

Home Care Package Providers In the Grampians Pyrenees region



A guide for people who live in the Rural City of Ararat,
Pyrenees Shire or Northern Grampians Shire

October 2020



You've got a Home Care Package – now what?

Home Care Packages are designed to support older people with complex care needs to live independently in their own home.

To receive a Home Care Package you would have spoken to My Aged Care and have had an assessment to determine what your support needs are.

You would have received a letter that tells you that you have been allocated a package. This means that you have a specific amount of money that you can spend on a range of services and supports that help you to continue to live in your own home.

The next step is for you to find a provider.

A provider is a service or agency that coordinates your supports and manages your package. The Australian government pays your provider the money allocated to your package to do this.

There are many providers who work with older people who have Home Care Packages. They often work in different ways and it can be a challenge to find one that suits your needs.

One of the things that older people have told us is that it is important to know where the provider is based.

This directory has been developed to provide information about providers that operate in the Grampians Pyrenees Region of Victoria. This includes the LGAs of Ararat Rural City, Northern Grampians Shire and Pyrenees Shire.

The directory is divided into sections based on where the provider is located. Some providers have head office based in a capital city and have smaller offices based in regional Victoria while other providers are based locally and only service a small area. The sections are:

- Locally based providers
- Ballarat based providers
- Bendigo based providers
- Horsham based providers

- Melbourne based providers
- Interstate based providers.

There is also a section on providers that specialise in supporting older people to self-manage their own Home Care Packages.

Self-management gives you more responsibility for managing your own package. It can give you and your family:

- More control of how your funding is spent,
- Shared authority to decide on purchases,
- A way of directly paying for services, products and activities relevant to your care, and
- A way to choose support workers and other contractors.

You can find out more about self-management from the Council of the Aged (COTA). COTA's phone number is 1300 135 090 and the website is www.cota.org.au/information/self-management-in-home-care/.

Location and the opportunity to self-manage are not the only factors that need to be considered when you look for a provider. It is important to consider if the service can meet your needs, the quality of the services and the cost of the services.

Once you have selected your preferred providers from this directory it is a good idea to compare the costs and charges of each provider. You can do this on the My Aged Care website at www.myagedcare.gov.au/find-a-provider/ or you can contact the providers directly.

Remember that choosing a provider is your decision to make and that if you are not happy with the provider you choose, you can move your package to another one.

Locally based providers

These providers are based in the Grampians Pyrenees region which includes Ararat Rural City, the Northern Grampians Shire and the Pyrenees Shire.

Beaufort Skipton Home Care Packages (Beaufort Skipton Health Service)	
<ul style="list-style-type: none">• Is based in Beaufort• Provides services in the Pyrenees Shire, Ararat Rural City and Stawell	
This provider: <ul style="list-style-type: none">• Supports all four levels of Home Care Packages• Offers self-management as an option	
The Care Manager: <ul style="list-style-type: none">• Will visit you at home up to six times a year	
Contact Information	
Name:	Yvette Sarra
Tel:	03 5349 1665
Email:	yvettes@bshs.org.au
Web:	https://bshs.org.au

East Grampians Health Service (EGHS at Home)	
<ul style="list-style-type: none">• Is based in Ararat• Provides services in the Ararat Rural City	
This provider: <ul style="list-style-type: none">• Supports all four levels of Home Care Packages	
The Care Manager: <ul style="list-style-type: none">• Will visit you at home when a need is identified	
Contact Information	
Contact:	Jane Smith
Tel:	03 5352 9328
Email:	jane.smith@eghs.net.au
Web:	www.eghs.net.au

Grampians Community Health	
<ul style="list-style-type: none"> • Is based in Stawell • Has an office in Ararat & Horsham • Provides services in Ararat Rural City, Northern Grampians Shire and Beaufort 	
This provider:	
<ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager:	
<ul style="list-style-type: none"> • Will visit you at home 2- 4 times a year 	
Contact Information	
Tel:	03 5358 7400
Email:	Laetitia.blake@gch.org.au
Web:	https://gch.org.au



Ballarat based providers

These providers have an office in Ballarat, they often have a larger head office in Melbourne or interstate.

Annecto	
<ul style="list-style-type: none"> Operates across Victoria Has an office in Ballarat Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider: <ul style="list-style-type: none"> Supports all four levels of Home Care Packages Has an after-hours emergency phone number you can call for assistance 	
The Care Manager: <ul style="list-style-type: none"> Will visit you at home about three times a year 	
Contact Information	
Name:	Marianne Troup
Tel:	0419 766 835
Email:	marianne.troup@annecto.org.au
Web:	www.annecto.org.au

Carers Network Ballarat	
<ul style="list-style-type: none"> Operates across Victoria Has an office in Ballarat Provides services in Ararat Rural City and Northern Grampians Shire 	
This provider: <ul style="list-style-type: none"> Supports all four levels of Home Care Packages 	
The Care Manager: <ul style="list-style-type: none"> Will visit you at home when a need is identified 	
Contact Information	
Name:	Candice Meinesz
Tel:	0404 193 755
Email:	clients@carersnetwork.com.au
Web:	www.carersnetwork.com.au

GENU Karingal St Laurence	
<ul style="list-style-type: none"> • Is based in Geelong • Has an office in Ballarat & Horsham • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider:	
<ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager:	
<ul style="list-style-type: none"> • Will visit you at home a least every three months, they will come sooner if you and the care manager decide that one is needed 	
Contact Information	
Tel:	1300 558 368
Email:	contact@gnu.org.au
Web:	www.gnu.org.au

Integrated Care	
<ul style="list-style-type: none"> • Operates across regional and rural Australia • Has an office in Ballarat • Provides services in Ararat Rural City and Northern Grampians Shire 	
This provider:	
<ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager:	
<ul style="list-style-type: none"> • Will visit you at home every 6 months if you are on a Level 1 or 2 package • Will visit you at home every 4 months if you are on a Level 3 or 4 package • Will contact you at least once a month on the phone 	
Contact Information	
Name:	Joshua Gattini
Tel:	02 4911 2615
Email:	jgattini@intergratedliving.org.au
Web:	https://intergratedliving.org.au

La Trobe Community Health Service	
<ul style="list-style-type: none"> • Provides services across Victoria • Has an office in Ballarat • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider: <ul style="list-style-type: none"> • Supports all four levels of Home Care Packages • Offers different levels of self-management. You can decide if you want to self-manage your package 	
The Care Manager: <ul style="list-style-type: none"> • Will visit you at home two to four times a year 	
Contact Information	
Tel:	1800 242 696
Email:	homecarepackages@lchs.com.au
Web:	https://www.lchs.com.au/

Mercy Health Home Care Services	
<ul style="list-style-type: none"> • Operates in Queensland, NSW and Victoria • Has an office in Ballarat • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider: <ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager: <ul style="list-style-type: none"> • Will visit you at home if there's a need 	
Contact Information	
Tel:	1300 478 776
Email:	mhcsgrampians@mercy.com.au
Web:	www.mercyhealth.com.au

VMCH	
<ul style="list-style-type: none"> • Provides services across Victoria • Has an office in Ballarat • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider: <ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager: <ul style="list-style-type: none"> • Will visit you at home at least twice a year and more if required 	
Contact Information	
Tel:	1300 650 615
Email:	Intake@vmch.com.au
Web:	https://vmch.com.au



Bendigo based providers

These providers have an office in Bendigo, they often have a larger head office in Melbourne or interstate.

Australian Home Care Services	
<ul style="list-style-type: none"> • Is a national provider • Has an office in Bendigo • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider:	
<ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager:	
<ul style="list-style-type: none"> • Will visit you at home at least four times a year 	
Contact Information	
Tel:	1300 303 770
Email:	care@ahcs.org.au
Web:	www.ahcs.org.au

Bendigo Community Care Services	
<ul style="list-style-type: none"> • Is based in Bendigo • Provides services in the St Arnaud area 	
This provider:	
<ul style="list-style-type: none"> • Supports all four levels of Home Care Packages • Offers three levels of self-management. You can decide if you want to self-manage your package 	
The Care Manager:	
<ul style="list-style-type: none"> • Will visit you at home at least four times a year 	
Contact Information	
Name:	Ellen Gilbert
Tel:	03 5454 7833
Email:	ccs@bendigohealth.org.au
Web:	www.bendigohealth.org.au

Simply Helping Loddon Mallee	
<ul style="list-style-type: none"> • Is a national organisation • Has an office in Bendigo • Provides services in St Arnaud, Avoca and Elmhurst 	
This provider: <ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager: <ul style="list-style-type: none"> • Will arrange the supports and services you need • Will not do case management – you will need to self-manage or seek case management support from another provider 	
Contact Information	
Name:	Jacque
Tel:	0426 977 235
Email:	lmmanager@simplyhelping.com.au
Web:	https://simplyhelping.com.au/stores/loddon-mallee-vic/#toggle-id-6

Uniting AgeWell Loddon Mallee South	
<ul style="list-style-type: none"> • Operates across Victoria and Tasmania • Has an office in Strathdale (Bendigo) • Provides services in St Arnaud 	
This provider: <ul style="list-style-type: none"> • Supports all four levels of Home Care Packages • Offers two levels of care management – Premium or Everyday Essentials 	
The Care Manager: <ul style="list-style-type: none"> • The amount of support you get from you care manager depends on which package you choose • Will visit you at home every 4 months (three time a year) 	
Contact Information	
Tel:	03 5454 2100
Email:	loddon@unitingagewell.org
Web:	https://unitingagewell.org/our-services/home-care/loddon-mallee-south-home-care

Horsham based providers

These providers have an office in Horsham, they often have a larger head office in Melbourne or interstate

Benetas	
<ul style="list-style-type: none"> • Operates across Victoria • Has an office in Horsham • Provides services in Ararat Rural City and Northern Grampians Shire 	
This provider:	
<ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager:	
<ul style="list-style-type: none"> • Will visit you at home at least two times a year 	
Contact Information	
Name:	Bronwyn Ingram
Tel:	03 8371 2100
Email:	info@benetas.com.au
Web:	www.benetas.com.au

GenU Karingal St Laurence	
<ul style="list-style-type: none"> • Is based in Geelong • Has an office in Ballarat & Horsham • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider:	
<ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager:	
<ul style="list-style-type: none"> • Will visit you at home a least every three months, they will come sooner if you and the care manager decide that one is needed 	
Contact Information	
Tel:	1300 558 368
Email:	contact@genu.org.au
Web:	www.genu.org.au

Just Better Care Western Victoria	
<ul style="list-style-type: none"> • Is a national organisation • Has an office in Horsham • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider:	
<ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager:	
<ul style="list-style-type: none"> • Will visit you at home when a need is identified 	
Contact Information	
Name:	Craig Cook
Tel:	03 5381 1432
Email:	caig.cook@justbettercare.com
Web:	www.justbettercare.com/western-victoria/home

South West Simply Helping	
<ul style="list-style-type: none"> • Is a national organisation • Has an office in Horsham • Provides services in Ararat Rural City, Northern Grampians Shire and Beaufort 	
This provider:	
<ul style="list-style-type: none"> • Supports all four levels of Home Care Packages • Will not do case management – you will need to self-manage or seek case management support from another provider 	
The Care Manager:	
<ul style="list-style-type: none"> • Will arrange the supports and services you need • Will visit you at least once a year to review your supports 	
Contact Information	
Name:	Keith Batson
Tel:	5381 2076
Email:	southwestvic@simplyhelping.com.au
Web:	https://simplyhelping.com.au/stores/south-west-victoria/

Melbourne based providers

These providers are based in Melbourne and do not have regional offices

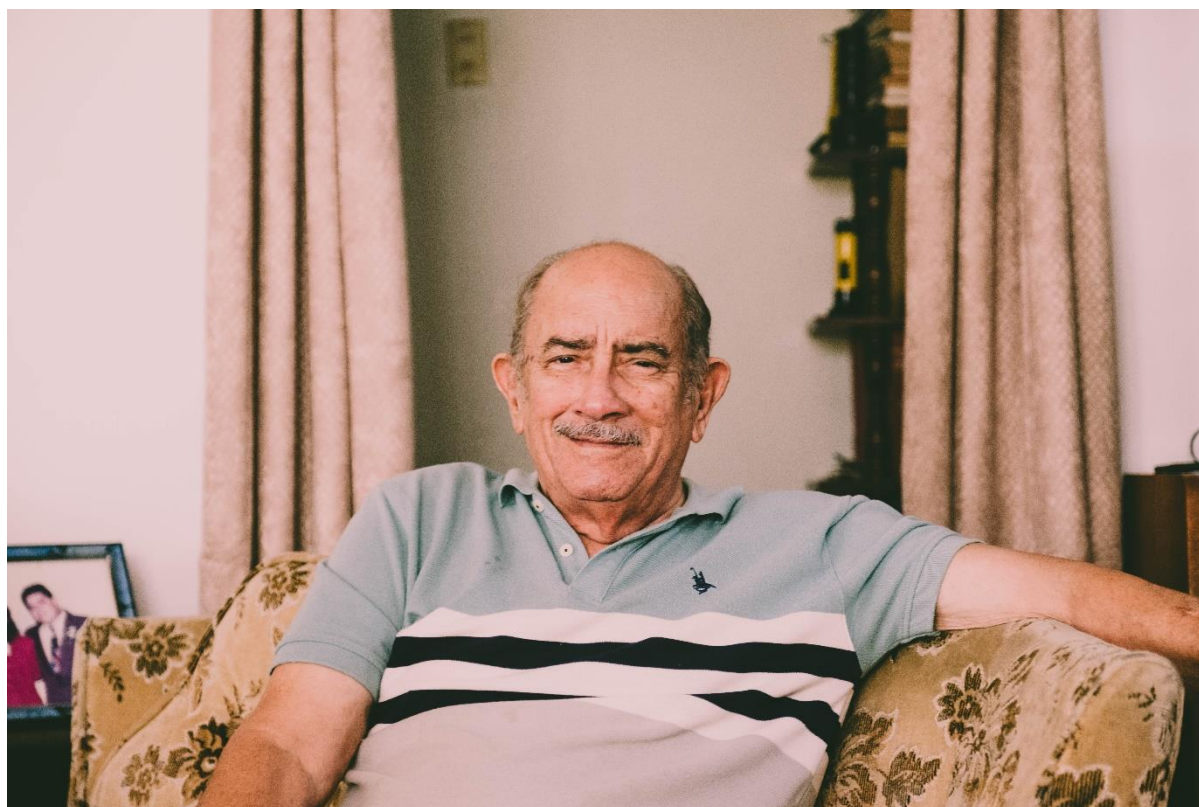
Better Living Home Care	
<ul style="list-style-type: none">• Is a national provider• Has an office in Malvern East• Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire	
This provider:	
<ul style="list-style-type: none">• Supports all four levels of Home Care Packages	
The Care Manager:	
<ul style="list-style-type: none">• A client liaison worker will do an initial home visit to meet you, go through your care plan and care needs and do a home safety check• Will keep in touch with you on phone and email, they don't do home visits after the initial visit	
Contact Information	
Tel:	1800 602 486
Email:	hello@betterlivinghc.com.au
Web:	www.betterlivinghomecare.com.au

Care Connect	
<ul style="list-style-type: none">• Operates in Queensland, NSW and Victoria• Is based in Abbotsford• Provides services in the Avoca area	
This provider:	
<ul style="list-style-type: none">• Supports all four levels of Home Care Packages	
The Care Manager:	
<ul style="list-style-type: none">• Will visit you at home if required	
Contact Information	
Tel:	1800 692 464
Email:	referralenquires@careconnect.org.au
Web:	www.careconnect.org.au

Interstate based providers

These providers are based interstate and do not have an office in Victoria. The care managers tend to work remotely.

Feros Care	
<ul style="list-style-type: none">• The head office is in Coolangatta, Queensland• They have care managers located around Australia• Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire	
This provider: <ul style="list-style-type: none">• Supports all four levels of Home Care Packages	
The Care Manager: <ul style="list-style-type: none">• Will visit you at home 4 – 5 times a year	
Contact Information	
Tel:	1300 763 583
Email:	advisors@feroscare.com.au
Web:	www.feroscare.com.au



Providers that specialise in self-management

These providers provide the support and resources you need to self-manage your own package. They are generally based in metropolitan or regional centres and are most likely to provide support over the phone or by email.

Local Guardians	
<ul style="list-style-type: none">• Is a national provider• Has an office in Ballarat• Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire	
This provider: <ul style="list-style-type: none">• Supports people to self-manage their package• They also offer care-management as an option	
If you decide to self-manage <ul style="list-style-type: none">• A Home Care Coach will be appointed to you	
If you decide to have care-management <ul style="list-style-type: none">• A dedicated Care Manager will support you• They will keep in touch with you on phone and email, they don't do home visits	
When you first sign up <ul style="list-style-type: none">• A home safety inspection will be arranged by Local Guardians	
Contact Information	
Tel:	0433 080 447
Email:	customer@localguardians.com
Web:	https://localguardians.com

Happy Living	
<ul style="list-style-type: none"> • Is a national provider • Has an office in Malvern East • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
<p>This provider:</p> <ul style="list-style-type: none"> • Supports all four levels of Home Care Packages • Caters for the Australian Chinese market. They have care managers who speak Cantonese and Mandarin 	
<p>The Care Manager:</p> <ul style="list-style-type: none"> • Will support you to self-manage your package • Will keep in touch with you on phone and email, they don't do home visits • A client liaison worker will do an initial home visit to meet you, go through your care plan and care needs and do a home safety check 	
Contact Information	
Tel:	1300 911 728
Email:	hello@happyliving.com.au
Web:	https://happyliving.com.au



Just Home Care Packages	
<ul style="list-style-type: none"> • Is a national provider • Has an office in Malvern East • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider: <ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager: <ul style="list-style-type: none"> • Will assist you to set up the services that you need, after the initial set up the care manager will support you to self-manage you package • A client liaison worker will do an initial home visit to meet you, go through your care plan and care needs and do a home safety check • Will keep in touch with you on phone and email, they don't do home visits after the initial one 	
Contact Information	
Tel:	1300 992 639
Email:	hello@justhcp.com.au
Web:	www.justhomecarepackages.com.au

Let's Get Care	
<ul style="list-style-type: none"> • Is a national provider • Has an office in Malvern East • Provides services in Ararat Rural City, Northern Grampians Shire and the Pyrenees Shire 	
This provider: <ul style="list-style-type: none"> • Supports all four levels of Home Care Packages 	
The Care Manager: <ul style="list-style-type: none"> • Will support you to self-manage your package • Will keep in touch with you on phone and email, they don't do home visits • A client liaison worker will do an initial home visit to meet you, go through your care plan and care needs and do a home safety check 	
Contact Information	
Tel:	1800 335 637
Email:	hello@letsgetcare.com.au
Web:	https://letsgetcare.com.au