

## **Slide 1 IHCS introduction + aged care information session**

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### **Slide 2: Acknowledgement of Country**

#### **English:**

IHCS acknowledged the Tasmanian Aboriginal people (also known as the Palawa), the original custodians of the land and waters of Tasmania, whose connection to the island runs deep and unbroken. We pay our respects to their Elders—past, present, and emerging—just as we honour all our Elders, for the wisdom they hold, the values they carry, and the strength etched in every story shaped by challenge and shared with us.

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### **Slide 3: About IHCS**

#### **English:**

Independent Health Care Service (IHCS), founded in 1992, has over 30 years of experience as a well-established aged care provider in Tasmania.

Originally started by several nurses to fill gaps in community care, IHCS offers all-in-one services, including registered nurses, support workers, domestic help, and maintenance.

IHCS also operates a 24-hour hotline to ensure support is always available. Services include both government-funded and private options.

IHCS currently has around 235 staff, including nurses, support workers, and maintenance teams — all carefully selected and trained.

In 1999, IHCS became a Registered Training Organisation (RTO) offering certified courses in aged care.

We are committed to high-quality, client-focused care and staff development, continuously contributing to better community health outcomes in Tasmania.

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### **Slide 4: Exploring Aged Care Services – Session Goals**

#### **English:**

- **Policy Information:** Share the latest updates on aged care policies.
  - **Service Understanding:** Help attendees better understand available aged care services.
  - **Service Utilisation:** Promote more effective use of aged care support.
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### **Slide 5: Types of Aged Care Options**

**English:**

- **Residential Aged Care:** 24/7 care provided in an aged care facility.
  - **Home Care:** Support to help older people live independently at home.
  - **Respite Care:** Short-term care to support caregivers and families.
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**Slide 6: Making the Most of Government Support for Home Care**

**English:**

- **Home Care Packages (HCP):** Personalized care based on income-tested contributions.
  - **Commonwealth Home Support Programme (CHSP):** Offers short-term assistance for older people.
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**Slide 7: Home Care Package Levels**

**English:**

- **Level 1 – Basic Care:** For those needing minimal help (e.g., cleaning, social support).
  - **Level 2 – Low-Level Care:** Includes personal care and basic health support (e.g., bathing, medication reminders).
  - **Level 3 – Intermediate Care:** For more complex needs, including physical decline and cognitive support.
  - **Level 4 – High-Level Care:** For serious health needs, involving intensive personal and clinical care.
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**Slide 8: Home Care Services Overview**

**English:**

- **Social Support:** Promote social interaction.
- **Transport:** Safe and reliable transportation.
- **Allied Health:** Additional health services.
- **Personal Care:** Assist with daily personal activities.
- **Home Modifications:** Improve safety and comfort at home.

- **Meal Preparation:** Ensure nutritional meals.
  - **Nursing Care:** Medical and rehabilitation support.
  - **Comprehensive Support Services:** Customized based on needs.
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#### **Slide 9 apply HCP process**

**Eligibility 65 years or older, PR or citizen**

**Apply via my aged care website or call 1800 200 422**

**Face to face valuation**

**Choose service provider base on personal preference and culture need**

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#### **Slide 10: How to Apply for Home Care Services**

**English:**

1. **Contact My Aged Care:** Call 1800 200 422 or apply online.
  2. **Eligibility Check:** Must be over 65 and an Australian citizen or permanent resident.
  3. **Prepare Medicare Card:** Helps simplify the process.
  4. **Discuss Health and Needs:** Speak with the assessor about your condition.
  5. **Face-to-Face Assessment:** Arranged by My Aged Care.
  6. **Use an Interpreter:** If needed, call 131 450.
  7. **Choose a Service Provider:** Based on personal and cultural preferences.
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#### **Slide 11: After Approval – Getting Started with Services**

**English:**

- **Assessment Result:** Check via letter or My Aged Care account.
- **Package Assigned:** After the waiting period.

- **Select Provider:** Choose a service provider (e.g., IHCS).
  - **Sign Agreement:** Begin receiving funded services.
  - **Care Plan:** Collaborate with your provider to tailor the plan.
  - **Regular Review:** Adjust plan based on health changes.
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## Slide 12

**Review previous point in case misunderstanding**

**New support at home will start at beginning of November 2025**

**Only use my aged care as point of entry for service**

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## Slide 13: What's Coming – Future of Aged Care

**English:**

### **Support at Home Program – Starting 1 Nov 2025**

- Home Care Packages & Short-Term Restorative Care will be replaced by the new **Support at Home Program**.
- CHSP will be transitioned **by 1 July 2027**.
- A **single assessment system** will simplify the process.
- Support levels will expand from 4 to **8 categories**, with funding from **\$11,000 to \$78,000 AUD** annually.
- **Clinical services** (e.g., nursing, physio) will be fully funded.
- **Daily living and assistive services** (e.g., transport, cleaning) will require **means-tested co-payments**.
- **New Inclusions:**
  - Assistive technology/home modifications: up to **\$15,000 AUD**.
  - **Restorative care:** up to **12 weeks** of support.
  - **Palliative care:** up to **\$25,000 AUD** for those wishing to stay at home.

*(Subject to change after 1 Nov 2025)*

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#### **Slide 14: Flexible Application Support (Matthew to decide)**

##### **English:**

- **Self-Managed:** Apply independently.
  - **IHCS Support:** Staff can assist with the application.
  - Choose what suits your needs best.
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#### **Slide 15: Take control of your aged care journey!**

##### **Choosing a Home Care Provider**

##### **English:**

- **Professionalism:** Assess the provider's expertise.
  - **Service Range:** Ensure services meet your needs.
  - **Budget:** Make sure it's financially suitable.
  - **24-Hour Support:** Confirm availability in emergencies.
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#### **Slide 16: IHCS Supports the Chinese Community**

##### **English:**

- **Recruitment:** Hire more Chinese-speaking staff.
  - **Training:** Offer nationally accredited programs.
  - **Scheduling:** Optimized to meet cultural service needs.
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#### **Slide 17: Q&A**

- Welcome to ask questions anytime!
  - Start learning and planning for you and your parents today.
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#### **Slide 18 Contact Info**

##### **English:**

- **Contact Details:**

- Phone: (03) 6228 3899
- Email: [ihcs@independenthealth.com.au](mailto:ihcs@independenthealth.com.au)
- Website: <https://independenthealth.com.au>