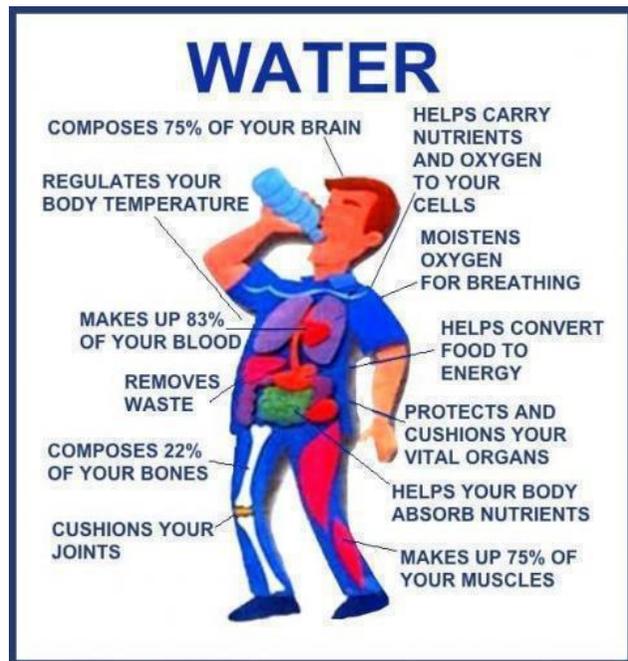


First and foremost...

We would like to thank you for the privilege of working with you and your loved ones throughout 2018.

The MidCoast Assist team wishes you and your family a happy, healthy and safe Christmas and we look forward to continuing our work together in 2019.

With a hot Summer well on the way we will also take this opportunity to remind you of the importance of staying hydrated. Please, drink your water and stay cool!



We understand our community's needs because we're locals assisting locals.



MIDCOAST
assist

We'd love to hear from you

Visit us:

4 Breese Parade, Forster
71 Booner Street, Hawks Nest
6 Church Lane, Stroud

Online:

www.midcoastassist.com.au

By phone:

1300 65 88 30

By email:

AgeingAssist@midcoast.nsw.gov.au



Our services are provided in partnership with the Australian Government.

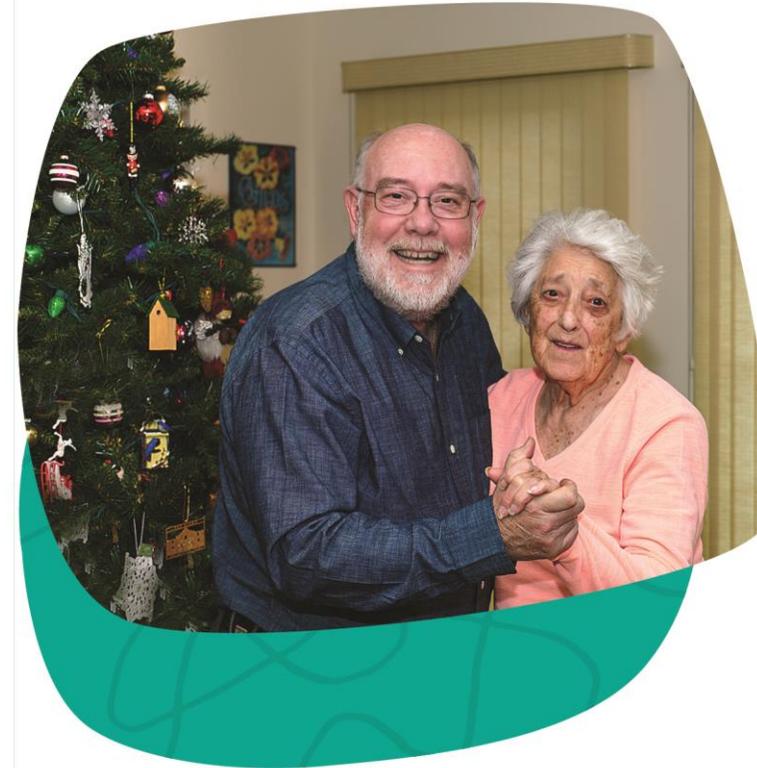
midcoastassist.com.au

MidCoast Assist is an ageing support service of MidCoast Council



MIDCOAST
assist

**AGEING
SUPPORT
SERVICES**



A little update from our
Customised Care team



How to contact us during the festive season...

As Christmas and the New Year approach please note that the MidCoast Assist office will be closed from 4.30pm on Friday 21st December, 2018 until 8.30am Wednesday, 2nd January, 2019.

If you have a non-urgent message during this time please leave a message on the answering machine. These messages will be checked upon our return; 1300 65 88 30.

Our wonderful team will continue to work throughout the holiday period for essential services. All regular service appointments can remain in place except for those which fall on a Public Holiday. Alternate arrangements will be discussed with you individually before the holidays.

As always, in the event of an emergency please call 000 or your local GP.

New Aged Care Quality Standards

The government has set some new standards that spell out what good care should look like. These new standards have been published, and your service will have to use them from 1 July 2019.

The new standards make it easier to check that people receive good care. Good care is not about your provider 'ticking boxes'. It's about them caring for you and your individual needs.

Each standard says what you, the consumer, can expect. Your aged care provider has to meet an "outcome" for you. They have to demonstrate how they are meeting that outcome.

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and wellbeing. The list below shows you which part of your care these standards relate to:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance

Most people know what good care feels like

The staff are friendly and respectful, and they respond to your particular needs. You are well cared for, by people who know their jobs. You've got people to talk to about things that matter to you. The organisation providing the care is well-run.



What you can expect

It doesn't matter whether you're getting care at home or you're living in a residential aged care home. It doesn't matter who you are, where you live, your life experience, identity, beliefs or culture. Every person who gets care has a right to be treated with dignity and respect, and to have their personal and clinical needs attended to.