






Wendy's
HOME CARE
Your Care, Your Way

Your Guide to Support at Home

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-  wendyshome.com.au/contact-us



Setting the Standard in Home Care

In 1995, Wendy's Home Care began as a small, family-run service, built on a simple belief:

That home care should feel personal, consistent, and built on trust, just like you'd want for your own family.



Today, more than 30 years later, Wendy's remains a proud, local, family-owned organisation, trusted by families across the Hawkesbury, Blue Mountains, Nepean, Blacktown, The Hills, and Parramatta regions.

For the families we support, we're more than just a service. We're the team they know by name. We're the friendly face who understands their routine, the familiar voice who answers the phone, and the care that feels personal, because it is.



We tailor services so you can do more of what you love in the place you love to be.

4 Easy Steps to Get Started...



1

Call Wendy's Home Care on 4587 5999

We can help you get started and share our tips and suggestions.

2

Apply for Government Subsidy

By phoning *MyAgedCare* on 1800 200 422.

3

Design Your Supports and Services

Once you are assigned a Support at Home Package we will meet with you to sign a Service Agreement and develop a Care Plan that suits your lifestyle and goals.

4

Start Receiving Supports

Once you are happy with your Care Plan we can get started and put services in place.

What sets Wendy's apart?

Our Point of Difference: The Wendy's Way

It's the care, the consistency, and the community connections we build every day.

✓ **Local, independent family organisation** with access to all the services you need.

✓ **A familiar, trusted carer** – No rotating strangers, just a reliable face who knows you and how you like things done.

✓ **A dedicated Care Manager** – One person who knows your story, so you never have to repeat yourself.

✓ **A real person answers the phone** – No call centres, no long waits—just direct, helpful support when you need it. 24 hours a day, 365 days of the year.

✓ **Support designed around you** – Every family is different, so our care is too.

“

We have been using Wendy's Home Care for over 18 years. We have come to know the team, and they have been nothing but helpful and friendly. A brilliant company with a beautiful team of caring carers, thank you.

– Long term Wendy's client

Switching to Wendy's is Easy

Choosing the right Support at Home provider is an important decision. We make it simple and stress-free. Whether you're switching providers or just starting your journey to access help at home, we're here to guide you every step of the way.

A

Already receiving a government-funded aged care package?

If your current provider isn't meeting your needs, making the switch is easier than you think. We handle the paperwork and ensure a seamless transition with no disruption to your care.

B

New to Support at Home?

Understanding *MyAgedCare* and accessing the right services can be overwhelming. Our team will help you navigate your funding, maximise your support, and connect you with the services that best suit your needs.



Aged Care Services

Supporting Your Independence at Home

Whether you need daily personal care, help around the home, or simply a friendly face to check in, we're here to help you live safely and comfortably in the place you know best - your home.

Compassionate, Trusted Care



How Does the Government's Support at Home Program Work?



The key features of the Support at Home program are

- **Eight funding levels** for ongoing care (ranging from \$10,800 to \$78,100 annually) which are broken down into quarterly ongoing funding budgets.
- **Three short-term pathways:**
 - ▶ Restorative Care Pathway - Helps regain function through allied health and nursing supports.
 - ▶ Assistive Technology & Home Modifications (AT-HM) scheme - Up-front funding for equipment, technology, and home modifications.
 - ▶ End-of-Life Pathway - Additional support in last three months of life.
- **Flexibility** to tailor care to individual needs.

Three types of support are available. You may need to contribute to the cost of your care, but you only pay for what you use, and your contribution depends on your financial situation:

1 Clinical Care (Health Services)

e.g., nursing care, physiotherapy, podiatry (no contribution required).

2 Independence Support

e.g., personal care, social support, respite, transport.

3 Everyday Living Support

e.g., domestic assistance, gardening, and meal preparation.



Wendy's is an approved provider of Support at Home services and can help you get the best out of your package so you feel good and function well at home.



Our Home Care Services

Wendy's Home Care provides a wide range of government-funded and private services to help you stay independent, safe, and connected:

Around the Home

- Cleaning and general housekeeping
- Laundry and linen changing
- Light gardening and home maintenance

Personal Care and Daily Support

- Assistance with bathing, showering and grooming
- Support with dressing and personal hygiene
- Help with mobility, toileting and continence care

Meals and Medication

- Meal preparation to suit dietary needs and preferences
- Support with eating and drinking
- Medication reminders and assistance

Clinical Care, Health and Wellbeing

- In-home nursing support
- Allied health services such as physiotherapy and podiatry
- Falls prevention and wellness support

Getting Out and About

- Transport to appointments, shops or social outings
- Help accessing your local community
- Support to stay connected with friends, family and clubs

Respite and Family Support

- In-home respite care so carers can take a break
- Overnight care if needed
- Support and advice for family members coordinating care

Equipment and Assistive Technology

- Mobility aids such as walkers, wheelchairs, and shower chairs
- Personal alert systems and safety devices
- Support to trial and choose the right equipment for your needs

Restorative Care

- Additional short-term funding to regain strength or recover from illness
- Intensive clinical services to help you meet mobility or wellness goals
- Tailored programs to build confidence and maintain independence

Home Modifications

- Installing grab rails, ramps, and handrails for safety
- Making everyday spaces easier to use and move around in
- Adjustments to improve safety, comfort, and independence at home

End of Life Care

- Comfort focused care in your own home
- Emotional and practical support to you and your family
- Coordination with health professionals and palliative services



Real Stories, Real Impact

Hear What Our Clients and Families Say About Wendy's Home Care

Our clients and their families often tell us how much they value the care, consistency, and personal connection they experience with our team. Here are just a few of the kind words they've shared:



I am so happy with how everything is going since joining WHC. Everybody we have spoken with or met is lovely and empathetic. We have been treated like real people, not just clients of a business."

– NDIS Participant



I just wanted to tell you that the lady that came today was absolutely amazing. She was so beautiful. I couldn't have asked for a nicer person. She was just really, really lovely."

– Anna, In-home Support Client



Wendy's and its staff are the best in the area at what you do, in my opinion, both in the care you give and the way you operate behind the scenes. You truly put the clients before anything else."

– Ken, Family Member of a Participant



The staff at Wendy's Home Care are always cheerful, caring, and so helpful. They are always willing to go the extra mile to provide the care and services needed."

– Kathryn, In-Home Support client



Just wanted to place on record my heartfelt thanks for all the wonderful support I have received during the past year. I'm going through a bit of a 'bad patch' right now, so that little bit of EXTRA is so very much appreciated. Wendy's Home Care rocks!"

– Long-term Client

Contacts to help you get support at home

MyAgedCare

☎ 1800 200 422

🌐 www.myagedcare.gov.au

Your first 'port of call' to set up government funded support at home. An assessment will be organised through MyAgedCare to determine out what level of support suits you. It can take time to get an assessment and a few months more to get a Support at Home Package allocated so it is important to plan ahead and call early.

Carer Gateway

☎ 1800 422 737

🌐 www.carergateway.gov.au

This is a Commonwealth funded service to support those in a caring role, including providing respite services where a professional support worker comes to the house to provide company and support while a carer takes a break. The Carer Gateway also has phone and website based resources.

Services Australia – Aged Care Specialist Officer

☎ 1800 227 475

Available in some Centrelink offices (Katoomba, Penrith, Rouse Hill) to help those without a computer or who would prefer face to face information about accessing support and what the costs are.

Dementia Australia

☎ 1800 100 500

🌐 www.dementia.org.au

Information includes access to support groups, for people living with dementia and for their family members.

Self-Funded Support at Home

You can fund your own supports at home. Just book and pay for the services you need, when you need them. Privately funded care can be provided straight away.





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Registered
NDIS
Provider



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PROVIDER**