NEW CARE SERVICES

SERVICES THAT ARE THERE FOR YOU!

MELBOURNE
BENDIGO
SHEPPARTON
PERTH
QUEENSLAND
NORTHERN NSW

WEBSITE

WWW.NEWCARESERVICES.COM.AU

NEW CARE SERVICES

Supporting Independence, Dignity and Quality of Life

At New Care Services, we are dedicated to providing high - quality, person - centred care that enables individuals to live safely, comfortably, and independently in their own homes and communities.

We understand that every person has unique needs, goals, preferences, and cultural values, which is why our services are tailored to support each individual in a way that respects their choices and promotes their wellbeing.

Whether you are an older Australian seeking assistance at home, an NDIS participant working towards personal goals, or a veteran requiring nursing support, our experienced team is committed to delivering compassionate care that makes a meaningful difference.

About Us:



We are committed to delivering professional support services that enhance the health, wellbeing, and independence of our clients. We work collaboratively with individuals, family, carers, healthcare professionals, and community organisations to ensure every person receives the right support at the right time.

Our approach is built on:

- Respect
- Choice and control
- Independence
- Compassion
- Cultural inclusion

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AGED CARE SERVICES

As people age, maintaining independence and remaining connected to family, friends, and community becomes increasingly important. New Care Services provides a range of aged care supports designed to help older Australians continue living safely and comfortably in their own homes while receiving the assistance they need.

We understand that ageing is a personal journey, and our team works closely with clients and their families to develop support plans that reflect individual preferences, goals and lifestyles.

Personal Care

Our support workers provide respectful assistance with daily personal activities, helping clients maintain their health, comfort, and confidence.

Services may include:

- Showering and bathing assistance
- Dressing and grooming
- Toileting support
- Mobility assistance
- Personal hygiene support
- Assistance with transferring and movement

Domestic assistance

Maintaining a clean and organised home contributes significantly to wellbeing and safety.

Our domestic support services include:

- General household cleaning
- Laundry and linen changes
- Dishwashing
- Vacuuming and mopping
- Light household maintenance
- Home organisation support

Social Support & Community Participation

Remaining socially active promotes emotional wellbeing and reduces feelings of isolation.

We support clients to:

- Attend social activities
- Visit family and friends
- Participate in community groups
- Attend religious services
- Enjoy hobbies and recreational activities



Transport assistance

We can assist clients to attend:

- Medical appointments
- Allied health appointments
- Shopping trips
- Community events
- Social activities

Respite Care

Caring for a loved one can be rewarding but demanding. Our respite services provide family carers with temporary relief while ensuring their loved one continues to receive quality care and support.

Wellness & Reablement

We focus on helping individuals maintain and improve their independence by encouraging participation in activities that support physical, emotional, and social wellbeing.

SUPPORTING THE ITALIAN COMMUNITY

Care that Respects Culture, Family and Tradition

At New Care Services, we recognise the significant contribution that Italian Australians have made to our communities and understand the importance of delivering care that reflects cultural values, traditions, and family connections.

For many older members of the Italian community, maintaining cultural identity is closely linked to wellbeing, comfort, and a sense of belonging. Our culturally responsive approach helps clients continue living according to the values and traditions that matter most to them.

Understanding what Matters

We understand the importance of:

- Strong family relationships
- Respect for elders
- Cultural traditions and customs
- Religious and spiritual practices
- Language and communication preferences
- Food, hospitality, and social connection



Culturally Responsive Care



Our services are designed to ensure clients feel understood, respected and supported.

This may include:

- Italian - speaking staff where available
- Family - inclusive care planning
- Assistance attending cultural events
- Supports maintaining cultural traditions
- Culturally appropriate meal preparation
- Respect for religious practices and celebrations

Community Connection

Remaining connected to community groups, cultural organisations, and social networks plays an important role in maintaining wellbeing and reducing isolation.

We encourage and support participation in:

- Community events
- Cultural celebrations
- Social clubs
- Religious services
- Family gatherings

Supporting Families

We understand that family often plays a central role in decision - making and caregiving within the Italian community. Our team works collaboratively with families to ensure services compliment exisiting support networks and respect family values.

SUPPORTING ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES

Our Commitment to Cultural Respect

At New Care Services, we are committed to providing culturally safe, respectful and person - centred aged care services that honour the traditions, values, and unique experiences of Aboriginal and Torres Strait Islander peoples. We recognise the important role that Elders play within their families and communities and strive to ensure they receive care that respects their identity, culture, and personal choices.

Delivering Culturally Safe Care

Our approach to care is founded on dignity, respect, inclusion, and understanding. We work closely with Aboriginal and Torres Strait Islander clients to develop personalised care plans that reflect their individual needs, cultural preferences, beliefs, and goals.

We understand that every person's experience is unique, and we ensure our services are flexible and responsive to those needs.

Supporting Connections to Family, Community & Culture

We encourage and support clients to remain engaged with their communities, attend cultural events and gatherings where possible, and participate in activities that strengthen their sense of identity and belonging.

We also value the involvement of family members and kinship networks in care planning and decision - making processes.



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DISABILITY CARE SERVICES (NDIS)

Empowering People to Achieve their Goals

At New Care Services, we understand that every person living with disability has different goals, abilities, preferences, circumstances and support needs. Our approach to NDIS support is therefore not about providing a one - size - fits - all service. It is about understanding the individual, working alongside them and delivering supports that are meaningful, respectful and aligned with their NDIS plan and personal goals.

At New Care Services, we help participants make the most of their available supports by providing personalised care and assistance that is centred around:

- Choice
- Dignity
- Independence
- Safety
- Inclusion

HIGHLIGHT YOUR UNIQUE VALUE

How we assist NDIS participants

We begin by getting to know the person, rather than simply looking at their disability or diagnosis.

Our team works with participants, their families, nominees, support coordinators and other relevant professionals to understand their individual support requirements and develop a service approach that reflects their goals and preferences.

This may include supporting a participant to become more independent with everyday activities, develop new skills, establish routines, access their community or maintain their health and wellbeing.

Our services are tailored to the participants circumstances, and delivered in accordance with their NDIS plan and agreed service arrangements.

DEFINE YOUR CORE MESSAGE

Personal Care and Assistance with Daily Living

For participants who require assistance with everyday personal activities, New Care Services can provide respectful and person - centred support.

Depending on the participant's approved supports and individual circumstances, assistance my include:

- Personal hygiene and grooming
- Showering and dressing
- Toileting and continence - related assistance
- Meal preparation and assistance with meals
- Assistance with morning and evening routines
- Support to develop greater independence with everyday tasks

Community Participation & Social Inclusion

New Care Services can assist participants to access their local community and participate in activities that are meaningful to them.

This may include support to:

- Attend appointments
- Visit family and friends
- Attend community activities
- Participate in recreational activities
- Access shopping and essential services
- Attend educational or vocational activities
- Participate in hobbies and interests

We recognise that community participation looks different for every person.

For one participant, it may mean attending a weekly community group. For another it may mean gaining the confidence to independently visit their local cafe, library, shopping centre or sporting activity.

Independence and Capacity Building

Where appropriate, our support workers focus on doing things with participants rather than doing things for them.

For example, instead of preparing every meal for a participant, our team may support them to learn how to prepare a simple meal safely.

Instead of completing every household task, we may encourage and assist the participant to participate in tasks they are capable of completing.

This can help develop:

- Confidence
- Decision - making skills
- Communication skills
- Household management skills
- Problem - solving abilities
- Independence

Disability - Related Nursing & Clinical Support

We can provide disability - related health and nursing supports where these are within the participant's NDIS plan, the relevant funding rules and our team's scope of practice.

Depending on individuals needs and appropriately authorised supports, this may include:

- Community nursing
- Clinical assessments
- Health monitoring
- Medication - related support within appropriate scope and delegation
- Wound care
- Continence - related support
- Complex health support

We work collaboratively with the participant and their broader care team. Where appropriate, this may involve communication with GPs, allied health professionals, specialists, support coordinators, family members and other providers to promote continuity and consistency of care.

Supporting Families & Carers

We understand that disability can affect the whole family.

Families and carers play an important role in supporting a participant, and we aim to work alongside them respectfully.

Our team can provide practical support that complements the participant's existing support network, while maintaining the participant's rights, privacy, dignity and choice.

We recognise that family members and carers may also have valuable knowledge about the participant's communication style, routines, preferences and support needs.

Where appropriate and with the participant's consent, we work collaboratively with families and carers to promote consistency of care.

Choice & Control

At the heart of our NDIS approach is the belief that **participants should have a genuine voice in their care.**

We encourage participants to have input into:

- Who provides their support
- when supports are delivered
- How support is provided
- Their daily routines
- Their personal preferences
- Their goals
- Activities they participant in
- How they want their support delivered

We respect that participants have the right to make decisions about their lives.

Our role is to provide the appropriate level of assistance while supporting participants to exercise choice and control.

VETERAN COMMUNITY NURSING (DVA)

Caring for those who Served

New Care Services is honoured to provide professional community nursing services to eligible Department of Veterans' Affairs (DVA) clients in the comfort and familiarity of their own homes.

Our community nursing team supports eligible veterans and war widows / widowers who have an assessed need for clinical nursing and / or personal care. Our approach is centred on maintaining independence, promoting health and wellbeing, and providing safe, respectful and person - centred care within the client's home environment.

Clinical Nursing Care

Our qualified nurses provide comprehensive clinical services, including:

- Comprehensive nursing assessments
- Development and review of individualised nursing care plans
- Monitoring of health conditions and changes in health status
- Clinical nursing interventions
- Medication administration and assistance with medication management, where clinically required and appropriately authorised
- Post- hospital and transitional nursing support
- Monitoring of clinical risks and changes in care needs
- Ongoing review of the client's nursing and personal care needs

The specific services provided to each client are determined by their assessed clinical needs, referral, care plan and applicable DVA requirements rather than simply by client preference.

Medication Management

Safe Medication Support at Home!

Where medication administration or assistance with medication is clinically required, New Care Services can provide appropriately authorised nursing support.

This may include:

- Medication administration
- Assistance with medication self - administration
- Monitoring medication - related concerns
- Supporting medication routines
- Identifying potential medication - related changes or concerns
- Communication with the prescribing practitioner where clinically indicated
- Appropriate medication documentation

Post - Hospital & Transitional Care

Supporting a Safe Transition Home!

Returning home after a hospital admission can be challenging, particularly when a person has ongoing nursing needs or requires additional monitoring.

We can provide community nursing support following hospital discharge where the client's needs fall within the scope of the DVA Community Nursing Program and are identified through an appropriate referral and nursing assessment.

Our nursing team may assist with:

- Post - hospital nursing assessment
- Monitoring of health status following discharge
- Ongoing wound and dressing care
- Medication - related nursing support
- Monitoring for changes in condition
- Personal - care associated with assessed clinical needs
- Reinforcing instructions provided by the treating healthcare team
- Communication with relevant healthcare professionals
- Supporting continuity between hospital, primary care and home - based services

Collaborative Care

Working Together with your healthcare Team!

Quality community nursing involves more than providing care during a home visit. It requires effective communication between the client, their family or carer, nursing team and broader healthcare professionals.

Our nursing team works collaboratively with relevant members of the client's care team, where appropriate and with the necessary consent.

This may include communication and coordination with:

- General practitioners (GPs)
- Nurse Practitioners
- Hospital and hospital discharge teams
- Medical specialists
- Allied health professionals
- Pharmacists
- Other community and healthcare providers
- Family members and carers, where appropriate
- Other professionals involved in the client's care

Our Approach to Collaborative Care

Communication

Sharing relevant clinical information with appropriate healthcare professionals when required to support safe and coordinated care.

Escalation

Identifying changes in a client's condition and escalating concerns to the appropriate healthcare professionals.

Continuity of Care

Helping ensure that Information relevant to the client's ongoing nursing needs is communicated between appropriate members of their care team.

Care Planning

Developing and reviewing the client's nursing care plan based on their assessed needs and changes in their health status.

Client and Family Involvement

Where appropriate, involving the client, their nominated representative and carers in discussions about their care.

Our Commitment to DVA Clients

We understand that inviting a healthcare professional into your home requires trust. Our team is committed to providing care that is:

Person - centred

We take the time to understand each client's invidividual circumstances, preferences and care requirements.

Clinically appropriate

Services are provided according to assessed needs, the nursing care plan, professional scope of practice and DVA program requirements.

Respectful and dignified

We respect each client's privacy, independence, choices and right to participate in decisions about their care.

Collaborative

We work with the client's broader healthcare team to support continuity of care.

Responsive

Where a client's health or care needs change, our nursing team can reassess and communicate relevant changes to the appropriate healthcare professionals.

WHY CHOOSE NEW CARE SERVICES?

- Person - Centred Approach
- Experienced & Compassionate Team
- Flexible Support
- Cultural Inclusion
- Commitment to Quality

CONTACT INFORMATION

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