



ABSOLUTE
— CARE & HEALTH —

EXCEPTIONAL
IN-HOME CARE.
YOUR WAY.



We know one
size doesn't fit all.

**That's why we're
dedicated to helping
you discover what
happiness at
home looks like
for you.**



THEY'RE NOT
JUST MY CARER.
**THEY'RE MY
PERSONAL
CHEF.**



Your life, your home care, your way.

How can we help?

We're a curious bunch, asking the right questions to understand your values. By discovering what's important to you, we personalise your care to suit. Helping you find a fulfilled life at home, your way.

Our passion for service excellence means we will always go the extra mile (or even run a marathon!) to meet and exceed your expectations. No matter how big or small. We value determination and dedication. And it shows.

Enabling you to achieve the lifestyle you want is at the core of our care philosophy.

Our tailored approach is driven by you.

Perhaps you only need occasional visits or short-term assistance. Or regular help with personal care and daily routines like cleaning, making meals and getting to and from appointments. Sometimes you might need help with your medicines or looking after an injury. Or support after a hospital stay. Higher level needs may require complex nursing, 24-hour live-in care or palliative care.

We think we give the best care when we collaborate. So we work closely with families and your medical or allied health professionals to get the best possible result.

We understand that there's more to care than a list of tasks and take a whole-of-person approach through:



Health & Wellbeing

Ensuring your safety and comfort, supporting you to manage or improve your health and maintain or regain your autonomy and independence.



Connectedness and Purpose

Enhancing your connections with community, family and home and supporting you to make the most of opportunities.



The Right Caregiver For You

Enabling you to achieve the lifestyle you want is at the core of our care philosophy.



Knowledge and Access

Helping guide you through your options and funding opportunities that may be available.

Whether you're paying for your care privately or have a government funded Home Care Package, we have friendly, experienced caregivers ready to offer support across Melbourne.



Privately Funded Care

As much or as little care as you need, when you need it. We don't like fixed contracts, so you start and stop care when it suits you.



Government Funded Home Care Packages

Find out about government funding for in-home care or switch your existing Home Care Package to us for more care, less fees.

It's all about you.

Tailored to meet your individual needs, our care ranges from the occasional hour now and then, to 24-hour, around-the-clock care across a full range of services.



It's All About You **Personal Care & Wellbeing**

- Bathing, dressing, personal hygiene
- Meal preparation and planning
- Medication management
- Transportation and company for appointments or shopping
- Companionship and fun stuff like your social club, a coffee or meal out or even a holiday!



Home Sweet Home **Domestic Support & Home Help**

- Cleaning, domestic duties, laundry
- Household organising
- Shopping and running errands



Home James! **After Hospital Care**

- Transition from hospital and settling in
- Rehabilitation and recovery support
- Ongoing care and lifestyle adjustment



Comprehensive Care **Complex Care and Qualified Nursing**

- Qualified nursing and complex care
 - Wound care and pain management
 - Dementia care and special needs support
- Palliative care



Time For A Break? **Respite Care**

- Short-term help when your usual carer is unavailable
- Supplement existing family caregiving and enable valuable 'time-off'
- Support for client and family

A Load Off Your Shoulders **Complete Care Management**

Do you need grab rails installed, mobility aids or a hospital bed? Want to learn how to do your shopping online or use that smartphone to Skype the family? Fancy taking up a new hobby?

We know that your needs are not necessarily just 'hours of care' and can manage and co-ordinate whatever it is that you need to stay living safely and happily at home.

Personalised in-home care, perfectly matched to you.

We believe that who you have in your home is as important as what they do there.

♥ At-home Care Assessment

It can be the little things that make a big difference, right? Knowing this, we take the time up front to discover what these little things are for you as well as fully understanding your care needs. That's why we send a registered nurse and a client care manager to visit you in your home at no-cost and no obligation.

We recommend that a family member attend this assessment if possible. And because we know that no-one likes waiting around, we can get out to you quickly, within 24 hours if needed.

♥ Tailored Care Plan

If you do then decide to use our services, whether you're paying privately or have government funding, we will work with you to produce a tailored Individual Care Plan, which meets all your requirements and sets out your goals and what you want to achieve as well as what we will do to make that happen.

♥ Caregiver Matching

Your care assessment also helps us discover more about your lifestyle, personality and preferences so that we can find the caregiver most suited to you as an individual. Things such as personality, language and interests are pretty important in any relationship and the one with your caregiver shouldn't be any different. So, if you love a bit of chit-chat or a good gossip, we won't match you with the strong silent type!

♥ Communications

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A clear understanding of your needs ensures a solid foundation for our care.

It's all about the people.

Bringing a caregiver into your home is a big deal and we feel very honoured that our clients trust us to do this.

All our team members, whether they work in your home or in our support office, share a vital set of values on which trust can be built. A passion for excellence, diligence and dedication, honesty and respect. We look for these values in everyone who works for us.



Caregivers

As you'd rightly expect, all our caregivers are fully qualified, highly experienced and comprehensively referenced and police checked. We take special care to ensure that the caregivers we employ have the skills and attributes necessary to provide expert in-home care, which is very different to residential aged care.

Sanita believes that life experience can be the best training for a caregiver. Having raised five children and then cared for her father-in-law at home in his later years, Sanita says that professional caregiving felt like a natural progression for her.

Clinical Services, Care Quality & Governance

Natalie de Vos knows that nothing is more important to our business than the quality of care we provide to our clients.

A Registered Nurse with 20 years' experience in healthcare, she has extensive experience in managing quality of care services.

She is an expert in accreditation processes that comply with the National Safety and Quality Health Service (NSQHS) and Royal Australian College of GPs (RACGP) standards. You really couldn't be in a safer pair of hands.

Client Care Team

Our Client Care team is, quite simply, here for you. Their job is to ensure effective, ongoing communication throughout your relationship with us and provide a valuable link between the family and the individual carer.

Jenny and the rest of the Client Care team receive regular feedback from your carer and stay in touch with you regularly. They'd much rather prevent a problem than solve one and pro-active communication is key to this. But if you do have a problem, they want to hear it. So call them. Any time.



Some very important information.

Your Safety

Absolute Care & Health strives to provide a safe environment for you and a safe workplace for our staff. We encourage an environment in which clients and staff are treated with dignity, and respect and where staff conduct themselves professionally at all times.

Absolute Care & Health have a concerns or feedback process in place, if needed. We encourage you to bring to our attention anything that may cause concern or anything we may be able to improve.

Privacy

Absolute Care & Health acknowledges and respects your right to privacy and is committed to maintaining the confidentiality and security of your personal information, which is collected in line with legislative requirements. This information is collected to assess, plan and provide services needed to meet your individual needs.

Absolute Care & Health will not disclose your personal information to a third party, and your rights to access it will be upheld. Absolute Care & Health is compliant with and will observe the Privacy and Data Protection Act 2014.

Appeals & Advocacy

Absolute Care & Health welcomes feedback and we encourage you to bring to our attention any aspect of our services that concerns you. Complaints should be raised with your Care Coordinator to ensure prompt attention. Responses to complaints will be provided in a timely manner by a Manager.

Interpreters

Absolute Care & Health understands you have the right to be represented by an advocate at any time. We encourage the use of advocates during the assessment and planning process. An advocate might be a family member, friend, medical practitioner or from an advocacy body. Your Care Coordinator can assist you to access the services of an advocacy body.

Absolute Care & Health is able to provide a qualified interpreter, upon requested. This is being an external service and attracts a separate fee.



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