

West Coast Homecare



A little about us

Let's make it happen



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West Coast Community Services Incorporated
trading as West Coast Homecare

We are best described as invigorating in our optimism and “can do” attitude that we bring to our customers, family members, contractors and our community.

We aim to provide people with access to the best matched services and support, making people feel strong, healthy, and full of energy.



Our commitment

We are a locally run, non-government, not-for-profit organisation incorporated under the Associations Incorporation Act 1985 and registered as a charity with the Australian Charities and Not-for-profits Commission, with two entity subtypes of ‘advancing social or public welfare’ and a ‘public benevolent institution.’

Our services are available to people living on the Eyre Peninsula in the local government areas of Port Lincoln, Lower Eyre, Tumby Bay, Cleve, Cowell, Kimba, and surrounding areas.

Our local community Board of Directors volunteer their time to guide the strategic direction of the organisation and are committed to local community solutions to improve the quality and performance of services for older people and people with disability.

West Coast Homecare is continuously improving and is subject to an independent accreditation every three years to ensure effective management, appropriate access and service delivery.

West Coast Community Services Incorporated was established in 1987 as Lower Eyre Peninsula Accommodation for the Disabled (LEPAD) Incorporated.

In 2003 LEPAD had a change of name to West Coast Community Services Incorporated and trades as West Coast Homecare.

Let's make it happen.

West Coast Homecare is a provider of in-home and community aged care and disability support services to the Eyre Peninsula. West Coast Homecare has been facilitating care in the community for more than 30 years. Our people live local, work local, know local. Through our network of trusted home care professionals we offer a range of services, supporting you to continue the lifestyle you enjoy in your own home and community.

Adaptability is in our nature, so we can support more often, or step back when you've got it covered. This is your life, we're just here to support you to live it how you want to.

Mission

Our purpose is to use expert local knowledge to enrich the health and happiness of people in the Eyre Peninsula by providing personalised aged care and disability support services in the heart of our community.

Vision

We will grow alongside our community through times of change by expanding our local networks to connect people to the right care, at the right time.

Values

Strive for excellence

We strive to be leaders in care. We listen and learn, seeking continuous feedback from our customers, contractors and networks to deliver high quality services that meet the needs of local people.

Local at heart

We are experts in our community. We connect people with the best local services to cultivate growth within the Eyre Peninsula.

Community engagement

We prioritise people above all else. Whether it is our staff, our customers, or our community, we are here to listen and respond to human needs and create long-lasting networks of connection.

Sharing in knowledge

We digest complex, ever-evolving information about the aged care and disability industries, and local context, to develop innovative services that meet the needs of the community, and provide clear and insightful advice to our customers and network.

Embrace diversity

We believe everyone is deserving of a happy and healthy life, and we appreciate the diversity within our community. We strive to deliver fair and equitable support for all by guiding people to maintain control and influence over their life.

Services

Our service provision is underpinned by the outcomes of local community engagement, and aims to address the broad range of determinants that shape the aged care and disability services landscape. We deliver services on an individual basis using a wellness and reablement approach with the aim of promoting greater independence and autonomy.

We engage in consultation within our community catchments to develop a deep understanding of our local context and deliver high quality, innovative support to older people and people with disability.

We recognise that 'local' means where people live across the wide and diverse geography of the Eyre Peninsula region. We are proud of the local knowledge our staff, preferred suppliers and service providers use to support the choices of older people and people with a disability.

We have over 30 years of experience delivering flexible, consumer focused care that gives people more say about the support they receive and allows them to live independently.

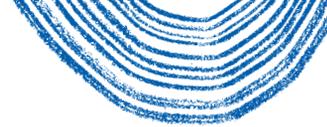
Staff and service providers

West Coast Homecare service coordination staff work and live locally. They are based in the Port Lincoln office and regularly visit surrounding communities.

Our role is to connect people to appropriately skilled service providers and businesses that deliver safe care and services based on individual choices.

We facilitate delivery of services, assist in managing funding allocations and support access to preferred service providers through the following programs:

- Commonwealth Home Support Programme (CHSP)
- Home Care Package (HCP)
- Home and Community Care for people with disabilities under 65 years of age
- National Disability Insurance Scheme (NDIS)



Aged care services

West Coast Homecare is an Approved Provider of Aged Care services under the Aged Care Act 1997.

People 65 years and over are required to register and complete a telephone or online assessment with the Australian Government's My Aged Care to be eligible to access services from a service provider.

Get in contact with My Aged Care:

Visit: www.myagedcare.gov.au

Call: 1800 200 422

Commonwealth Home Support Program (CHSP)

CHSP provides entry-level support services to assist older people to live independently at home and participate in their community. Services are provided to people 65 years and over, or 50 years and over for Aboriginal and Torres Strait Islanders.

Entry level services may include:

- Basic domestic assistance
- Home maintenance and gardening
- Personal care
- Social support
- Transport
- Carer support and flexible respite
- Minor home modifications

Cost: A contribution fee applies.

Home Care Package (HCP)

A HCP is a government funded program that provides you with a HCP based on your assessment from My Aged Care. You will be allocated one of four packages which will provide a different amount of funding (subsidy) that is paid to the provider of your choice by the Australian Government to deliver your care and services.

Your HCP is delivered based on what you want. So you, or your family/or your carer can select the services you want, from the provider of your choice.

You can nominate West Coast Homecare as your preferred provider.

If you have already been assessed by My Aged Care or you would like further guidance on how to access aged care services, give us a call to arrange an in-home visit with one of our trusted Care Coordinators.

Cost: A contribution fee applies.

Disability support services

West Coast Homecare is a registered National Disability Insurance Scheme (NDIS) provider supporting adults with disability aged 18–65 years.

The NDIS is a planning and service system that has been developed by the Australian Government to assist Australians with disability. NDIS participants will be assisted to develop a personal, goal-based plan about how they will be provided with support. To access the NDIS, generally, the person must be less than 65 years of age. For people over 65 years of age the My Aged Care system is available.

Eligibility for the NDIS is determined following registration and assessment.

Get in contact with the NDIS:

Visit: www.ndis.gov.au

Call: 1800 800 110



If eligible for NDIS funding, you will be involved in the development of a care plan and we can help facilitate access to appropriate care service providers in your local area.

If you currently receive funding for disability support services, we will be able to continue your service provision during your transition to the NDIS.

If this is your first time accessing disability support we can assist you to choose services from a local service provider.

Together, let's make it happen.

Five easy steps to care

If you have already been assessed by My Aged Care or if you are currently receiving funding for disability support services, you can follow these five easy steps to access in-home and community care with West Coast Homecare.

1 Phone **86 822 177** to speak to us about your options.

One of our Care Coordinators will meet with you to **discuss** your service requirements and payment options.

2 Choose from the selection of registered service providers.

3 Sign a Service Agreement to formalise and document these services.

4 Continue to work with us to adapt and cater to your individual needs.

West Coast Homecare

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Other locations by appointment

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