

Post-Hospital Support

Helping you regain your strength, lifestyle and independence following a stay in hospital.



Requiring assistance at home after a stay in hospital is not uncommon. It can take time to recover from surgery, illness or injury, and receiving after-hospital support can significantly reduce your chance of re-admittance. This is where we can help.

At St Vincent's Care Services, your health and wellbeing are our priority. We take the time to get to know you, and work closely with you and your medical team to tailor our home support services to meet your unique, post-hospital needs. For us, nothing is too much trouble.

Our most commonly requested services include:

- **Nursing care** — assistance with managing your recovery (including post-surgical wounds) within the familiarity of your own home
- **Medication** — assistance with medication management
- **Personal care** — dignified and respectful support with personal tasks such as showering, grooming and dressing until you get back on your feet

- **Exercise and rehabilitation** — support to regain your fitness and mobility
- **Domestic assistance** — help with day-to-day activities such as cleaning, laundry, ironing, changing sheets and grocery shopping
- **Home maintenance** — co-ordination of regular mowing and gardening, household repairs and external cleaning
- **Transport** — help with getting 'out and about' — in an air-conditioned St Vincent's Care Services car or via taxi and support with follow-up medical appointments
- **Social support** — companionship and support to pursue activities of interest.



ST VINCENT'S
CARE SERVICES

A SERVICE OF ST VINCENT'S HEALTH AUSTRALIA

Residential Living | Community Living | Independent Living



"St Vincent's Care Services has made life so much easier for us – and taken the burden off our family. We don't know what we'd do without their help with household chores, preparing meals, transport and basic care.

"The team are kind and unfailingly helpful. They're always there if we need someone to lean on. All we need to do is pick up the phone."

Sarina and Alfio, clients since 2012

Enquiry and application process

Our friendly and knowledgeable team would be pleased to step you through your options and answer your questions. **Help is just a conversation, phone call or email away.**

1. Talk to the hospital's discharge officer about what support you may need.
2. Contact our Admissions Contact Centre on **1800 778 767** or **svcs.info@svha.org.au** — or ask the discharge officer to contact us on your behalf.
3. Let us know what support you're looking for. We'll discuss your options, answer your questions, and connect you with the Australian Government's My Aged Care service to organise your ACAT assessment and apply for government subsidies (if available to you). We can even come to your home to help with this free of charge.
4. Work with your dedicated St Vincent's Care Services Community Living Co-ordinator to develop a personalised support plan — services are available on a fee-for-service basis while you wait for your ACAT assessment.
5. Complete the ACAT assessment process and nominate St Vincent's Care Services as your preferred provider.

For more information regarding My Aged Care, visit www.myagedcare.gov.au or call **1800 200 422**.

How much does it cost?

It's hard to say how much your personalised at-home support will cost, as everyone's needs and interests are different — and you may or may not be eligible for government subsidies.

How much the government may ask you to contribute depends on your circumstances and is determined by an ACAT assessment. Unfortunately, this assessment cannot be conducted while you are in hospital.

Our services are available on a fee-for-service basis while you are waiting on an ACAT assessment or if you are not eligible for government support.

You can rely on us

We provide quality, reliable at-home support. When you book a service, we deliver. In addition to our standard operating hours (7am to 5pm), we are contactable 24-hours-a-day for urgent requests via our client telephone support service.

Your program of support is managed by a dedicated Community Living Co-ordinator — someone you can depend on and who understands your needs and interests. They ensure all services are delivered to the highest standard by a professional, friendly team.

All our staff have extensive training, and live our values of compassion, justice, integrity and excellence every day.

About St Vincent's Care Services

We are a leading and trusted provider of aged care, retirement and home support services in south-east Queensland, Sydney and Melbourne. As part of St Vincent's Health Australia — the nation's largest Catholic health and aged care provider — we offer access to a comprehensive, world-class health network.



A facility of
St Vincent's Health Australia,
under the stewardship of
Mary Aikenhead Ministries

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