

## How we help you - Video



This video follows on from the How to get the supports you need video and continues the story of how AccessCare can support you and provide the assistance you require.

- If you have asked the **myagedcare** assessor to contact AccessCare for services, you will receive a call from us to set up your supports. Alternatively, if you have been given a referral code this means you can ring us when convenient to set up your services.
- If you are on the list for a Home Care Package, you need to wait for a letter letting you know you have been **assigned** a package. Once you have this letter you can call us to set up your supports.

**If you are unsure at any time, please call us on 1300 819 200**

Once we are in contact, we will work collaboratively with you to provide supports that help reach your goals and retain your independence – it may be that we:

- Assist you to get back to your best after you have had an illness or injury
- Check in with you to ensure you are ok and help you if you aren't
- Alter your supports as your needs change
- And ask for your feedback to make sure the supports you receive are helping you

Please call AccessCare at any time with questions or to explore ways we can assist you.

We have over 25 years of experience, are a local organisation with strong relationships in the community and highly qualified staff to work with you.

We recently checked in with our customers and found:

96% are happy with the care and services provided

95% have confidence in the way care and services are provided

91% agree that staff know what is important to them and their needs and preferences are respected

And overall 93% said they would recommend AccessCare to other people

Some quotes from our customers include:

*“Living alone, my shopping and library trips give me some social life, giving me a chance for a chat and coffee. I look forward to these outings”*

*“It has helped me feel part of the Kingston community - as I moved here only 2 years ago”*

*“It has taken the pressure off my family and given me my independence”*

Please watch the next videos to learn more information about your rights and important things to know when looking for a Home Care Package provider.