

CASE MANAGEMENT

For many individuals growing older can often bring changes to their needs and lifestyle. Their environment, social and medical needs may need to be assessed and they may require assistance from support services in order to remain living in their own home for as long as possible. Case management can help identify resources before a crisis occurs and can help an individual locate the most appropriate resources and services to best meet their needs. Our qualified and experienced case managers can provide assistance with the following:

- ✓ **Assist with vital community services to remain in their own home**
- ✓ **Help identify suitable providers**
- ✓ **Set up service arrangements**
- ✓ **Support and implement changes when required**
- ✓ **Assist with funding applications**
- ✓ **Advocate for clients when they need someone to communicate on their behalf**

IN-HOME CARE SERVICES

More and more people are looking for alternatives to residential aged care and seeking to remain independent in their own homes for as long as possible. NCT can provide a wide range of in-home services to assist you to live life your way in the comfort of your own home. Our experienced and qualified staff can assist you with the following services:

- ✓ **Domestic assistance (including washing and ironing)**
- ✓ **Personal care (including showering, dressing, personal hygiene and grooming)**
- ✓ **Meal preparation**
- ✓ **Assistance with shopping**
- ✓ **Respite or convalescence care**



**NATIONAL
CARE TRIAGE**
NCTONLINE.COM.AU

Part of



**ENCOMPASS
HEALTH GROUP**

533 Blackburn Road, Mt Waverley, Victoria 3149
1300 880 570
www.nctonline.com.au

Linked in to services from Health and Aged Assist and Encompass Medical Centres

All National Care Triage staff are supported by the experience and knowledge and resources of Health and Aged Assist (HAAA) and Encompass Medical Centre. Health and Aged Assist helps you to understand your options when placing a loved one into care. The HAAA team has the knowledge, experience and network to help you find the best accommodation option to suit your needs, as well as assistance with working out all the financial components of the placement process.

Encompass Medical Centres are purpose built and state of the art medical clinics providing access to a range of high quality general practice and allied health services. We opened our first clinic in Mt Waverley in 2014 and our second in Glen Waverley in early 2015 and the plan is to further grow our portfolio of medical clinics to better support the community and programs within the Encompass Health Group.

Our Vision

To lead the way in setting unprecedented standards in the provision of community care and services through excellence, caring, integrity and innovation.

Our Mission

Through community partnerships provide the best care and health outcomes.

Our Values

Quality – We have a lifelong commitment to learning, continuous improvement and innovation to obtain optimal outcomes for our clients, their families and carers.

Transparency

In how we operate, particularly how we make decisions and communicate. Being accountable for our actions and outcomes to clients, their carers and families as well as those who fund, govern and support us.

Honesty and Integrity

We will always remain guided by honesty and integrity in all we do, all we say and how we operate.

Dignity and Respect

We uphold the right of each and every person to be treated with respect and dignity.



**NATIONAL
CARE TRIAGE**
NCTONLINE.COM.AU

Assisting you to Live Life Your Way

National Care Triage (NCT)

Always there for you



WHY CHOOSE NATIONAL CARE TRIAGE (NCT)

National Care Triage (NCT) is your central point of contact when you need to access healthcare and support services in the comfort of your own home. NCT is building a national network of services and we are constantly expanding our reach, to enhance accessibility to people in need across Australia. NCT is always there to ensure your loved ones are looked after 24 hours a day, 7 days a week. You can be comfortable knowing that your loved one has access to the care they need.

SERVICES TAILORED TO MEET YOUR NEEDS

When it comes to assessing support needs, NCT understands that residential aged care is not the only option. Whatever your circumstances are, NCT can provide a range of in-home services that are specially tailored to meet your needs. Whether you are seeking short term or long term options, our flexible and rapid response in service will have your mind at ease in no time.

OUR STAFF

All NCT staff are qualified and experienced in the aged, community or disability sector. We thoroughly check the background of our staff by conducting reference checks and police checks. NCT takes the time to carefully match our carers and nurses to your family to ensure that your loved one is comfortable. Our staff are trained and experienced in working with clients who have complex care needs.

MEAL SERVICES

Our meal service allows our clients to enjoy freshly cooked meals 7 days a week. Speak to an NCT consultant about the quality and nutritional meals now available.

IN-HOME NURSING SERVICES

National Care Triage can provide nursing services to clients in their own home. This provides improved response and care to the client with clear communication with your family doctor and health professionals. Our multidisciplinary team of experienced community health care professionals includes registered nurses providing the following services:

- ✓ Medication management
- ✓ Diabetes management
- ✓ Dementia management / care
- ✓ Wound management / care
- ✓ Palliative care
- ✓ Continence advice
- ✓ Post Acute care
- ✓ Stomal therapy
- ✓ Pain management
- ✓ Chronic disease management
- ✓ Nutrition and hydration support
- ✓ 24/7 In-Home care



SOCIAL SUPPORT SERVICES

We recognise that staying connected with family, friends and the broader community is vital to prevent isolation and loneliness. National Care Triage provides social and welfare support services to the elderly, frail aged and the disabled to access the community and maintain an active and stimulating lifestyle. With a client directed approach NCT can assist you to live life your way. The following highlights just some of the services NCT can offer:

- ✓ 1:1 social visits
- ✓ Companionship and social interaction
- ✓ Escort to social outings/family gatherings
- ✓ Shopping, banking, bill paying
- ✓ Lunch and coffee outings
- ✓ Escort to the theatre, movies and sporting events
- ✓ Travel arrangements and travel companion
- ✓ Day trips
- ✓ Walking and assisted exercise programs
- ✓ Provide care and support for loved ones at difficult times

Call on 1300 880 570

