

Your Support at Home Team

Support at Home made simple, care that feels like family

We're here for you, every step of the way

Your Aged Care Team is here to help you get the support you need. We will work with you and your family so you can keep living at home safely and comfortably as you get older. The Aged Care system can be confusing, but our team has people with different skills who are all here to help you. ADEC will be by your side and support you every step of the way.

Joining the ADEC family

Before you choose a registered Support at Home provider, it's important to know how they will help you and what services you can get in your package. To make this easier, we have tools, information, and someone who can guide you step by step.

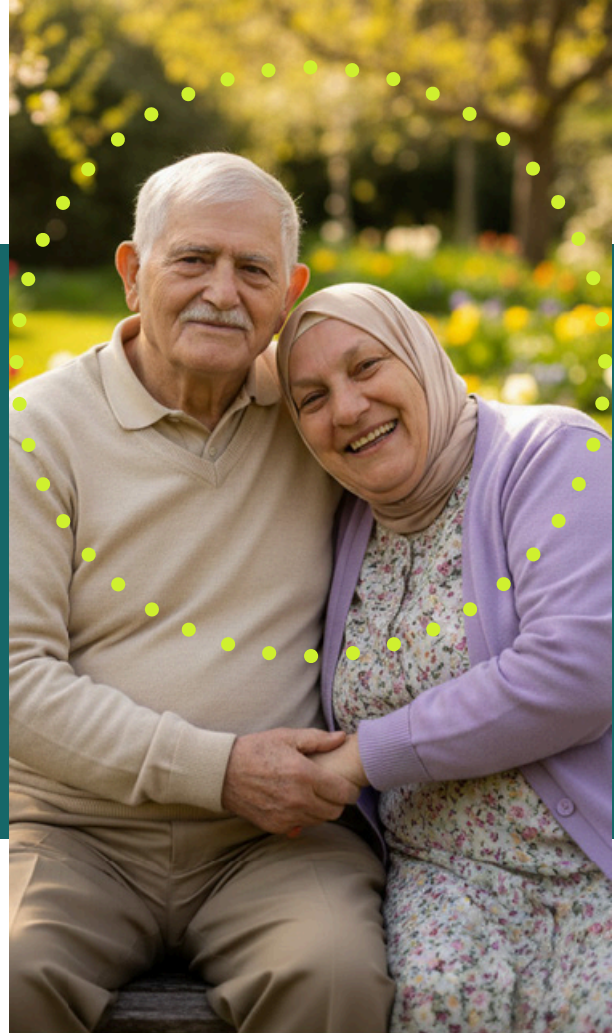
Our Client Intake and Liaison Partner, Mary, has worked in Aged Care for many years. She can explain the new Support at Home system and help you with your next steps. Mary can also help with hardship applications for people who are eligible, so you don't have to pay more than you need to get the support you need.

Getting the best help and service

Did you know that not all aged care organisations include Registered Nurses in their usual support? ADEC goes further. Every Support at Home client gets a dedicated Clinical Care Partner who is a fully qualified and experienced Registered Nurse. Your Clinical Care Partner will help you stay safe and well at home by making sure your support changes as your needs change. They will check in regularly to make sure your plan is working for you.

Supporting you every day

Your Service Coordinators are your helpful, reliable contacts every day. They will organise your services, make schedule changes, and make sure your support workers are a good fit. If something isn't right, they'll help fix it. To reach them, just call ADEC on the number below - they're ready to help anytime.



Where to get more information about Support at Home

Department of Health, Disability & Ageing:
www.health.gov.au/our-work/support-at-home

Where to get extra support

Other organisations that are there to assist you:

- Elder Rights Australia 1800 700 600
- Seniors Rights Victoria 1300 368 821

How to make a complaint or give feedback

Our team will check in with you regularly to see how things are going, but you can call for support, advice, make a complaint, raise a concern or give feedback at any time by calling our Support Line, via our website, or via email.



www.adec.org.au

If you still have concerns, you can also make a complaint directly with the Aged Care Quality & Safety Commission on 1800 951 822



(03) 9480 7000



info@adec.org.au