

Who can use this service?

People aged over 65 years and Aboriginal and Torres Strait Islander people 50 years and over, as well as people experiencing or at risk of homelessness.

Is there a fee?

A fee may apply for this service. To learn more, please contact our Aged Care Services Intake team.

How to contact our Aged Care Services team

P 03 7068 0214

E agedcareintake@ipchealth.com.au

Can I have an interpreter?

Yes, interpreters are free. Please book your interpreter service through the My Aged Care website.



IPC Health acknowledges the support of the Australian Government.



IPC Health

PO Box 171
Deer Park VIC 3023

ACN 136 685 151
ABN 68 846 923 225

Altona Meadows

330 Queen Street
Altona Meadows 3028

Deer Park

106 Station Road
Deer Park 3023

Hoppers Crossing

117–129 Warringa Cres
Hoppers Crossing 3029

St Albans

1 Andrea Street
St Albans 3021

Sunshine

L1, 499 Ballarat Road
Sunshine 3020

Wyndham Vale

510 Ballan Road
Wyndham Vale 3024

Aged Care Services

03 7068 0214

ipchealth.com.au

ipchealth@ipchealth.com.au

ipchealth.com.au



Aged Care Services: Support at Home



At every age
and every stage

Well

for

Life

Support at Home

The Support at Home program provides older Australians with long-term support and assistance so they can continue to live independently in their own homes and communities.

There are 8 classifications plus 3 short-term pathways. One will be assigned to you based on your care needs after completing a My Aged Care assessment.

Once approved, your Support at Home Package funds your tailored care plan of supports and services. The package will give you choice and flexibility in the way that care is provided to you at home.

Our Aged Care team is an approved Support at Home Provider

We are highly skilled and experienced in delivering the care and support you need so you can stay in your own home for longer, safely and with more independence.

You will be assigned your own IPC Health care partner who will spend time getting to know you to truly understand your needs. They will work with you to develop your own specialised care plan to provide you with the best possible care.

Your care plan may include services such as:

- personal care
- meal preparation
- shopping assistance
- transport
- nursing
- allied health care such as podiatry, dietetics, physiotherapy, or counselling to ensure you are safe and well in your own home



How do I get a Support at Home Package?

You, a family member, a trusted friend, or IPC Health (acting on your behalf, with your consent) can contact My Aged Care on 1800 200 422 or via their website at myagedcare.gov.au to start the application process.

My Aged Care provides a free assessment service. A representative will visit you at home to work with you to determine the type of care you need.

Your care needs will determine the amount of funding you receive under the Support at Home program.

We can help you coordinate your package

When you apply for Support at Home, let the assessor know that you want IPC Health to be your care provider.

You may be placed on a waiting list, but once you are approved, you will receive a letter from My Aged Care. Please contact us when you receive this letter by calling us on 03 7068 0214 or emailing agedcareintake@ipchealth.com.au.