

Live Better at Home

with Benetas Home Care



Your Home Care, Your Way

The right home care makes you feel safe, confident and provides the perfect level of support so you can stay at home longer and continue doing the things that make you, you.

Benetas Home Care provides flexible home care options that put you in control so you can stay independent, remain connected to your community and live your best life in your own home as you age.

Our friendly, expert team genuinely listens to you. They spend the time to get to know you, your family and your needs, then tailor services and supports that help relieve the everyday stresses that can increase as we age.

And, as your needs change, we're there to respond quickly, and provide you with additional support and care at every stage.

We've guided thousands of Victorians like you through home care options, and would be delighted to work with you to create a flexible, tailored home care plan that supports your unique goals.

Warm-hearted care since 1948

We've been part of the community for more than 75 years, supporting older Australians and providing them with exceptional care.

Today, we are one of the largest providers of home care, residential care, retirement living and community health services in Victoria. Our services work together, allowing us to provide uplifting, compassionate and holistic support at every stage of the ageing journey.

Reflecting our Anglican heritage, we're a proudly not-for-profit organisation that puts people first. Our mission, in every instance, is to provide older Australians and their families with outstanding service and support that's non-denominational, inclusive and genuinely warm-hearted.

All of our surplus funds are reinvested back into providing this highest-level care, delivered by our our compassionate, friendly and highly trained employees. This includes investing in dedicated research that keeps our services and people at the forefront of care, along with advocacy that champions the rights of older Australians in the broader community.



NOT-FOR-PROFIT
We put people first
and foremost



CARING
We provide home care for
thousands of Victorians



COMMITTED
Your needs are
our priority



TRUSTED
We listen and
act with love





DANNY
Senior Care
Personal Care Worker
Sunrise

Your Team

When you choose Benetas Home Care we build a caring team of people around you who put your needs first.

Your team is led by an understanding and supportive client advisor. They'll visit you at home so you can meet face-to-face and, in partnership with you, plan and coordinate home care services that work for you.

Once you select your home care services, we'll build your personal team of carers. Experienced, qualified and genuinely caring, your team will get to know your needs and preferences. They'll make sure you get the help you need, in the way you want it. At the same time, you'll get to know them, building trust, rapport – even friendships – with the people who are there to support you.

Importantly, there will always be someone available to speak to and support you in real-time.



“English is not my mum’s first language, and we struggled to navigate the government subsidy system with her, until Benetas came along.”

— Sandra, whose mother Maria, 81, is a Benetas Home Care client.

It can be extremely difficult for people who don't speak fluent English to navigate the complex My Aged Care system. For Maria, the language barrier was having a devastating impact.

Maria had developed a chronic lung condition since she was first assessed for a Level 1 Home Care Package. But, due to her poor English, she delayed contacting My Aged Care to organise additional home care help.

When Grace, Maria's Benetas Client Advisor, discovered this she swung into action. Speaking Spanish, Grace spent time going through a list of questions to prepare Maria for her My Aged Care assessment call. Grace then interpreted for Maria throughout the call to ensure she felt more at ease.

Thanks to Grace's assistance, Maria is now being assessed for a Level 4 Home Care Package so she can receive a range of much-needed additional services from Benetas.

Making life easier at home

We provide a diverse range of home care supports and services – including domestic and clinical care services – that can be tailored to suit your personal requirements.

Don't see something you need? Please call us to discuss.



Home Care

Home care covers a wide variety of domestic care and household activities.

We can assist you with tasks including:

- Cleaning, vacuuming & dusting
- Preparing and cooking food
- Garden, home maintenance...and more.



Personal Care

Personal care helps you maintain your independence as you age.

We can assist you with personal care including:

- Bathing, showering and toileting
- Dressing, undressing & personal grooming
- Assistance with prescribed exercise...and more.



Respite Care

The well-being of carers is critical to the well-being of the people they support. To give carers the opportunity to take a break and recharge, Benetas offers respite services including:

- **In-home respite.** One of our compassionate carers will spend time with your loved one at home or in the community.
- **Benetas Cottages.** We have dedicated small cottage respite centres available for day, overnight, emergency or extended respite stays.
- **Social Support Groups.** You or your loved one can get 'out and about' in a supported way.



Community Connection

One of the great things about staying at home as you age is the opportunity to remain connected with your community. We can help make staying in touch easier with services including:

- Taking you to visit friends, family and local events
- Connecting you with social groups, classes and courses
- Accompanying you to appointments, shopping...and more.



Nursing Care & Medication Management

If you are ill, recovering from an operation or need nursing support, our experienced, qualified Registered Nurses can provide a wide range of clinical services. Our in-home nursing service can also help you manage your medications to ensure correct dosage and frequency.



Getting help when you're old is so complicated. I chose Benetas because they made it so easy to understand my costs and set up a really good plan to take care of me in my own home. I've told all my neighbours about Benetas!

— Gwen, 79, is a Benetas Home Care client: East region

Aged Care, especially Home Care is complex. There are many providers, and while most follow very broad government guidelines, they're all quite different – and charge differently for the services they provide.

Importantly, some make big profits that serve only shareholders, while others invest back into the communities they serve.

Benetas is a not-for-profit organisation. We invest every cent into improving the services we provide to our customers and our community. We strive to cut through the red tape to make things as simple as possible for you, with transparent pricing that makes it very easy to understand what things cost and what you need to pay.

We have thousands of happy customers across Victoria, many who love our 'no hidden fees' policy. If you'd like to find out more about this, give us a call.



Our people

We take your care personally. That's why all our employees are rigorously selected, not only for their qualifications and experience, but for their warm hearts and caring compassion.

Our in-home service assistants have a minimum Certificate III (Aged & Community Care) qualification, while all Benetas In-home nurses are experienced Registered Nurses.

Additionally, many of our employees are from diverse cultural backgrounds and are bi- or multi-lingual.

As part of our Continuing Improvement Plan we provide all staff with ongoing training and development opportunities, so they can grow, learn and be their best.

Our difference

As a not-for-profit organisation, we put people first. From your very first enquiry, we work for you – building genuine, kind and caring relationships with you and your loved ones.

We are open and honest in all aspects of our service and communications. Because we are one of Victoria's largest aged care providers, we have the resources to respond quickly to your needs, cutting through red tape to fast-track support.

Your safety always comes first

To ensure your safety, well-being and peace of mind, all our employees undergo comprehensive background checks, and are fully vaccinated. Employees and carers who enter your home will strictly adhere to our COVID-safe protocols.

Government funding & home care packages

You may be eligible to receive a government-funded home care package that helps cover the costs of home care.

To find out more, contact My Aged Care or call one of our expert consultants who've helped hundreds of people just like you access a home care package.

Our pricing

Unlike some home care providers, Benetas is clear and transparent about pricing.

Benetas Home Care has:

- X No basic daily fee
- X No entry or exit fees
- X No hidden costs

Importantly, we work with you to maximise your budget and can provide a selection of care management options that suit your needs.

Look online for our pricing calculator
[Benetas.com.au/home-care](https://www.benetas.com.au/home-care)



It's our privilege to help Victorians live their best life at home as they age.

Please call one of our caring consultants to discuss your unique needs.

1300 23 63 82

[benetas.com.au](https://www.benetas.com.au)

