



kalyra

Helping you to stay  
independent at home

## Choosing a Home Care Provider

It's different here



# Finding a provider

## Looking for a home care provider?

When you, or a loved one reaches an age where everyday tasks around the home are becoming more difficult, it's natural to feel anxious about what the future holds. Your heart is set on staying at home for as long as possible, but maintaining your home is becoming more of a challenge with each passing year.

Asking for help doesn't mean losing your independence; it's quite the opposite. Getting a little help with daily activities means you can stay independent in your own home for longer. In fact, a little support can lead to a much better life. The Australian Government has a range of programs to enable you to continue to live independently in your own home for as long as possible.

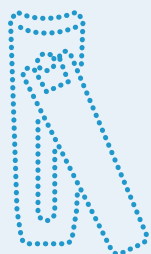
## MyAgedCare

The government website [myagedcare.gov.au](http://myagedcare.gov.au) has a comprehensive list of private and government-funded providers and the "Find a provider" tool can help you find more information on these providers. If you are not eligible for government funding, then you may still be able to access Help at Home services privately using the above search tool, or talk to us about the Kalyra Choice Program by calling 08 8278 0390.

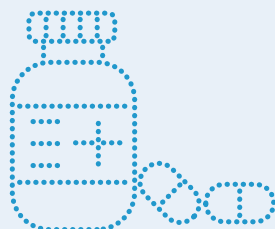


# Delivering personal care for over 130 years

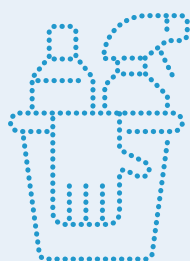
Services Available:



Personal services



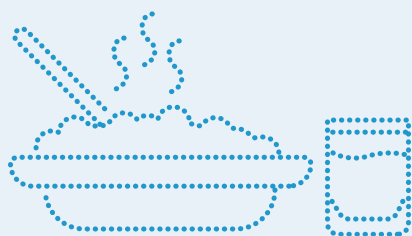
Clinical services



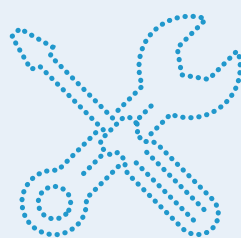
Activities of daily living



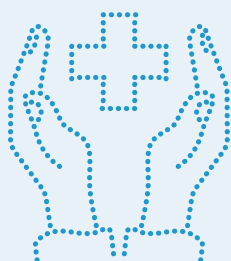
Mobility and dexterity



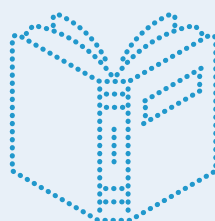
Nutrition, hydration, meal preparation and diet



Home maintenance and modification



Medical support



Leisure, interests, and activities

# How to choose a provider



Choosing a home care provider is an important decision, as these people will be entering your home and taking part in your daily life. Location, services offered, and availability are key considerations, as well as finding a provider who fits your personal needs, such as your culture, background, faith, or health requirements.

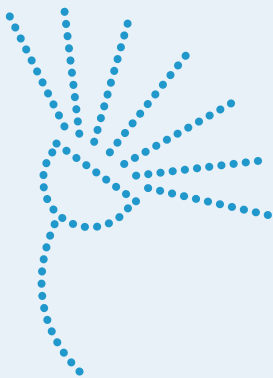
Like any organisation or business, home care providers have differences. It is important to consider factors such as the type of services offered, the level of staff training, and the way they deliver the Help at Home service to you.

It is important to note that even though your home care plan can only be managed by an approved provider, your care and services can be delivered by any provider, even those who are not government supported. While this can give you more flexibility in your service delivery, it is essential you understand who will be actually delivering your services.

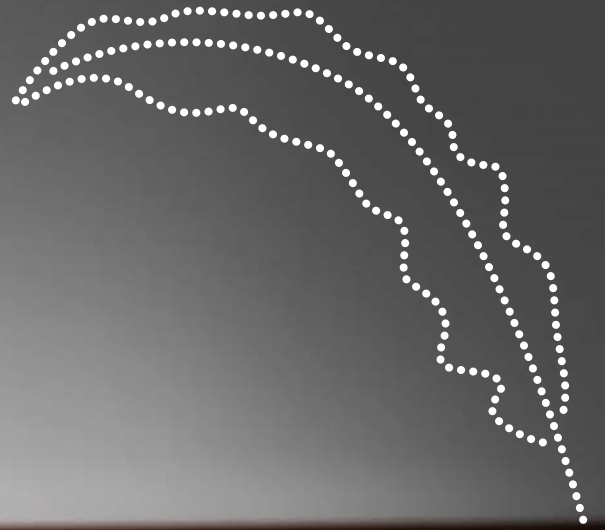
## Questions to ask your provider

When talking to your potential home care provider, it is useful to find out the following information. Their answers may help you understand if they are the best fit for your lifestyle.

- How do you match carers to clients?
- Will I have the same carer each time?
- What flexibility is there in my care package?
- What happens if my needs change?
- How much notice do I need to give if I go on holidays?
- What training do you provide your carers to help them maintain their standard of care?
- What qualifications do your carers have?
- What is the waiting list time for your services?
- What extra fees are involved, including start-up or exit fees?
- Are you independent or part of a franchise?
- Do you employ your staff, or do you outsource to independent contractors in the area?



Help at home,  
on your terms,  
your way



## With Kalyra Help at Home Services, you can continue to enjoy living in your own home, knowing that the care you need is close at hand.

If you are finding it harder to do the things you used to, don't be afraid of asking for help. See it as a way to continue to remain independent in your home for longer.

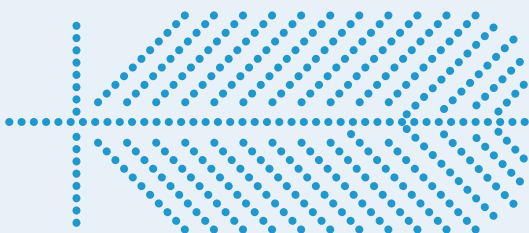
As a leading provider of aged care and support services, Kalyra's client-led service model ensures services are provided to support you to maintain your independence and dignity, protect your sense of self and enhance your quality of life.

If you are seeking care services for the first time or if you are currently receiving support from another provider, we would be happy to chat with you and explain the benefits of Kalyra's Help at Home services.

For those eligible for Government support, Kalyra will ensure that you get the best value possible out of your package and we will work with other agencies to ensure the best outcomes for you.

Kalyra has provided care to thousands of South Australians, and we understand what is required to help navigate through the system. We work in partnership, exploring solutions that best suit need your needs. It's your story, together we find the options and then the choice is yours.

If you're considering Help at Home options for yourself or a loved one, please call us on (08) 8278 0390 to organise a Kalyra consultation. We are happy to answer any questions you have and help you find the perfect solution.



Call us today. We're here to listen and support you.

Phone: (08) 8278 0390

Email: [admincommunity@kalyra.org.au](mailto:admincommunity@kalyra.org.au)

Web: [Kalyra.org.au](http://Kalyra.org.au)

2 Kalyra Road,  
Belair, SA, 5052

Or visit your local Help at Home office.

## Darlington

7 Graham Road

Phone: (08) 8278 0390

## Mount Barker

6 Mann Street.

Phone: (08) 8408 4710

## Murray Bridge

123 Swanport Road

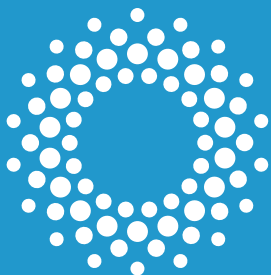
Phone: (08) 8408 4700

## Victor Harbor

51 Torrens Street

Phone: (08) 8408 4720

Kalyra's Commonwealth Home Support Packages (CHSP) and Home Care Packages (HCP) services are supported by the Australian Government Department of Social Services.



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