



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

YOUR EASY READ GUIDE

Aged Care Coordination

We are here to help you.

You do not have to manage aged care on your own.

Your care. Your choices. Your way.

Who is Rise & Shine?



We are here for you

Rise & Shine helps you organise the care and support you need at home.



You have one Care Coordinator

Your Care Coordinator gets to know you and what is important to you.



We help you stay at home

We help organise supports that can make daily life safer and easier.

Your Care Coordinator can:

1

LISTEN

We listen to what you need and what is important to you.

2

EXPLAIN

We explain your aged care funding in simple language.

3

ORGANISE

We help organise your services and appointments.

4

CHECK

We check how your care is going and help when things change.

What can we help organise?

We can help organise different types of support.



Personal Care

Help with showering, dressing and personal routines.



Help at Home

Cleaning, household help and home maintenance.



Meals

Help with preparing meals.



Transport

Help getting to appointments and activities when eligible.



Health Support

Nursing and allied health services.



Social Support

Help to stay connected and do things you enjoy.



Garden & Home

Gardening and eligible home maintenance.



Equipment & Home Changes

Eligible assistive technology and home modifications.

What happens next?

We take things one step at a time.

1 We talk with you

We get to know you, your daily life and what you need help with.

2 We make a plan

We help make a care plan based on what matters to you.

3 You choose

You choose the services and providers you want.

4 We organise

We help contact providers and organise your supports.

5 We keep checking

We check that your care is working well for you.

6 We make changes

If your needs change, we help change your supports.

You are in control.

We can give you information and help you make choices.
The decisions about your care are yours.

Your rights

You have the right to:



Be respected

People should treat you with dignity and kindness.



Make choices

You can have a say in your care and choose what is right for you.



Feel safe

Your services should be safe and of good quality.



Have privacy

Your personal information should be protected.



Ask questions

You can ask us to explain something again or in a different way.



Have someone with you

You can ask a family member, friend, advocate or support person to help you.



Speak up

You can give feedback or make a complaint. You will still be treated fairly.



Welcome to Rise & Shine Aged Care Coordination
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Need help?

You can call us.

PHONE

02 8279 6313

EMAIL

support@riseandshineagedcare.com.au

WEBSITE

www.riseandshineagedcare.com

It is okay to ask us to explain something again.

We are here to help.