



**HOLISTIC**  
IN-HOME CARE

# OUR STORY

**“A practice of complete client-centred care that considers the physical, emotional, social, economic, and spiritual needs of the person when assessing the impact of illness within their everyday life.**

**Holistic health care is the modern practice that expresses this philosophy of care.”**

The philosophy of a holistic approach to well-being is where the journey began for Holistic In-home Care. At Holistic In-home Care our main objective is to maintain the best quality of life for our clients, whether they are the ageing population that requires a little helping hand or someone with a disability that limits them from doing the things they love.

To achieve this, we focus on uniting with reputable organisations that share the same mission, vision and values as we do. By collaborating with each other we are able to blend, build and combine unique perspectives, that benefit our clients, their families and their communities.

At Holistic In-home Care we contribute a majority of our success to our effective communication between all that are involved.

We believe that this is the foundation that great relationships can be built upon, resulting in the quality of care that everyone deserves.

#### MISSION

Our Mission at Holistic In-home Care is to participate in the creation of healthier lives within the community. To provide healthcare services in a fiscally responsible manner which contribute to the physical, psychological, social and spiritual well-being of the person and the community which it serves.

#### VISION

To form strong and successful relationships with respectable health organisations, to innovate and remain at the forefront of health care development for the benefit of our clients and their families.

#### VALUES

Honesty, Integrity, Commitment and Innovation.



**“With the assistance of Holistic In-Home Care we’re free to spend more time doing what we enjoy as a family.”** – TRUDY, HIHC CLIENT

**“The service coordinator was excellent at continually keeping me informed throughout the referral process.”**

– JANE, CASE MANAGER

Our team works together with you, to optimise the well-being of your clients, through the management of everyday task and improving their quality of life.

We pride ourselves on the services we provide, incorporating a holistic approach to care and working in partnership with you, to ensure that your clients have the support they need.

# YOUR SUPPORT TEAM

**“Passion builds when we are working hard on something that we have influence over and when we see progress and improvement along the way.”**

At Holistic In-home Care we are committed to working together with clients, carers, health organisations and our communities to further improve our clients' lifestyle. We are a health service where clients, carers, community and health organisations work together as one. We see each other as equals and treat one another with respect and dignity, which results in a greater outcome for all that are involved.

These attributes are not possible without investing in great staff. Holistic In-home Care believe that our skilled and committed team is fundamentally important in order to fulfil our Mission.

The passion of our team has been an integral part of ensuring we improve services and exceed client satisfaction. These results are contributed by ensuring that all our staff have a minimum qualification (Certificate 3 or 4 in Aged care – Disability Care), regular staff training to keep up with industry standards and continue our successful quality of service. Additionally, we ensure that all our staff have clear Police Checks and WWCC.



# SERVICES

We believe that reaching higher levels of wellness starts with the basics, which sometimes are so easily overlooked. Our support staff are here 24 hours a day, 7 days a week to help your clients take care of themselves and their basic needs.

#### PERSONAL CARE

From assisting them with showering and brushing their teeth, to getting dressed for the day. Preserving their dignity, comfort and feeling their very best is our priority.

#### DOMESTIC ASSISTANCE

This service can include meal preparation, laundry, ironing, bed making and linen changes. Our support workers can provide your client with all manner of cleaning within the home. From regular general cleaning such as vacuuming, mopping floors, cleaning of bathroom and kitchens to the light tasks such as dusting, tidying and sweeping.

#### COMPANIONSHIP

Our support workers make regular social visits and provide companionship to people living in their own homes. Visits are relaxed and social in nature – this might involve having a chat together, listening to music, reading the newspaper or playing card games.

#### TRANSPORTATION

Your client may not be able to drive themselves to medical appointments, community and social events, or even to the local shops, to complete their shopping. We can arrange our support workers to pick up your clients and safely transport them to wherever they need to be, and then return them home.

#### RESPIRE CARE

Now, with the help of our team, your clients can allow their caregiver the freedom to take a break from care-giving responsibilities and rejuvenate. It allows the carer the opportunity to attend to everyday activities or go on holidays while ensuring your clients' needs are supported.

#### HOME AND GARDEN MAINTENANCE

From mowing the lawns, furniture removal, carpet cleaning, to a light bulb that needs changing, we are equipped to help with the lot. All you need to do is let us know what needs to be done and we will make sure it gets tended to by our professional staff.



# REFERRALS

We have been working successfully with organisations to tailor a simple and effective process to refer a client. We can work with your client either on a regular or casual basis. You can get in touch with us via email or phone.

Initially, all we need to know is what you require in the shift i.e. personal care, domestic assistance, transport etc. Most of the time; sending us through your clients' profile will cover most of the necessary details.

The suburb of the client, date, time and frequency of the shifts, any preferences needing fulfilment and any alerts or risks we need to be aware of.

*It is that easy, we do the rest.*

We then set out to find your client a suitable and reliable support worker to fulfil the shifts. We will stay in contact with you if we need further clarification and we supply you their police check as soon as we have the suitable support worker booked in.

# QUALITY OF CARE

Holistic In-home Care ensure that services we provided to your clients are of the highest standards. We regard quality assurance and improvements as a vital component to delivering service excellence.

Holistic In-home Care's approach to quality is based on:

## ORGANISATION PRINCIPLES

Quality derives from staff commitment to service and excellence.

## CLIENT FOCUS

Client requirements come first. Quality begins and ends with the Client, and we strive to always fulfil their needs. This is reflected in our flexibility - both as individuals and as an organisation.

## RELATIONSHIPS

We build mutually beneficial relationships with clients and reputable organisations in order to remain in the forefront of quality of care.

## CONTINUAL IMPROVEMENT

By reviewing our service management, we aim to continually improve business performance, processes and services, allowing us to be organised and focused.

## EMPLOYEE DEVELOPMENT

Through active mentoring we create a culture where staff have the skills and are empowered to take responsibility for the results of their actions which contributes to the success of the organisation.



# HOLISTIC IN-HOME CARE

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PROUDLY SUPPORTING CLIENTS

