



# FEE-FOR-SERVICE SUPPORT AT HOME

Designed by you,  
Supported by us.

Life has its challenges, but getting help at home shouldn't be one of them. If you're waiting to receive Support at Home funding, or you haven't been assessed just yet, fee-for-service support at home can help you access the care you need, when and how you need it.

With fee-for-service, you can pay a home care provider directly for the services you choose. Services are usually charged at an hourly rate and are not subsidised by the government.

It's a great option if you're looking for more control over your care. You can plan your day, your way, knowing someone is there to help make it happen.

## Is fee-for-service right for me?

Fee-for-service can be a great choice if:

- You're waiting for Support at Home funding
- You need extra support not covered by your Support at Home funding
- You need help at home after a hospital stay
- You need help at home, but prefer not to go through the Support at Home assessment
- You're not eligible for government support

## What services are available?

- In-home carer respite
- Domestic assistance
- Meal preparation
- Personal care and nursing
- In-home support after a hospital stay
- Transport to appointments and shopping
- Services offered through Support at Home



Let's create new possibilities together.  
Call your local Client & Community Advisor  
on **1800 960 433** today to find out more.



# Each day starts **WITH YOU**

With Lutheran Services Home Care, start each day feeling confident and in control. Whether it's hands to help, or hands to hold, we're here for you. Our fee-for-service options include:



## Personal care

A helping hand for everyday tasks such as personal hygiene, showering, dressing, grooming and oral care.



## Social support

Support for social engagements and help in maintaining social relationships and activities — we can spend time with you and assist with activities you want to do.



## Meal preparation

Preparation, planning and cooking of nutritious meals as well as freezing extra portions.



## Home helper

Light housekeeping, sweeping, mopping, dusting, ironing, making beds and changing linen and rubbish removal.



## Plant care

Watering indoor and outdoor plants, sweeping leaves, light weeding, planting and potting.



## Pet care

Pet care for friendly animals; feeding, litter changes, walking and exercising pets. Help with arrangements for veterinary services.



## Care coordination

Plan, navigate, coordinate and manage all of your care needs including allied health and specialist medical provider appointments.



## Medication support

Help to manage your medication and remind you when to take it (using medication organiser).



## Transportation

To health care appointments, prescription pick ups, grocery shopping, social outings and more.



## Palliative care

Support your needs in alignment with your palliative care team.



## Respite care

Ensure living at home is as comfortable as possible, for both you and your loved ones.



## Hospital to home

Get a little bit of extra help on your return home from hospital with either short-term or ongoing transition care, ideal if recovering from surgery.



## 24 hour care

Support is available 24 hours a day, 7 days a week to respond to any care needs or concerns.

## Experience the Lutheran Services Home Care difference

Lutheran Services Home Care offers you more than help at home. From the big jobs to the small moments and everything in between, we're here to help make your life a little easier.

Our fee-for-services options are provided at a flat hourly rate. With no lock in contracts and no exit fees, you have the option to cancel your services at any time.

Your unique goals and preferences are what we're here for. To help you start your services, we charge an establishment fee. This covers all the essential assessments, such as an environmental/workplace health and safety evaluation and a care needs assessment. We'll also sit down together to develop your personalised plan.