



harbourside
PORT STEPHENS



*happy
at home*

Our guide to **HARBOURSIDE HOME CARE**

Stay happy and independent at home with Harbourside Home Care
– your trusted, local home care provider.

ABOUT US

Harbourside Port Stephens is a local, compassionate, not-for-profit community organisation with a proud history spanning over 40 years. We are dedicated to providing care and support to seniors in the Port Stephens Area.

In addition to offering Home Care Services we provide retirement living in Villages located at Shoal Bay, Salamander Bay and Fingal Bay. Our commitment extends to residential care, available at Harbourside Residential Care at Shoal Bay.

Established and reliable, Harbourside Port Stephens is continuously evolving to ensure our communities and services remain accessible and relevant to today's seniors. Our comprehensive range of professional and dedicated care services provides both our clients, and their families with peace of mind, knowing that additional care is always available should individual needs change.

At Harbourside Home Care we prioritise inclusive, person-centred care. We actively seek ongoing input from clients and their families as part of our commitment to continuous improvement.

Our Vision

The leading and trusted provider of aged care services to our community.

Our Mission

Partnering with our community to provide:

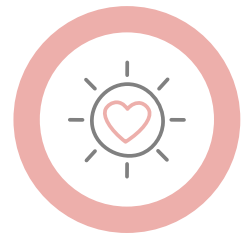
- Safe and respectful personalised care.
- Vibrant residential, home care and retirement living.
- Ongoing and innovative growth in service.

OUR VALUES:

CARE + Community

Compassion

We treat others with kindness, generosity, and understanding, always remaining sensitive to their needs.



Accountability

We act with integrity, taking responsibility for our conduct, actions, and decisions.



Respect

We approach others with humanity, acceptance, and respect for diversity. We value dignity and privacy, creating a safe environment for all.



Excellence

We go above and beyond in our work, delivering exceptional service. We are empowered to think big and embrace innovation.



+ Community

We continue the legacy of our founders by honouring past traditions and supporting our local community.





HOME CARE PACKAGES

We offer a wide range of services to ensure you can maintain your independence at home. If your needs change, so can your choice of services and level of care.

A government-funded Home Care Package is a great way to get some extra help around your home so that you can stay living at home, safely and comfortably. These packages are customisable to your needs to ensure you live a healthy, happy, connected life in your own home. For some, this is an extra helping hand with domestic duties, and for others it could include personal and nursing care.

A care plan is designed to support your wellbeing to avoid entering residential care prematurely, if at all. The care plan informs your budget.

At Harbourside Home Care, we offer you choice and flexibility. Your care plan is tailored to your own care needs and circumstances.

Service options can be tailored to you, and include some of the following:

- Allied Health Services
- Domestic Assistance
- Errands and Shopping
- Meal Preparation
- Medication Assistance
- Nursing Support
- Personal Hygiene
- Social Connection

OUR TEAM

From our nursing and care staff to the wider team, we've got passionate, skilled staff who build wonderful relationships with our clients and their families. Our team are friendly, highly trained professionals who truly care about your happiness, health and wellbeing. We pride ourselves on having the most up-to-date knowledge and skills to ensure you receive the highest quality of care.

You're in good hands at Harbourside Home Care, and to provide peace of mind for you and your family, all our qualified staff are subject to a comprehensive series of safety checks upon induction, carry photo ID at all times and undergo regular on-the-job supervision to ensure clients feel safe, comfortable and cared for in their home.

Our team consists of:

- Nursing Staff
- Personal Care Attendants
- Cleaning Staff
- Maintenance Staff
- Cooking Staff
- Management
- Office Staff
- Board Members

OUR SERVICES

Domestic Assistance

Our home care services include domestic assistance to support you with general household duties.

We can take care of all the work around the house, so you can do more of what you enjoy most, while enjoying a clean, safe home and a full pantry. Domestic assistance services can include:

- Household cleaning
- Shopping
- Laundry
- Meal Preparation



Personal Care

Live better at home with all the support you need each day. Everyday personal care is essential to independent living at home. We provide a range of respectful and gentle personal care services to suit your needs. Our staff can assist with all aspects of daily care, including:

- Assistance with personal hygiene
- Continence support
- Help with showering
- Assistance with grooming
- Support when dressing and undressing
- Medication management



Meal Service

Preparing a healthy balanced meal at home can be easy with a helping hand. We can visit mornings, afternoons or evenings, to make sure you have nutritious meals to suit your tastes, using ingredients and recipes you love. Our staff can assist you with various aspects of meal preparation, including:

- Planning your meals
- Meal preparation in your home
- Using kitchen utensils and eating aids, or feeding



In Home Respite

Our staff can provide in home respite to provide a temporary, short-term break for the primary caregiver.

Everyone needs a break now and then, and our in-home respite support service can give you that opportunity. If you need to take some time out from your normal care responsibilities, rest assured knowing your loved one is being supported and cared for by our experienced and friendly team. Our personalised in home respite service is designed to meet your family's needs. We have a wide offering of services available to suit you, on a regular, ad hoc, or emergency capacity as required.



Clinical Care

Our clinical care team can provide a range of services and support to you in your home. Our experienced nursing staff have the expertise and training to assist your healing or manage illnesses. Services can be administered in your own home with care by our skilled nurses who ensure you are comfortable and well informed about your care. The range of services we offer include:

- Wound care
- Clinical assessments and health monitoring
- Medication administration



- Palliative care support and monitoring
- Care planning
- Continence care
- Dementia support
- Catheter care
- Pain relief
- Immunisations
- Behavioural strategies, support and monitoring
- Enteral Feeding

Additionally, Harbourside Home Care collaborates closely with the Palliative Care and Dementia Support Teams at Tomaree Community Hospital to ensure optimal outcomes for our clients.

Medication Management

Our nursing staff can visit you on a regular basis to assist you with your medication, including immunisations, tablets, and creams, to a plan and routine that best suits your needs. It's important to your health to ensure you are taking your prescribed medication. Our staff can provide support to keep up with your medications throughout the day. The Harbourside Home Care Team can come to your home as required to administer them, provide a reminder phone call service to help you remember, or train you in the best ways to administer medications yourself. You choose what works best for you, and we'll be here to help every step of the way.



Transport

To maintain your independence, it's important to remain mobile. Harbourside Home Care is here to assist by providing transport and support services. If there's somewhere you need to be, or someone you need to see, we can help. Our friendly support workers will happily drive you to and from medical appointments, visits with friends and family or your choice of outings. Our friendly and qualified staff provide you with the support and assistance you need to ensure your safe and relaxed arrival at your destination.



Allied Health

We can work with you to arrange for specialist allied health care at your door to assist with optimum health, wellbeing and quality of life. Harbourside Home Care provides a range of allied health support services that assist clients in maintaining health and independence in their own homes. We can arrange for a specialist to visit your home to improve your health and wellbeing at your convenience, i.e. physiotherapist, podiatrist. Our mobile allied health services can make it easy to access care to improve your quality of life in many different areas. We can also arrange transport to specialist practices where required.



Social Support

Our staff can assist you with social support, assisting to keep you entertained and connected to your community. Harbourside Home Care Social Support includes home visits, social outings, group activities, peer support and social phone calls. Our home care services include social support to keep you connected in your own home or preferred location with friends. We can arrange for visits to your home, your favourite locations, and help you access support groups and recreational activities of your choice.

Some of our regular services include:

- Shopping
- Heading out for a meal
- Visiting friends or family
- Going to the bank
- Going to the library



ONGOING OR ONCE-OFF SERVICES

Incontinence Aids (Level 3 and 4 Packages only)

Everyday life is made more comfortable with the right continence management. Your care staff can help you manage incontinence issues with dignity and privacy and give you the confidence to live comfortably at home and enjoy yourself in the community and other social situations. We can ensure you have access to the aids that suit you and your lifestyle at the best price and quality without any hassle. We can liaise directly with the supplier who will deliver to your door.

Wound Management

Wound care management services in your own home maximise comfort while you heal. Our knowledgeable nursing specialists provide individualised and expert wound care through our home care services. We understand the complexities of proper wound treatment and healing. Our wound care services help treat your wounds over time and assist you with managing any underlying disease or causes. We work with our clinicians to ensure you receive optimal healing support while providing the greatest care and comfort possible.

CONTRACTED SERVICES

We have the capability to connect you with skilled individuals and reputable companies to support you in various tasks, including:

- Gardening
- General Home Maintenance
- Laundry
- Pet Care



Steps to commencing your

HARBOURSIDE HOME CARE PACKAGE

Once you have been allocated your aged care package through the Department of Health and Aged Care we will go through the following steps with you.

1

INITIAL CONSULTATION

Once of our team members will sit down with you to explain how the home care package program works. We will discuss services and supports that are available to assist you to remain at home. We will explain costings, fees and how the available funding can be optimised to best suit your circumstances. This is an important step in us getting to know you (and you getting to know us). It is a great opportunity to ask any questions you may have and find out about Harbourside Home Care.

2

INTRODUCTION TO CARE PARTNER

Your ongoing Care Partner will be personally introduced to you at your home. Your Care Partner will sit with you and discuss your needs, goals and preferences, and from there develop a care plan that's as individual as you, taking into account everything that matters most to you.

3

AGREEMENT

At your next meeting, our staff will complete the necessary documentation to get your home care package started. This includes an agreement outlining the conditions of the package of care that is being provided. You will receive a copy of your home care agreement and individualised budget.

4

SERVICES COMMENCE

Now we have gotten to know you, your preferences, goals and needs, it's time to match you with one of our caring and experienced Home Care Employees. Each of our Home Care Employees hold a Certificate III in Individual Support, First Aid Certificate, and has undergone comprehensive training, reference and national criminal background checks. Our Home Care Employees will be provided with information on how to best support you at home by your Care Partner.

5

CARE MANAGEMENT AND REVIEWS

Your Care Partner will conduct regular reviews of your package to ensure we are adapting your package services and supports to your changing needs and educating you along the way. A formal review is completed annually or if your care needs or package level changes.



TO LEARN MORE ABOUT OUR
HARBOURSIDE HOME CARE

call our friendly team on
(02) 4984 1811

or visit www.harboursideportstephens.com.au

