



Lively

HOME CARE INFORMATION PACK

Who is Lively?

Lively is a not-for-profit and home care provider that trains and employs young people as 'Lively Helpers', offering care that keeps older people active, social, and connected to the world around them.

As far as we're concerned, life is better when it's shared, and we've built a home care offer that reflects that attitude.

We match you with a Helper that helps you live better at home, while also giving you the chance to share your unique stories and experience with some new. Our model cuts out the red tape, leaving space for a real friendship to develop over time.

We know it can be a big hard reaching out for support, but it shouldn't feel like a chore. In fact, think of your Helper as someone who can support you to pursue or discover all the things that make life great.

Welcome to Lively. We hope you'll join the crew!



How we can help

Just so you know, there's no set menu when deciding on the supports you're after. But here's a sample of things our Helpers can definitely help you with:

Living well at home



Around the House

Cleaning, laundry, dry cleaning, changing and making the bed.



Gardening

Clearing and tidying weeds, pruning and cutting, or planting and nurturing your garden.



Meals & groceries

Preparing meals, support managing diet, assistance with eating.



Keeping on the move

Transport, e.g. visits to the shop, attending appointments.

Social & personal interests



Tech Help classes

Learning to use technology like Facebook, video calls, sending emails etc.



Event companion

Going to the movies, attending events, or just heading out shopping or to morning tea.



Your hobbies

Continue to attend your painting classes, piano lessons and yoga sessions.



Personal goals

Always wanted to learn tai chi, or learn a language? Get where you need to go.

Health & wellbeing



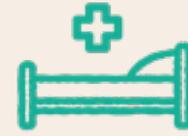
Health Care & Therapy

Physiotherapy, occupational therapy and other allied health.



Personal care

Support with dressing, showering, going to the toilet and daily hygiene tasks.



Respite and overnight

Carer respite and overnight stays.



Nursing & Clinical

Nursing and clinical services, medication management and more.



Home modification

Small home improvements like rails or ramps.

You're also supported by our more senior care managers, who bring the same vitality and enthusiasm as our young people alongside a wealth of knowledge and experience working in the aged care sector.

They'll be there with you every step of the way on your home care journey, helping you figure out the types of supports you're after and coordinating them for you.

And if you're looking for something that's not shown above, chances are we can help.

We're here to help you discover (or rediscover) whatever it is that makes life interesting, so if you want to get a little creative with your care, just let us know!

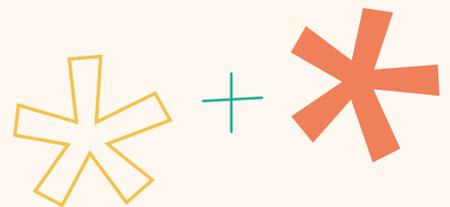


We do home care a little differently

We think home care can be so much more than just having floors mopped and sheets cleaned (although we know that's important too!) And we get that a revolving door of support workers and high fees doesn't work for anyone involved. So, we're creating a new type of care we can be proud of.

Partnership

We match you with just one or two Helpers whom you can work with over time, forming a trusting relationship that feels less like a transaction, more like a friendship. Picture having a grandkid coming around to help you out, offering both support and connection, rather than traditional 'care'.



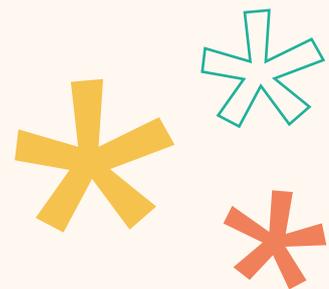
Flexibility

You know your own needs best, and you shouldn't have to jump through hoops to make changes to your support. Once you're connected with your Helper, we leave you in the driver's seat to determine when you want to meet and what you want their help with. Need cleaning one week, and an event companion the next? That's no problem for your Helper, who works around you.



Community

We're here to make your neighbourhood feel more neighbourly. Your Helper will be a local who knows your area as well as you do, and they'll work with you so you feel genuinely connected to the community around you. You'll also be supported at every stage by your Care Manager, who's never more than a phone call away.



Our Helpers

As part of our approach to care, we've tried to reimagine the role of a 'carer' and what they could look like.

We chose young people because they bring a lot to the table in aged care: their vitality, optimism, and eagerness to learn. We select our Helpers carefully based on attitude as much as aptitude, looking for evidence of a caring and reliable nature.

And we've taken a different approach to our training practices, too.

We teach Helpers to be present, rather than anonymous or invisible. We give them the support and space to get to know you, so you both trust and enjoy spending time around the person you're letting into your home.

And instead of just giving Helpers a checklist of tasks to do, we teach them to listen, to plan alongside you and to be flexible to the things you want done, and the way you like them done. At every stage, they're supported by their peers and your Care Manager.

The outcome of this is something we hope doesn't feel at all like 'care'; it's responsive, it's empathetic, and above all, it's human.



Our Helper recruitment, training and support practices...

- Written application and face-to-face interview screening for empathy, respect, initiative and commitment.
- Reference and police checks.
- Helper training program, covering:
 - ▲ Awareness and understanding of older people's experiences.
 - ▲ Communication and interpersonal skills.
 - ▲ Aged Care Quality Standards and Ethics of Care.
 - ▲ Occupational health and safety and hygiene.
 - ▲ Practical support skills.
 - ▲ Responding to feedback and complaints.
- Regular feedback and performance review with members and our Helper Coordinator. Ongoing training options to support further learning and development.
- Helpers providing personal care hold relevant Cert III or above qualifications.

Hear what some of our Members have to say

Nothing brings us more joy than hearing about the incredible experiences our Helpers and Members have with each other. Here's just a few pieces of feedback we've received and would love to share with you...

“

This has been a journey of rediscovering and reinventing! It's been magic. I've been reflecting about how different I am, I've come out of my shell. I'm blossoming.”

-MAXWELL



The thing about being old, is when a young person comes into your path, or your stratosphere, you feel younger. That's just a fact. Just by their very youthfulness.”

-MICK



It's just like having a member of the family in the house again for the time she's here. It's gorgeous, it's like I've got my daughter back!”

-MAREE

“

Things that were once a closed door to me before are now a window of hope. The change has been very significant.”

-LISA

How it works

Care planning

We meet with you to explore your needs and how we can help. Together with a more senior Care Manager, you'll develop a care plan and budget that outlines how we will support you.

We match you with a Helper

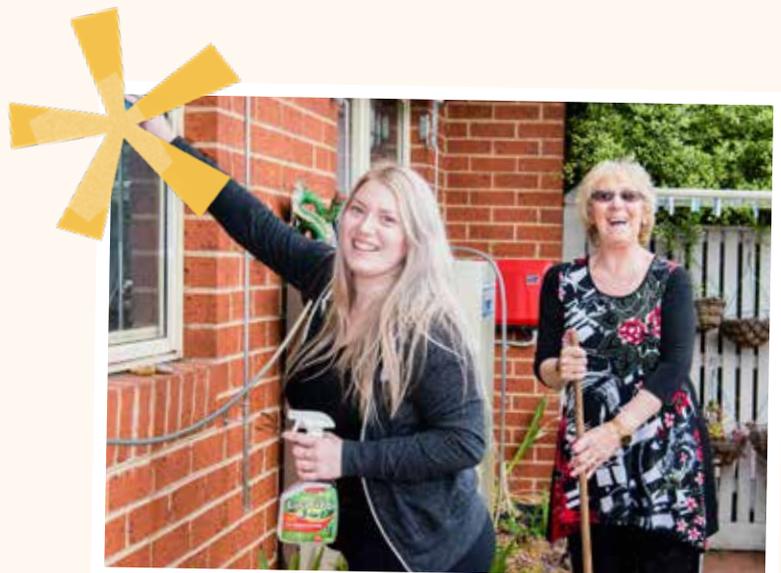
We'll match you with just one or two Helpers whom we think you'll hit it off with, and who can meet the needs you've expressed. We help introduce you and get the ball rolling, ensuring that you're comfortable and happy with your Helper's company.

Working with your Helper

You work directly with your Helper to schedule visits and plan how you use your time together, working off the flexible care plan set out by the Care Manager. We leave you to determine how you spend your sessions with Helpers and when you have them, rather than enforcing a set 'roster'. Our technology platform also allows your family to see what you've been doing with your Helper and to work with them to coordinate the support you need, so you have a seamless 'community of care' around you.

Ongoing support and outside help

We can step in if ever you need help, advice, or to change your care arrangements. If your Lively Helper can't meet a particular need, we help bring in others who can. Your Care Manager is always there to provide guidance and support to help you get the most out of your home care package, and to make sure you're satisfied with the support you're receiving.



Our purpose

As a not-for-profit, our goal is to work alongside our Helpers and Members towards a broader purpose: the development of a community that better values and supports our young and older people. Specifically, we're here to tackle the following big challenges.

Social isolation

4 in 10 older Australians report feeling isolated and lonely in their day-to-day lives, drastically impacting both their mental and physical health, and diminishing feelings of joy and meaning in everyday life.

Ageism

The dominant culture in Australia paints older people as irrelevant or needy, and fails to acknowledge the incredible experience, perspective, skills and capacity that older people have to contribute.

Aged care

The Royal Commission into Aged Care has highlighted myriad challenges in the aged care sector, including transactional care models, staff shortages and poor staff retention, and tokenistic engagement of consumers in their care.

Youth unemployment

15% of Australia's young people are unemployed, with the situation only set to worsen in the coming decades as automation reduces the availability of entry-level work in retail and hospitality sectors.

We're tackling these issues through our programs, breaking down shallow ageist attitudes and providing services in a way that really works for young and old alike.

We invite you to become part of this journey, walking with us and sharing your views and ideas to help create a better future for young and older people in our community.

Contact us

If you think Lively might be right for you or a loved one, get in touch!

Call us on:

(03) 9070 4746

Email us at:

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Visit our website at:

www.lively.org.au





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Lively