

Home Care at IRT The Palms

As a new resident of IRT The Palms Retirement Village, you are entitled to an introductory package of 20 hours of IRT home care services*, to be used in the first 12 months of residency.

What services are available?



Cleaning and household tasks

Assistance with domestic tasks around your home.



Personal Care

Assistance with personal tasks like showering, and body care.



Social connection

Assistance with staying connected to friends, family and community.



Getting out and about

Assistance with transport to and from appointments or errands.



Health and wellbeing support

Assistance with use of mobility aids, physical therapy or light exercise.

* The Home Care Services in this this Introductory Package are available from 6am to 6pm on non-public holiday weekdays, but do not include registered nurse services, case management and transport services over 10km. These additional services are subject to availability at an additional cost. This Introductory Package offer for new retirement village residents at IRT The Palms may be withdrawn by IRT at any time without further notice. The information contained in this flyer is correct as at 1 July 2021. Call us on 134 478 for further information.

Call 134 478 or visit irt.org.au/thepalms

When can I start using my 20 hours?

Once you've settled into your new home, our Customer Development Manager will make contact with you to meet, discuss your needs and set up a service plan for you. As soon as your account has been set up, you can get started right away.

Who do I contact if I have questions about my services?

You can speak with your Customer Development Manager, or call our Customer Service team on 134 478 and they will put you in touch with the right person to assist you.

Can I change my scheduled visits?

Yes, with a minimum of 24 hours notice. In the event you're not home and we've not been notified, you will forfeit the duration of that visit.

I have another form of government subsidised home care, does this impact me using these services?

No. You can use these home care services in addition to any other government-funded home care services you currently receive.

How will I know when my 20 hours are about to run out?

We'll be in touch to let you know when you're approaching the completion of your 20 hours.

What happens following the completion of my 20 hours of home care services?

You have several options available to you. If you wish to continue receiving home care services, we can set you up to continue to receive private-funded home care services. As a resident of an IRT retirement village, you're entitled to discounted home care services. We'll discuss fees and pricing information with you. We can also help you apply for a government-funded home care package and set you up to receive services through IRT's home care team, if required.

How long do I have to use my 20 hours?

The introductory package hours are valid for 12 months from your commencement date. Should you have any unused hours at the end of the 12 months, these will expire and will be unable to be used.

Can I get any additional services?

Subject to an additional cost you can receive registered nurse services, case management and transport services over 10km.

