



mccs

MAITLAND COMMUNITY
CARE SERVICES

Live your best life with care at home

Your guide to
SUPPORT AT HOME



**We acknowledge the Traditional Custodians
of the lands on which we operate.**

We pay our respects to the Elders, past, present and future, and recognise their continuing connection and contribution to this land.

We extend that respect to any Aboriginal and Torres Strait Islander people we provide our services to, including their carers, families and all who support their care.

Welcome

Welcome to Maitland Community Care Services, your local experts in aged care and Support at Home.

Support at Home is an Australian Government-subsidised home aged care program designed to help older people stay safe, independent, and connected in their homes for longer.

At Maitland Community Care Services, we're proud to be your trusted local provider under this program. With decades of experience and a deep understanding of the changing aged care landscape, we're here to make the Support at Home program work for you.

Whether you need help around the house, help with showering, transport, social support, or a tailored care plan, we'll work with you to get the right services at the right time. Most importantly, we'll support your independence and help you live your best life with care at home.

This brochure explains how the Support at Home program works, what services we provide, and how we can help you make the most of your government-funded support.

Let's get started—because home is where you belong.

Your local experts in aged care and Support at Home.

Choosing **Maitland Community Care Services** means partnering with a **trusted, accredited** provider with deep roots in your community.

For over **30 years**, we've supported thousands of people to live **safely** and **independently** at home, and we're here to support you in the same way.

With Maitland Community Care Services, your care experience is **built around you**. We take the time to understand what's important to you—**your preferences, your routine, and how you like things done**.

Where suitable, we welcome input from your loved ones and support network to help make your experience more comfortable and consistent.

✓ **Trusted, accredited care**

Over 30 years of experience helping locals live safely and independently at home.

🤝 **A dedicated Care Partner**

A point of contact to help coordinate your approved services.

🕒 **Flexibility with times and days**

We'll strive to provide your services at times that align with your lifestyle, to the best of our ability.

😊 **Friendly, respectful support**

Our team listens, cares, and takes the time to understand what matters most to you.

🏡 **Local knowledge, community focus**

We know the local area and the services that make a difference here.

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SUPPORT AT HOME



If you're starting to need more regular help at home, whether with cleaning, personal care, managing your health, or getting out and about, Support at Home could be what you need.

The Support at Home program, subsidised by the Australian government, provides flexible, ongoing support tailored to your needs.

This brochure highlights the most common services we provide directly.

If your Notice of Decision includes services not listed here, don't worry—we can help arrange them for you.

A WIDE RANGE OF SERVICES

Under the Support at Home program, your eligibility and funding are outlined in a Notice of Decision letter from My Aged Care. Maitland Community Care Services will work with you to deliver those approved services reliably and respectfully, on the days and times that suit you best.

We're here to provide the services you're approved for, focusing on flexibility, friendliness, and quality every step of the way.

Here's how services are grouped:

Clinical supports: Specialised services to maintain or regain functional and cognitive capabilities, delivered or supervised by qualified health professionals trained in evidence-based practices for safe care of older people.

Independence: Support delivered to older people to help them manage activities of daily living and the loss of skills required to live independently.

Everyday living: Support to assist older people to keep their home in a liveable state in order to enable them to stay independent in their homes.

SHORT-TERM FUNDING

Sometimes you may only need support for a short while, not ongoing care. The Support at Home program has three short-term pathways that you (or a loved one) can be approved for:

Restorative Care: helps you regain strength and independence after a setback, like a hospital stay or illness.

End-of-Life Care: extra support to stay comfortable and cared for at home in your final months.

Assistive Technology & Home Modifications (AT-HM): funding for equipment or home changes, like grab rails or mobility aids, to help you live safely and confidently.

These pathways are flexible, time-limited, and designed to meet your needs at important moments in life.



SERVICES

CARE MANAGEMENT

Support at Home offers two kinds of care management to suit different needs: an ongoing, relationship-based service that keeps your day-to-day supports coordinated, and a short-term, goal-focused program to help you regain confidence and independence after a setback.

HOME SUPPORT CARE MANAGEMENT (ONGOING)

Your Care Partner works with you to understand your goals, create and update your care plan, coordinate services, and check in regularly so your support keeps pace with your life. This is an ongoing service for every Support at Home participant.

HOME SUPPORT RESTORATIVE CARE MANAGEMENT (SHORT TERM)

This coordination service is delivered when you're approved for Restorative Care, one of Support at Home's three short-term funding pathways. Running for a time-limited episode (up to 16 weeks), a Restorative Care Partner works with your clinicians to set a goal plan, check progress frequently, and adjust supports.

CLINICAL SUPPORTS

NURSING

Our in-home nursing service is designed to help you manage your health confidently, right where you feel most comfortable.

Our qualified and compassionate Registered Nurses provide expert care, including:

- Medication management.
- Health monitoring.
- Wound care and continence support.
- Assistance following hospital stays.

They also work closely with our Allied Health professionals to support your overall wellbeing and help you maintain independence with daily tasks.



Clinical support services are **fully subsidised** under Support at Home.



PHYSIOTHERAPY



Our qualified physiotherapists can visit you at home to help you feel stronger, move more freely, and stay independent.

Physiotherapy is more than recovery — it's about helping you maintain your health, manage pain, and improve your quality of life.

Our team will assess your mobility, develop a personalised plan, and work with you toward your goals, whether that's getting back on your feet after surgery or preventing future falls.

We support a wide range of health needs, including:

- Healthy ageing – improve balance, mobility and strength, and reduce the risk of falls.
- Cardiopulmonary conditions – support for heart and lung health, such as asthma or heart disease.
- Muscle and joint conditions – manage pain and stiffness from arthritis, injury or surgery.
- Neurological conditions – help with movement and coordination after a stroke or with Parkinson's.
- Cancer and palliative care – gentle support to manage fatigue, stiffness and pain.
- Hydrotherapy – water-based therapy for gentle movement and pain relief.



Whether you're managing a long-term condition or recovering from an illness, our physiotherapists are here to help you move with confidence.

OCCUPATIONAL THERAPY



Our qualified Occupational Therapists (OTs) work with you to stay safe, independent, and confident in your home and community.

Following a personalised in-home assessment, our OTs will:

- Review how you move around and complete daily tasks.
- Identify risks or hazards that could affect your safety.
- Recommend practical solutions tailored to your needs.

Recommended changes could be as simple as installing grab rails or as significant as modifying your bathroom to better support your mobility and independence.

We also offer expert advice on falls prevention and managing chronic health conditions.

Our goal is to help you live safely and comfortably, your way.



INDEPENDENCE

PERSONAL CARE



Personal care is about helping you stay safe, comfortable and confident at home. This service includes everyday tasks that may have become more difficult, like showering, dressing, grooming, or using the bathroom.

Whether you need a little help while recovering from an illness or ongoing support to maintain your independence, our trained and compassionate team is here to assist you in a way that respects your dignity, privacy and preferences.

We'll work with you to ensure your care is delivered how, when, and where you need it, so you can live your best life, with care at home.

SOCIAL SUPPORT & COMMUNITY ENGAGEMENT

Staying socially connected is just as important as staying physically well. That's why we offer both group and individual social support options.

Social Support - Group

Join others in a friendly, supportive environment!

Our Social Support *Group* offers opportunities for social interactions, activities, meals and outings in a supportive group setting. These sessions are designed to improve emotional wellbeing, reduce isolation, and keep you engaged through recreational activities and shared meals.

From our Allied Health-led Stepping On programs, to dedicated men's and ladies' groups, to live performances at Laycock — there are so many great opportunities designed to support you and your interests. Don't miss out on what's happening this month!

Transport is available, and supportive staff are always present during each outing.

RESPIRE SUPPORT FOR CARERS



Caring for a loved one is rewarding, but everyone needs a break sometimes. Through Support at Home, respite services allow carers to recharge while knowing their loved one is safe and well cared for.

We offer flexible respite options to suit your needs - for a few hours, or a full day.



Social support services are designed to keep you connected, active, and engaged in what you enjoy most - your way, at your pace.

Social Support - Individual

Social Support *Individual* services provide one-on-one support to help clients maintain social connections and independence.

This may include regular home visits or outings with a support worker to assist with shopping, attending appointments or simply having a friendly chat. The goal is to reduce social isolation, build confidence, and support overall wellbeing in a personalised and respectful way with one-on-one care.

Social support services are designed to keep you connected, active, and engaged in what you enjoy most — your way, at your pace.

TRANSPORT



Getting to medical appointments, the shops, or social activities can be difficult if you no longer drive. With support from Support at Home, we can arrange safe and reliable transport to help you stay connected and independent.

Whether it's a trip to your GP, a specialist, or another important appointment, we can arrange for one of our friendly support workers or volunteers to stay with you during your visit if needed, offering reassurance and a helping hand.



We can help coordinate your transport, with your subsidy covering part of the cost.

ASSISTIVE TECHNOLOGY - HOME MODIFICATIONS (AT-HM)



If approved for the AT-HM pathway, you can access up to \$15,000 for home modifications and \$15,000 (or more with evidence) for assistive technology. You may be eligible to receive assistive technology, home modifications funding, or both. From simple aids (grab rails, shower chairs, sensor lighting) to tailored solutions (ramps, bathroom mods, smart home tech), our local team coordinates everything: clinical assessments, quotes and installation.

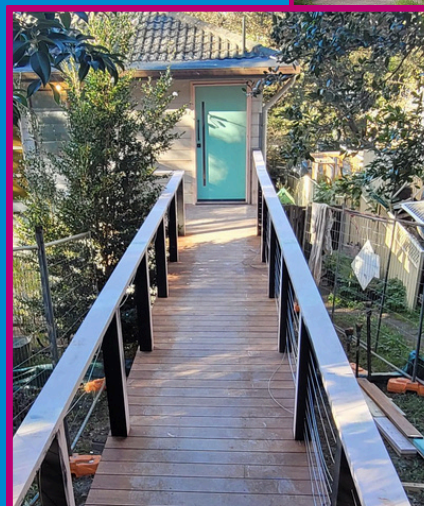
Our trusted tradespeople are fully insured and police-checked for your peace of mind.

We'll also help you navigate Support at Home funding and warranties, and we only work with trusted tradespeople and suppliers. The result? More independence, fewer risks, and a home that works for you today, tomorrow and in the future.

We can assist with privately funded home maintenance or modifications — ask us for a quote.



Before



After

EVERYDAY LIVING

DOMESTIC ASSISTANCE



Domestic Assistance helps you maintain a clean and comfortable home, so you can focus on living independently and safely.

Our team can assist with essential cleaning tasks in the areas of your home you use most often, such as your bedroom, bathroom, kitchen and living area.

This may include:

- Vacuuming, sweeping, and mopping floors.
- Cleaning showers, toilets, baths, and hand basins.
- Wiping down benches, stovetops, and sinks.
- Dishwashing and emptying household bins.
- Laundry support – including washing, hanging out, bringing in, folding and ironing.
- Changing bed linen and making the bed.
- Light tidying, such as wiping bedside tables or dressing tables.
- Taking your wheelie bin in and out, and checking the mailbox.

MEALS

Eating well is essential for staying healthy and independent.



Through your funding, we can assist you with preparing nutritious meals in your kitchen, tailored to your tastes and dietary needs.

Our team can cook with or for you, ensuring meals are fresh and ready when needed. Meals can also be safely stored and reheated later for added convenience.

MEALS ON WHEELS

Maitland Community Care Services is also proud to supply Meals on Wheels.

We can help coordinate a delivery, with your subsidy covering part of the cost.

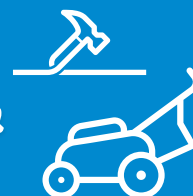
Please see our Meals on Wheels factsheet for more information.



Please note

Domestic Assistance does not include heavy-duty cleaning tasks such as cleaning windows or blinds, scrubbing floors, moving furniture, or cleaning areas used by other people living in your home.

HOME MAINTENANCE & REPAIRS



Keep your home safe, tidy and easy to live in with Home Maintenance & Repairs from Maitland Community Care Services. We organise essential light gardening (like lawn mowing, pruning and yard clearance for safe access) and take care of minor repairs and maintenance you used to do yourself or that are needed for safety, such as cleaning gutters, replacing lightbulbs, fixing a broken door handle, and similar small jobs.

We'll send trusted tradespeople, manage quotes and timings, and (where approved in your Support at Home plan) cover eligible expenses for home maintenance and repairs. It's practical, value-for-money help that keeps things in good working order.

We will manage and deliver all your services under the Support at Home program. Where we are unable to provide a service directly, we'll arrange for assistance from a trusted third-party provider.

WHAT SERVICES ARE NOT INCLUDED?

Support at Home funds can only be used for the care and services outlined in your Notice of Decision.

Any care or services not specified in your Notice of Decision are not included and cannot be provided or funded, including:

- Items that would normally be purchased out of general income.
- Buying food, except as part of enteral feeding requirements.
- Payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent.
- Payment of home care fees.
- Payment of fees or charges for other types of care funded or jointly funded by the Australian Government.
- Home modifications or assets that are not related to your care needs.
- Travel and accommodation for holidays.
- Cost of entertainment activities, such as club memberships and tickets to sporting events.
- Gambling activities.
- Payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.



NEED MORE SUPPORT?

If you have looked at our list of services and think you or your loved one may need more support, please call us on **4932 5755** to discuss how we can help.

We may refer you back to My Aged Care for an updated assessment.

My Aged Care
1800 200 422
Weekdays 8am–8pm
Sat 10am–2pm
myagedcare.gov.au



UNDERSTANDING AGED CARE

All aged care services in Australia, including the Support at Home program, are delivered under the Aged Care Act 2024 and the Aged Care Rules 2025.

This modern law is built on a rights-based framework, meaning older people are placed at the centre of care. It guarantees your right to safe, high-quality, and personalised services that support your choice, independence, and dignity.

This ensures that every service you receive is respectful, transparent, and delivered to the highest standard.

In practice, this means you can expect:

- **More control** over the care and services you receive.
- **Stronger safeguards** to protect you from harm or neglect.
- **Clearer rights**, including access to information and the ability to give feedback without fear of reprisal.

This law governs the Support at Home program, giving you confidence that your care is tailored to your needs and underpinned by Australia's most comprehensive aged care protections to date.



Services Australia will determine your contribution based on the information provided about your assets and income.

You'll never pay for Clinical Care services under the Support at Home Program.

Not sure how your fees are worked out?

We'll walk you through your budget and explain exactly what you're paying for, so there are no surprises.

Paying Your Invoice Is Easy!

Set up a secure Direct Debit for automatic payments, so you never have to worry about missing a due date.

Ask your Care Partner for a Direct Debit form to get started.

UNDERSTANDING YOUR CONTRIBUTION

The Australian Government funds Support at Home, and you may also be asked to contribute to the cost of your care, but only for the services you use. Here's how it works:

Your contribution is based on:

- **The service type** (e.g. there is no contribution required for clinical supports, but there is for other services like domestic assistance and gardening).
- **Your financial situation** (Are you an Age Pension recipient? Do you hold a Commonwealth Seniors Health Card?).

Only Pay for What You Use

You'll only contribute to the services you receive based on the type of service and how often you use it. No hidden fees, no paying for things you didn't get.

For example, if you have two hours of personal care, you'll only contribute for those two hours.

Care Management for Ongoing Services

Your Care Partner is funded from a capped, pooled care management budget limited to 10% of your quarterly budget. That means your individual service hours stay focused on the help you receive.

Statements

You will receive a statement outlining how you have spent your budget and each month's available balance.



GETTING STARTED WITH



Before we begin providing services, you'll be asked to sign a Service Agreement.

This includes:

- Our Terms and Conditions.
- Your Personalised Care Plan.
- A copy of your Budget.
- Our Price List.

Your Care Plan outlines the services we'll deliver to support your independence, including the days and times you prefer.

Service Timeframes – What to Expect

Sometimes delays are unavoidable. That's why we work within a 30-minute window.

This means your Support Worker may arrive:

- Up to 15 minutes before your scheduled time.
- Or 15 minutes after.

If they're delayed beyond that, we'll contact you.

Note: This does not apply to time-sensitive services like medical appointments.

We aim to arrive on time, every time.

**Live your best life,
with care at home.**



**We're here to help you to stay
living independently in your home
and community.**

If You're Unwell

To help protect you and our staff, please let us know if you feel unwell, especially with contagious illnesses like flu, COVID-19, gastroenteritis or shingles, so we can put proactive infection-control measures in place (e.g. PPE) and continue your service safely.

We also ensure our team stays home if they're unwell, so you're always receiving care from someone healthy.

Taking a Break from Services

You can pause your services at any time—for example, during:

- Hospital stays.
- Transitional care.
- A holiday.
- Planned respite.

At least two business days notice is appreciated for planned leave (e.g. holidays).

Your services will be placed on hold, and you will continue to receive your quarterly budget. However, carryover limits will apply to any unspent funds.

Ending Services

We understand that circumstances change. With notice, either you or Maitland Community Care Services may end your service agreement.

Reasons may include:

- You no longer need aged care services.
- You're moving to another provider or location.
- Your care needs are better met in another setting (e.g., residential care).
- You choose to leave Maitland Community Care Services's services.

We'll support your transition.

Notice periods

Cancelling or suspending a service:

2 business days

Ending your service agreement:

7 business days

Non-Response & Emergency Plans

We'll work with you (or your carer or representative) to develop a non-response and emergency plan, so we know what to do if something unexpected happens.

If our staff believe you or someone else is in immediate danger, they are trained and authorised to call 000.

SAFETY IN YOUR HOME

We're committed to maintaining a safe, respectful environment for you and our team.

Smoking

Please don't smoke inside while we're delivering services.

Cleaning products

Staff will only use safe, non-toxic products in their original packaging. They cannot use bleach or harsh chemicals and environmentally friendly options are encouraged.

Pets and animals

To keep everyone safe and ensure uninterrupted care, pets must be managed responsibly during visits. While pets bring joy, they can also pose risks such as allergies, injuries, or service disruptions.

Please follow these guidelines:

- **Secure pets safely** – Pets must be in another room, outside in a fenced area, or on a lead where they cannot approach staff.
- **Guide or companion animals** – Only certified assistance animals may remain indoors unrestrained, and official documentation must be provided.
- **No handling by staff** – Support workers cannot feed, walk, or care for pets.
- **No roaming animals** – Free-roaming animals may cause cancellations or safety risks.
- **No pet transport** – Unless you have a companion animal, pets cannot travel in workers' cars, which poses risks to other clients and increases cleaning and costs.
- **Inform us of all animals** – We must be aware of all animals on the property, regardless of size or type.
- **Cleanliness matters** – Workers are unable to clean up after pets, and unsafe or unsanitary environments may affect service delivery.

By respecting these guidelines, you help protect our team's health and ensure your services can continue smoothly.

INFORMATION FOR CARERS

Who Is a Carer?

A carer is someone who provides unpaid support to a person who is frail aged or living with a condition that impacts their daily life, such as dementia, a disability, chronic illness, or palliative care needs.

Carers often help with:

- Personal care like showering, dressing and grooming.
- Housework, meals, and shopping.
- Organising medications or providing emotional support.
- Getting to appointments or social outings.
- Staying connected and safe at home.

Many carers don't live with the person they care for, but their support helps make living at home possible.

Your Role Matters

Caring for someone you love is one of the most important jobs. Whether you're a family member, friend, or neighbour helping an older person live independently at home, your role as a carer is valued and vital.

Over 2.7 million Australians are carers. You may be one of them or know someone who is.



Support for Carers

You don't have to do it alone. There are free services designed to support you in your caring role:

Carers NSW - Service and support for carers in NSW.

1800 242 636 or visit carersnsw.org.au
Monday to Friday, 8am–6pm.

Carer Gateway – Services and support for carers across Australia.

1800 422 737 or visit carergateway.gov.au
Monday to Friday, 8am–6pm.

Respite Care – Taking a Break Is Important

Carers need time to rest and recharge, too. If you're eligible and it's included in your Notice of Decision letter, Support at Home funding includes flexible respite options that work around you and your loved one.

Flexible Respite Care

Our trained and trusted team can step in to support your loved one so that you can take a short break, go to an appointment, run errands, or simply rest.

- In-home respite for a few hours, or weekends.
- Emergency respite when needed.
- Outings with a support worker (e.g. to a movie, café, or friend's house).

ADDITIONAL INFORMATION

Professional Boundaries

Respecting the people who support you includes keeping clear professional boundaries.

Please help us uphold this by:

- Not offering gifts or money to staff or volunteers.
- Not exchanging personal phone numbers or addresses.
- Not connecting with staff via social media.
- Keeping communication and visits within scheduled service times.

Our team is friendly, caring, and professional, but we are here to support you, not to form personal friendships.

If you have questions, contact our Site Manager at 4932 5755.

Your Rights as a Consumer

We are committed to upholding your rights under the Competition and Consumer Act 2010. If something isn't right, we will work with you to fix it. We aim for your complete satisfaction with the services you receive.

Also, the new Aged Care Act includes a Statement of Rights, outlining the rights that older people will have when accessing aged care services. This is available in your Service Agreement Pack.

Feedback Matters

We welcome your feedback, whether it's a compliment, a concern, or a suggestion. It helps us improve and deliver the best possible care.

You'll find our Feedback & Complaints and Whistleblower Policies in your Service Agreement Pack and online at adssilimited.com.au. They outline how we handle feedback in a respectful, fair, and confidential way and explain how staff, clients, and supporters can safely report suspected wrongdoing.

If you ever need help or want to speak with someone, our team is here to support you

Your Privacy is Protected

Maitland Community Care Services is committed to protecting your personal information and respecting your privacy. We follow strict laws about how your information is collected, stored, and shared.

Our full Privacy & Confidentiality Policy is in your Client Information Pack and on our website at adssilimited.com.au. It explains how we keep your information safe and what to do if you have any concerns.

If you have questions, just ask—our team is here to help.

Need an Interpreter?

If English is not your first language, you can access free interpreting support by calling the Translating and Interpreting Service (TIS National) on 131 450.



Our Valued Volunteers

Volunteers are a vital part of our community and play an important role in enriching the lives of our clients. From friendly home visits to supporting group outings, their time and care make a real difference.

All volunteers are carefully screened, receive training and uniforms, and are reimbursed for out-of-pocket expenses.

Interested?

Call our Volunteer Coordinator on 4964 1131 or visit adssilimited.com.au. We'd love to hear from you!

Help us make a lasting difference

DONATIONS AND BEQUESTS

At Maitland Community Care Services, we believe that everyone deserves to live with dignity, comfort, and independence at home, particularly as they age or navigate life with a disability. Although we receive government funding, the demand for our services continually grows. This is where the generosity of people like you makes a significant impact.

Whether it's a one-off donation, a monthly contribution, or a bequest in your Will, your generosity enables more people to live safely, independently, and connected to their community.

Your support helps us to:

- Provide extra services to clients who need them most.
- Expand access to social outings, respite getaways, and wellbeing programs.
- Equip homes with essential aids and modifications for safety and comfort.
- Deliver emergency or time-sensitive assistance when it's needed most.



Leave a legacy of care

A bequest, regardless of its size, can create a life-changing impact. It's a meaningful way to continue supporting your community beyond your lifetime. We suggest consulting your legal advisor, and we're here to provide any information you may need.

For a confidential conversation, please contact our Finance team on 4932 5755 or visit mccs.org.au/donations for more details.

Together, we can help more people live their best lives with care at home.



STAY CONNECTED

Never miss an update from Maitland Community Care Services.

We want to keep you informed, supported, and connected. That's why we offer a range of ways for you to stay in the loop with what's happening at Maitland Community Care Services.

Email Updates

Prefer updates straight to your inbox? Subscribe to our client communication emails for the latest news, service information, and seasonal advice. Simply scan the QR code or visit mccs.org.au/email to opt in.

Client Newsletter

Delivered up to four times a year, our newsletter features helpful tips, upcoming programs and events, client stories, and more.

Follow us on Facebook

Search Maitland Community Care Services to see daily updates, photos, helpful resources, and what's happening in the community.

Website

Visit mccs.org.au anytime for news, events, resources and service information.

If you have questions, need assistance, or just want to chat, call us on (02) 4932 5755 (Monday to Friday, 7:30 am to 5:00 pm). We're here to help.





mccs
MAITLAND COMMUNITY
CARE SERVICES

Live your best life with care at home

WANT HELP TO STAY LIVING AT HOME?

Call us to find out how we can help you
live your best life, with care at home.

☎ (02) 4932 5755

@ admin@mccs.org.au

📍 mccs.org.au

🏠 Unit 3-6 John Street,
Terlarah NSW 2320



We affirm the right to equity, respect and fairness for all people.

ADSSI Limited, trading as Maitland Community Care Services, receives funding support from the Australian Government through the Commonwealth Home Support Program, the Support at Home Program, the National Disability Insurance Scheme (NDIS), and the NSW Government.

While these services are supported by government funding, the content of this brochure does not necessarily reflect the views or policies of the Australian or NSW Governments.