



A Guide To Our Services

Why Suncare?

When making decisions about your in-home care, you need to consider all the options that are right for you or your loved ones. Choosing Suncare will give you the assurance that you are being cared for by a dependable, sturdy organisation. We pride ourselves on the reputation which has been built throughout our 40-year history, providing confidence that you can count on us for all your extensive in-home services. Naturally, we all want to be independent and Suncare knows that there is no place like home, that is why we have been

providing quality in-home care for over 40 years. We know just how important it is for you to be able to live independently in your own home with familiar surroundings and to stay connected with family, neighbours and your community.

Our friendly team spend time getting to know you and your precise needs, so we are able to tailor a care package to suit you, at a time convenient for you. Suncare can provide as much or as little help as you need to keep living life, your way.

Suncare's Community Connections

Suncare has always had a strong connection to the community and one of the ways we offer this is by our social support for customers and carers. Programs such as Carer Support Information and Advocacy (CSIA), Commonwealth Respite and Carelink Centres (CRCC) and the Maroochydore Day Respite Centre regularly take out individuals and groups to community events and activities.

Home Care Packages

Home care packages are now delivered on a Consumer Directed Care (CDC) basis. This means you (and your carer) have more choice and control, not only over what services are delivered but where and when they are delivered.

The Australian Government provides a subsidy to an approved home care provider (such as Suncare Community Services) towards a package of care, services and case management to meet your individual needs.

Each level of home care packages provides a different subsidy amount. This amount is paid to your selected approved home care provider.

The subsidy contributes to the total cost of your services and care delivery. It is expected that you will contribute to the cost of your care where your personal circumstances allow.

It is important to note that Suncare can be your service provider if that is something you choose. We will work with you to identify a total package of care and services to meet your needs so you can continue to live a more active and independent life. As an existing customer of Suncare, you are familiar with our level of commitment but may not be aware of the complete package of services we provide. We would welcome an opportunity to discuss these in detail with you.

TRANSITION CARE PROGRAM (TCP)

Suncare can help to improve your independence and confidence once you return home from a hospital stay. The Transition Care Program provides short term care and is designed to optimise your independence through therapies, nursing support and personal care services. The programs aim is to minimise the length of time in hospital and get you back to the comfort of your own home quicker.

SHORT-TERM RESTORATIVE CARE PROGRAM (STRC)

The Short-Term Restorative Care Program is available for in-home care for a period of 2-months. This package is accessible when help is needed to get back to health after the result of an injury/fall or illness. Working with your GP or Health Care Provider, Suncare can arrange intensive restorative care by Allied Health Professionals and clinical support, enabling you to remain in your own home and avoid a hospital stay. The STRC program aims to improve overall wellbeing and independence and working together we can also identify potential hazards in your home and get you back on your feet.

ALLIED HEALTH PROFESSIONALS

Suncare can organise and secure all your Allied Health appointments. These professionals aim to prevent, diagnose and treat a range of conditions and illnesses and work closely with multidisciplinary health teams to provide the best outcome for you. We can arrange these professionals to either visit you at home, or we can provide transport to the appointments.

If you would like to find out if you are eligible for TCP or STRC please contact:

SUNCARE
1800 786 227 or

MY AGED CARE
1800 200 422 or
myagedcare.gov.au

Everyday Living



MEALS

Our meal service offers freshly prepared meals delivered directly to your door. However, if you just need a little help to prepare your own meals, our friendly staff can assist you in your own kitchen.



TRANSPORT

If driving is a concern and public transport is too difficult, our friendly drivers will pick you up in one of our cars or mini-buses and help you access many services, including hospital and GP appointments, bank or post office visits or just general shopping trips. We even arrange trips to visit loved ones.



HOUSEKEEPING

If you are in need of help around the house, whether it is just a general vacuum once a week or a full house clean, our friendly staff can assist you with a range of domestic tasks.



PERSONAL CARE

Our caring staff are here to help if you are struggling with daily self-care tasks. If you need assistance for a few weeks while convalescing, or as an ongoing requirement, we can support all your needs such as dressing, bathing, eating and grooming as well as moving around your home and assistance with self-administered medication.



HOME MAINTENANCE

Keeping up with home maintenance and household repairs can be difficult, so making sure your home and gardens are safe and habitable can be one less job for you. Suncare can provide a range of solutions to keep your home safe and sound, including lawn mowing, gutter cleaning and general repairs to name just a few.



COTTAGE RESPITE

Suncare offers a home away from home for carers and their recipients. Our cottages are available for those occasions when the person you care for cannot be in their usual place of residence. Staffed by our qualified Support Workers, our cottages are suitable for short-term stays and for people with low care needs.



SOCIAL EVENTS & ACTIVITIES

Our social groups assist in the participation of community life and are a popular way to enjoy some time away from home in a supportive environment.



IN-HOME RESPITE

Whether a regular service is required or simply a short-term solution is needed, our in-home respite care provides support for you and your carer. Giving your carer an option to take a break can often lengthen the time they are able to look after you, so you can remain in your own home.



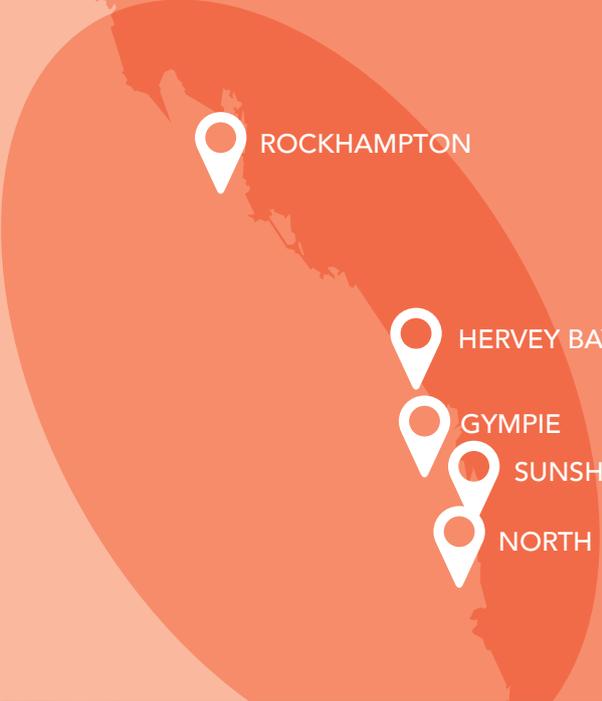
SMART ASSISTIVE TECHNOLOGY

The use of smart home technology can allow people to perform activities easier, reduce the burden of carers and support staff and most importantly increase quality of life.

The Suncare Curo program is an example of how we can provide families with reassurance that their loved one is remaining independent and can continue to care for themselves. Using special sensors in the home, Curo provides insights via a smart phone application, giving the carer access to current safety information such as house temperature and activity. This can help you better understand the wellbeing and independence of your loved one.

Locations

Suncare's in-home care services are available throughout Southeast and Central Queensland and we have offices in North Lakes, Sunshine Coast, Gympie, Hervey Bay and Rockhampton. Our staff connect to communities from the regions all around these areas to ensure the best care is easily accessible.



ROCKHAMPTON

HERVEY BAY

GYMPIE

SUNSHINE COAST

NORTH LAKES



Suncare offer a wide variety of services and we are focussed on customer needs and satisfaction. We are available for as much or as little of your journey as you wish, so if you don't see what you require here, please contact us.

Contact Us

 1800 786 227

 info@suncare.org.au

 PO Box 519, Buddina Qld 4575

suncare.org.au