



# Participant Handbook



**myagedcare**  
Approved Provider



### Acknowledgement of Country

We proudly acknowledge the First Peoples of Victoria. We acknowledge their ongoing strength in practising the world's oldest living culture. We acknowledge the Traditional Owners' lands, waters, and skies on which we live and pay respects to their Elders past and present.

### Inclusivity & Diversity

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures and abilities.

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# Excellence in Home Care

## Supporting Older Australians to Live with Dignity, Independence, and Choice

At Gratitude Home Care, we believe that ageing should be a journey of dignity, empowerment, and care delivered with sincerity and respect. Since our founding in 2018 we've been proud to support older Australians with compassionate, high-quality home care that prioritises independence, personal choice, and wellbeing.

What began as a Melbourne based provider offering provider managed home care services has now grown into a nationwide organisation. Since 2022, we've expanded our reach across Australia, specialising in self-managed and provider managed Home Care Packages. Our goal is to give participants the tools and support they need to live safely and comfortably at home on their own terms

But what truly sets us apart is in our name: Gratitude.



# Gratitude Mission & Vision Statement



## Personalised Compassionate Care

At Gratitude, we build strong, caring relationships with you and your loved ones. Our team is committed to treating everyone with dignity and respect, especially during personal care, ensuring comfort and trust in every interaction.

## Tailored to Your Needs

We offer flexible, individualised support plans —no onsize-fits-all. You or your loved one choose who supports you, when, and what services are provided. This is all designed to fit your daily routine and personal preferences, ensuring the best possible match tailored to your needs.

## Encouraging Independence

Our goal is to help you live independently and confidently at home. We only step in where needed and empower you to make choices that best suit your lifestyle, giving you control and freedom.

## Staying Connected

Whether it's a friendly visit, a cup of tea, a game of cards, or a trip to the park, we help you stay socially active and emotionally supported—whatever brings you joy and connection.

## Getting Out and About

We offer safe reliable transport, supporting you to get to appointments, shopping or running errands in the community. These options are tailored to your schedule and mobility needs.

## Honest Reliable Support

We keep our promises and act with integrity. Our trained support workers are guided by strong values, making sure you're always treated with care, respect, and understanding.

## Our Vision

Gratitude aims to be a leader in home care by delivering personalised, high-quality services that enriches lives with warmth and compassion.

## Our Mission

Gratitude aims to deliver exceptional, compassionate support to older adults, enhancing their quality of life through service excellence and innovation.

## Our Values



### Gratitude

Gratitude shows appreciation in every interaction. We engage with you to help you connect with others in the community.



### Respect

Gratitude honours the individual rights and voice of every participant. We support your preferences and choices as an expression of your individuality.



### Compassion

Gratitude approaches work with empathy, patience, and care. We are committed to delivering a service with dignity, respect and compassion.

At Gratitude, we recognise that there is no substitute for the comfort of ones home. We are committed to supporting individuals to live independently and continue engaging in the activities they enjoy. Our approach goes beyond standard support services — we work collaboratively to help you achieve the lifestyle you want.

We offer professional assistance with daily living tasks such as personal care, cleaning, nursing, community access and transport to make life at home more manageable. However, this is just the beginning. Our comprehensive care model provides you with genuine choice and flexibility across home, health, lifestyle, and respite services.

Whether your goals are big or small, we are dedicated to enhancing your day-to-day experience with the support of trusted compassionate professionals. At Gratitude, our focus is on delivering personalised care that empowers you to live the lifestyle you choose.

# Our Services

Gratitude enables older Australians to live at home longer with comprehensive support services. We're here every step of the way, explore our list of professional services to best fit your needs.



## Personal Care

Gratitude provides respectful personal care services to support daily hygiene, grooming, and mobility needs.



## Domestic Assistance

Gratitude assists with meal preparation, cleaning, vacuuming, laundry, bed-making, pet care, and rubbish removal.



## Cleaning

Gratitude has professional cleaners that can do spring cleaning, dusting, window cleaning and gutter cleaning.



## Home Maintenance & Gardening

Gratitude keeps outdoor spaces safe and tidy with help in gardening, repairs, and home upkeep tasks.



## Community Access & Transport

Reliable transport and support are provided to help clients attend appointments, run errands, and stay socially connected.



## Shopping & Meal Preparation

Gratitude helps with daily household tasks like cleaning, meal prep, shopping, and errands to ease daily living.



## Companionship

Clients enjoy friendly, social interaction and company both at home and out in the community.



## Medication Assistance

Gratitude provides friendly, professional support with reminders to ensure the right medication is taken on time, giving families or loved ones peace of mind.



## Allied Health Services

Gratitude connects clients to allied health services and supports them in achieving their goals.



## Respite Care

Gratitude provides short-term care to give family caregivers a break while ensuring loved ones receive quality support.



## Palliative Care

Gratitude offers compassionate end-of-life care focused on comfort, dignity, and quality of life at home.



## After Hospital Care

Gratitude supports a smooth recovery at home after hospital discharge with professional and compassionate care.

# Community Nursing

Community Nursing under the Support at Home funding helps older Australians receive essential health care in the comfort of their own home. This government-supported program allows individuals with basic or complex needs to stay independent while accessing regular nursing services.



## Our Specialist Community Nursing Services

Continence Management  
& Assessment

Wound Care  
Management

Diabetes  
Management

Catheter  
Care

Enteral  
Feeding

Medication  
Management

Bowel and Stoma  
Care

Dementia  
Support

Alzheimer's  
Disease

Parkinson's  
Disease

Palliative  
Care

## Supporting You to Live Well at Home

Gratitude provides professional, compassionate nursing supports tailored to each individual's needs. Our team of Registered Nurses (RNs) work closely with families, care teams, and allied health professionals. We specialise in delivering high-level, personalised clinical care with a focus on dignity, safety, and health outcomes. Whether you need short-term support or ongoing nursing care, we're here for you.

### What Are Community Nursing Services?

Community nursing services provide in home professional healthcare support. These services encompass a range of specialist medical and health-related assistance, health assessments and advice. These services aim to help older Australians maintain their health and independence in the comfort of their own home.

- Wound care and dressing changes
- Medication management and administration
- Monitoring and managing chronic conditions
- Assisting with continence care
- Providing health assessments and advice

These services aim to help you maintain your health and independence in the comfort of your own home.

### Who Can Access Community Nursing Services?

Community nursing services are available to individuals who require medical support at home. This includes older Australians managing and monitoring chronic health conditions, recovering from surgery, or needing assistance with medication and personal care.

### How Do I Access Community Nursing Services?

Eligibility for community nursing services is confirmed via a My Aged Care assessment. If a support at home care package is confirmed, you will be eligible to engage with Gratitude as your provider for community nursing services.

# Getting Started

We offer a wide variety of services for all Home Care Package holders, no matter your location or level of support needed. Explore the options to find the one that fits you best.



## Get started in 3 simple steps with Gratitude



### Step 1

#### Contact Us

Contact our friendly team to discuss how Home Care Packages work with Gratitude Home Care. We'll explain your options—whether you prefer full support, to manage aspects yourself, or a combination of both—along with any associated costs.



### Step 2

#### Exploring Your Support Needs

We'll take the time to understand your goals, preferences, and care requirements. If you have preferred service providers, that's great. If not, we can recommend trusted professionals in your local area. No matter how you choose to manage your package, we're here to support you.



### Step 3

#### Getting Started with Gratitude

When you're ready, we'll guide you through a simple intake process and help you complete a service agreement. From there, your tailored care and support can begin—with ongoing help and guidance available whenever you need it.

“I'm so glad I made the decision to change to self managed with Gratitude, after 4 years of being managed. I now look forward to the services I chose and need. Best of all, nobody who walks through my door, is a stranger. They are personally chosen, by me.”

Gratitude Participant

# Switching to Gratitude



## Choose a Support at Home Care package that is right for you



### Self-Managed

If you prefer to manage things yourself, our Self Managed option gives you the flexibility to organise your own suppliers such as gardener, cleaner, support workers, and any other services while also having freedom to negotiate hourly prices with them.



### Part Managed

With Part Managed, we arrange your gardening, cleaning, and Allied Health suppliers, while you manage your own support workers if you require them.



### Provider Managed

The Provider Managed package takes the weight off your shoulders. Your provider coordinates services, manages your budget, hires staff, and takes care of all the admin and compliance.

**We offer a wide variety of services for all package holders, no matter your location or level of support needed. Explore the options below to find the one that fits you best.**

Services	Self Managed	Part Managed	Provider Managed
Dedicated Care Manager	✓	✓	✓
Monthly Activity Statement	✓	✓	✓
Client Newsletter	✓	✓	✓
Access to our Clinical Team	✓	✓	✓
Package Management	✓	✓	✓
Access to our Online App	✓	✓	✓
Choose local carers to deliver your services	✓	✓	✓
Video check-in calls with your Care Manager		✓	✓
Set up all of your initial care services		✓	✓
Allied Health Care Coordination		✓	✓
Day-to-day coordination of your care services			✓
Workforce Compliance			✓
Support Service Scheduling			✓
Tailored Individual Supports			✓

# Why choose Gratitude

At Gratitude, we are dedicated to delivering personalised Support at Home services with comfort, safety, and well-being at the forefront.



## The Gratitude Difference

Quality of Care Services

Satisfaction Guarantee

24/7 availability

Dedicated Care Manager & Clinical Team Access

Monthly Activity Statement & Client Newsletter

Package Management

Choose local carers to deliver your services

Check-in calls with your Care Manager

Setup & tailor your care services

Supports

Day-to-day coordination of your care services

Workforce Compliance

Support Service Scheduling

At Gratitude, our nurses bring together clinical expertise and genuine compassion to provide personalised care management for all Support at Home participants. We ensure every individual feels safe, valued, and supported while receiving the highest standard of care.

With no exit fees, no daily fees, and just one low management fee, you receive more hours of support. Our services include clinical care management, package management, compliance support, trusted staff, and tailored care plans.



A close-up, side-profile photograph of an elderly woman with short, wavy grey hair and glasses, smiling as she paints on a canvas. She is wearing a pink top and a white beaded bracelet. The background is blurred, showing other people at tables in what appears to be a community center or art studio.

# Care when you need it

## Useful Information

### Support at home

The Support at Home Program, introduced by the Australian Government, helps older Australians remain independent and safe in their own homes by providing personalised care through approved providers. To access this program, individuals must first complete an aged care assessment to determine eligibility and care needs. Once approved, they are placed on the National Priority System, which allocates funding based on need and approval date.

Eligible participants receive a unique referral code that allows chosen providers to access their assessment and tailor a care plan. If switching providers, this code must be reactivated through My Aged Care. Gratitude Home Care offers a wide range of services under this program, including personal care, domestic assistance, nursing, allied health, respite care, palliative care, and more. These services are available to both government-funded and private-paying clients. If care needs change, participants can request a review or reassessment to upgrade their support level. While wait times vary, they can be tracked through the My Aged Care Client Portal. Changing providers is straightforward: end services with the current provider, reactivate your referral code, and share it with the new provider. Gratitude Home Care can assist with the transition—just call 1300 912 155 for support.

### Eligibility

The Support at Home Program is designed for older Australians who need coordinated care to remain living independently and safely at home. You may be eligible if you are aged 65 or over, or at least 50 if you are a First Nations Elder or someone who is homeless or at risk of homelessness. To access the program, you must complete an aged care assessment. This is a free, in-depth evaluation by a government assessor who will review your health, lifestyle, and care needs to determine the right support options for you. If you're found eligible, you'll be placed on the National Priority System a government-managed waiting list that allocates funding based on your level of need and the date of your approval. Once your funding becomes available, you can choose an approved provider like Gratitude to begin receiving services tailored to your needs. Because there can be a wait to receive support, it's recommended to book your assessment as soon as you become eligible. This helps you get into the system early and reduces delays later. If you're unsure about your eligibility or want to start the process, call My Aged Care on 1800 200 422 for advice and support.

### Getting Started

Once you've been approved and assigned funding under the Support at Home Program, you'll receive a referral code from My Aged Care. This unique code must be provided to your approved provider such as Gratitude Home Care before services can begin. The referral code allows us to access your aged care assessment and understand your care needs. To get started with Gratitude, we'll gather more details about your health, preferences, and support requirements. Once it's setup, we'll arrange a care plan meeting, either by phone or video call, to discuss how your Support at Home budget can be used to meet your individual needs. Following this, we'll prepare a personalised care plan that outlines the types of support and services you'll receive. This may include personal care, domestic help, nursing, gardening, or other approved services. We'll then send you a Home Care Agreement confirming your care plan and the agreed start date for your services.

Gratitude Home Care provides services nationwide, with flexible options for communication and support. Our Melbourne-based office coordinates care for clients across Australia. It's important to note the difference between an approved provider and a service provider. An approved provider manages your government funding and care plan, while service providers deliver the actual services. Gratitude serves as both, ensuring a smooth and coordinated experience for your care journey.



**Professional  
Reliable  
Affordable**

## Provider & Self Management

Self-managing your Support at Home funding means you take an active role in choosing and coordinating your own care workers. This option suits individuals who are comfortable using email and computers and prefer more control over who provides their care. While you choose your own carers and services, your approved provider still handles the financial management and ensures that your chosen workers meet required compliance standards. In contrast, a provider-managed approach means the provider organises all aspects of your care—staffing, scheduling, compliance and budgeting offering a hands-off, convenient solution. There is also a part-managed option, where the provider takes care of services like gardening, cleaning, and allied health, while you manage your own support workers if needed.

## Inclusions & Exclusions

Support at Home funding can be used for a range of services that support your health, safety, and independence at home. Respite care may be included if not funded by another government program, and eligibility is assessed during your aged care assessment. Meal preparation and food delivery providers must be registered and can cover the majority of the cost.

Hearing aids are not covered under Support at Home, as they are subsidised through the Australian Government Hearing Services Program. While all registered providers must follow the same government guidelines, some may offer added value by bundling services. Funeral costs are not covered, as they fall outside the scope of home care support.

Eligible individuals may receive additional funding through supplements such as the Dementia and Cognition, Veterans', Oxygen, Enteral Feeding, Viability, or Hardship Supplements - with the support of a GP letter. Minor home modifications, like grab rails, shower chairs, or ramps, can be funded if they are essential to your care needs, do not increase the property's value, and are approved on a case-by-case basis via an assessment by an Allied Health practitioner.

All inclusions and exclusions are carefully assessed to ensure compliance with government guidelines.



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