



Uniting AgeWell Home Support Services Guide

Services to support you through COVID-19 and beyond

The challenges and risks associated with COVID-19 are unprecedented. It's an unsettling time for everyone, and people are understandably anxious. Normal routines and social connections are disrupted, and for many people, accessing services and supplies is becoming increasingly difficult.

At Uniting AgeWell, our primary focus is the health and wellbeing of senior Australians.

Aside from our normal home care, allied health and social support services, we've put in place some additional supports to help you get through COVID-19 and maintain your independence and wellbeing at home.

We can boost your existing Government-funded Home Care Package or Commonwealth Home Support Programme services or we can provide short-term services to ease the burden of the social distancing and isolation requirements in place to reduce the spread and risk of infection.

And the good news is, the Australian Government recently announced that if people have been affected by COVID-19 or are in self-isolation, urgent or immediate services can be put in place for up to six weeks without the requirement for an assessment.

How we can help

There are a range of services available to you at home, all delivered by experienced and skilled staff well trained in infection control and safe hygiene practices.



From personal care and domestic assistance, to escorted travel to essential medical appointments, meals on wheels, or nursing care, Uniting AgeWell offers an extensive range of home care services which can be organised by the next business day.



Essential shopping, whether that's going out on your behalf, arranging online priority assistance, collecting your grocery order and packing it away, or providing escorted shopping for groceries and pharmacy supplies, we can ensure you have the things you need.



A range of monitoring services, from a daily telephone call during the week to check your wellbeing or instigate an emergency response, or the installation of smart home technology to keep people living alone safe.



Whether it's a specially tailored exercise program to help you stay healthy at home, or specialised allied health services such as physiotherapy or occupational therapy to restore or maintain your independence, our allied health specialists come to you

The details – arranging, receiving and paying for services

The following pages detail the services that are available to you and give you the information you need to know on what's provided, what you can expect, how the services are organised, changed or stopped and the fees and payment options in place.

You can also contact the Uniting AgeWell team via phone or email and they will step you through the options and the process.

If you are an existing Uniting AgeWell client, your care plan can be reviewed and your existing services either changed to meet your current needs or additional services arranged through government funding or fee for service.

Your local Uniting AgeWell Client Advisor will work with you to tailor a range of services to suit you.

Contact your local Uniting AgeWell home support team

Victoria	Phone	Email
Melbourne East	9845 3166	HCEast@unitingagewell.org
Melbourne South East	9089 1900	HCSouth@unitingagewell.org
Melbourne North West Metro Home Care Packages	9680 0450	HCPNWWic@unitingagewell.org
West Metro In Home Services	9111 9560	HCWest@unitingagewell.org
Barwon	5243 9566	HCTarwin@unitingagewell.org
Gippsland	5152 9699	HCGippsland@unitingagewell.org
Loddon Mallee North	4026 7000	HCLMN@unitingagewell.org
Loddon Mallee South	5454 2100	HCLMS@unitingagewell.org