



THE PARKSIDE FOUNDATION



We'd love to welcome you to Parkside

Aged Care Support

The Parkside Foundation
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January 2025



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The Parkside Foundation

Our Vision

To live a full life with purpose

Our Mission

To ensure that Parkside Foundation is the first choice of service provider for Tasmanians living with disability and the first of choice for Tasmanians seeking aged care.

Our Values

- To listen to those we support and to each other
- To respect the families and those closest to the people we support
- To deliver results to reach the goals of those we support

Our Services

We provide services to aged care clients and NDIS participants

Our aged care services include:

- In-home personal care services, domestic assistance, social support and meal preparation
- Respite care
- Social support through group activities



Why Parkside?

You have been allocated a Government funding to support you to stay in your own home.

Deciding on a provider for the services that have been recommended for you is the next step.

The Parkside Foundation is a well-established and respected not for profit organisation with a steadily growing aged care client base. We currently support older people across the greater Hobart region through the Commonwealth Home Support Program (CHSP) and Home Care Packages (Levels 1 through to 4).

We offer

- A strong team-based approach to working with clients and their family.
- Qualified and experienced Coordinators who will work with you and your family/representative to identify your goals for your health and wellbeing, and to develop a plan of appropriate supports and services.
- Experienced, compassionate and well-educated Support Workers who are committed to supporting you to achieve optimal health and independence.
- The whole team is committed to client confidentiality, privacy, and informed choice and consent.
- Regular communications (including a monthly newsletter) to keep clients informed of changes in the team, as well as changes in the industry and legislation.



Your goals inform the supports and services we provide

An example of a health goal:

You tell us that you sometimes forget to take your medications and it would be nice to have a reminder

Goal: I want to remain as independent as possible and self-administer my medications correctly and safely

Our plan is to have one of our Support Workers with the appropriate training to prompt you to take your medication if you have not already done so. This optimises your independence, maintains your dignity and ensures safe management of your medications.

A wellness goal

You tell us that you have had a few falls and fear further falls. Because of this you have stopped going out and you miss contact with the community

Goal: Being in the community is important to me, I would like support to help me feel safe when I leave the house.

Our plan is to work with you to ensure you have the mobility aids that provide you with confidence and the support of a Support Worker to build your confidence when engaging with others in your community.

A respite goal

You tell us that you feel bad that your wife doesn't get time to be with her friends

Goal: It is important to me that my wife has time for her own friends and activities

Our plan is for one of our Support Workers to be with you for four hours on the day your wife likes to meet up with her friends. This time with you can be at home or include activities outside the home.



Services our staff are able to provide

CHSP clients:

- **Flexible Respite** - a Support Worker is with you, giving your carer time away from the carer role.
- **Social Support** through **Group Activities** - Group outings are scheduled every Tuesday and Thursday (public holidays excluded) with different activities to suit a wide range of capabilities and interests. Clients are picked up from their home between 9:00 and 10:00 and returned home between 3:00 and 4:00pm.

Home Care Package clients

- All aspects of **personal care**, grooming and hygiene, medication support;
- Assisting with **domestic tasks** that you now find difficult to do;
- Assisting you with shopping, unpacking, **meal preparation**;
- Accompanying you on walks, outings, shopping, visiting, medical appointments;
- Keeping you company (**respite**) while your carer has some personal time;
- Arranging and/or escorting you to **social activities**;
- Helping you access **allied health** services such as physiotherapy, therapeutic massage, podiatry, occupational therapy, dietician, speech pathology.
- Helping you find a gardener or handyman for **minor home maintenance**.

Each client is allocated a Coordinator who is your first point of call and develops a relationship with you so that you feel confident in how your care plan is developed, and services arranged.

HCP Coordinators will also work with you to ensure that your supports and services are within the parameters of the package guidelines and budget.

Our Fee Schedule is attached.



About our Support Workers

Our Support Workers

- Are chosen because of their commitment to providing high quality care to our clients;
- Have achieved qualifications in personal care; many have completed subsequent studies in subjects such as medication safety, dementia, diabetes and palliative care;
- Receive regular refresher education on confidentiality, professional boundaries, infection prevention and control, and manual handling;
- Attend training sessions to remain abreast of changes in health care practices, in legislation and organisational policies and procedures;
- Report to a Team Leader who supports them in the role and their ongoing development;
- Do not wear uniforms but are required to dress in a neat and professional manner that respects the standards of the organisation;
- Carry Parkside identification;
- Have current National Police checks;
- Have current Tasmanian Driver's Licences and comprehensive insurance for their motor vehicle;
- Have received COVID vaccinations;
- Have currency in First Aid.



The Next Steps

1. Chat with one of our Coordinators to complete a preliminary introduction. We will discuss access to your home and if you would like family member/s or a friend to be at our first meeting, and if you require special supports such as translation or interpreter services, large print materials etc.
 2. Meet with one of our Coordinators to discuss your government assessment, your wishes and expectations, and the requirements of your package.
 3. If you are happy to sign with Parkside we will use this time to:
 - Complete an assessment to give us an overview of you, what is important to you, your health status, medications, allergies and concerns.
 - Discuss risks to your health and wellbeing such as your mobility and risk of falls, nutrition, personal hygiene, continence, skin and wound care, family and social connections.
 - Help you to identify your goals and how we can support you to maintain independence, dignity, privacy, best health and wellbeing.
 - Discuss the supports that we can offer you – frequency and timing – and consider how these supports can be managed within your package budget.
 - Provide you with information to help you make informed choices about involvement of family/partners in decision making and advance care planning,
 - Explore ideas about maintaining social connections and community involvement.
 - Develop a plan of care and a budget (HCP only) to your satisfaction.
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Further Aged Care Information

Aged Care information issued by the Government:

1800 200 422 or www.myagedcare.gov.au

Information issued by the aged care peak body COTA

6231 3265 or www.homecaresociety.org.au

Other Contacts:

My Aged Care	1800 200 422
Aged Care Quality and Safety Commission	1800 951 822
Advocacy Tasmania	1800 005 131
Council on the Ageing (COTA)	6231 3265
Elder Abuse Hotline	1800 441 169
LifeLine	13 11 14
Beyond Blue	1300 224 636
Carer Gateway (respite booking)	1800 422 737
Carers Tasmania	6144 3700
Dementia Support Australia	1800 699 799
Older Persons Mental Health	6166 6783