



**Baldwin
LIVING**
HomeServe

**SUPPORTING THE
LIFE YOU CHOOSE**

Sometimes we all need a little help...

- Want to stay living independently in your own home?
- Need a hand with day-to-day tasks like cooking, cleaning, or transport?
- Wondering where to begin?

You're not alone. With a Home Care Package managed by Baldwin Living HomeServe, you can continue living the way you want — just with a little backup. We're here to help you build a personalised care plan, delivered by people you trust.

Why Choose Baldwin Living HomeServe?

✓ Your Choice

You decide the type of support, when it happens, and who provides it — based on your assessed needs and preferences.

✓ Truly Flexible

Services can be tailored and combined to suit your goals, routines, and lifestyle.

✓ Trusted Experience

We've been supporting older Australians for **over 45 years**. Baldwin Living is a **family-owned organisation** with long-standing ties to the communities we serve and our qualified, local staff are known for their warmth and reliability

✓ Quality You Can Count On

- Our **retirement villages are ARVAS-accredited**, meeting Australia's highest standards in retirement living.
- Our **HomeServe service has a clean compliance history** with the **Aged Care Quality and Safety Commission (ACQSC)** — giving you peace of mind.
- We're a **Government-Approved Home Care Package Provider** and independently audited.

✓ Local, Personal, Familiar

No call centres. No strangers. Just real people who get to know you by name — often living and working in your own community.

What Can be Funded via a Home Care Package?

- Personal care (e.g. help with showering and other personal care tasks)
- Domestic assistance (cleaning and laundry)
- Shopping assistance and social support
- Essential gardening
- Transport to appointments
- Medication assistance and nursing
- Allied health (e.g. physio, occupational therapy, podiatry)
- Meals & meal preparation



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Weekly Budget

Package Level	Govt Subsidy	Our Management Fee	% of Funding	Your Care Funds
Level 1	\$209.65	\$64.75	31%	\$144.90
Level 2	\$368.69	\$112.35	30%	\$256.34
Level 3	\$802.55	\$242.90	30%	\$559.65
Level 4	\$1,216.67	\$371.70	31%	\$844.97

Note: These are approximate values based on Department of Health, Disability & Aged Care publications.

Understanding the Levels of Care

- Level 1 – Light support like domestic assistance or gardening
- Level 2 – Moderate support such as errands, social outings, home help
- Level 3 – Higher needs including personal care, transport, meal preparation
- Level 4 – Complex care up to twice daily

Support at Home is coming

The Commonwealth Government has passed a new Aged Care Act (the Act). When the Act starts there will be changes to Australia's aged care system and programs. The Home Care Package (HCP) and Short Term Restorative Care (STRC) programs will be replaced by a new Support at Home (SAH) program.

Features of Support At Home Program:

- Eight ongoing funding levels
- Quarterly budget, monthly statements
- Care management: 10% of your quarterly ongoing budget will be set aside to pay for care management services.
- No package management fees: Provider's administrative costs must now be included in service prices.
- No basic daily fees
- Participant contribution: An amount you have to pay toward your care, based on your means and assets and the type of service.
- Services: Must be included in the SAH service list. When reassessed to a SAH budget, must be in the list of services approved at assessment.
- Equipment and home modifications: Separate funding available based on an assessment.

Start with a Friendly Chat

Book a free in-home consultation — We'll explain everything and help you get started.

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