and identified goals.

Our staff will discuss your needs and your goals with you and ensure you are fully involved in the planning and provision of your care. Our staff can also provide you with information to assist you to maintain your health and remain independent.

Once you have signed your Home Care Agreement, services will commence as per your agreed plan. Our staff will make every effort to attend you at the time that is agreed. Occasionally the nurse or home care assistant may be delayed for reasons outside of our control (such as another client being unwell and requiring more assistance than usual). We will endeavour to contact you if this is likely to cause considerable delays.

However if the nurse or home care assistant does not arrive within a reasonable time please phone us on **6228 3899** so that the cause can be ascertained and, if necessary, alternative arrangements made.

We also ask that you notify us on 6228 3899 if you are not able to be at home at the time the staff member would normally visit.

IHCS will provide you with all the relevant information you require regarding your Home Care Package. The notes relating to your care will be left in your home. We ask that you keep these in a safe place as they will contain confidential information. We ask that these notes are returned to our office at the end of your care.

Fees apply to Home Care Packages—our staff will discuss the fees with you prior to you commencing the package.

Important Contacts:

Aged Care Complaints Scheme

1800 550 552

Advocacy Services

1800 005 131

www.myagedcare.gov.au

Independent Health Care Service can provide you with a range of services as part of your Home Care Package. These include (but are not limited to):

- Nursing Services
- Domestic Assistance
- Personal Care Assistance
- Home Maintenance
- Gardening
- Respite Services
- Social Support
- Assistance to Appointments
- Medication Assistance
- Shopping Assistance
- Case Management
- Meal Preparation
- Care Planning
- Laundry assistance
- Contenance Management
- Allied Health Services

