

# Client Testimonials



NCT allowed my father to stay at home much longer than expected. His care needs were too great to allow him to look after himself and we were forced to choose between full time residential care or home care. Thankfully NCT were able to provide the sort of support and help he needed to stay in his beloved home. Staff members were well trained, friendly and caring and make an instant connection to my father. NCT were easy to communicate with and regularly gave me updates about what was going on with him at home. I highly recommend NCT if you have a loved one who needs some additional care, but wants to remain in their home.

Cheers,

**Tanja Jansen**



I have been very impressed with the services we have received from National Care Triage, John Katsi and his team of very reliable and educated staff has provided us with much needed assistance to enable my partner to have more social outlets than myself and his family can provide. They have taken a huge burden from my shoulders and they keep myself and his family up to date with anything we need to be aware of. This service provides a lot more independence for my partner which keeps him more active.

I highly recommend this service to any family in need of assistance in caring for their loved ones.

Sincerely,

**Christine Byrnes**



"Dear National Care Triage,

I would like to thank you and your team for the wonderful support you provide to Paula on a weekly basis. Paula needs this activity as an opportunity for her to get away from Gracevale for a couple of hours to meet different people in another environment but also a great source of stimulation for her. She absolutely loves her dog "Lucy" and again to have a person like Terese take Paula and her dog out for a couple of hours on a weekly basis is incredible. On a weekly basis Paula is counting the days until she returns again. Both Paul and Lucy enjoy Terese's company very much.

Kind Regards

**Paul (Manager)**

**Gracevale Grange**



We wish to advise that we have found the level of care provided to Jim, my father in law by National Care Triage of a particularly high standard and quite frankly a godsend to us as a family as we are the main carers. There is no doubt that would have had to put my father in law into at least respite care at times when we have had to undertake medical procedures that entailed hospitalization as well as family vacations (where we required respite!). National Care Triage carers have established a solid relationship with Jim which allowed us to leave him in their care giving us peace of mind that he is well cared for and happy with both the service and the social interaction. We have no hesitation in fully endorsing the work and service provided by National Care Triage.

Yours faithfully,

**Des Dineen.**



National Care Triage has been providing care for Robert since the day he was admitted to WVAC. Initially weekly support visits began with 1:1 social outings to the local shopping centre for a coffee and lunch with an NCT carer. These weekly social outings determined Robert's future ambitions and needs which led to National Care Triage organising social support outings for Robert to the Spring Carnival Horse Racing, visits to places of importance and interest to Robert, the rail yards, sporting clubs, casino, etc. Robert then expressed interest in a holiday in Queensland. National Care Triage organised both the holiday, trip itinerary and support staff to accompany Robert for his week long holiday on the Gold Coast. Since this, Robert has enjoyed trips interstate to Adelaide with Tasmania planned next. National Care Triage has a "can do" attitude and strive for the best outcome possible. All these social interactions taking place with NCT has led to staff and visitors of WVAC seeing a change in Robert's demeanour, he has become far more socially inclusive and extroverted. Robert talks of his travels to other residents and staff on daily occasions and he is seeking input from staff about where to go to next. This program is a testament to NCT's approach to improve the well being of people like Robert to feel self empowered and able to make their own decisions again.

**Danny Bailey**

**Admissions Coordinator**

**Waverley Valley Aged Care**