HOME CARE
ASSISTANCE



Home Care Assistance

Central Coast

Changing the way the world ages

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About Us

Home Care Assistance is a family-owned, local provider of exceptional in-home care services. We are proud to be approved providers of Support At Home (SaH) and NDIS support.

Our hands-on case management approach ensures that every client receives personalised attention and care. We work closely with our clients to develop customised care plans that meet their unique needs and goals.

Our care team is our greatest asset. We have a rigorous hiring process that includes thorough background checks, in-house training, and orientation to ensure we only hire the best. This commitment to quality results in a low turnover rate, ensuring continuity of care and fostering strong, trusting relationships between our clients and their caregivers.



Our Mission

We are committed to changing the way the world ages by providing top-tier care that allows seniors to live independently and comfortably in their own homes.

Our team will provide guidance every step of the way from registering for My Aged Care to developing your personalised Care Plan. Our efficient processes ensure that new clients are onboarded quickly and smoothly, without unnecessary delays.

HOME CARE ASSISTANCE

What Makes Us Different?

At Home Care Assistance, we aim to provide the highest quality care to our clients while maintaining a supportive and nurturing work environment for our staff. Here's what sets us apart:

Long-Term Carers

We pride ourselves on maintaining a supportive and friendly culture, which translates to a low turnover rate among our carers. This stability allows our clients to develop strong, long-lasting relationships with their caregivers.

Highly-Trained Allied Health Team

Our team of Allied Health professionals, including Nurses, Physiotherapists, and Occupational Therapists, are available to provide clients with clinical and therapeutic support such as wound care, medication management, rehabilitation and mobility assistance. This approach ensures our clients receive well-rounded care that supports their independence health and overall wellbeing.

After-Hours Emergency Support

We provide after-hours support to our clients, ensuring that help is always available in case of emergencies.

Competitive Pricing, No Hidden Fees

We offer competitive pricing with complete transparency. There are no hidden fees, and we work with our clients to achieve the best possible outcomes within their budget.

Our Approach

HOME CARE ASSISTANCE

At Home Care Assistance, we believe ageing well is about more than simply providing support with everyday tasks. Our exclusive **Balanced Care Method™** takes a holistic approach to care, supporting the mind, body and spirit to help older people maintain their independence, wellbeing and quality of life at home.



Cognitive Engagement



Nutrition



Physical Activity



Wellbeing



Social Connection

The Balanced Care Method™

The Balanced Care Method™ was inspired by studies of the long-lived people of Okinawa, Japan, where many older people enjoy remarkable health, independence and longevity. Research into their lifestyles highlighted the important role that everyday choices and behaviours can play in healthy ageing, including good nutrition, regular physical activity, strong social connections, mental stimulation and a sense of purpose.

Our Care Workers are trained in the Balanced Care Method™ and encouraged to incorporate these principles into the support they provide each day. By focusing on nutrition, physical activity, cognitive engagement, social connection and overall wellbeing, we aim to provide care that goes beyond completing tasks — helping our clients stay active, connected, confident and engaged in the things that bring meaning and enjoyment to their lives.

The Balanced Care Method™ provides a comprehensive, evidence-based framework for promoting longevity and well-being among our clients.

Our Team

HOME CARE ASSISTANCE

Our dedicated team, led by Director Jeremy Cochineas and General Manager David Fleming, includes experienced Care Partners, Rostering, Community Engagement and supportive Administrative Teams.



David Fleming
General Manager



Sharon Tong
Operations Manager



Brenda Smith
People and Culture Manager



Amanda Payne
Marketing & Comms Manager



Jacqui Fletcher
Rostering Manager



Kati Hui
Client Services Manager



Mitchell Carlson
Sales Manager



Samantha Johnson
Community Engagement Manager



Melissa Rowan
Community Engagement Manager

Support At Home

Support at Home is a new government-funded aged care program designed to replace the Home Care Packages Program and Short-Term Restorative Care (STRC) Program from **1 November 2025.**

Services Categories

If you qualify for government funding under the new Support at Home program, your funding can be used to access a range of services, including nursing care, help with daily tasks, and support to maintain your independence at home.

Services are split into three service categories:

- Clinical Services
- Independece Support
- Every Day Living

Funding Levels

You'll be placed into one of eight funding levels.

- Level 1: $2,752.50 per quarter
- Level 2: $4,112.84 per quarter
- Level 3: $5,634.20 per quarter
- Level 4: $7,617.13 per quarter
- Level 5: $10.182.38 per quarter
- Level 6: $12.341.32 per quarter
- Level 7: $14,915.00 per quarter
- Level 8: $20,034.28 per quarter

Contribution Rates

Support at Home Program introduces income-tested contributions for non-clinical services. Contributions are set by Services Australia and are based on your pension status.

If you were assessed for your Home Care Package prior to **12 September 2024,** you are 'grandfathered', meaning you are protected by the No Worse Off Policy. Prior to 1 Novmeber 2025, if you:

- **Did Not have to pay** an Income Tested Fee (ITF), you will not be required to pay a contribution towards your Support At Home services.
- **Did have to pay** an ITF towards your Home Care Package, you will be required to pay a contribution towards your Support At Home Servies, but it will be no more than your ITF payment.

Standard Support at Home Contribution Rates

Participant contribution levels	Clinical	Independence Support	Everyday living
Full pensioner	0%	5%	17.50%
Part pensioner	0%	Between **5%-50%** based on an assessment of their income and assets.	Between **17.5%-80%** based on an assessment of their income and assets.
Self-funded retiree (holding or eligible for a Commonwealth Seniors Health Card - CSHC)	0%		
Self-funded retiree (not eligible for a Commonwealth Seniors Health Card)	0%	50%	80%

Individuals who are required to make contribution payments to their services, are required to set up a direct debit with their provider to ensure smooth payment processing.

Clinical Care Services

From nursing and rehabilitation to nutritional guidance, therapy and personal care services, we work closely with each client, their family, and care team to ensure personalised, high-quality clinical support.



Nursing Care

- Assessment, treatment, and monitoring of health conditions.
- Wound care, medication administration, and continence management.
- Education and clinical advice to support self-management and wellbeing.
- Post-hospital care and management of chronic conditions.



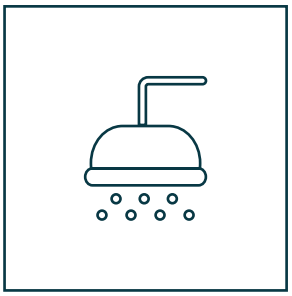
Allied Health & Therapy Support

- Services from Registered Nurses, Physiotherapists, Occupational Therapists, Exercise Physiologists, Podiatrists, and other qualified professionals.
- Tailored therapy programs to improve mobility, strength, and recovery.
- Guidance on rehabilitation techniques and maintaining functional ability.



Nutritian and Dietry Support

- Support from dietitians and nutritionists to improve health through diet.
- Guidance for special dietary needs or age-related nutritional changes.



Personal Care

- Assistance with bathing, dressing, grooming, and personal hygiene.
- Support with mobility, transfers, and continence care.
- Medication reminders and wellness monitoring.



Care Management

- Ongoing coordination and review of services to meet clinical goals.
- Regular communication between care partners, families, and providers.

Independence Support

HOME CARE ASSISTANCE

We're committed to helping older Australians stay active, connected, and confident at home. Our team provides personal and social supports that build independence and enhance daily life.



Social & Community Engagement + Transport

- Companionship, conversation, and support to stay socially active.
- Safe and reliable transport to appointments, outings and recreational activities.



Therapeutic & Wellbeing Services

- Access to qualified professionals such as diversional therapists, massage therapists, and counsellors.
- Evidence-based programs to promote mental, emotional, and physical wellbeing.



Respite Care

- Occasional support to give family caregivers time to rest and recharge.
- Flexible arrangements to ensure the client's safety and routine are maintained.
- Peace of mind knowing your loved one is cared for while you take a break.



Assistive Technology & Home Modifications(AT&HM)*

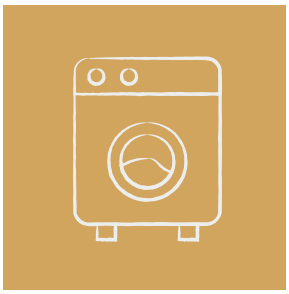
- Help to access additional funding for equipment or home modifications that improve mobility and independence.
- Ongoing support with setup, use, and maintenance of approved items.

*It's important to note that the services a client receives — including Assistive Technology and Home Modifications — are determined by the Support at Home Single Assessment Team. Any changes or additions to these supports must be reviewed and approved through the government assessment process before they can be provided.

Everyday Living

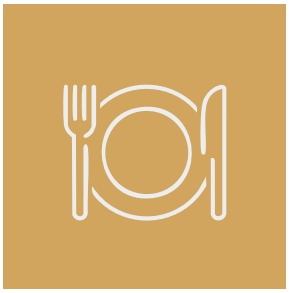
HOME CARE ASSISTANCE

Our Everyday Living services are designed to make home life easier, safer, and more enjoyable. From help with cleaning, laundry, and meal preparation to organising grocery shopping and ready-made meals, we take care of the day-to-day tasks that keep life running smoothly. We can also assist with light gardening, home maintenance, and minor repairs — helping to create a tidy, comfortable, and safe environment where clients can continue to enjoy the independence of living at home.



Domestic Assistance

- Light housekeeping, laundry, and general cleaning to maintain a clean and comfortable home.
- Help with grocery shopping and household errands to make daily life easier.



Meals

- Support to prepare nutritious meals at home that meet individual tastes and dietary needs.
- Assistance arranging ready-made or delivered meal options to ensure regular, healthy eating.



Light Gardening

- Light gardening such as lawn mowing, pruning, and clearing pathways for safe access.
- Seasonal garden upkeep to maintain a tidy outdoor space that's enjoyable and easy to manage.



Home Maintenance & Repairs

- Minor home repairs such as replacing light bulbs, cleaning gutters, and fixing trip hazards.
- Help to maintain safety and accessibility around the home, reducing risks and supporting independence.

Our Process

HOME CARE ASSISTANCE

Step 1: My Aged Care (MAC)

Register with My Aged Care, who will conduct an initial screening to determine suitability for government-funded support. MAC will determine if the applicant is qualified for Government Funded Support:

Outcome A: Complex Multiple Care Needs. Referred to SAT for SaH Level of Needs assessment.

Outcome B: Entry-Level Support. Provided with Referral Codes for CHSP support.

Outcome C: Unqualified for Govt Funding. Referred to In-Home Care Providers for Privately Funded Support.

Step 2A: SAT will make arrangements for an in-home assessment* to determine which level of Support At Home (SaH) funding the applicant is eligible for.

Step 2B: CHSP

If assessed by RAS, the applicant will be assessed for the Commonwealth Home Support Program (CHSP) and may receive immediate approval.

MAC: My Aged Care

SAT: Single Assessment Team

SaH: Support At Home

CHSP: Commonwealth Home Support Program

Step 3: SAT Approval

The applicant will receive an approval letter noting their pacakge level and they will be placed on the National Priority Waitlist until their funding is assigned.

Step 4: Provider Consult

The provider will arrange a consultation meeting to discuss services available. During this meeting, the applicant's needs and goals will be thoroughly assessed.

Step 5: Funding Received

Once the funding is assigned, the provider will set up an onboarding meeting to finalise applicant's paperwork and arrange their care plan.



Home Care Assistance is available to assist in the entire process from registering with My Aged Care (MAC) to creating and managing a fully tailored Care Plan, including privately funded in-home care.

*It's important to note that the services a client receives — including Assistive Technology and Home Modifications — are determined by the Support at Home Single Assessment Team. Any changes or additions to these supports must be reviewed and approved through the government assessment process before they can be provided.

Our Fees & Charges

Home Care Services

Fees and charges applicable to Support at Home Program

Allied Health | Effective 01/08/2026

Counsellor or Psychotherapist	Per hour	$263
Dietitian or Nutritionist	Per hour	$231
Exercise Physiologist	Per hour	$247
Occupational Therapist	Per hour	$258
Physiotherapist	Per hour	$258
Podiatrist	Per hour	$247
Psychologist	Per hour	$263
Social worker	Per hour	$252
Speech Pathologist	Per hour	$273
Allied Health Therapy Assistant	Per hour	$147
Music Therapy	Per hour	$252
Allied Health and Therapy - Group	Per hour	$53

Nursing | Effective 01/08/2026

Registered Nurse	Per hour	$205
Enrolled Nurse	Per hour	$158
Nursing Assistant	Per hour	$147

Care Services | Effective 01/08/2026

	Weekday	*Weeknight*	*Saturday*	*Sunday*	*Public Holiday*
Domestic Assistance	$115	$125	$163	$184	$210
Personal Care	$115	$125	$163	$184	$210
Social Support	$115	$125	$163	$184	$210
Respite	$115	$125	$163	$184	$210
Home Maintenance & Repairs (inc. mowing / gardening)	$115	$125	$163	$184	$210
Meal Preparation	$115	$125	$163	$184	$210
Group Social Support	$53	NA	NA	NA	NA

Our Fees & Charges

Home Care Services (Cont.)

Fees and charges applicable to Support at Home Program

Therapeutic Services | Effective 01/08/2026

Acupuncturist	Per hour	$247
Chiropractor	Per hour	$247
Diversional Therapist	Per hour	$247
Art Therapist	Per hour	$247
Osteopath	Per hour	$258
Remedial Masseuse	Per hour	$189

Care Management | Effective 01/08/2026

Care Management	Per hour	$153
Restorative Care Management	Per hour	$205

Transport Services | Effective 01/08/2026

Transport - accompanied*	Per hour	$180
Transport - unaccompanied	Per trip	At cost plus 10%

*Transport - accompanied is charged in 15-minute increments and is billed per trip

Other Services | Effective 01/08/2026

Meal Delivery	Per meal	At cost plus 10%

Please note the following information:

- Standard weekday rates are Monday to Friday, 6am to 8pm
- Standard weekday evening rate are Monday to Friday, 8pm to 6am
- There is no charge for carers to travel to and/or from your service
- Reoccuring services are provided on a weekly basis
- Domestic Assistance Services are generally scheduled after 11am each day
- We generally require 48 hours notice for ad hoc services to be scheduled, however we will endeavour to fill all requests.
- GST does not apply to Support at Home services provided by our staff, however GST may be chargeable on services provided by third-party suppliers requested by clients
- Cancellation Policy: Cancelled services remain billable if the request is made less than two days prior to the service. Cancellations due to unplanned hospitalisation are exempt from this notice period requirement
- Our Prices may increase up to twice per financial year if we provide you with at least 14 days' notice of a change. If we notify you of a change, our fees and charges will increase by an amount up to the greater of 5%, any increase in CPI, and any increase in the average wages of personnel concerned with the provision of home care under an applicable award or industrial instrument (since the last review or if there has been no prior review, the Start Day).
- Any changes will accord with the Aged Care Act and Rules.

Why Choose Us?

HOME CARE ASSISTANCE

Family-Owned & Operated

Home Care Assistance was founded by Jeremy and Samantha Cochineas, a dedicated couple with a deep passion for providing exceptional care to the elderly. Read their story next.

Experienced Leadership

Our highly knowlegable management team's personal experiences drive our commitment to exceptional care.

Community-Focused Local Business

We are a local business that is deeply rooted in the communities we serve, building strong, lasting relationships with our clients and their families.





Our Story

About Jeremy and Samantha Cochineas

Home Care Assistance was founded by Jeremy and Samantha Cochineas, a dedicated couple with a deep passion for providing exceptional care to the elderly. Their journey into the world of home care began with personal experiences that highlighted the immense value of in-home support.



Jeremy has always been passionate about helping others. His early experiences volunteering at Sydney's Children's Hospital shaped his desire to serve the community. With a background in economics and business management, Jeremy brings strong organisational skills and a commitment to excellence to Home Care Assistance.

Samantha's close relationship with her grandparents, who required in-home care, inspired her to enter the aged care industry. Witnessing the positive impact of professional care on her grandparents' quality of life, Samantha became dedicated to providing the same level of support to other families. Her background in marketing, public relations, and psychometric assessment ensures a compassionate and client-focused approach.

Jeremy and Samantha's combined experiences and values led to the creation of Home Care Assistance. They envisioned a service that not only provided excellent care but also prioritised the well-being and independence of seniors.

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CONTACT

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