



*Commonwealth Home Support Programme*

# *Flexible Respite*

SUPPORTING CARERS  
TO TAKE A BREAK



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

# *Restore your energy and keep your life in balance*

Taking care of a family member can be enormously rewarding - but it can be emotionally and physically draining as well. We understand that you are often caring around the clock, so it's important for you to seek occasional respite from responsibilities.

That's why we've developed our Flexible Respite service. Whether it's for a few hours a week to run errands or a few weeks a year to take a much-needed holiday, a break gives you the opportunity to reduce stress, restore energy and keep your life in balance.

With more than 30 years of experience helping people live at home independently, we know how important that is. So the better we know your passions, preferences and goals – the better we can support you.

Get in touch to see how our Flexible Respite services can help.

# *Flexible Respite*

*It is important to find a service that feels right for you and also that you trust the team to provide the right care. Our innovative Flexible Respite model is tailored to suit you, empowering you to take advantage of support that works around your needs and schedule.*

Your KinCare Customer Care Manager will work with you to select a suitable team member and the times you need for each visit. We will also work with you to understand the tasks and activities you need. Bookings are available 24/7.

## ***Short-term Support:***

- Assistance in cases of carer illness, hospital stays, work commitments or a family emergency;
- When there is an unexpected event and you need a little bit of extra help;
- You'll have up to 20 hours in respite hours to help you through an emergency.

## ***Long-term Support:***

- When you are planning regular, ongoing respite over the year;
- We will arrange the respite you need when you need it – whether it's weekdays, evenings or overnight stays;
- We will make sure you know how to connect with support networks in your area;
- You'll have up to 100 hours in respite hours to help you through the year.



## ***Our approach***

KinCare offer a range of in-home and community care services if you:

- Are experiencing short or long-term health problems;
- Are older and in need of assistance;
- Have a disability;
- Are carers or families who may need support or respite.

We understand that you provide much of the day-to-day care needed by the person you support and have a unique and deep understanding of their needs. We will acknowledge your expertise and work in partnership, to make sure that your family member feels comfortable, safe and cared for.

By learning about you and focusing on your needs, goals and passions, we're able to offer a personalised service that's right for you.



For your peace of mind, our KinCare team members are trained specifically to provide in-home care and support. They have detailed reference checks, police checks, wear a uniform and carry photo identification, so you know who they are.

### ***What do Flexible Respite services cost?***

KinCare's Commonwealth Home Support Programme (CHSP) services are supported by the Australian Government Department of Health. The subsidy programme does not necessarily fund the full cost of the service. So each person may pay a small contribution.

Your KinCare Customer Care Manager will discuss the cost of the service at your initial consultation, before services start. Payment can be made by direct debit, EFT, cheque or credit card. Special consideration is available to people experiencing financial difficulty.

## ***How to arrange a CHSP Flexible Respite service***

Follow the three simple steps below. Once you're assessed as eligible, we'll match our services to suit your needs.

1. Visit the My Aged Care website or call the information line on 1800 200 422.
2. Once assessed, choose to be with KinCare as a provider.
3. Call our KinCare team on 1300 733 510 to find out more.



**KinCare CHSP Flexible Respite services are available in: ACT, NSW and WA (South West region).**

*Funded by the Australian Government Department of Health.*

*Although funding for this Flexible Respite service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.*



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*“The best care begins  
with listening to you,  
and your story.”*

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KinCare

## *Commonwealth Home Support Programme*

# **There's no place like home**

We support our customers to live the life they choose in the comfort of their own home. For thirty years, we've put them at the heart of everything we do. Our personal in-home aged care services ensure the safety, independence and wellbeing of older Australians, with dedicated, highly trained carers available around the clock.

As our customers' circumstances and needs change, KinCare provides peace of mind with holistic, clinical, connected services that support the care pathway that's right for them, including dignified care at the end of life.

*KinCare paves the way so older  
Australians can stay in their home  
for as long as they wish.*

**Speak with your  
local team today**  
**1300 733 510**  
**mail@kincare.com.au**

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