



life care

Shaping positive
ageing lifestyles

Service brochure

About us

For over seven decades, since 1950, Life Care has walked alongside older South Australians, dedicated to shaping positive ageing lifestyles. We believe that ageing is not about limitations, but a chapter filled with opportunities for continued growth, comfort, and connection.

Throughout our journey, we've listened and evolved, adapting to the changing needs and aspirations of the community we serve. Today, Life Care empowers individuals to craft their own path, fostering meaningful relationships and active participation in the things they love.

Our deeply compassionate team delivers personalised support with unwavering respect. We work collaboratively to ensure each person receives the right care, at the right time, in the right way, making a tangible difference in their daily lives. As a trusted partner on the ageing journey, Life Care champions innovation, compassion, and an enduring dedication to those we are privileged to serve.

Life Care is here to empower you to embrace each day with confidence and possibility, supported by care that brings genuine peace of mind. At our heart, we build relationships that nurture a rich and full life.





Our approach

Where compassion meets care

Life Care is committed to providing services that not only meet your needs but also foster a sense of connection and trust. Our approach is guided by a set of core principles that underpin everything we do, ensuring you receive the highest standard of care and support.



Personalised care: We listen attentively to your individual circumstances, preferences, and goals to develop tailored care plans.



Collaborative partnerships: We work closely with you, your family, and other healthcare professionals to ensure coordinated and effective care.



Compassionate support: Our dedicated team delivers services with empathy, respect, and a genuine commitment to your overall well-being.



Focus on empowerment: We strive to enhance your independence, enabling you to maintain control and make informed choices about your care.



Reliable and consistent service: You can depend on us to provide timely, dependable, and high-quality support that meets your evolving needs.

Our services

Your personalised path to positive ageing

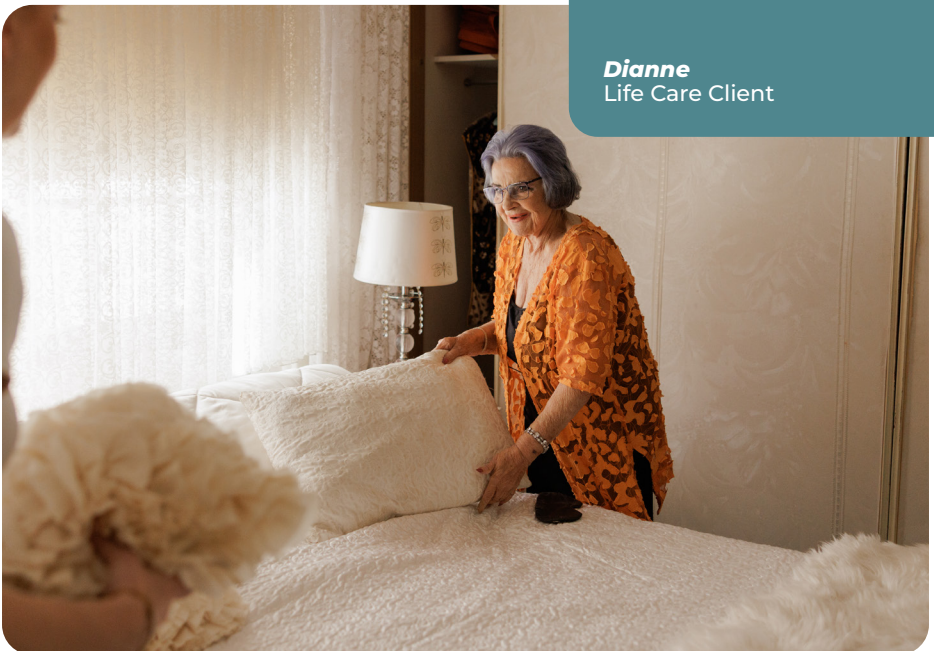
Life Care is your trusted partner, providing quality and person-centred Home Care and Allied Health services for older South Australians, prioritising individual needs and goals. We understand that ageing is a unique journey, and we're dedicated to offering personalised support that respects your choices and promotes dignity. Our expertise encompasses a range of services designed to empower you to maintain independence and enhance your holistic well-being at home, from flexible Support at Home programs and Allied Health services to skilled in-home Nursing care and supportive Spiritual Care.

Under Support at Home our services are grouped into three main categories:

- ▶ Clinical
- ▶ Independence
- ▶ Everyday Living

I am so blessed to have support from Life Care; I would be lost without them.

Dianne
Life Care Client





It's more than care it's 5+ stars
experience.

Anita
Life Care Client

Clinical

Our clinical supports are designed to enhance your mobility, strength, function, and overall well-being. Whether you require rehabilitation, pain management, or support to maintain an active lifestyle, we can provide progressive care programs tailored to your capabilities and goals.

These services include:

- ▶ Nursing care
- ▶ Allied health and other therapeutic services
- ▶ Care management



Nursing Services

Gain peace of mind through dedicated home-based nursing care

Life Care provides professional and compassionate Nursing Services in the comfort of your own home. Our Registered and Enrolled Nurses deliver comprehensive clinical care, focused on supporting your overall health, independence, and well-being. We offer a wide range of services, including wound care, medication management, dementia support, and post-hospitalisation care. We empower you to maintain control over your life by providing personalised care that meets your unique needs and promotes a sense of security.

- ▶ Clinical assessments
- ▶ Medication administration and support
- ▶ Wound care
- ▶ Catheter support
- ▶ Health monitoring
- ▶ Dementia support
- ▶ Chronic disease management

Allied Health services

Supporting your active life with expert Allied Health care

Life Care's dedicated Allied Health team offers a comprehensive range of services designed to enhance your mobility, strength, function, and overall well-being. Whether you require rehabilitation, pain management, or support to maintain an active lifestyle, we can provide progressive care programs tailored to your capabilities and goals, delivered in the comfort of your home or at our conveniently located Life Care clinics.

Physiotherapy

Our expert Physiotherapists are dedicated to enhancing your mobility, reducing pain, and improving your overall quality of life. Whether you're recovering from an injury, managing a chronic condition, or aiming to maintain your physical health, we provide personalised Physiotherapy services tailored to your unique needs. Our services are available in the comfort of your home or in-clinic.

- ▶ Pain management
- ▶ Rehabilitation (post surgery & injury)
- ▶ Mobility enhancement
- ▶ Strength training
- ▶ Balance and falls prevention
- ▶ Chronic condition management
- ▶ Home exercise programs

The Allied Health team have empowered me to stay healthy and active, which is important to me.

John
Life Care Client



Hydrotherapy

Life Care offers expert Hydrotherapy services designed to gently alleviate pain, improve mobility, and enhance your overall well-being. Our qualified team use the therapeutic properties of water to support rehabilitation, manage chronic conditions, and promote a more active lifestyle. We provide Hydrotherapy sessions in the accessible and welcoming facilities at The ARC and State Swim (Glen Osmond).

- ▶ Pain management
- ▶ Rehabilitation
- ▶ Improved mobility
- ▶ Condition specific therapy (e.g. Arthritis, Neurological conditions)
- ▶ Relaxation and well-being

Occupational Therapy

Reclaim independence and improve your quality of life with our Occupational Therapy services. Our experienced Occupational Therapists provide practical solutions and personalised support to help you navigate daily life with greater ease and confidence. From adapting your home environment and prescribing assistive technology to enhancing your daily living skills and providing cognitive training, we're committed to helping you achieve your goals. We deliver compassionate, person-centred care in the comfort of your home or at our conveniently located clinics.

- ▶ Health and safety assessments
- ▶ Home modification assessments
- ▶ Assistive technology prescription
- ▶ Cognitive training
- ▶ In home equipment trials
- ▶ Equipment training
- ▶ Functional capacity assessments
- ▶ Manual handling training
- ▶ Cognitive support
- ▶ Prescription of aids and braces

Care Management

Personalised guidance on your ageing journey

At Life Care, navigating aged care should never feel isolating. That's why our experienced Case Managers act as your dedicated personal guides, ensuring the path to positive ageing is smooth and straightforward. They begin by investing time to truly understand your unique needs, not just the requirements, but your goals and preferences. They clearly explain all available services and any government fees, empowering you with complete clarity.

Because we know life evolves, your Case Manager remains a constant partner, conducting regular reviews to ensure your care plan adapts perfectly with you. This relational approach means you always have a tailored solution that's just right, at every stage of your journey.



Exercise Physiology

Our accredited Exercise Physiologists empower you to move with confidence and purpose. Our personalised exercise programs are scientifically designed to enhance your strength, mobility, balance, and overall function, helping you maintain independence and vitality throughout the ageing process. Whether you're navigating a chronic condition, recovering from surgery, or simply striving for a healthier more active lifestyle, we provide expert support tailored to your unique needs either in your home or in clinic.

- ▶ Comprehensive assessments
- ▶ Personalised goal setting
- ▶ Evidence based pain management
- ▶ Customised exercise prescription
- ▶ Condition specific programs
- ▶ Individualised training
- ▶ Group exercise classes

Podiatry

Our dedicated Podiatry team is here to keep you moving comfortably and confidently. We offer comprehensive care for your feet and lower limbs, whether you're dealing with a specific condition or simply need help with routine foot maintenance. Our services are delivered with a focus on your individual needs, either in the convenience of your home or at our conveniently located clinics.

- ▶ General foot care
- ▶ Orthotics prescription and fitting
- ▶ Diabetic foot care
- ▶ Arthritic foot care
- ▶ Nail care (including toenail cutting)
- ▶ Corns and calluses removal
- ▶ Circulation disorders

Exercise programs

Move better, live better: exercise programs for enhanced well-being

Life Care's exercise programs are designed to enhance your strength, mobility, and overall well-being, helping you to maintain an active and independent lifestyle. Our Health Practitioners provide personalised support, offering both individual training in home and in clinic, and group sessions in our clinics.

- ▶ Individualised assessment & goal setting
- ▶ Customised exercise programs
- ▶ One on one training sessions
- ▶ Progress tracking & support
- ▶ Well-being programs
- ▶ Specialised chronic condition Classes: MS Exercise, Parkinsons, and Neuro moves
- ▶ Pilates equipment and mat work
- ▶ Chair pilates
- ▶ *Clinical mat work*
- ▶ *Clinical exercise*
- ▶ *Strength and balance*
- ▶ *Active moves*
- ▶ *Fit and functional*
- ▶ *Life fit*
- ▶ *Beat fit*
- ▶ *One on one training*
- ▶ *Small group training*
- ▶ *Small group exercise physiology*

I enjoy seeing friendly faces and the fun atmosphere of Life Care's exercise classes, and therapists who truly understand your needs!

Lorraine
Life Care Client



Independence

Your trusted partner in positive ageing at home

Life Care supports your independence and well-being in the comfort of your home. Our compassionate team offers assistance with daily tasks, personal care, and social engagement, enhancing your quality of life as you age in place with dignity.

These services include:

- ▶ Personal care
- ▶ Social support and community engagement
- ▶ Therapeutic services for independent living
- ▶ Respite
- ▶ Transport
- ▶ Assistive technology and home modifications

I am deeply thankful for the home care support I receive from Life Care.

Anita

Life Care Client





We offer a wide range of services to support your daily living and enhance your overall well-being, at home:

Personal care

Our personal care services include compassionate assistance with daily hygiene and living routines, promoting your comfort, dignity, and independence at home. Our dedicated Home Support Workers provide personalised care, tailored to your specific needs and preferences.

- ▶ Assistance with self care and activities of daily living (bathing and showering assistance, dressing and grooming assistance, transfer assistance and assistance with daily living)
- ▶ Assistance with the self-administration of medication (medication support)
- ▶ Continence management (non-clinical) (toileting assistance)

Social support and community engagement

Life Care understands the vital role that social connections play in your overall well-being. Our social support and companionship services are designed to foster meaningful relationships, reduce feelings of isolation, and keep you engaged with your community. We offer personalised support that aligns with your interests and preferences, promoting a rich and fulfilling life at home and in your local community. Whether you're looking for a friendly face, help getting out and about, or to join local social groups like On the Go bus trips or Life Matters, Life Care is here for you.

- ▶ Individual social support
- ▶ Social support groups
- ▶ Life Care 'On the Go' bus trips
- ▶ Life Matters
- ▶ Community connections
- ▶ Transport assistance



Transport services

Our transport services are designed to maintain your independence and connection across the community. We offer safe, reliable, and comfortable transportation to medical appointments, social activities, shopping trips, and more. Our friendly Home Support Workers ensure you arrive at your destination on time and with peace of mind.

- ▶ Medical appointments transport
- ▶ Social outings transport
- ▶ Shopping trips transport
- ▶ Personal errands transport



Therapeutic services for independent living

Life Care provides hands-on, therapeutic support to keep your body moving smoothly, so you can focus on living independently and comfortably.

Remedial massage

Our expert Massage Therapists offer therapeutic massage services to support your enhanced comfort and range of motion. Whether you're seeking relief from muscle tension, recovering from an injury, or looking to improve your overall well-being, our personalised massage treatments can help. We provide services in the comfort of your home or in our clinics.

- ▶ Remedial massage
- ▶ Lymphoedema massage
- ▶ Lymphatic drainage
- ▶ Myofascial massage
- ▶ Therapeutic massage
- ▶ Pain treatments

Respite

Caring for loved ones is deeply meaningful, but it can also be demanding. Many carers put the needs of others first, sometimes at the expense of their own well-being. At Life Care, our respite service provides families and primary carers with the opportunity to take a well-deserved break, knowing their loved one is in safe and caring hands.

Our dedicated team comes directly to your home to provide personalised care, genuine companionship, and essential support with daily activities ensuring comfort, dignity, and continuity of care. Whether you need a few hours to attend appointments, rest, or simply recharge, we offer flexible respite options to suit your needs.

- ▶ Personal care assistance (bathing, grooming, dressing)
- ▶ Meal preparation and light household support
- ▶ Companionship and social engagement, in the home or on an outing
- ▶ Medication reminders and well-being monitoring
- ▶ Flexible respite times

Assistive technology and home modifications

At Life Care, we believe that staying independent and safe at home shouldn't be a challenge, it should be supported. Our expert team of Health Professionals is here to simplify the process of adapting to your home environment and integrating helpful technology.

Our expert team can also assist with the use of your assistive technology, helping you feel confident and comfortable with your devices. We can also manage funding applications on your behalf and provide reviews as needed. We also coordinate the ongoing maintenance and servicing of your equipment to ensure it continues to meet your needs.

- ▶ Assessment and prescription
- ▶ Coordination with therapists and external providers
- ▶ Support and training in the use of assistive technology
- ▶ Management of funding applications and review processes
- ▶ Arranging home modifications for safety and accessibility
- ▶ Ongoing maintenance and equipment servicing

Everyday living

At Life Care our goal is to support you to maintain a comfortable, safe, and clean living environment. Our dedicated Home Care Support Workers provide a helping hand with household tasks, allowing you to focus on enjoying what matters most to you. We're committed to supporting your independence and well-being at home.

These services include:

- ▶ Domestic assistance
- ▶ Gardening, home maintenance and repairs
- ▶ Meals

Domestic assistance

Our Domestic Assistance service ensures your home remains safe, clean, and comfortable. By handling daily household tasks, our dedicated Home Care Support Workers provide the extra support you need to maintain your independence and well-being.

- ▶ Laundry
- ▶ Vacuuming
- ▶ Gardening
- ▶ General household duties



Gardening, home maintenance and repairs

We understand that maintaining your home and garden is key to feeling safe and independent, especially as those tasks you once managed yourself become a challenge. Our team offers essential light gardening and minor repairs to ensure your outdoor spaces and immediate home environment remain secure and accessible, allowing you to focus on enjoying your positive ageing lifestyle.

- ▶ Clearing pathways
- ▶ Mowing lawns and edging
- ▶ Weeding established gardens
- ▶ Light pruning
- ▶ Essential light gardening
- ▶ Essential minor repairs and maintenance



Meals

At Life Care we can support you to access dietitians who will provide diet and nutritional advice. We can also help with meal preparation and cooking, or we can coordinate purchasing delivered meals.

- ▶ Support to prepare meals or heat pre-made meals
- ▶ Assistance with setting the table, serving and cleaning up after meals
- ▶ Support with feeding
- ▶ Coordination of meal delivery services such as Meals on Wheels or Lite n' Easy

Specialised care support programs

Comprehensive support for every stage of life

Life Care's Specialised Care Support Programs offer tailored services to address a range of complex care needs. Our dedicated team of Chaplains, Nurses, and Allied Health Professionals provide expert care and guidance in Advance care planning, Palliative and End of Life Support, and Dementia support, ensuring comfort, dignity, and enhanced quality of life for individuals and their families.

We offer specialised support in the following areas:

- ▶ **Advance care planning:** Support for making informed decisions about your future healthcare, ensuring your wishes are respected.
- ▶ **Palliative and End of Life support:** Compassionate care and support for individuals with life limiting illnesses, extending to their families, with a focus on comfort, dignity, and emotional wellbeing.
- ▶ **Dementia support:** Specialised care and support programs designed to enhance quality of life for individuals living with dementia, promoting cognitive function, emotional support, and a safe environment.
- ▶ **Restorative Care Pathway:** A short term, person centred program that supports you to regain strength, confidence, and independence through tailored therapy and goal oriented care.



Life Care choice services

Life Care choices: going beyond the basics

Life Care's commitment to whole-person care extends beyond standard support, adopting a holistic approach designed to foster connection, well-being and peace of mind.

- ▶ **Spiritual care:** Provides compassionate support for your emotional, social and spiritual wellbeing, respecting all backgrounds and beliefs to help you find meaning and purpose.
- ▶ **Casual gym sessions:** Delivered by qualified Allied Health professionals, these services include accessible casual gym and exercise programs designed to enhance your strength, mobility and overall active lifestyle.
- ▶ **Swedish massage:** As part of Life Care's broader massage therapy services, Swedish massage provides targeted relaxation and relief from muscle tension, supporting comfort and a greater range of motion.

These choices empower you to tailor your support, ensuring your care is truly holistic and centered on your personal quality of life.



●
Judith always makes my day, she makes me happy and I appreciate everything she is doing for me.

Pam
Life Care Client

Spiritual care services

Nurturing your spirit: find comfort and connection

Life Care's Spiritual Care Services offer compassionate support for your emotional and spiritual well-being at home. Spiritual care supports people of all backgrounds to live with meaning, purpose, connectedness, and hope. Our Chaplains offer encouragement and support for your social, emotional, spiritual or religious needs by listening for what matters most to you.

- ▶ **Spiritual care assessment and planning:** Personalised care to understand your needs.
- ▶ **Individual spiritual care:** Emotional and spiritual support from Chaplains including palliative care.
- ▶ **Group social support:** Build meaningful connections with others.
- ▶ **Education workshops:** Opportunities for learning and reflection.
- ▶ **Carer and family support:** Support for those caring for loved ones.
- ▶ **Transport with spiritual care support:** Assistance with attending significant events.
- ▶ **Bereavement support materials and programs:** Compassionate care during times of grief. Resources and programs to aid in the grieving process.



Wendy's visits helped me think about things I hadn't thought of for a while. I found it really helpful – it felt a little sad but it ended happy! It meant a lot, mainly because of how thoughtful she'd been about the issue I was facing. I loved our time together.

Valerie
Life Care Client

Navigating aged care

Funding and pricing for Life Care services

Life Care understands that navigating My Aged Care and funding options can be complex. We are here to provide personalised guidance and clear information to help you access the care you need.

Funding

Life Care services can be accessed through a variety of funding options, and we'll work with you to navigate these to find the best solution for your individual circumstances. Funding sources may include:

- ▶ **Support at Home Packages:** New Government-subsidised packages designed to provide ongoing care at home and short term restorative care.
- ▶ **Commonwealth Home Support Programme (CHSP):** Government funding for entry-level support services to help you remain independent.
- ▶ **Private Health Funds:** Rebates may be available for some Allied Health services, dependant on health fund.
- ▶ **Medicare Rebates:** Available for eligible services, such as those under Chronic Disease Management plans.
- ▶ **NDIS (if applicable):** Funding for individuals with disabilities.
- ▶ **Fee-for-Service:** The option to pay privately for services, providing flexibility and choice.



Pricing

Life Care is committed to providing clear and upfront information about the costs of our services.

- ▶ Pricing structures vary depending on the specific services included in your personalised care plan, the duration and frequency of support, and whether services are delivered in your home or at one of our clinics.
- ▶ We'll provide a detailed breakdown of costs during the care planning process, ensuring you have a complete understanding of any fees involved.
- ▶ Our goal is to help you maximise your funding options and access the care you need with confidence and peace of mind.



Important information about costs

- ▶ **Government subsidies:** The Australian Government contributes to the cost of care through various programs.
- ▶ **Co-contributor:** For some programs, you may be required to pay a co-contribution towards your care, calculated by Services Australia.

Working together for your well-being — Our collaborative care team

Life Care's approach to care is built on strong teamwork and a commitment to holistic well-being. Our diverse team of professionals works collaboratively to address your physical, emotional, social, and spiritual needs, ensuring you receive comprehensive and integrated support.

Case Managers

Your advocates and guides

Life Care's Case Managers act as your advocates and guides, working closely with you and your support network to develop a personalised care plan that aligns with your unique preferences and goals. We coordinate services, monitor your progress, and ensure your care plan adapts to your changing circumstances.

Home Support & Personal Care Workers

Your partners in daily living

Life Care's Home Support Workers are your partners in daily living, providing respectful and compassionate assistance with personal care, household tasks, and activities that enhance your quality of life. We focus on empowering you to maintain your independence and participate fully in your community.

Registered and Enrolled Nurses

Your health and wellbeing partners

Life Care's Registered and Enrolled Nurses are your dedicated health and well-being partners, delivering professional clinical care in your home. We collaborate with your medical team to manage your health conditions, provide health education, and ensure your safety and comfort.

Allied Health Professionals

Your team for physical and cognitive health

Life Care's Allied Health Professionals work collaboratively to address your physical and cognitive health needs. Our team of specialists, including Physiotherapists, Occupational Therapists, Podiatrists, Exercise Physiologists, and Massage Therapists provide coordinated therapies designed to improve your function, mobility, and overall wellbeing.

Chaplains

Supporting your journey of meaning and connection

Life Care Chaplains support you on your personal journey of meaning and connection, offering compassionate listening, spiritual guidance, and emotional support. We respect your individual beliefs and values, creating a safe and supportive space for you to explore your inner self and find purpose.

Contact us

We're here to help you shape your positive ageing journey

At Life Care, we provide accessible and responsive support because we understand that navigating aged care can sometimes feel complex. We want to make connecting with us as easy as possible. Whether you have questions about our services, need assistance with service queries, or have other enquiries, know that our dedicated team is here to help you with understanding, expertise, and genuine compassion.

Need to change or cancel a service?

We understand that things can change. If you need to modify or cancel your service for any reason, please contact us. We're here to help make the process as simple and straightforward as possible. For further information on our Service Cancellation, Suspension and Cessation policy please refer to our website.

Get in touch with us

Enquiries: 1300 555 220

Email: contact@lifecare.org.au

Website: www.lifecare.org.au

Feedback and complaints

Your voice shapes our care

Why Share Your Feedback?

Enhance our support: Your insights directly contribute to improving our Home Care services, Allied Health support, Spiritual Care, Nursing, and overall client experience. By telling us what works and what could be better, you help us tailor our services to meet the evolving needs of older South Australians.

Celebrate our team: We're always grateful to hear about positive experiences with our care team. Your compliments acknowledge their dedication and commitment to providing compassionate care.

Resolve concerns effectively: If you have a concern or complaint, we're here to listen and respond. We aim to address any issues promptly, fairly, and with respect, ensuring your peace of mind.

Our commitment to complaints resolution

Life Care is committed to ensuring a positive experience for all of our clients. If you have a formal complaint, we encourage you to use the process below.

- **Direct resolution:** Please contact us directly using the methods below. This allows us to understand your concerns and work towards a resolution efficiently.
- **Support and assistance:** Life Care respect the role of independent advocates and we will enable cooperation with, and facilitate arrangements for them. Advocacy services like, **Older Persons Advocacy Network (OPAN)**, are also available to assist you or your support person work with aged care services and protect your rights. This is a free and confidential service that can be especially helpful for people with mental or cognitive issues. You can contact OPAN by calling **1800 700 600**.
- **External escalation:** You can also raise your concerns with the Aged Care Quality and Safety Commission. They provide an independent avenue for complaints resolution related to Aged Care services. Visit their website for more information: <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

Ways to connect

We understand you may have different preferences for how you connect with us. You can easily provide your feedback directly via phone and email. For those who prefer to remain completely anonymous, we also offer a feedback form on our website.

Confidentiality and your right to be heard

Life Care is committed to protecting your privacy and ensuring your voice is heard. All personal information you share with us will be treated confidentially and handled in accordance with our Privacy Policy.

You have the right to provide feedback confidentially and to withdraw your feedback at any time. Sharing your experience with us is voluntary, at no cost to you, and will never result in reprisal or disadvantage. We value your input as an important part of improving our services and supporting person centred care. Please refer to our Complaint's Policy in full on our website.

How Life Care can help you navigate My Aged Care

Life Care is dedicated to simplifying your journey with My Aged Care. We offer a range of supports to ensure you can access the services you need with ease and understanding:



Information and guidance: We provide clear and easy to understand information about My Aged Care services, eligibility requirements, and the assessment process.



Navigating the system: We help you navigate the My Aged Care website, understand the different types of services available, and guide you through the application process.



Assessment support: We assist you in preparing for your My Aged Care assessment, ensuring you feel confident and informed.



Personalised care: Once your funding has been approved and assigned, we can work with you to create a personalised Support Plan.



Ongoing support and coordination: Life Care can provide ongoing support and coordination of your aged care services, ensuring they continue to meet your evolving needs.

Ready to take the next step?

Navigating My Aged Care doesn't have to be a journey you take alone. Let Life Care be your trusted partner, providing the support and guidance you need to access the right services for you.



Contact us today to discuss your needs and how we can assist you.



Shaping positive ageing lifestyles

Head Office

128 Greenhill Road

Unley SA 5061

1300 555 220

contact@lifecare.org.au

Life Care Clinic Payneham

230 Payneham Road

Payneham SA 5070

1800 841 300

clinic@lifecare.org.au

Churches of Christ Life Care Limited

ABN 67 390 593 649

Published 5 March 2026

 **lifecare.org.au**