



healthy@home fact sheet

We all know getting older is a normal part of life, but we don't have to feel old. Whether you live at home with family or on your own, a little extra support is sometimes all that is needed to keep on doing everyday activities.

Commonwealth Home Support Program

The Commonwealth Home Support Program (CHSP) is a government-funded program that supports older people who are still managing well at home, but could benefit from some extra help to continue living independently in the community.

CHSP provides community-based care services to people aged 65 years and over (or aged 50 years and over for Aboriginal and Torres Strait Islander people) to enhance their independence and avoid or delay entry into residential aged care.

Services are available through CHSP to help with:

- household jobs like cleaning and laundry
- home modifications (e.g. alarms, ramps and support rails in your home)
- personal care (e.g. bathing, showering or getting dressed)
- nursing care to help with managing medications
- social support and transport assistance
- preparing meals, shopping for food, or having meals delivered to your home
- physiotherapy, podiatry (foot care), dietitian and other allied health and therapy services
- arranging respite care.

To find out if you are eligible for CHSP services, you will need to call My Aged Care on 1800 200 422 and answer some questions about your current needs and circumstances. You will then need to have a home support assessment before you can be approved for care. Healthy@home providers can support new clients to go through this process.

Choosing a provider

Healthy@home is a consortium of 19 leading organisations committed to providing high quality community aged care services in the Brisbane North and Caboolture regions of Queensland to help older people maximise their independence and remain living at home.

The consortium includes community aged care service providers, government and non-government agencies, peak bodies and advocacy groups.

Our workforce exceeds 1000 clinical and non-clinical support staff across all member organisations and we provide services to nearly 8000 older people every year.

Each of the 12 service provider members has over 20 years' experience and is fully accredited under the aged care quality standards. Each brings their distinctive and extensive expertise to the consortium.

Excellence in client service

Our focus is on meeting the changing needs and preferences of our clients, so we take a nimble, client-centred approach to service delivery.

To achieve this, healthy@home includes providers experienced in supporting people with diverse needs, characteristics and life experiences, who may have experienced exclusion, discrimination and stigma during their lives or who are part of a culturally and linguistically diverse group.

This is important because our clients display the same diversity of characteristics and life experiences as the broader population. For example, 20 per cent of our clients were born overseas and 10 per cent are Aboriginal and Torres Strait Islander people.

This approach means we have frontline staff who can speak to clients in many languages and we have the capacity to deliver tailored, personalised services because we share data, expertise and program information to identify and respond to our clients' needs.

Investing in better care

All healthy@home organisations are not-for-profit, which means all funds are invested in supporting better client care and innovative research. For example, we trialled an exercise and wellness program that led to a 19 per cent reduction in clients who were classified as frail. We are now rolling this out as a national program.

We also completed a research project that looked at our workforce capabilities. In response to the findings, we are developing an evidence-based training framework to support aged care providers in embedding a wellness approach in the delivery of client services.

Using our pooled resources, healthy@home invests in training to keep our care workers, care coordinators, clinical and managerial staff up-to-date. We also run quarterly aged care forums to support and develop the capacity of our local aged care sector.

These initiatives support our holistic approach to social wellbeing, allowing you to stay connected to your community, while improving your physical wellbeing and facilitating access to clinical care when you need it.

Yes, I want help to stay healthy at home



Step 1: Call My Aged Care on 1800 200 422 to have an assessment.

Step 2: Call your healthy@home service provider:

healthy@home members



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