



IRT home care
Everything you need to know.

Everything you need to know about IRT home care services

IRT is a community-owned organisation with 50 years' experience improving the lives of older people. IRT is one of the largest community owned providers of retirement villages, residential aged care and home care.

IRT offers a range of home care services, including shopping, cooking, transport, social outings, home maintenance and personal care. Our experienced team embody our core values of integrity, respect and trust.

We're an industry-leader with over 7500 customers nationwide and a customer satisfaction rating of 85%.

Why choose IRT home care services?

We keep you connected

By taking the time to understand your goals for living a better life at home, we can help you connect with your community and the things you enjoy. IRT offers a wide variety of social outings for our customers. We also enable one-on-one activities, like swimming.

We make it easy every time

We understand that navigating home care packages and options can be tricky. We're here to help. Your dedicated Customer Relationship Manager will ensure that it's easy to access our services, every time.

We understand you

We take the time to get to know you and your goals for living a better life at home. Your dedicated team will make it easy for you to select services that will best meet your needs and enhance your quality of life.

We're your trusted partner

Your services will be provided by a small team of experts who'll provide you with an excellent experience, every time. Our qualified team is passionate about partnering with you to achieve your goals.

What our customers say...

“The help I get from IRT every day enables me to stay in my home. They make it a lot easier and they are wonderful, kind people. I love the social contact – they take me out to the club, along the lake, for lunch. And we talk about everything.”

Sheila Barry home care customer

“Getting down to the water three times a week is absolutely magic to me. IRT has really facilitated that. They're very good. They keep a real eye on me and they're very careful. So I have the confidence to go down there. It's fabulous, absolutely fabulous.”

Jeannie Green home care customer

What services do we provide?



Cleaning and household tasks

Let us take care of household jobs like light domestic cleaning, cooking, laundry and changing beds. Outside of your home we can ensure your lawns are neat and tidy, and the gardens are weed-free. We can also help clean gutters, windows and any other general outdoor maintenance.



Nursing services

We offer nursing support, including palliative care. Our experienced team can assist with wound dressing, medication management and continence support. We bring expert medical care to the comfort of your home.



Personal care

We can help with grooming, dressing, bathing, showering, shaving, continence and general body care.



Social connection

We can help you connect with your community and the things you enjoy. We can get you to and from social outings, use technology like Facebook and Skype, or write letters to your family and friends.



Home safety and security

We understand you want your home to be safe and secure. We can fix locks, test smoke detectors and alarm systems, plus carry out home safety repairs or modifications.



Health and wellbeing support

Our team offers personalised case management services with an experienced Customer Relationship Manager. We can help you access allied health services like physiotherapy, podiatry and speech pathology to enhance your health and wellbeing.



Getting out and about

We make it easy for you to get from A to B. Whether it's going to an appointment, coming home from hospital, or attending a social outing, we'll get you there safely and on time.

Our home care calculator helps you find service bundles that fit your needs.
<https://www.irt.org.au/home-care>



Funding and package options

A range of services are supported by the Commonwealth Government to encourage more Australians to stay in their own home.

Home Care Package

The Home Care Package program is a government-subsidised program that provides long-term support for older people who want to continue living at home. There are four levels of Home Care Packages for different care and support needs:

- Level 1 for basic care needs
- Level 2 for low-level care needs
- Level 3 for intermediate care needs
- Level 4 for high-level care needs.

Each level receives a different amount of funding. This money can be used to buy hours of care or other support that suits your needs. Home Care Package funds aren't paid to you directly. Instead, you choose an approved Home Care Package provider to administer the funds on your behalf and provide you with case management support and advice. Once you have a Home Care Package, you can keep it for as long as you need. If your needs increase, you may be re-assessed for a higher level package.

Commonwealth Home Support Program (CHSP)

CHSP is a government program that supports older people who are managing well at home, but just need some extra assistance, such as help around the house or personal care assistance. This service is subsidised by the government, but you have to pay some fees.

CHSP is generally used by people that need low-level support. As your needs change and you require some case management assistance, you can be referred for a Home Care Package.

Department Of Veterans' Affairs – Community Nursing Program

The Department of Veterans' Affairs Community Nursing program provides veterans, war widows and widowers with access to community nursing services to meet their clinical and personal care needs while living at home. There is no cost to you for this program, as it's funded by the Australian Commonwealth Government through the Department of Veteran's Affairs.

The program aims to enhance your independence and health outcomes by providing access to community nursing services in your own home. Before services commence, you will need to have an assessment by a Registered Nurse.

Department of Veterans' Affairs – Veterans' Home Care (VHC) Program

The VHC program provides a range of home care services designed to maintain health, wellbeing and independence for veterans with low-level care needs.

Support can be on a short-term or ongoing basis, and can be increased if needed. For example, to assist with recovery after an episode of acute care.

Private payment

IRT home care services are also available to purchase as a one-off, or as part of an ongoing arrangement.

You may choose to combine funded services with a private option, allowing greater choice and control over the services that suit your needs.

Getting started

Step 1:

Call IRT on 134 478

You'll receive a dedicated and experienced Customer Relationship Manager who'll answer all your questions and provide you with advice you can trust.

Step 2:

Register with My Aged Care or start privately funded services

You may be eligible for a government-funded Home Care Package. Call My Aged Care on 1800 200 422 to enquire and have your Medicare card or DVA card with you when you call. Your Customer Relationship Manager can help you navigate the process. You can choose to pay for some or all of your services privately prior to receiving your package, just get in touch with your Customer Relationship Manager on 134 478.

Step 3:

Get your needs assessed

Once you've registered and qualified with My Aged Care, you'll have an experienced assessor visit you in your home, assess your needs and determine your eligibility for a package. Your Customer Relationship Manager can guide you through the next steps once you've been assessed.

Step 4:

Queue for a Home Care Package, or take up one of our introductory offers

Once assessed, you'll get a letter from My Aged Care to explain the outcome of your assessment. If approved, you'll be placed in the National Priority Queue for a package to be assigned. Your place in the queue and assessed level of need will affect how long this takes. Start planning your goals for living a better life at home. If you can't wait, then let us know. We have some affordable introductory offers that can help while you wait.

Step 5:

Start living a better life at home!

Once you're assigned a Home Care Package, you'll receive another letter from My Aged Care. To get started call your Customer Relationship Manager on 134 478. We'll need to know the unique referral code provided in your My Aged Care letter to start your package. We're then all set to start supporting you to live a better life in your home.

“ I like the staff and I like the way they train them. We get to be friends.”
- Ken Lees

Frequently asked questions

What is the difference between a Home Care Package and the Commonwealth Home Support Program (CHSP)?

Home Care Packages and CHSP both give you support to stay at home, but they have some differences.

When using CHSP:

- You pay each time you use service
- You choose from a menu of the services – with minimal flexibility
- You can place services on hold when needed
- You have your eligibility assessed by the Regional Assessment Service (RAS).

With a Home Care Package:

- The government subsidy is received by you every day whether you use it or not
- You will be allocated a Case Manager who will help you understand the process and design a Care Plan that suits your individual needs
- You will be given your own funds to use and you can then decide how to spend the money
- Your package stays in place for the long term
- Your eligibility is assessed by the Aged Care Assessment Team (ACAT).

What are the eligibility criteria for a Home Care Package?

Home Care Packages are developed to support older people, but there is no minimum age requirement. There are no citizenship or residency restrictions on Home Care Packages, however, they are not meant for visitors to Australia or people who need only temporary or short-term care. If you want short-term care, the Commonwealth Home Support Program might be a better option for you.

What is the Aged Care Assessment Team (ACAT)?

ACAT assess people's eligibility for Home Care Packages and other residential care services. They are professional health and community care clinicians who visit you at home to assess your needs. They do a comprehensive assessment for your eligibility for a Home Care Package, residential respite care or permanent residential care.

What happens during an assessment?

During the assessment visit, the ACAT clinician (usually a nurse, social worker or other health care professional) will ask questions about how you are managing in your day-to-day life. They will also explain the assessment process and provide advice on the types of care services that may help you to stay at home.

What is My Aged Care?

My Aged Care is the government gateway for all aged care needs, including assessment and information on aged care support and programs across Australia. You can call My Aged Care on 1800 200 422 or use their website www.myagedcare.gov.au

Can I switch my provider if I am not satisfied?

Yes, you are now able to transfer your Home Care Package and can take any package funding with you to a new provider.

Before you decide to switch, check your Home Care Agreement for any fees or special conditions. Providers can charge an exit fee, which must be mentioned in your Home Care Agreement.

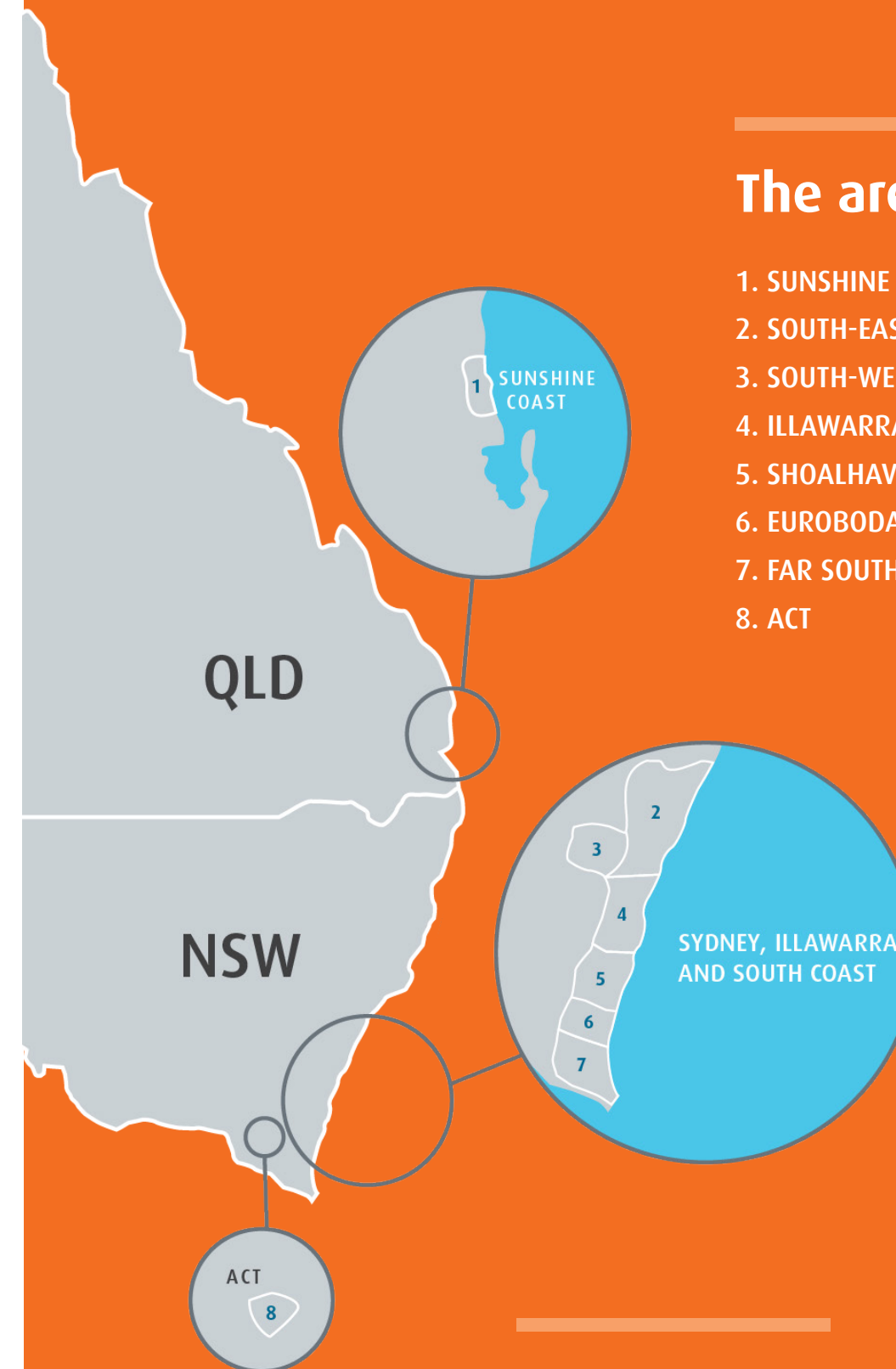
IRT can help make the transition from another aged care provider to us as simple as possible and we are here to support you through the process.

Does IRT charge an exit fee?

IRT doesn't charge customers an exit fee.

The areas we cover:

1. SUNSHINE COAST
2. SOUTH-EAST SYDNEY
3. SOUTH-WEST SYDNEY
4. ILLAWARRA
5. SHOALHAVEN
6. EUROBODALLA
7. FAR SOUTH COAST
8. ACT



Next steps

The next step is easy. Get in touch today and one of our friendly Customer Service Team members will be able to answer any questions you may have.

134 478 | irt.org.au
customerservice@irt.org.au

For more information call 134 478

Email customerservice@irt.org.au | irt.org.au

   follow us at /IRTgroup.

While IRT seeks to ensure the quality of the information in its publications, it is subject to change without notice so you should carefully evaluate its accuracy and relevance for your own purposes, and obtain any appropriate professional advice relevant to your circumstances. IRT cannot guarantee and assumes no legal liability or responsibility for the accuracy or interpretation of the information.

