

# Absolute Care & Health

*Information for referrers, care brokers  
and partner organisations*



# About Absolute

**Absolute Care & Health is a premiere provider of personalised in-home aged care, disability support and recovery care. We provide individual support and nursing services, supporting our clients to live their life, their way.**

For 10 years we have been re-imagining what care can be by delivering truly great experiences for our clients every day - changing perceptions of, and re-energising attitudes towards care and support. We set high standards and are proud of it; our clients and their families tell us we provide the best support.

We firmly believe it's the close-knit team of people at Absolute that makes us stand out from the rest. We look for people who share our values and whose actions and attitudes demonstrate a commitment to thinking differently; to using initiative, innovation and inquisitiveness to create tailored support outside the traditional square.

We value a sense of belonging and believe in bringing people together as one Absolute family. Our culture of care is focussed as much on our team as on our clients so that those who work for Absolute also have truly great experiences in their roles, everyday.

## 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.***

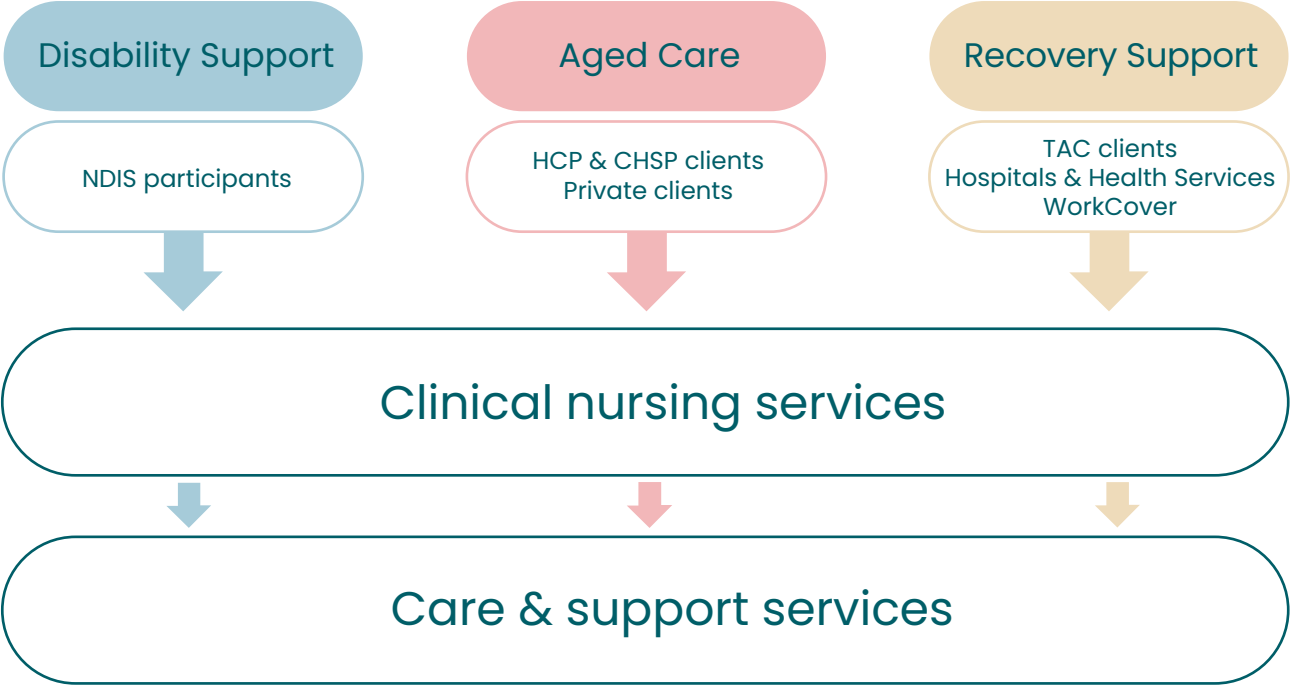
We use initiative, innovation and inquisitiveness. No matter how big or small the challenge.

### **We get you. *Absolutely.***

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



# Segments we operate in



## We're a Registered Provider for

- ♥ National Disability Insurance Scheme (NDIS)
- ♥ Traffic Accident Commission (TAC)
- ♥ Home Care Package    ♥ WorkSafe

# Experienced provider of brokered care services

**Absolute Care & Health works with referral partners to deliver brokered nursing and attendant care/support worker services.**

We've built trusted relationships with HCP and CHSP providers, hospitals and other care organisations throughout Melbourne.

We have service agreements with health services to provide post-hospital care for patients from programmes such as Post-Acute Care (PAC), Rapid Discharge Programme (RDP) and Transition Care Program (TCP).

We are also a registered provider for the Transport Accident Commission (TAC), supporting clients who have experienced road trauma.

## Referral relationships include:

- NDIS support coordinators
- Public hospitals
- Private hospitals
- Home care package providers
- CHSP providers
- Traffic Accident Commission (TAC)
- Medical and Allied Health Professionals
- Other government support programmes

**Committed to delivering  
patient-centred care for our  
referral partners.**



# Our services

## Everyday life and day-to-day activities



### Attendant care

- Bathing and grooming
- Continence
- Undertaking therapy routines
- Personal hygiene



### Personal domestic activities

- Cooking, laundry
- Organising the home
- Hobbies
- Planning
- House cleaning
- Assistance with phone calls
- Assistance with completing forms
- Assistance with sourcing/researching community activities and events



### Community access & transport\*

- Accessing local services
- Going to appointments
- Shopping
- Excursions and recreational activities

## Nursing services



### Nursing care

- Wound care
- Medication administration and injections
- Catheter changes and bowel care
- PEG feeding
- Cervical collar care
- Stitches and staples removal
- Nurse assessments and regular health & vital signs monitoring



### Respite care

- Providing care & support for a client whilst their primary carer has time out

\*Mileage costs apply for travel in our Support Worker's car.



# Accreditation & **quality standards**

## **Safety, quality improvement and client experience**

Absolute Care & Health is driven by measures of health and safety, quality, service innovation and continuous improvement, and client experience.

We are certified to ISO 9001: 2015 and are compliant with the Human Services Standards and the Home Care Standards.



## **Supporting our Support Workers**



### **We foster a close-knit team of people and shared values at Absolute.**

We value a sense of belonging and believe in bringing people together as one Absolute family.

Our culture of support is focussed as much on our team as on the people we support so that those who work for Absolute also have truly great experiences in their roles, everyday.

Our new Education and Development Framework has been designed to support our workforce to further develop their knowledge and skills, continuously improving the level of support they provide and opening new opportunities and pathways for them.

# A **partnership** approach

## **We work best when we work together.**

Solid relationships, a collaborative approach and an understanding of each stakeholder's needs underpin our work with our partners, referring hospitals and others involved in our clients' care.

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### **Make a new referral for carer/support worker services**

Contact our client relations team:



(03) 9978 9140



refer@absolutecarehealth.com.au



Referral form is located at

<https://absolutecarehealth.com.au/intake-form/>

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### **Make a new referral for nursing**



(03) 9978 9150



nursing@absolutecarehealth.com.au

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### **Enquire about partnership**

**Cathryn Kroll**

Head of Partnership  
Development



0451 299 552



cathryn.kroll@absolutecarehealth.com.au

**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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**ABSOLUTE**  
— CARE & HEALTH —