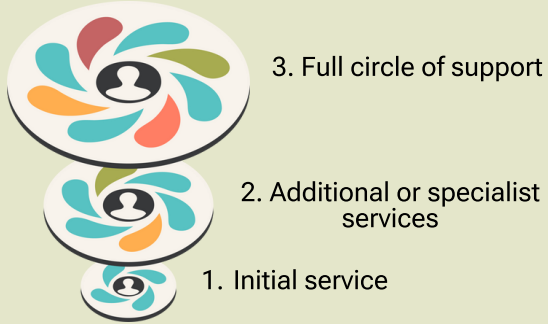


Why Choose Proveda?

At Proveda, we go beyond connecting you with only the services you need. We offer a wider circle of support that focuses on your overall wellbeing and adapts to meet your changing needs over time.

A Wider Circle of Support that Grows With You



Your Journey, Your Way

We are an independent, not-for-profit organisation committed to providing the best care and support for our customers. Our team have years of experience in aged care, and are very knowledgeable on how the system works. This expertise ensures that your support is tailored to you and your needs.

When you join us, you are assigned a key person or 'lead' within a Care Circle. If, at any time, your key person is unavailable, you have access to additional team members. This ensures there is always someone to help you.

Our Model of Care



Proudly supporting these areas:

Hills District
Hornsby
Hunters Hill
Ku-ring-gai
Lane Cove
Mosman
North Sydney
Northern Beaches
Ryde
Willoughby



Commonwealth Home Support Programme



Get in touch!

T: 1300 002 262

T: hello@proveda.com.au

www.proveda.com.au



Proveda



 Proveda



Helping you get the most from the Commonwealth Home Support Programme

The Commonwealth Home Support Programme (CHSP) remains in place until 2027 and offers entry level, at home support to help you maintain your independence and continue living comfortably in your own home for longer.

We understand that you know your needs best and how your needs may have changed. So, our approach is to ensure you get access to our combined experience of over thirty years of delivering services for people in their homes. This is complemented by access to our community programs, such as the Belong Club. We love assisting you to not only simplify the process, but to help you build connections in the community.

We operate independently, and have over 150 providers to choose from to deliver your CHSP services. This means that we are best placed to tailor the support you need, ensuring you retain full control over how you want services delivered, at every stage.

Types of services we offer include:

- ✓ **Domestic assistance**
Light domestic cleaning, unassisted shopping, meal preparation
- ✓ **Social support**
Appointments, social visits, shopping
- ✓ **Personal care**
Standby assist shower, all aspects of personal care
- ✓ **Flexible respite**
Respite for carers
- ✓ **Centre based respite**
Belong Club
- ✓ **Specialised services**
Dementia Advisory Service

Frequently Asked Questions:

Q: Can I contact you directly for support if I'm in the hospital and need assistance?

A: It would be best to speak to the hospital social worker if you are in hospital and requiring assistance at home straight after a hospital stay.

Q: Can I access additional funding through the Commonwealth Home Support Programme while waiting for my Home Care Package?

A: Yes, we can explore options to support you during the waiting period.

Q: How soon can services begin?

A: We strive to begin services as quickly as possible, typically within 1–2 weeks. Once we receive the necessary paperwork, our care coordinator will contact you within a week to discuss your service needs.

Q: Do you offer financial hardship assistance?

A: Yes, we offer financial hardship support to ensure everyone can access the help they need. You can complete a hardship form, and our Practice Manager is available to discuss available options with you.

Q: How many hours of support can I receive?

A: The hours of support you are eligible for depend on your individual circumstances. Please contact us for a personalised discussion, as this is assessed on a case-by-case basis.

Q: How do I know if I am eligible for CHSP?

A: To be eligible for this program, you must be aged 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people). Please contact My Aged Care so they can assess you (www.myagedcare.gov.au)