



SUPPORT AT HOME



Call 1800 121 000

www.sensiblecare.com.au

Support you can trust, when it matters most

Talk to our Care Access Team

Finding the right home care – for yourself or someone you love – can feel confusing and stressful, especially when it comes to understanding government funding for **aged care or disability support**.

At Sensible Care, our Care Access Team is here to help. We understand the system and can explain your options in simple, clear terms. We'll guide you step by step so you can make the best choice for your situation.

Whether you're just starting out or have questions along the way, we're here to give you the support and information you need.

Call our friendly team today – we'll help you get started with confidence, for both in-home care and disability support.





Customer Service Team

Your Trusted Support Team

With Sensible Care, you have a whole team of experts ready to help you stay comfortable and independent at home.

Available Monday to Friday 8am to 8pm.

CARE TEAM



Care Manager

Makes sure the care you receive matches your goals and adapts as your needs change.



Service Coordinator

Organises your appointments and makes sure your visits run smoothly.



Clinical Care Manager

Provides support for complex needs and clinical leadership.



Care Workers

They're the friendly faces who support you where it matters most.

SUPPORT AT HOME SERVICES



Personal care



Nursing care



Domestic help



Shopping and transport



Nursing & Allied health



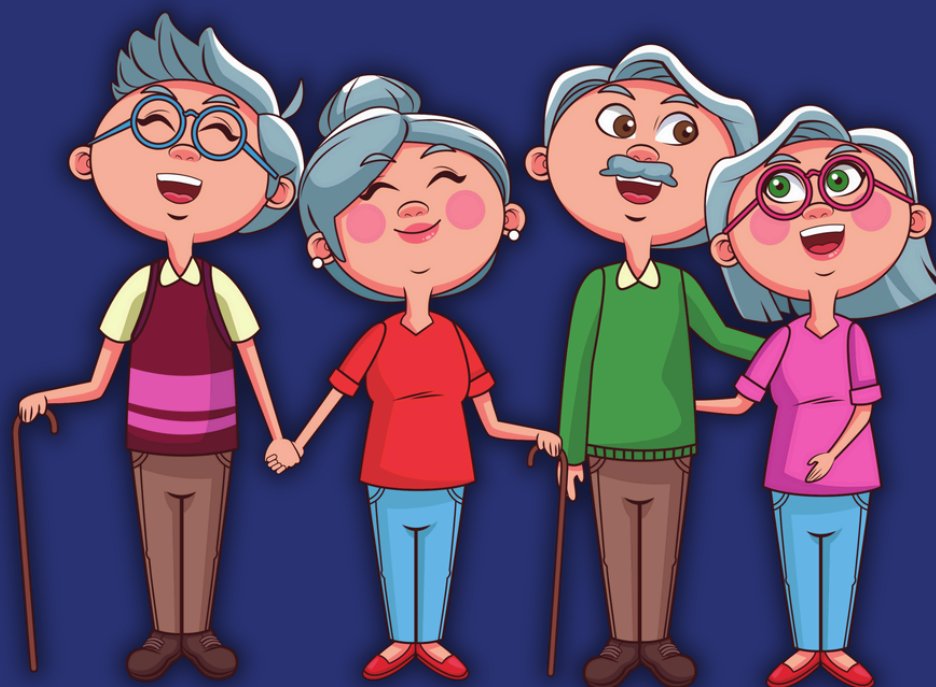
Social support



Equipment and home
modifications

WHY CHOOSE SENSIBLE CARE

- **You're in control** – Choose your services and support workers
- **Respect for your background** – Inclusive, culturally responsive care
- **Complete support** – We support your physical, emotional, social, and spiritual wellbeing
- **Skilled team** – Registered Nurses, Enrolled Nurses, allied health professionals (physiotherapists, occupational therapists, podiatrists etc.) and trained support workers
- **Easy communication** – Use our webpage or mobile app to stay informed and in touch



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HOW TO GET STARTED (HOME CARE PACKAGES)

- Call Sensible Care on 1800 121 000 or visit www.sensiblecare.com.au
- Book a free consultation – We'll explain how it works and answer your questions
- Check your eligibility – The first step to access government-funded aged care services is to check your eligibility for an assessment.
- You can do this online at www.myagedcare.gov.au/assessment or by calling 1800 200 422
- Already registered with My Aged Care? You must call instead of applying online
- Have your assessment – This takes place at your home
- Get your outcome – You'll receive a letter confirming:
 - Whether you're eligible
 - What services you're approved for
 - Your personalised support plan
- Once you are approved for a Home Care Package, call Sensible Care again – We'll book your next consultation
- Create your care plan – We'll work with you to build a care plan tailored to your needs and preferences

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