

# Get more care, with Envigor.

Approved Home Care and DVA Nursing provider  
Approved NDIS provider, specialising in older clients

## Competitive fees

We deliberately keep our overheads as low as possible so we can deliver you competitive fees – ultimately meaning more money and time is available for your care. See how we compare. We work with you to ensure all possible Government assistance is used to your advantage.

## Care appointments available 24/7

Get support when you want it any day or night with Envigor, even on public holidays – unlike other providers that usually don't work after 6pm and may only offer an indicative time range for a visit.

## Small enough to genuinely care

As an Envigor client, you'll have the mobile number of your local care partner who knows you and is available to take your call.

## We don't limit you to a list of services

We're passionate about helping you live the way you want. Many of our clients are surprised we organise services that other care providers refused to.

While we're not confined to a list, here's a sample of some of the sorts of services we provide:

**Everyday services** – domestic assistance, transport, personal care, home and garden, social support, home safety;

**Specialist services** – nursing care, dementia care, short term care, palliative care, post-hospital care, disability services;

**Health management** – using technology for chronic disease monitoring and management, supported by skilled health professionals.

## Why Envigor?

- ✓ We're genuine, flexible, responsive, reliable and approachable – and we believe you'll be impressed by our competitive fees too.
- ✓ You get the peace of mind that we've been a trusted care provider for older Queenslanders since 2012, in private residences and also within retirement villages and aged care communities.
- ✓ We strive to provide consistency with staffing and service quality. This means you receive true relationship-focused services and have a person in your home that you trust and feel safe with.



- ✓ To support better care outcomes with mobility, transparency and more effective record keeping, we use an innovative digital care management system.
- ✓ You'll see that we respect your choices and take the time to really get to know you, what you like, what you don't like, what you want and how and when you prefer to receive support.
- ✓ We believe in connectedness with you, your family, your GP and other service providers. It's important to us that we're all on the same page supporting you to live with choice, independence, dignity and safety.

## Funding your care

### Home care package

My Aged Care is the Government agency providing information about the types of aged care services available, potential eligibility for funding, and costs you may need to pay. If you're over 65, it's never too early to look into getting some help via My Aged Care – especially considering there's a long wait list for home care packages, potentially 12-months plus. Your local Envigor care partner can help you through the process.

Home care packages are available in four levels – Level 1 for the lowest care needs up to Level 4 for high care. Each level attracts a different amount of funding which is paid direct to your chosen home care provider. Your home care provider delivers your care according to a personal care plan that is put together with your input.

To be approved for a home care package, you need to have what's known as an ACAT assessment to establish the care level you may be entitled to. This in-home assessment will ask questions about your needs around the home, medical issues and any social, emotional and cognitive needs you may have. Family or friends can be present to support you.

While home care packages are subsidised by the Government, recipients may be asked to contribute a basic daily fee and, depending on their means, an income tested care fee. So in some cases, such as self-funded retirees, private home care may be a more cost-effective option. As with anything finance-related, it's worth discussing your individual circumstances with a financial adviser.

### Private funding

Private home care, often called 'fee for service', is when you pay a home care provider directly for any services you use, rather than engaging and paying them through a Government home care package. It can mean you can start receiving care while you are on the home care waitlist.

### DVA Nursing

The Department of Veterans' Affairs (DVA) provides veterans and war widows and widowers with access to a range of health care and related services, including community nursing services.

### NDIS

The National Disability Insurance Scheme (NDIS) provides funding for supports and services to eligible Australians under age 65, who have permanent and significant disability.

## Changing home care provider

Home care package recipients can change provider at any time. Before you do, check your Home Care Agreement so you know any conditions such as notice periods and exit fees that may apply.

Once you've decided on a new home care provider, you need to give notice to your current provider and let them know when you'd like your services to cease. The start date with your new provider must be after this agreed end date. You will then sign a new Home Care Agreement with your chosen provider, which will set out what the package will provide, how the package will be provided and how much it will cost.

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### Contact your local Envigor care partner.

- ✓ Ask how much more you could be getting from your care with Envigor.
- ✓ Let us know if you have questions about aged care at home, NDIS for seniors, DVA Nursing, how to access help and how it works.

[envigor.com.au](http://envigor.com.au)

T 1300 368 446

### You're welcome to call

Whether you already have care funding – Government or private – are on the wait list or want to learn more about accessing care.