

Home Care Packages



30 years of community care

 Proveda

About Proveda

When we started business in 1994, the first service we provided was coordination of aged care support at home services. Since then, we have honed our skills in both understanding the government health care funding systems, as well as identifying the 'best fit' services for every customer.

As an independent, not-for-profit, approved Home Care Package (HCP) provider, our experience has enabled us to grow beyond our initial northern beaches footprint. Today, we serve people throughout northern Sydney, and continue to expand our service delivery into new regions as appropriate providers and demand for services is identified.

All home care packages come with a carefully tailored care coordination plan to ensure that we find the 'best fit' services and supports for you. Everyone's needs are different, so we work with you to ensure that your funding is utilised to best meet your needs.

In addition, Proveda offers what we call a wider circle of support. This includes immediate access to Belong Club, options for more support from our volunteers' program, and the ability to tap into our Dementia Advisory Service, clinical care services or other community programs.

We are pleased to be able to offer you a little more - more opportunities for connection, compassion, and holistic care.



What We Do

We treat your individual home care needs with a higher level of care and will not only take the legwork out of matching your needs to the best providers and services, but also proactively coordinate and maintain your requirements, even if your needs change over time.

We are here to get you the support you need for how you need it, with access to over 250 providers. So, rest assured we can truly find you the right people to deliver your requirements and we will support you through this process. With Proveda, it's all about what works for you.

Your home care package comes with a little more

What is a Home Care Package?

A Home Care Package is a government subsidy you get after applying through the Government's My Aged Care program and being assessed for support services that will enable you to remain independent and stay at home, for longer.

Your home care package comes with a wider circle of support

Unlike other Home Care Package providers, our model of independent care coordination, means that we can provide greater choice and control for you over who delivers your services. Our model of care, means we can ensure the right match of provider for you and your needs. Additionally, we believe in a holistic approach to care. Our broader service offering, means you can access a wider circle of support to providing you with more opportunities for compassion and connection.

On top of your Home Care Package coordination services (underpinned by our extensive range of skilled specialist staff), we provide a wide range of enjoyable and interesting engagement and information programs you can enjoy, such as:

- Immediate access to our Belong Club for social connection or activities
- Opportunities to have extra assistance from one of our volunteers
- Access to additional support programs and information should you need it. (If you or a loved one is experiencing dementia or memory loss, we offer regular coffee catch-ups with our Dementia expert who can provide advice and practical support options)



More choice and flexibility

Access to a large number of service providers means your support needs will always be met in a way you prefer.



Greater independence

Ensures more choice to get you the very best help you need.



People who care

Be reassured, we genuinely care. We will help you in any way we can and share our knowledge.



Extra layers of support for you and for carers

Free access to all community programs.



Not-for-profit

Our care and package management fees are kept at a minimum.



Care Circles

You have a key contact who looks after your care, supported by a broader dedicated team.



The types of services and assistance available to you

We have over 250 providers who can support your in-home care needs such as:

- 📌 Domestic assistance like cleaning, laundry, and chores
- 📌 Meals and food preparation
- 📌 Help with shopping
- 📌 Gardening and lawn care
- 📌 Transport
- 📌 Personal care and grooming
- 📌 Podiatry, physiotherapy, and other therapies
- 📌 Nursing
- 📌 Aids to stay independent
- 📌 Social connection

Four types of home care packages are available

There are four levels of Home Care Packages, ranging from basic to a high level of care. At each level there is flexibility within the service offering depending on your needs. We can explain these in more depth should you need more guidance.

1. **Basic Care:** The focus of this package is on basic care needs such as domestic assistance
2. **Low care:** This care helps you maintain independence with domestic help and more general care options
3. **Intermediate care :** Includes added services such as personal care, meals, transport, social support and relevant health services
4. **High Care:** Highest level of care which is customised to your needs and provided regularly throughout the week

Considerations when establishing your Home Care Package

When we are initially getting to know each other and establishing your Home Care Package, we will spend time to fully understand your whole situation. It is important to us to reassure you that we can look after all your needs now, and into the future. Here are some things to consider:

- 📌 What are your personal or home care needs?
- 📌 What care considerations are the most important to you, now and in the future?
- 📌 Are there any likely changes affecting your family or living arrangements that you think might have an impact on you?
- 📌 Are you interested in additional opportunities to enhance your level of local social connection?
- 📌 Are there any specific health or mobility issues you might be experiencing now, or in the future?

Your benefits

We understand everyone has their own personal circumstances, and our goal is to ensure we accommodate your individual needs with your own tailored Home Care Package plan.

Extra peace of mind

We have a strong track record. We've enhanced the wellbeing of thousands of people over the past thirty years and are recognised and trusted in community care.

Wider circle of support

Our longstanding experience in community care means we always have experts on hand, we offer greater flexibility (should things change for you) and more personal support through our dedicated Care Circles. In addition, you get free access to the Belong Club – extra support designed to help.

'One-stop shop' coordination service

We take all the legwork out of a complex system, making expert recommendations to tailor your care plan, while always being on hand to support you at every turn.

Added layer of expertise

You have the comfort of knowing we can provide you with that extra health or wellbeing advice, referral, or direct assistance, for when you need it or if your situation changes.

Transparent and competitive pricing

Our management fees are below market average with no exit fees, and you will only pay for what you use.

Care Circle team

When you join Proveda, you will be allocated to one of our four care circles. The care coordinators in your 'Circle' are your main point of contact, and you can talk to them at any time to discuss your care plan, services and supports.

Care Circle direct phone numbers

Care Circle 1
02 9998 2991

Care Circle 2
02 9998 2992

Care Circle 3
02 9998 2993

Care Circle 4
02 9998 2994

We look forward to welcoming you to our...








Through activities, conversations, and knowledge sharing, Belong Club brings together anyone looking to try something new, reignite old passions, socialise, or to generally connect more with the community.

Each month there are plenty of free events and activities on offer. For people that are a little less mobile, you can join online, or for those that would like to meet in person, there are a range of activities on offer.

When you join Proveda, you automatically get free access to our Belong Club which is full of benefits.

Some of the *Belong Club* activities are:

-  Weekly exercise classes, dance classes and walking groups
-  Health and independence information sessions
-  Book club
-  Creative workshops
-  Tea and table games and much more!

Paula *Belong Club* Volunteer



“I have an affinity with older people and their stories. They have so much to contribute to society, so much knowledge, wisdom and culture. It can become very lonely as you get older and harder to connect. I know a lot of older people, but they stop doing things, and stop having fun. In my capacity as a Belong Club volunteer, I feel I am the one who benefits. I get just as much back as I give. I have so much fun, I feel so lucky.”

Talk to our Belong Club coordinator on 1300 002 262 and start to enjoy the opportunity to create and foster new connections.



Fees and Charges

Our fees and charges are outlined in our 'HCP Fees and Charges' leaflet. As we link you with the most appropriate provider for your needs, prices can vary depending on the task and the provider delivering the service.

In our fees leaflet, we list both the minimum and maximum price you can expect to be charged for a service, as well as the 'common' price of all providers. As you will see, Proveda's fees are very competitive. We aim to keep them simple, transparent and to offer you exceptional value.

The advantage of having us manage your package of services, is you get access to trained and experienced industry specialists who are always on hand to navigate the system from beginning to end.

We believe it is important to be open and transparent with our fees and charges. Proveda's Total Home Care Package Management fees are below the market average and there are absolutely no hidden charges.

Package Management Fees

Our Total Home Care Package Management fees include both, Care, and Package Management and are below the industry median prices. We only charge you for what you use, and there are no exit fees or other hidden charges.

Clinical Assessment Fees

Once a year, you will be required to do an annual clinical assessment (normally 2 hours), charged at an hourly rate, and deducted from your home care package budget.

Other

Proveda takes every care to keep our management fees as low as possible and we will always advise you, with four weeks' notice, if there is any annual adjustment. All other costs will be discussed with you as relevant for your Care Plan.

At Proveda, we will always ensure you get the best range, quality and most tailored level of care options and services, from people you like, and trust. When we manage the coordination of your services, we will always ensure your needs come first, and you have greater choice and control over your services.





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