

All you need to know about HCA Home Care

Your goals, our passion.



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About Us

Get the care and support you need at home.

With over 50 years of healthcare experience in Australia, HCA Home Care is a trusted provider of personalised, compassionate care that helps older Australians live safely and independently at home. We understand how important it is to remain connected to your community, your routines, and the people you love – and we're here to support that every step of the way.

As part of Healthcare Australia (HCA), we combine local expertise with national strength. Our customers benefit from access to leading care practices, expertly trained staff, and tailored support designed around their unique needs and lifestyle. We are committed to delivering flexible, respectful, and high-quality care that evolves with you.

Your Care Team

Our Customer Care Managers

Every customer is partnered with a dedicated Customer Care Manager who provides in-depth assessments, ongoing support, and regular reviews to ensure your care plan stays relevant as your needs change.

Our Support Workers

Our support workers are carefully selected for their experience, compassion, and dedication. They are the heart of our service, providing practical support, personal care, and genuine connection that makes a difference.

Why Choose HCA Home Care?

With so many providers offering similar services, what sets us apart?



Local Customer Care Managers

You'll be supported by someone who understands your community and lifestyle.



Experienced Support Workers

Our team includes qualified, compassionate professionals who are committed to your wellbeing.



Continuity of Care

As your needs change, our services adapt with you, so you can stay at home longer, with the right support.



24/7 Support Whenever Needed

Our dedicated support line means there is always someone there to help when it matters most.



Commitment to Quality

We maintain the highest standards of care through ongoing training and best practices.

“

HCA Home Care has taken the stress out of managing mum's home care. We always know exactly where the funds are going and it's just so easy to keep track!”

Sarah - Family Member - Victoria



The Benefits of Joining Healthcare Australia



Free setup, no entry, exit, or switching fees



Free meet-and-greet at home with your chosen support worker



Customised care plans and budgets to maximise your funding



Ongoing advice, reviews, and reassessments



Personalised attention to ensure your needs are always met



24/7 call centre and rapid response support



Complete transparency for peace of mind over your care



What Services Do You Need?

Ageing doesn't have to mean giving up on independence and life's comforts. We provide a comprehensive range of services tailored to your individual needs.

Clinical Supports

Medical and health-related assistance to support your wellbeing, including:



Nursing Care

Professional nursing services to manage health conditions and provide specialist care.



Allied Health Services

Support from health professionals such as physiotherapists, occupational therapists, and dietitians to aid rehabilitation and maintain your health.



Medication Support

Assistance with managing and administering your medications safely.

Independence

Services that help you maintain independence in your daily life, such as:



Personal Care

Help with daily activities like bathing, dressing, and grooming.



Domestic Assistance

Support with household tasks including cleaning, laundry, and meal preparation to ensure your home is safe and comfortable.



Modifications & Maintenance

Home modifications and maintenance to improve accessibility and safety.



Respite Support

Temporary relief for primary carers to recharge and maintain wellbeing.

Everyday Living

Services designed to enhance your quality of life and community participation, including:



Social Support

Programs to encourage social interaction and connection.



Transport Services

Assistance with getting to appointments, social outings, or essential errands.



Shopping Support

Help with purchasing groceries and other essentials.



Gardening

Support to maintain your garden and outdoor spaces.



“

“The level of care and attention we receive is unmatched. HCA Home Care truly puts their clients first.”

Barbara - Family Member - South Australia

Your Funding Options

Understanding the Support at Home program classifications

Support at Home funding is allocated based on your individual care needs, with eight classifications that guide the level and type of services you may receive.

Each classification reflects the amount of support required, from minimal assistance through to specialised or intensive care. At HCA Home Care, we tailor our services to align with your classification and ensure your care plan continues to meet your needs as they evolve.

Quarterly Budgets

Each classification comes with a set quarterly budget. This budget allows you to access services that align with your assessed needs and care plan. A portion of any unspent funds can be rolled over each quarter, giving you flexibility in how your services are delivered.

Additional Funding Pathways

In addition to your core classification budget, you may be eligible for extra funding to support more specific needs:

- **Restorative Care Pathway:** Short-term, goal-oriented care designed to help you regain function and independence after an injury, illness, or hospital stay.
- **End-of-Life Pathway:** Provides compassionate support for individuals with life-limiting conditions, helping manage care needs and comfort at home during end-of-life.
- **Assistive Technology and Home Modifications (AT-HM) Scheme:** Offers funding for equipment, devices, or home modifications that improve safety, accessibility, and independence in your home.

Ready to Get Started?

If you're interested in learning more or want help navigating your care options, our friendly team is here to support you every step of the way.

Contact us today to discuss your needs and start planning your personalised care.

Frequently Asked Questions

1 Who is eligible for government-funded home care?

There are three basic requirements to be eligible for Home Care funding:

- > **Your level of need:** Do you need extra help with everyday tasks?
- > **Age:** You must be 65 years or older (or 50 years or older for Aboriginal or Torres Strait Islander people).
- > **Living environment:** You must still be living at home.

Start with an assessment through My Aged Care or ask us to help guide you through the process.

2 Can I pay privately if I don't qualify for funding?

Yes! HCA Home Care offers the option to pay privately if required.

3 How do I know what services I need?

Everyone's needs are different, and our team will work with you to create a care plan based on your preferences, needs, and lifestyle.

4 What regions do you service?

We provide Home Care services throughout Australia. Use our postcode checker on the website to confirm coverage in your area.

5 How quickly can I start receiving care?

Once your care plan and funding are finalised, services can begin immediately.



“

“I love having the gardening done because when my son visits he spends time with me rather than tending to my garden.”

Shirley - Customer - Queensland

Contact Us Today

Get in touch today and learn how HCA Home Care provides professional, compassionate care that feels like family.

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 hcahomecare.com.au

Scan QR code
to enquire 

