

# Anglicare Aged Care Services



Supporting you at home

1800 466 300  
[anglicare-tas.org.au](http://anglicare-tas.org.au)



**Anglicare**<sup>TAS</sup>  
*Choice, support and hope*

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# Welcome

There are good reasons to choose Anglicare Tasmania to deliver your aged care service.

We're part of the local community. In every region of our state, you'll find Anglicare working quietly behind the scenes, supporting people's health and wellbeing. Your quality of life is important to us.

We're guided by values. Our Aged Care team is friendly, reliable and easy to talk to. We treat people with respect and compassion.

Anglicare also carries out research and advocacy. We want all Tasmanians to have access to essentials like affordable housing, healthcare, and nutritious food.

This guide sets out the different types of aged care supports available from Anglicare Tasmania. If you have questions or would like to discuss what's right for you, please contact us. Our team will be happy to help.

A handwritten signature in black ink that reads "+ Chris Jones". The signature is written in a cursive, flowing style.

Chris Jones, CEO

# Where to start

The first step to receiving any aged care service is to register with My Aged Care. Call them on **1800 200 422**.

They will assess your needs and provide you with the next steps.

If you are a veteran or war widow/widower contact the Veterans Home Care Assessment Agency on **1300 550 450**. They will help assess your needs.

If you have questions or need further information call Anglicare on **1800 466 300**. Our friendly team will explain your options.



# Our Services

## We offer

- Personal care
- Social support and community engagement
- Domestic assistance
- Care management
- Nursing
- In home respite support

We can also arrange services from other suppliers on your behalf, like gardening, allied health and meal delivery.

This booklet provides you with the details of our services, our team and how to get started with Aged Care services for yourself, your family or your friends.

Anglicare is a registered provider with the Aged Care Quality and Safety Commission. We align our service with the strengthened Aged Care Quality Standards.

Our approach is to support you in continuing daily tasks independently for as long as possible. We will focus on your wellness, build your capacity and support ongoing improvement. Our services are centered around you to help ensure you have the best quality of life.



# Your team



We are a Tasmanian based provider. We are reliable, friendly and here to help.

Everyone at Anglicare holds a Schedule 1 Police Check and a Working with Vulnerable People card. We undertake a detailed induction program and regular training to keep our skills up-to-date. Our nursing team members are registered with the Australian Health Practitioner Regulation Agency.

The following team members work together to deliver a professional service to older people across Tasmania;

- **Customer service** - we answer your questions and connect you to the right person
- **Community support** - we provide you with professional care and assistance in your home and in the community
- **Care partners** - we coordinate your care and supports and regular reviews
- **Nurses** - we provide clinical case management and clinical care
- **Schedulers** - we make sure you receive the support you need when you need it
- **Management** - we ensure everything is working properly and as it should be

**Call 1800 466 300 to speak to a friendly Anglicare team member.**



# Domestic assistance

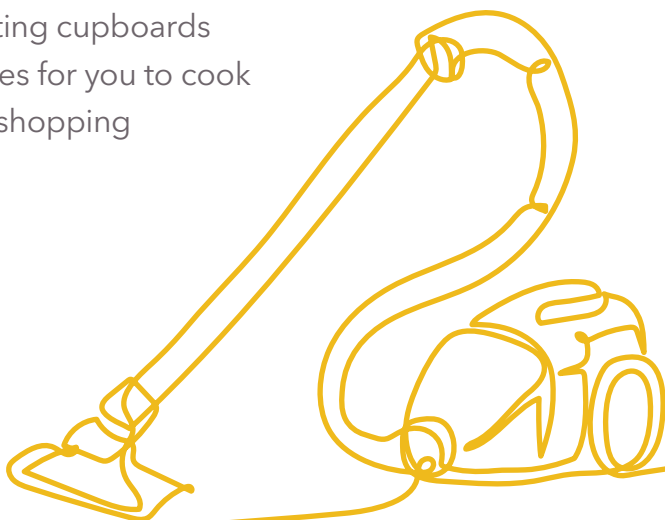




Working with you to complete your domestic cleaning tasks to maintain a safe and healthy home environment.

Our team is trained to support you with tasks around the home that you may now find difficult:

- general household cleaning
- dish washing
- dusting
- clothes washing
- ironing
- changing bed linen
- cleaning fridge, microwave, stove top
- wiping down benches
- washing the floor
- vacuuming
- cleaning toilet, bathroom, shower
- cleaning and sorting cupboards
- peeling vegetables for you to cook
- unaccompanied shopping
- rubbish removal



# Nursing



We provide comprehensive assessment and review, care planning and clinical care.

We will work in partnership to ensure services are right for you.

In the comfort of your own home we can provide you with the following:

- comprehensive assessments and care planning
- oxygen therapy
- catheter care
- dementia care
- palliative care/end of life care
- dressings and wound care
- medication and pain management
- chronic disease and diabetes management
- continence support
- nutritional support and dietary advice, including enteral feeding
- risk assessment such as falls prevention
- coordinating allied health services and pastoral care
- stoma care
- monitoring neural stimulation devices.



Your clinical health team will ensure that support is well coordinated and timely. Anglicare can liaise with other practitioners involved in your care, including:

- physiotherapist / occupational therapist
- podiatrist/chiropractor
- social worker
- GP/specialist.

If you are admitted to hospital we can monitor your progress throughout your stay, your rehabilitation and when you return home.



To help reduce your risk of injury, we can conduct assessments such as a home safety or falls risk. We can recommend special equipment and modifications to make things safer for you.

Your medication is an important component of staying well. We can help you by ensuring that your medication is easy to administer and monitor.

Your clinical team can provide you with information about your prescribed medication and answer any questions you may have. Your team is trained to ensure that your medication is taken at the right time and recorded on your drug chart.

We can assist with:

- medication reminder products
- liaising with your pharmacist and GP
- arranging medication reviews
- organising medication administration.



# Personal care



## Feeling your best.

Our team will tailor these services to meet your individual needs. We provide respectful and experienced professional assistance with:

- bathing
- toileting
- grooming, washing hair
- dressing
- medication prompt or administration
- approved therapy activities
- glasses cleaning
- assistance with hearing aids
- assistance with dental care
- managing fasteners
- shaving
- monitoring hydration through fluid intake
- assistance with continence supports
- commode cleaning
- monitoring skin integrity
- applying non-prescription topical creams  
i.e. moisturiser and sunscreen
- applying pressure stockings.

We can offer the security of being present in your home while you shower independently.

We can provide a short-term service following a hospital admission or illness.



# Social support and community engagement







Supporting you to undertake activities and remain connected with your community. This includes:

- assistance with shopping
- meal preparation and planning
- assistance with paying bills and reading mail
- participating in crafts and activities
- assistance with using technology
- support to attend activities in the community
- assistance with appointments
- assistance to access volunteering opportunities
- assistance to undertake an approved exercise or therapy program
- mending clothes

# Other services we offer



## Respite

We can provide short-term respite to enable carers to take a break.

This includes providing support and companionship to people living with dementia, a mental illness, disability, or a chronic or terminal illness.

We can support you to access longer term residential respite.

## Staying active at home

Customised clothing and equipment may be useful for maintaining your independence and comfort.

We can help you use special clothing such as compression stockings, built-up footwear, braces and splints.

Devices to assist you may include:

- a long-handle shoe horn
- pick-up stick
- bed rails
- temperature-controlled hot water
- devices with an automatic shut-off function
- long-handled shower aids
- assistive eating utensils.

## Staying mobile and comfortable

If you have a condition that restricts your ability to be safe and comfortable at home, you may qualify for a home modification, mobility aid or equipment. Useful items may include:

- easy-to-use television remote controls
- handheld shower head
- over-the-toilet or shower chairs
- grab rails
- commode chairs
- walking aids
- pressure relief cushions and mattresses.

## Feeling safe at home

It is important that you feel safe at home, especially if you live alone.

We are happy to discuss how technology can keep you connected to medical services, emergency services or family and friends.

Technology can include:

- medical alert pendant
- key-code access to your home
- sensory lights
- switches for electrical devices
- sensory bed lamps.



## Pet Passport

Some pets may become anxious around cleaning equipment, which can occasionally pose safety concerns for our staff while they are supporting you.

If you would like your pet to remain in the home during our visits, they may be eligible for a Pet Passport. Speak to your care partner on **1800 466 300** for more information.

This program was developed in consultation with the RSPCA to ensure the wellbeing of both pets and staff.

## Caring for your pet

Anglicare can assist you to have a plan in place for emergency situations, so your pet is looked after.



# Coordination



## How Anglicare schedules your supports

Anglicare will arrange for your supports to be delivered within an agreed time window.

We schedule time windows of around two hours – which means the Anglicare team member will arrive within the block of time you have agreed to. For example, if your service window is between 7.00 am and 9.30 am, we will arrive no later than 8.30 am. This allows for travel in between clients and unexpected delays.

## What if my support needs change?

It's important that your supports are right for you.

You can ask for a review of your services any time.

Anglicare will review your supports with you at least every 12 months.

You may find that you have greater confidence and independence and no longer need some supports.

There might be times when you need some extra support (such as when recovering from an operation). Anglicare can provide information about the short-term options available to you.

It is also possible to purchase self-funded supports from Anglicare, with no assessment or referrals required.



# Advocacy and other Services





## Anglicare's additional support services

Anglicare is one of Tasmania's largest human services providers, supporting people living with disability, mental illness or at risk of homelessness or facing other life challenges.

With offices around the state, your team can connect you (or your family and friends) with a broad range of services and support.

Contact our professional team on **1800 466 300** for a confidential conversation about your own situation and eligibility for support.

## Advocacy

You can ask an advocate to speak to Anglicare on your behalf.

Advocacy Tasmania can provide information about your rights and help to work out any problems. This service is free, confidential and independent.

[www.advocacytasmania.org.au](http://www.advocacytasmania.org.au)

Call **1800 005 131** (9am-5pm)

Email: [contact@yoursaytas.org](mailto:contact@yoursaytas.org)

The Older Persons Advocacy Network also offers free and confidential advocacy support. Call **1800 700 600** to be connected to your local advocate.



## Other helpful services:

### **State Ombudsman's Office**

Level 6, 86 Collins Street,  
Hobart, 7000 Tasmania  
Call: **1800 001 170**

### **Aged Care Quality and Safety Commission**

Call: **1800 951 822**

### **Anti-Discrimination Commissioner**

Level 1, 54 Victoria Street  
Hobart, 7000 Tasmania  
Call: **1300 305 062**

### **Human Rights Commission (Australia)**

Level 3, 175 Pitt Street  
Sydney, 2000 NSW  
Call: **1300 369 711**

### **Elder Abuse Helpline**

Call: **1800 441 169** (TAS)

### **My Aged Care**

For information about aged care  
services and how to access them, visit:

**[myagedcare.gov.au](https://myagedcare.gov.au)**

Call: **1800 200 422**







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