



Ageing Support

The voice of all people
living with HIV

Positive  Life NSW



Whether you live alone,
with a partner or friends,
living independently can
become more difficult as
you age with HIV.

Positive Life NSW

Ageing Support

If you're living with HIV and need support to access services such as:

- occasional jobs around your home;
- a little extra daily help around the house;
- some respite while caring for a partner or parent;
- support after a fall, illness or a stay in hospital;
- you think it's time to explore your options with residential aged care, or
- you need assistance in applying for **myagedcare** or the NDIS,

the Positive Life NSW Ageing Support team are here to stand beside you as you navigate the Aged Care and/or Disability Services maze.

About Ageing Support

The Positive Life NSW Ageing Support is a free service to support anyone living with HIV, their partners, carers and family members find the assistance you need from aged care, disability and/or healthcare services to keep your independence for as long as possible.

Navigating the aged care and/or disability services can be a maze for the best of us. Many older people living with HIV (PLHIV) are unfamiliar with these services, what's available, and what can help make our lives easier.

The Ageing Support team can help you navigate the service maze, to find the services that are right for you.

Our friendly and knowledgeable staff are non-judgemental and ready to talk with you about what you want, what will work for you, and how best to support you to keep your

independence for as long as possible. Many of us live with HIV ourselves, and understand how important it is to live life your way!

Together we'll explore what you might be entitled to through homecare support, healthcare services, financial or disability assistance.

We can support you to overcome barriers or hurdles you might find along the way. Together, we'll find answers to your questions and help navigate the government assessment maze.

We can also help you resolve any issues you might have and together work out how to set things right.



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Principles

Dignity

Ageing PLHIV are treated with dignity and respect.

Client centred approach

The needs of older PLHIV are central to all aspects of the model.

Peer Support

Peer workers provide support to improve knowledge, confidence, and access to aged care, disability and healthcare services.

Empowerment

Empower ageing PLHIV to explore options and make decisions about aged care service access and navigation.

Reflects diversity of need

Reflect the diverse and evolving demographic and physical needs of ageing PLHIV as they access information and support for aged care, disability and health care service.

Addressing barriers to service

Assist to overcoming barriers to aged care, disability service and health care.

Services that can help you stay independent

The Australian Government offers a range of services for older Australians to remain independent and living at home.

Our team will stand beside you and support you through your journey as you navigate the service maze, to find the services that are right for you to enable you to live life your way, and stay as independent and healthy for as long as possible.

Together we can explore what you might be entitled to through homecare support, healthcare services, financial or disability assistance.

Eligibility

You may be eligible for services, if you have:

- Noticed a change in what you can do or remember
- Been diagnosed with a medical condition or reduced mobility
- Experienced a change in family care arrangement
- Had a recent fall or hospital admission

How do I access services?

Depending on your needs, services can be provided through the government's Commonwealth Home Support Programme (CHSP) or a Home Care Package. An assessment process determines what program is most suitable for you.

Cost

Will depend on the services you receive and, in some cases, your current financial position.



Together we can explore what you might be entitled to through homecare support, healthcare services, financial or disability assistance.

What kind of services are available?

Your eligibility for these services will be determined after you apply for a *My Aged Care* or *NDIS* package.

Meals and other food services including:

- Meal delivery
- Assistance with food preparation
- Activities to ensure you continue to eat well.

Domestic assistance such as:

- General cleaning
- Clothes washing and ironing
- Shopping
- Support to maintain your home and living environment.

Home maintenance services including:

- Clearing the yard of debris
- Fixing uneven flooring
- Installing a security light
- Keeping your home and garden in a safe condition.

Personal care services such as:

- Bathing
- Taking medication
- Getting in and out of bed
- Dressing
- Enabling you to maintain your personal hygiene and grooming.

Nursing care services which:

- Support your health and treatment
- Help monitor your medical conditions.

Allied health services including:

- Podiatry
- Occupational therapy
- Physiotherapy
- Ensuring you can access care to maintain your health and independence.

Home modification such as:

- Grab rails
- Ramps
- Accessible bathroom redesign
- Other modifications which increase or maintain your ability to move around your home safely.

Equipment and assistive technology including:

- Shower chairs
- Walking frames
- Robotic vacuum cleaners
- Devices that maintain your mobility, communication, and physical activity.

Transport services including:

- Driver service
- Travel vouchers and subsidies
- Arrangements that support you to get out and about, to appointments and community activities and events.

Social support services such as:

- In-home social calls
- Phone and internet communication services
- Group social activities
- Initiatives you can use to stay social and taking part in community life.

Short-term care services such as:

- Short-term restorative care
- Transitional care
- Respite care
- Options to make sure you keep, restore or maintain your independence, for example after a fall, illness or hospital admission.

Residential Aged Care Homes support when:

- You can no longer live alone or independently at home
- You want ongoing help with everyday tasks or health care.

Get in touch

You can contact us by phone
Monday – Friday, 9.30am – 4.30pm
02 9206 2177 or 1800 245 677 (freecall)

You can email us 7 days a week:
peernav@positivelife.org.au

You can also call the office and make
an appointment to come in and
talk face to face



What happens after I contact the Ageing Support team?

One of our staff will get back to you within 24 hours (Monday to Friday). We will arrange a suitable time to talk about your aged care, disability and health care needs. If you contact us via email or call over the weekend, it may take a little longer for us to get back to you

After you make contact with us, an Ageing Support Officer will talk to you about:

- how you are managing at home,
- your health care needs,
- your transport needs,
- your social needs,
- any other issues you may want help with.

Your answers to these questions will help us understand your circumstances and advocate on your behalf for the most appropriate services.

A friend or family member can be with you during any part of the process, and all information you provide is confidential.

Before you can receive either aged care or disability services, you will need to be linked to the Australian Government Program *My Aged Care* or the *National Disability Insurance Scheme (NDIS)*.

My Aged Care or *NDIS* will arrange an assessment by the Aged Care Assessment Team (ACAT). We will support you during this process to find a service provider who meets your requirements.

We will follow-up with you after you are receiving services to make sure you are happy with the quality of services, and they are meeting your needs.

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