

A helpful guide to assist you in making your home care choice

**For advice about how to access quality
home care call us on 1800 826 166**

As an independent Christian charity, HammondCare champions life.



**What makes us different
at HammondCare?**

**It's that our passion for
the work we do truly
comes from the heart.**

What is quality aged care worth to you?

Some decisions aren't worth taking a risk on, and home care is one of them.

Hello, my name is Delia Gray and I am the General Manager of HammondCare At Home. To me, there is nothing more rewarding than helping older people enjoy their independence and quality of life in their own home.

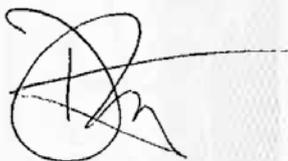
There is quite a lot to consider when choosing a home care provider and what constitutes the right type of care for you. The truth is, it can be confusing. This guide aims to assist you in understanding the process to accessing home care in Australia, and also the services that HammondCare offers.

One of the first steps many people take when in need of home care, is to find out the cost of care. But the cost isn't the same with every provider, though neither is the quality of care that each provider will deliver to you.

So while there are many areas that come into play during the decision-making process, you can be sure that the quality of care you receive from a home care provider is something that HammondCare puts first when it comes to caring for you or your family member.

If I had to sum up what makes us different here at HammondCare, it's that our passion for the work we do truly comes from the heart, making our care solutions second to none. Our team is available to you 24/7 for expert advice, or to answer any questions you might have about the Home Care Package process.

If you have any queries throughout your home care journey, feel free to give us a call. We're here to make things easier for you.



Delia Gray General Manager,
HammondCare At Home

Call us today on 1800 826 166

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The care my mother receives from HammondCare has been a blessing for us. Her carers not only speak Vietnamese, they have been great companions for her.

Why choose us?

Truly getting to know clients is the first and most important part of what we do. It's what makes HammondCare different to many other providers.

Our relationship-based approach to care means that we make an effort to understand the individual needs of each person we care for. We take the time to assist them in choosing the right type of services to suit their needs, and of course, ensure they receive the best value for their care.

We have been told by clients and their families that it is this approach that gives them real peace of mind.

The HammondCare difference

What makes HammondCare At Home different to other home care providers?

1

We offer clients a small and consistent team of carers who take the time to get to know you well.

HammondCare has its own team of carers and registered nurses – not contractors. This means clients regularly see the same carers.

2

Our care is truly personalised to meet your individual and unique needs.

HammondCare takes a relationship-based approach in all aspects of our care services. This means that we take the time to understand what you want, and never adopt a 'one size fits all' approach.

3

All of our carers are trained in providing specialised dementia care.

HammondCare is internationally recognised as offering market-leading practical advice and assistance to those living with dementia, with over 22 years' proven experience in dementia care. This training allows clients living with dementia to continue to enjoy life and stay in their own home.

4

Our expert HammondCare Support team are available to you to call at any time of the night or day.

You can call 1800 826 166 at any time for expert support on the phone at no extra charge – including support from registered nurses. This means that, should any issues arise, they can be addressed easily and quickly, giving you constant peace of mind.

5

We have offices in your local area, so our care staff know your area and community.

Many operators don't offer local offices but we think it's important. HammondCare makes a point of ensuring our care staff are familiar with the area you live in, so they understand clients better.

6

Our all-inclusive model means there are no hidden charges.

Not all home care providers offer the same level of care or charge the same rates. Rest assured, our number one priority is ensuring you receive the highest standard of care.

What services we provide

What services does HammondCare At Home provide?

We can help you choose the type of services you need, be it a Home Care Package or Overnight Respite, with a clear set of options depending on your individual circumstances. Services can be adjusted as care requirements change so that you have the flexibility to access what you need, when you need it.

The diagram below summarises the core services we provide, with more detail on the page to follow.





Home Care Packages

What is a Home Care Package?

A Home Care Package is a Government subsidised program that helps you live independently at home for longer. The types of care and support available through a Home Care Package include help with housework, personal care, respite, meals and food preparation, transport, shopping, allied health, social support and more.

How to access a Home Care Package?

To access a Home Care Package, first contact My Aged Care for an assessment on 1800 200 422. HammondCare can guide you through this process. For more information on Home Care Packages, you can read page 6 of this guide.



Respite

What is In-Home Respite?

In-Home Respite provides short-term care in your own home so that carers can have a break from their caring role, knowing that the person they care for is being well looked after. In-Home Respite can include help with housework, personal care and social support

How to access In-Home Respite

You may require an assessment to access Government funded respite. To arrange an assessment, you can contact My Aged Care on 1800 200 422 – HammondCare can guide you through this process.

Overnight Respite Cottages

HammondCare At Home also offers Overnight Respite. Our Cottages offer support in a welcoming community setting and are available for up to 10 nights at a time.



Positive Ageing Services

What are Positive Ageing Services?

Our Positive Ageing Services aim to help you make the most of your ageing experience. We offer a range of services that provide you with the skills and knowledge to stay active and healthy, explore your creativity and maintain balance and strength to live at home confidently and happily.

More information on Positive Ageing Services

For more information on Positive Ageing Services, you can read page 8 of this guide.



Pastoral Care and Volunteers

What is Pastoral Care?

As an independent Christian charity, our Pastoral Care team aim to nurture and support the spiritual wellbeing and emotional needs of people from all faiths and backgrounds. We do this by providing a person to talk to in times of loneliness, anxiety and/or pain or a caring person to pray or read the Bible with.

More about our Volunteers

We have over 1,000 volunteers who are passionate about spending time with you in your local community. Your time with a HammondCare Volunteer can be spent playing board games, watching a movie or even just enjoying an afternoon cup of tea.

More information on Pastoral Care and Volunteer Services

For more information on our Pastoral Care and Volunteer Services, you can read page 10 of this guide or contact our support team on 1800 826 166.



Social Clubs

What are Social Clubs?

Our Social Clubs are a place where you can have a break from your home environment and enjoy a day relaxing and socialising with other people from your community. Our Social Clubs offer a variety of daytime activities that aim to brighten your day.

How to access Social Clubs

For more information on HammondCare's Social Clubs, you can contact us on 1800 826 166. Where there are no HammondCare Social Clubs located in your area, talk to our team about how we can connect you with recommended Social Clubs in your area.



Private Care

What is Private Care?

Private Care provides support for older people and people living with dementia. It's different to a Home Care Package because it's not Government subsidised. The service can be arranged on a short-term or long-term basis, seven days a week (including evenings if required). Private Care provides the opportunity to receive home care above what can be provided within your Home Care Package.

How to access Private Care

You can contact the HammondCare Support team on 1800 826 166.

Home Care Packages

For more information on how to access a Home Care Package, follow the steps below.



STEP 1

Check your eligibility

If you have home care needs and are considering accessing a Government subsidised Home Care Package, you will first need to contact My Aged Care on the telephone on 1800 200 422 or online at www.myagedcare.gov.au

If your care needs indicate that you might be eligible for a Home Care Package, My Aged Care will organise for you to complete a free assessment. This face-to-face assessment will identify what your home care needs are, and confirm your eligibility to receive Government subsidised aged care services. My Aged Care will write to you to let you know the outcome of your assessment, the level of care you are eligible for and approved to receive, as well as an overview of that care. HammondCare At Home is happy to guide you through the application process if you need support.



STEP 2

Find a Home Care Package provider

Once you have had your free assessment with My Aged Care, and you receive My Aged Care approval, your name will be placed on the national package queue. This is when you can start looking for an approved home care provider to provide you with a Home Care Package.

Home care providers are not all the same; they offer different services and have different fees. It is important that you do your research and understand what is included with your chosen provider and what is not.

The time it takes to receive My Aged Care approval can vary depending on the length of the national package queue.



STEP 3

Design your Home Care Package

When you nominate HammondCare At Home as your preferred home care provider, we will get in contact with you to organise a visit in your home.

The purpose of one of our team coming to visit you is so you can get to know us, and we can get to know you. We are then able to understand your individual needs and develop a relationship with you. From there, we can develop the best care plan and services to suit you based on your needs. If you like, we can also include your family or friends in any decisions made.

If you require more extensive care than is specified in your Government subsidised Home Care Package, we may refer you to a higher-level Home Care Package.

The range of care and services available under a Home Care Package includes, but is not limited to:

- Personal services and social support
- Nutrition, meal preparation and diet
- Continence management
- Mobility and dexterity
- Nursing, allied health and other clinical services
- Transport and personal assistance
- Management of skin integrity

Your care plan is part of your Home Care Agreement with HammondCare and may include:

- The care and services you will receive
- When your services are delivered (i.e. which day of the week and at what time of the day)
- How much you can expect to pay
- Details about management and coordination of your services

What are the different types of Home Care Packages?

There are four levels of Home Care Packages, which are based on each individual's assessed needs:

- Level 1** basic care needs
- Level 2** low-level care needs
- Level 3** intermediate care needs
- Level 4** high-level care needs

The level of service and Government funding you receive will depend on the Home Care Package you are approved to receive. Your My Aged Care assessment will tell you what level is right for you.

Types of care

Personal care, domestic assistance, social support and companionship, shopping, transport, allied health support, exercise programs, product or equipment, and general wellbeing.

What budget is available for your care?

Home care is funded through a Government subsidy. If your personal circumstances allow, a client contribution can be made, which will be determined by the Government.

Any fees and eligibility for subsidies will be discussed and agreed upon with HammondCare before you start to receive the relevant services. The total of these makes up the budget that you can spend on your care.

What is the Government contribution?

These are referred to as subsidies and supplements.

In most cases, this Government contribution makes up the majority of a client's home care budget. The amount of Government contribution varies according to the package level assigned, including any supplements (such as dementia supplement) which may be available to you, depending on your circumstances. We will guide you through what supplements might be available to you, and we are happy to assist with any questions you may have in understanding how fees, subsidies and supplements work.

What is the client contribution?

These are referred to as fees.

There are two types of fees that you may need to pay if accessing a Home Care Package: a basic daily fee and an income tested care fee. Most clients only pay the basic daily care fee. Depending on your circumstances, the basic daily care fee can be payable as a percentage of the full pension per week. This rate is negotiable for those in financial hardship. My Aged Care can give you more information about home care fees, as well as an estimate of your likely fees. There may also be an income-tested fee if your income exceeds a certain threshold. This fee is calculated by the Government, and is different for everyone, as it is based on your individual income.

What makes up your Home Care Package budget?

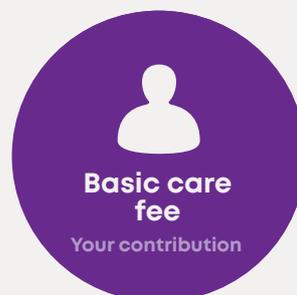
Your individual Home Care Package budget will be funded by the following sources:



In most cases this makes up the majority of your home care budget



This fee is payable if your income exceeds a certain threshold



Depending on your circumstances, this fee is payable as a percentage of the full pension per week

Your Government subsidy plus any fees makes up the total budget you can spend on your care

*The Government subsidy and income-tested fee are means tested.

Positive Ageing Services

HammondCare At Home offers a range of Positive Ageing Services that can be included as part of your care plan. These can be services designed to improve quality of life and independence of older people at home and in their community.

I Can Do That

This service provides you with the practical knowledge and skills required to stay active and healthy, and includes guidance on how to manage personal care, meal preparation, public transport and everyday tasks like going to the supermarket. It also encourages you to engage in social activities with family and friends.



Smooth Moves

Smooth Moves gives you the knowledge and practical skills needed to maintain balance and strength to live at home safely and confidently. As people age, their risk of falling or having an injury from a fall increases. This service will help you understand and reduce the risk factors for falling.



Eat Well, Live Well

Improving nutrition can make a big difference to your health, lifespan and quality of life. This service is designed to help you prepare nutritious, tasty meals to enhance wellbeing. We help you by taking the fuss out of food preparation, and encouraging appetite and good eating habits. The service is backed by clinical evidence and is delivered by qualified health practitioners and food preparation experts.



How do I access these services?

Our Positive Ageing services are available to people receiving a Home Care Package with HammondCare. Your Home Care Package budget can be used to cover the cost of the service. Clearance from your GP may be required prior to commencement.

Each service runs for 12 weeks with the initial session taking place in your home so we can discuss your individual needs and goals with you, and perform an initial assessment to develop your personal program. This service can then be run in a one-to-one environment or in a community group setting.

How we deliver care

HammondCare is committed to delivering the best possible care. We provide a range of additional health and support services, as well as specialised staff, which can be included in your package if required. Our fixed care coordination and management cost includes access to the entire team.



How will your care budget be charged?

Your care budget will be charged each month for the cost of your care, and at HammondCare, we have a transparent charge structure so you will always know the balance of your budget. This means you know exactly what your monthly charges are, and will not be surprised with any unexpected extras.

Some of the unique features and benefits HammondCare offers are:

24/7 phone support

Our team of experts are available to you at any time of the day or night on 1800 826 166 as part of your care coordination and management charge.

Registered nursing hours included

Up to 2 hours of care included each week from our registered nursing staff (in addition to the care hours included as part of your package), based on assessed clinical need. This is almost \$560 additional value per month.

Care coordination and management

24% fixed fee covering core advisory and case management services: specialised care team on-hand, initial assessment, care coordination, re-assessment and review of your needs, care planning and advice, budget planning and advice.

Fixed administration

11% fixed fee covering all local and office administration costs such as rostering, accounting and overheads.

Training for carers

A complimentary full-day training session for carers called 'Going to Stay at Home', providing education on how to support a person with dementia to remain at home. The day includes respite for the person being cared for and is valued at \$480.

Pastoral Care

Our Pastoral Care services are included in the cost of your care. Our Pastoral Care staff provide understanding, care and support in times of need, and can help to address emotional and spiritual needs for people of all faiths and none.

Volunteer support team

Overcoming loneliness and having a relationship with people you can trust is an important part of staying at home, and our Volunteers contribute to the rich and vibrant life of clients by spending consistent one-on-one time in social visits.

Exclusive client benefits

Exclusive installation discount and greatly reduced monthly rate for all HammondCare At Home clients who are not already users of both VitalCall emergency monitoring and Lumin communication screens.

The care provided to us is personalised. We know that we would not receive this level of care anywhere else.



Understanding your Home Care Package hours

Everyone's situation is unique, and their care plans vary according to individual needs. Below are stories of HammondCare clients to help you understand how it works.

Case Study 1: Heather

Twelve months ago, Heather had a bad fall and broke her shoulder. During her lengthy stay in hospital and then rehabilitation, her HammondCare At Home managers worked with Heather, her family, and the hospital staff to support her successful return home.

Due to the amount of time she was in hospital, a substantial amount of unspent funds had accrued. HammondCare was able to use those funds to provide twice-daily visits for a short period of time, to make sure Heather had a safe transition back home. Heather now lives independently in her own home and is on a Level 4 Home Care Package. Being a full pensioner, she only pays the basic care fee for her Home Care Package.

Heather's Home Care Package is structured for her particular needs:

- She has a chronic abdominal wound that needs to be redressed daily. A registered nurse visits twice a week to change the dressing and manage the wound healing.
- The care staff have also been trained to redress her wound, which saves Heather extra expenditure for clinical attention, and this is attended to after her personal care visits on the other days of the week.
- Domestic assistance is provided for 2 hours on a fortnightly basis, helping Heather maintain her home in a tidy manner and prepare her meals.
- She receives a social visit for 1.5 hours per week with a French-speaking care worker.
- Incontinence aids are included.
- Twice-weekly visits are made by an exercise physiologist to implement and maintain her personalised support program.

Case Study 2: Edgar

After losing his wife 12 months ago, Edgar struggles to live independently and lacks confidence to leave his home by himself. Edgar receives a Level 3 Home Care Package and has used this to help him with his day-to-day routines and make living alone easier.

Edgar uses his Home Care Package to help him achieve his personal goals:

- Edgar mentioned to his care manager he used to enjoy swimming. His care manager then referred Edgar to an exercise physiologist who created a personalised exercise plan to include attending his local swimming pool once a week with his trained care worker.
- He spends 1 day a week at a Social Club playing cards and enjoying live entertainment to help him socialise and spend time outside of his house.
- Struggling with cooking for himself, a dietician creates a bespoke weekly meal plan for Edgar that includes all his favorite meals. Care staff assist him with buying the correct ingredients, then help him prepare his favorite meals.
- Edgar spends 1 hour a week with a Pastoral Care worker to help him while he grieves.
- The budget also covers weekly cleaning of Edgar's home for 1 hour.
- VitalCall is included in his Home Care Package.

Case Study 3: Brian

Brian's family have seen him becoming more confused and displaying changed behaviours, and have added a tailored dementia supplement to his Level 2 Home Care Package.

Brian is surrounded by a large family. But although they spend a lot of time with Brian, they increasingly realised they were spending more time worrying about his care than simply spending time with him. A suitable care plan was developed with Brian and with the support of his family.

Brian uses the full 4.5 hours of his package for his particular needs:

- An experienced registered nurse provides a full comprehensive assessment to determine the cause of Brian's confusion and changed behaviours. Results are discussed with Brian and his family and appropriate referrals are made.
- Transport is provided to Brian to take him to his medical appointments.
- Brian receives 1 hour weekly domestic assistance that has helped his family spend more time with him.
- A Lumin Screen is included in Brian's package to help keep him connected and engaged with family.
- Brian lived in Italy when he was younger which his daughter mentioned to his care worker. His care manager then organised a social visit from an Italian-speaking care worker for 1 hour a week.
- Brian is a keen artist and attends an Art lesson 1 hour a week through HammondCare's Centre for Positive Ageing.

Everyone's situation is unique, and their Home Care Package plans vary according to their individual needs.

Exclusive client benefits

HammondCare At Home clients get full access to our exclusive client benefits with VitalCall emergency monitoring and Lumin communication screens.

New clients to HammondCare who are not already using these products will receive exclusive installation discounts and reduced monthly rates, if included as part of your Home Care Package. We can provide you with information on these benefits and products if you are interested, and match you with the most beneficial product to suit your needs.

VitalCall

VitalCall is a personal alarm device worn as a pendant or bracelet, offering assistance at just the press of a button, if required.

A signal is then sent from the device to a base unit, which calls Vital Call' response centre.

The device removes any need to pick up your phone; a trained VitalCall response operator will speak to you through the base unit, assess your needs and immediately send help if necessary.

VitalCall benefits:

- Two minute response time
- Operates 24 hours a day, 365 days a year
- Trustworthy, experienced and credible
- Waterproof – wear in the shower or bath
- Monitored by highly skilled operators



In the event of a fall, medical emergency or if you need assistance, no matter the time of day, help is at hand with VitalCall.

For more information about VitalCall, speak with a representative from HammondCare At Home or call HammondCare At Home Support on 1800 826 166.

Lumin

Lumin is a 17-inch freestanding touch screen for the home. It has been designed to help people with physical and cognitive disabilities live independently for longer by keeping them closely connected with their families and communities.

Lumin also offers support for carers, reducing social isolation and loneliness and linking people with essential information and services to support their wellbeing and safety in the home.

Lumin benefits:

- Each Lumin device is customised for the user
- Delivered ready to use – no technical knowledge is required
- Feel safer at home with one touch to notify carers if help is needed
- Be entertained with radio, news, weather and photo share functions
- Easily connect to family and friends with calls and messages, share family calendar events and set reminders



Lumin is more than a phone and easier to use than a tablet. The device makes communication easier and provides a wide range of features. Family and friends can also connect easily with a free smart phone App linking straight to the device.

For more information about Lumin, speak with a representative from HammondCare At Home or call HammondCare At Home Support on 1800 826 166.

**Our carers are like our family
because they really care.**



Who is HammondCare?

Our History of Care

Hammond's Pioneer Homes (now known as HammondCare) was established in 1932 by Anglican Archdeacon RBS Hammond as a result of the devastating impact of the Great Depression. During this time, Sydney families were enduring extreme hardship, with thousands left destitute. With great courage and a desire to help those less fortunate to him, RBS Hammond began developing new projects to provide a long-term solution for families who were at risk of homelessness.

The philosophy was simple: these families could rent-purchase humble wooden houses on one acre lots of land, with the aim to own them through an honest 7-year payment plan.

By 1940, Hammondville was born, with more than 110 homes, a school, a general store, post office and a church. Today, Hammondville is known as one of the most successful land settlement schemes in Australia's history.

By the 1950s, with the land settlement scheme complete, Hammond's Pioneer Homes turned its attention to the needs of the aged. Trading as Hammondville Homes for Senior Citizens, one of the first integrated aged care facilities in Australia was established. The facility consisted of self-care units, a nursing home, and hostel accommodation for financially disadvantaged older people.

During the 1990s, HammondCare shifted its focus to specialised care for people with dementia paving the way for where HammondCare is today.

Our Mission

Our passion is improving quality of life for people in need.

Our Motivation

The work of HammondCare is motivated by the Christian principles and values expressed in the words and deeds of Jesus Christ

HammondCare believes in the value of all people as made in the image of God and as loved by God. We are therefore called to show the same love, with compassion and respect, for people in need.

Our Mission In Action

We serve people with complex health or aged care needs, regardless of their circumstances.



Anglican Archdeacon
RBS Hammond

HammondCare today

As an independent Christian charity, HammondCare champions life for every person in our care. This means that no matter what someone's circumstances or challenges are, we will do whatever we can to improve their quality of life every day. This includes the key service areas of in-home care, residential care, independent retirement living, and specialised healthcare services.

We are recognised experts and leaders in providing excellent dementia care, palliative care, rehabilitation, and older person's mental health. Our unique Model of Care is based on tailoring care to each person by listening to them, and seeking to understand their needs. Our Christian motivation means that we nurture the spiritual wellbeing of people, as well as meeting their physical and emotional needs.

HammondCare At Home

Provides a range of in-home care services ranging from basic support to specialised dementia care (as outlined in this guide).

HammondCare Residential Care

Provides short-term and permanent services for older people who can no longer be supported in their own home and who require a greater level of care and support.

HammondCare Independent Living

HammondGrove and Strathearn Villas

Offers retirement living for people wanting to live independently with easy access to care, security and reassurance, and the Village Centre's facilities.

HammondCare Palliative and Supportive Care

Consists of a multidisciplinary team of health professionals who provide specialised palliative care in hospital and community settings. Our care is designed to improve the quality of life for patients and their families facing a life-limiting illness.

HammondCare Health

Provides a mix of rehabilitation, palliative and supportive care, and mental health care for older people, pain management, and other vital support services.



Frequently asked questions

Who is HammondCare At Home?

HammondCare At Home is a part of HammondCare, an independent Christian charity. We are a respected market leader in aged care who offer best practice, specialised, relationship focused in-home aged and dementia care. We go above and beyond to enhance the daily lives of clients.

At HammondCare, we believe it's worth investing in personalised care that provides specialist services designed to maximise dignity, independence and quality of life.

How do I access a Home Care Package?

To access a Home Care Package, you will need to be assessed by My Aged Care. Once eligible, you will be provided with your package details by the Government and be able to choose a provider and plan a package based on your specific and individual needs.

What services do I receive in a Home Care Package?

Your assessment through My Aged Care will determine which Home Care Package level best meets your care needs. There are four levels:

Level 1 ▶ basic care needs

Level 2 ▶ low-level care needs

Level 3 ▶ intermediate care needs

Level 4 ▶ high-level care needs

HammondCare At Home offers a range of home care services and is able to offer unique benefits through our national partnerships, including our Positive Ageing Services (page 8) and the exclusive client benefits (page 14).

We work closely with clients to fully personalise their Home Care Package and meet their other requirements. The main areas of service we provide are personal care; nutrition, hydration, meal preparation and diet; continence management; mobility and dexterity; nursing, allied health and other clinical services; transport and personal assistance; management of skin integrity.

Can I use up to 2 hours of nursing care every week?

Yes, HammondCare At Home offers clients up to 2 hours of care every week from registered nursing staff, based on assessed clinical need, as part of your fixed care coordination and management cost.

What does a Home Care Package cost?

The Australian Government subsidises a range of aged care services in Australia. If your personal circumstances allow, you may be expected to contribute towards the cost of your care. Your specific subsidy and costs will be advised after your assessment. Each provider has different payment structures and costs.

At HammondCare, we have simple fixed management and administration costs which have many inclusions, ensuring you know upfront what your monthly payments will be. See page 11 for more information.

Is there an exit charge?

HammondCare At Home only applies an exit charge if there are unspent funds from your Home Care Package at the time of the cancellation of ongoing services. We help clients monitor their package to ensure they get maximum value and usage. Our exit charge covers the administration involved in cancellation and is only deducted from any unspent budget. You do not pay for this from your own personal funds.

Do my care hours have to be consecutive?

No, your care hours can be spread over days or weeks if required. We will always tailor care to suit your needs and lifestyle.

What else does HammondCare do?

HammondCare offers a wide range of aged care services. We specialise in dementia care, palliative care and pain management. Our key service areas include Home Care, Residential Care, and Health and Hospitals. We operate The Dementia Centre, an internationally recognised dementia consultancy and advisory service. We also invest in research to ensure constant improvement and to develop a strong knowledge base. HammondCare is regarded nationally and internationally as a leading innovative health and aged care provider.





**Contact HammondCare At Home
today for advice on quality home care**

 **1800 826 166**

 **support@hammond.com.au**

 **hammondcareathome.com.au**