

avivo

# Honouring your dignity

keeping you independent



**The Veterans Home Care Program**



# Are you a Veteran looking for in-home support?

**Avivo is proud to be assisting Veterans through the national Veterans' Home Care (VHC) Program.**

## About Avivo

For more than 50 years, Avivo has been offering practical, in-home care for West Australians. We know choosing a provider can seem overwhelming, but it doesn't need to be.

We're here to simplify the process, helping you not only understand your package, but making sure you have the very best support.



## Goals and purpose

The VHC Program is an initiative by the Australian Government. The primary goals of the VHC program are to:

- \* enhance the quality of life for Veterans and their dependents;
- \* prevent premature admission to residential care facilities; and
- \* support caregivers by providing respite services.

The VHC Program can support the health and wellbeing of customers and assist with daily tasks – making life that little bit easier!

You can learn more about the VHC Program at: [dva.gov.au/get-support/health-support/care-home-or-aged-care/services-support-you-home/veterans-home-care-vhc](https://dva.gov.au/get-support/health-support/care-home-or-aged-care/services-support-you-home/veterans-home-care-vhc)

## Services offered

The program offers a range of low-level care services, including:

- \* **Domestic assistance:** help with household tasks such as cleaning, laundry, and meal preparation.
- \* **Personal care:** assistance with personal hygiene, dressing, and grooming.
- \* **Respite care:** in-home respite care to give primary caregivers a break.
- \* **Home and garden maintenance:** basic maintenance tasks to ensure a safe living environment.
- \* **Social support:** activities to help Veterans stay connected with their community.

Handball the hard stuff and let Avivo provide you with seamless support.



## Eligibility

Not sure if you're eligible for the VHC Program? Contact the Department of Veteran's Affairs on 1800 838 372. Generally, individuals must:

- \* be a Veteran or a dependent of a Veteran;
- \* have a Veteran Gold Card or Veteran White Card; and
- \* be assessed as needing home care services to remain independent.

## Assessment and referral

This doesn't need to be daunting! An initial assessment will be done by a VHC assessment agency to work out your specific needs. High-level or complex needs may be referred to other programs if needed. You'll be kept up to date with what's happening every step of the way.

## Cost

While there may be co-payments for some services, these may be waived under certain circumstances by the assessors. This will be advised after your assessment.

## Accessing other funded services

- \* **Home Care Packages:** You can access a Home Care Package while receiving VHC services, ensuring no duplication of services.
- \* **Other Government-funded services:** Eligible individuals can receive services from the National Disability Insurance Scheme (NDIS) and state or local government programs (for those under 65), provided there is no overlap.
- \* **Private services:** You can also self-fund on a fee-for-service basis to supplement the care funded by VHC.

Avivo has been supporting customers with these programs for decades, from light assistance to complex 24/7 supports.

By coordinating these services effectively, the VHC program will ensure all needs are met without duplication and will provide a comprehensive support system to help Veterans remain independent and comfortable in their homes.

# It starts with a conversation

get in touch today



Scan the QR code to find out more about Avivo, our customers and the services we offer.

## Want to know more?

For more information or to arrange a VHC assessment, please contact Department of Veteran Affairs on 1800 838 372 or speak to Avivo today.



Call us  
**1300 428 486**



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**hello@avivo.org.au**



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**avivo.org.au**



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We're a registered disability, aged care and mental health service provider

