

**Exceptional
in-home care.
Your Way.**




ABSOLUTE
— CARE & HEALTH —

Your home care. **Your way.**

We're dedicated to supporting you to live your life, your way. After all, it's your life. We're here to help you live it, love it, own it.

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, looking after an injury or support after a hospital stay. Higher level needs may require complex nursing, overnight or 24-hour care or palliative care.

We think we give the best care when we collaborate. So we work closely with families, your medical professionals and other support organisations to get the best possible result.

To learn to more about our expert care and support services, or to speak with our client care management team please contact us on 1300 030 032.



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 appropriate. And because we know that no one likes waiting around, we can get out to you quickly, within 24 hours if needed.

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!



Tailored to you

We make sure that our care is suited to your needs and aligned to what you want to achieve. We'll work closely with you and any family or other organisations that support you, to ensure our care meets your goals.

Communications

So many of our clients tell us that it's the human, warm approach that makes the difference at Absolute Care & Health. That's because we strive to avoid bureaucracy and instead have an open, ongoing conversation with you.

A whole-of-person approach

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.

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



Health & wellbeing

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

The right caregiver for you

We firmly believe that it's all about people. And getting the right caregiver for you is our top priority.

Connectedness and purpose

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

Knowledge and access

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



All about **you**

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

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 coordinate whatever it is that you need to help you enjoy your life, your way.

Complete care management



Personal care & wellbeing

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



Domestic support & home help

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



After hospital care

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



Nursing care

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



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

Your **funding options**

Privately funded care

When you pay for your in home care privately, we charge an hourly rate for most of our services.

We customise our care to your individual situation, so you only pay for as much or as little care as you want, and you're never locked into a contract.

Government funding

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

Find out about our range of services for NDIS participants. Please call us to discuss your needs on 1300 030 032.



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.



It's the close-knit team of people at Absolute that makes us stand out from the rest.

Our values

Above & beyond. *Everyday.*

We go all out to truly delight our customers, our team members and our stakeholders.

Create belonging. *Everywhere.*

We bring people together. We work as a family with colleagues, clients and stakeholders.

Re-imagine. *With purpose.*

We use initiative, innovation and inquisitiveness. No matter how big or small the challenge.

We get you. *Absolutely.*

We truly empathise. We ask ourselves what others are feeling and we actively seek to understand.



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 Manager to ensure prompt attention.

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 Manager can assist you to access the services of an advocacy body.

Interpreters

Please let us know if you need an interpreter. We can provide qualified interpreters through Translating and Interpreting Services (TIS) which are available through your Home Care Package or NDIS Package or can be paid for privately.



**We provide all the support
you need to stay at home
independently.**

It's your life

Live it. Love it. Own it.

Like to talk about it? **Absolutely.**
Please call us on

1300 030 032



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