



*Happy  
at home  
We Care*

**Harbourside** Port Stephens  
Stay happy and independent at home  
with your trusted, local home care team.



# 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 Port Stephens 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.



## SUPPORT AT HOME

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.

Government-funded Support at Home services are a great way to receive extra support at home so you can continue living safely and comfortably. These services 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. We'll guide you through the process and help you understand what's involved.

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

At Harbourside Port Stephens 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
- Medication Assistance
- Personal Hygiene
- Clinical Care
- Errands and Shopping
- Meal Preparation
- Nursing Support
- Social Connection
- Restorative Care

## 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, 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:

- Registered Nurses
- Personal Care Assistants
- Care Partners
- Cleaning Staff
- Maintenance Staff
- Office Staff
- Cooking Staff
- Management
- Board Members

# OUR SERVICES

## Domestic Assistance

Our 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. Services can include:

- Household cleaning
- Laundry
- Shopping
- Meal preparation



## Personal Care

Live well 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 tailored to your needs, including:

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



## 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:

- Meal preparation in your home
- Meal planning
- Using kitchen utensils, 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 sometimes. Our in-home respite service provides short-term support to give primary caregivers time to rest or attend to other responsibilities. We offer regular, ad hoc, or emergency respite tailored to your family's needs, ensuring your loved one is cared for by our experienced, friendly team.



## 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 you to heal or manage illnesses. Services can be administered in your own home with care by our skilled registered nurses who ensure you are comfortable and well informed about your care. The range of services we offer include:

- Wound care
- Clinical assessment and health monitoring
- Medication administration
- Palliative care support and monitoring
- Care Planning
- Continence care
- Dementia support
- Catheter care
- Behavioural strategies, support and monitoring
- Immunisations
- Enteral feeding
- Restorative care support



Additionally, Harbourside 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 Team can come to your home as required to support you with administering 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 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 team 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 specialist allied health care at your door to assist with optimum health, wellbeing, quality of life and independence in your own home. 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 and friends. Harbourside Social Support includes home visits, social outings, group activities, peer support and social phone calls. We can arrange for visits to your favourite locations, and help you access support groups and recreational activities of your choice. Some of our regular services include:

- Shopping
- Visiting friends or family
- Going to the bank



## Additional Support Pathways

Under Support at Home, there are also additional funding pathways that may be available depending on your needs, including:

- Restorative care – short-term support to help you regain strength and independence
- Assistive technology and home modifications – such as mobility aids or minor home modifications to support safety at home
- End-of-life care – additional support during more complex or palliative care needs



We can help you understand what may be available and how to access it.

## ONGOING OR ONCE-OFF SERVICES

### Incontinence Aids

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. (Note: Available only to higher funding levels.)

### Wound Management

Wound care management services in your own home maximise comfort while you heal. Our knowledgeable registered nurses provide individualised and expert wound care. 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 are able 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 Support at Home program

Once you have been allocated Support at Home package through the Department of Health Disability and Ageing, we will go through the following steps with you.

1

#### INITIAL CONSULTATION

One of our team members will sit down with you to explain how Support at Home 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 Port Stephens.

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.

3

#### AGREEMENT

At your next meeting, our staff will complete the necessary documentation to get your Support at Home funding started. This includes an agreement outlining the conditions of the package of care that is being provided. You will receive a copy of your Support at Home 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 change.



TO LEARN MORE ABOUT

## **Harbourside** Port Stephens

call our friendly team on

(02) 4984 1811

or visit [harboursideportstephens.com.au](http://harboursideportstephens.com.au)

