



Welcome to Rise & Shine Aged Care Coordination
All the benefits of self-management, expertly coordinated for you.

WELCOME PACK

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All the benefits of self-management, expertly coordinated for you.

Your care. Your choices. Your way.

Personalised care coordination to help you live safely, independently and comfortably at home.

Welcome

PERSONALISED SUPPORT FROM THE VERY BEGINNING

Thank you for choosing Rise & Shine Aged Care Coordination. We are delighted to support you on your aged care journey. Your dedicated Care Coordinator will work alongside you to understand your goals, coordinate services and help you remain independent at home.

At Rise & Shine, we believe aged care should feel personal, supportive and easy to understand. We provide person-centred care coordination for people who choose a fully coordinated approach, while ensuring you remain at the centre of every decision.

Care coordination is more than arranging services. It is about helping you understand your funding, explore your options, connect with suitable providers, plan for the future and feel confident about the care you receive.

What You Can Expect

- A dedicated Care Coordinator who gets to know you, your preferences, routines and goals.
- Support to understand and navigate your aged care funding.
- Help sourcing quality service providers that suit your needs and preferences.
- Coordination of services, appointments and ongoing supports.
- Regular reviews to ensure your supports continue to meet your needs.
- Budget and funding monitoring to help support continuity of care.
- Ongoing advocacy, guidance, education and communication.
- Support to adjust your services as your needs or circumstances change.

Our Approach

We work alongside you — not instead of you. We provide information, recommendations and practical guidance while ensuring you remain in control of your choices. Our goal is to make aged care less overwhelming while respecting your independence, dignity and right to make decisions about your own care.

How Our Care Coordination Works

SIMPLE, CLEAR AND BUILT AROUND YOU

From the moment you are ready to begin, your dedicated Rise & Shine Care Coordinator will work alongside you to understand your needs, preferences and goals and help put the right supports in place.

1. Getting Started

We begin by getting to know you and understanding where you are in your aged care journey. Once your aged care funding has been assigned and you are ready to commence services, we guide you through the setup process and explain what happens next.

2. Understanding What Matters to You

Your care should reflect your life, routines and preferences. We take time to understand what is important to you, the support you currently receive, what you would like help with, your goals and priorities, and your preferred providers and services.

3. Planning Your Care and Funding

We work with you to develop and review your care plan and help you understand how your aged care funding can be used. We help plan services carefully so your funding supports continuity of care and remains sustainable over time.

4. Coordinating Your Services

Once your plan is in place, we help organise the services and supports you choose. This can include finding providers, coordinating and scheduling services, communicating with providers, supporting service changes and helping resolve coordination issues.

5. Ongoing Monitoring and Support

Care needs can change, and your care coordination should change with you. Your Care Coordinator continues to monitor your supports, review your funding and check in with you to make sure your services remain appropriate. We aim to identify issues early and keep you informed.

6. Reviewing and Adapting Your Care

As your circumstances, preferences or needs change, we work with you to review your care arrangements and make appropriate changes. Our focus is on helping your supports remain personalised, coordinated and responsive to you.

You Stay in Control

Our role is to guide, educate, coordinate and support — not to make decisions for you. We may recommend services or supports that could benefit you, but the choice always remains yours.

Services We Coordinate

SUPPORT DESIGNED AROUND YOUR NEEDS

Depending on your assessed needs, care plan, available funding and eligibility, we can help coordinate a broad range of supports to assist you to remain living safely and independently at home.

Personal Care

Assistance with day-to-day personal care and routines.

Meal Preparation

Support with meal preparation and related daily living needs.

Nursing

Coordination of nursing supports where required as part of your care.

Social Support

Support to stay connected, participate in the community and maintain meaningful relationships and activities.

Respite

Support to arrange suitable respite options where appropriate.

Domestic Assistance

Help with household tasks to maintain a safe and comfortable home.

Transport

Assistance coordinating eligible transport supports for appointments, activities and community access.

Allied Health

Connecting you with suitable allied health professionals based on your assessed needs.

Gardening & Home Maintenance

Coordination of eligible services that help keep your home environment safe and maintained.

Home Modifications & Assistive Technology

Help coordinating eligible equipment, assistive technology and home modifications that support safety and independence.

The services available to you will depend on your individual circumstances, care plan, funding and applicable aged care requirements. Your Care Coordinator will help you understand the options available to you.

What We Can Help You With

Care Planning

We help you understand your needs, goals and priorities and work with you to develop and review a care plan that reflects what matters most to you.

Understanding Your Funding

We explain your funding, how it can be used and how to plan services so your supports can continue consistently over time.

Finding the Right Providers

We help identify and connect you with suitable providers based on your needs, preferences and location. You remain in control of which providers you choose.

Coordinating Your Services

We organise and coordinate your supports, communicate with providers and help services work together smoothly.

Scheduling Appointments and Supports

We can assist with arranging services, appointments and ongoing supports so you do not have to manage everything alone.

Monitoring Your Care

We regularly review how your supports are working and help identify when changes may be needed.

Budget and Funding Monitoring

We help keep track of your funding and planned services, with a focus on continuity of care and helping your funding remain sustainable.

Guidance and Education

We take time to explain your options, answer questions and help you understand the aged care system so you can make informed decisions.

Advocacy and Support

If something does not feel right or you need help communicating your needs, we can support and advocate alongside you.

Ongoing Care Coordination

Your Rise & Shine Care Coordinator remains your point of contact, providing ongoing guidance, coordination and support throughout your aged care journey.

Your Rights

RESPECT, CHOICE, SAFETY AND PRIVACY

You have the right to be treated with dignity and respect and to be involved in decisions about your care. Rise & Shine is committed to supporting your rights and ensuring you feel heard and respected.

- Be treated with dignity, courtesy and respect.
- Exercise choice and control over your care and services.
- Be involved in decisions about your care.
- Receive quality and safe services.
- Have your privacy and personal information protected.
- Ask questions and receive information in a way you can understand.
- Have your preferences, culture, identity and individual circumstances respected.
- Provide compliments, feedback or complaints without fear of disadvantage.
- Have an advocate or support person involved if you choose.

Person-Centred Care, Every Step of the Way

Everything we do starts with you. Your preferences, routines, goals and choices guide the way your care is coordinated. We want you to feel informed, respected and confident in the care you receive.

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Contact Us

Your Care Coordinator is here to support you throughout your aged care journey. If you have questions, your needs change, or you would like to discuss or review your services, please contact us.

Rise & Shine Aged Care Coordination

Phone: 02 8279 6313

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Website: www.riseandshineagedcare.com

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