

# Care in your home and community

Caring for Queenslanders for over 100 years



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Whatever your circumstances, we will partner with you to provide the services and expertise you need to maintain your lifestyle and independence in your own home. We know how important this is to so many people. We also understand that no two people are the same and that things can change. That's why we offer choice and flexibility, to ensure the right care and support is provided when you need it, by qualified, compassionate staff.



## Our Approach

We believe the best approach to care is one that values each person and their unique story. By providing holistic care that considers your collective needs, we're able to tailor a unique mix of services to support your quality of life so you can maintain your independence and wellbeing. Our understanding team will work with you to design a program of services that can be adapted as your needs change and to suit your lifestyle.



**For over 100 years,** Wesley Mission Queensland has been caring for the community. Our qualified team of nurses, tradespeople, volunteers and carers will work with you to determine your needs and tailor services to suit them. Whether you're growing older or living with a disability, we have the experience and dedication to support you.

When you choose Wesley Mission Queensland, you're also helping to support people experiencing hardship, disadvantage and isolation.

As a not for profit organisation, everything we do is for purpose and not profit. All funds that we receive are invested back into our community services and programs, which provide vital assistance to more than 100,000 Queenslanders each year.



# Our Services

**We offer a wide range of services that empower you to live a fulfilled life in your own home and to maintain your community connections. Whether it's a helping hand with home maintenance, a weekly exercise class to keep healthy or transport to an appointment, we can assist you or your loved one.**

## Help in Your Home

A little extra help around the home can make a huge difference to your day-to-day life. Our team of qualified in-home carers can support you with a range of domestic duties.

### What help around the home is available?

- Cleaning services
- House and yard maintenance
- Washing and ironing assistance
- Meal preparation and delivery
- Shopping services.

If you live in the Pine Rivers region, you can also request assistance through the Home Assist Secure home modification and maintenance service to help with tasks such as changing light bulbs, servicing taps and toilets, fitting grab and hand rails and repairing and installing locks.



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## Personal Care

We offer a range of personal care services that you can access in the comfort of your own home.

### What personal care services are available?

We provide support with everyday tasks such as:

- Bathing and grooming
- Dressing
- Mobility in your home
- Eating.

## Nursing Care

If you require nursing care carried out in your own home, our registered nurses can be there to assist with a range of duties.

### What nursing care services are available?

Nursing support is available to:

- Assist with medicines
- Manage your continence
- Change wound dressings
- Monitor blood pressure
- Assist with other clinical care as advised by your doctor.

## Veterans Care

If you hold a Veterans' Affairs Gold or White health card, you may have access to special funding provided by the Department of Veterans' Affairs (DVA).

### What services are available?

You can request support for:

- Domestic assistance
- Personal care
- Respite care at short notice, in times of crisis.

## Service Coordination

If you need a hand with organising access to multiple Wesley Mission Queensland services, we can help. Our coordination service takes the stress out of organising the services you need and allows you to get on with building your independence and engaging with your community.



We can support you to think well, live well and stay well.

## Respite

Everyone needs the chance to rest and rejuvenate every now and then. Through our range of services, both you and your loved ones can take a break from your regular environment or routine, meet new people and have a fun and rewarding experience in a comfortable and caring environment.

### What kind of respite is available?

We offer a range of respite options, including:

- In-home respite – services performed in your own home
- Centre-based day respite – supported respite services performed in a centre including:
  - Sinnamon Village Therapy Centre
  - Balmoral Uniting Community Centre
  - Hadden Place
  - Hyland House
  - Pine Rivers, Arana Hills
- Overnight respite or short-term:
  - In your home
  - In our Centre
  - Other places by negotiation

## Social Activities and Support

Having an active social life can bring you great joy. We can help you to maintain the important social connections that keep you active in your community.

### What social support is available?

Our services include:

- Social visits at your home
- Assistance with shopping trips and other personal activities
- Assistance to attend and participate in recreational activities and programs
- Centre-based social activities at Balmoral Uniting Community Centre, Hadden Place, Hyland House, Arana Hills and Sinnamon Village Therapy Centre.

## Transport Services

Our qualified transport team offers door-to-door services that can help get you to where you need to be. If you live in the Pine Rivers region, you can also access transport services through the Community Assisted Transport (CATS) program. This service is a volunteer-run program for eligible clients who may be unable to use other forms of public transport due to health and accessibility reasons.



## Therapy, Respite and Wellness

From your state of mind to your state of health, we can help you to think well, live well and stay well. We offer a range of therapy, respite and wellness services through our centres, our in-home care services and at various other locations throughout the community. Whatever your health and wellbeing goals are, we're here to help you achieve them.

**Art Therapy:** Creative workshops for all people to encourage individual, mental and emotional wellbeing.

**Counselling and Social Work:** Professional support and guidance for mental and emotional stress delivered in a safe environment of your choice.

**Dietician Services:** Nutritional and dietary advice to improve your health including meal planning and support with medical conditions.

**Exercise and Wellness Classes:** Including Pilates, Tai Chi and hydrotherapy for health and fitness.

**Hydrotherapy:** Supported physiotherapy in a heated pool to help with recovery from injury and promote general wellbeing.

**Occupational Therapy:** Programs and assessment for a range of concerns including fall prevention, mobility and pressure care delivered in your home or in a centre.

**Physiotherapy:** Tailored therapy and classes to support with aches and pains, rehabilitation, nervous system disorders and breathing difficulties.

**Podiatry:** Diagnosis and treatment for foot or lower extremity injury and pain, skin ailments, arthritis and conditions from diabetes. Orthotic assessment and fitting also available.

**Psychology Services:** for a variety of mental health concerns such as depression, anxiety, grief, trauma, carer fatigue and Post-Traumatic Stress Disorder.

**Respite:** Short breaks and stays through our in-home, centre-based, overnight and short-term respite services.

Take a break through our in-home, centre-based, overnight and short-term respite services.



- Help in your home
- Personal care
- Transport services
- Nursing care
- Social activities and support
- Therapy, respite and wellness



## Do you provide services in my area?

We provide services throughout South East Queensland, including Brisbane, Pine Rivers, Sunshine Coast, Gold Coast, Gympie, Maryborough, Hervey Bay and Bundaberg. We can work with you to find the support that best suits your needs, whether it's in your own home or at a nearby centre.

## How do I get started?

Whatever your questions, the Wesley Mission Queensland team is here to help you. Contact us with a general question or to find out more about any of our services.

**Phone:** 1800 448 448

**Email:** [contactus@wmq.org.au](mailto:contactus@wmq.org.au)

**Central Office:** 930 Gympie Road,  
Chermside, 4032

**Postal Address:** Locked Bag 7005,  
Chermside Centre, 4032

## What are my payment options?

If you are over 65 and / or living with a disability, you may be able to access these services as part of the My Aged Care Commonwealth Home Support Programme. Alternatively, you can arrange to pay privately without any Government subsidies.

## Are government-funded programs available?

Care in your home and community services are available through Home Care Packages and the Commonwealth Home Support Program.

## Who can access the Commonwealth Home Support Program (CHSP)?

- People aged 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people)
- People at risk of premature or inappropriate admission to long-term residential aged care
- Carers of older Australians eligible for services under the CHSP program.

## How to access CHSP

Access to these services is subject to an assessment by an Aged Care Assessment Team (RAS). Contact our supportive staff for more information.

# Handy Information



# Home Care Packages

Home Care Packages provide individually planned and coordinated support services to help you or a loved one remain living at home. These services are delivered on a Consumer Directed Care (CDC) basis which gives you greater control and choice about the types of care and services you can access, including who delivers them and when.

There are four levels of Home Care Packages:

- **Home Care Level 1**
  - to support people with basic care needs
- **Home Care Level 2**
  - to support people with low level care needs
- **Home Care Level 3**
  - to support people with intermediate care needs
- **Home Care Level 4**
  - to support people with high care needs

## Types of services available

With Wesley Mission Queensland, you can choose from a wide variety of services within our Home Care Packages. All services can be coordinated and tailored to meet your specific needs and can include, but are not limited to:

- **Care services** – bathing, toileting, mobility, nutrition, meal preparation and continence management
- **Support services** – cleaning, gardening, respite care, home maintenance and modifications
- **Clinical services** – nursing, allied health and therapy services and referrals to other health related services.

How much do Home Care Packages cost?

We'll provide you with detailed information about the funds available for you to spend on your chosen services, the cost of those services, how much is being spent every month and how much you have left, via a monthly statement. In some instances, a small fee may be charged and this will be discussed with you in advance.

How to access Home Care Packages

Access to these services is subject to an assessment by an Aged Care Assessment Team (ACAT). Contact our supportive staff for more information.



For further information please contact:

**1800 448 448**

[contactus@wmq.org.au](mailto:contactus@wmq.org.au)

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

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