

Our Services

- ✓ Social and Community Participation
- ✓ Nursing Care
- ✓ Assist-Travel / Transport
- ✓ Assist-Personal Activities
- ✓ Domestic assistance/
Household Tasks
- ✓ Support independent living,
Daily Tasks/Shared Living
- ✓ Assistance with medication
- ✓ Assist-Life Stage, Transition
- ✓ Meal preparation
- ✓ Respite care
- ✓ Companionship and socialisation
- ✓ Shopping
- ✓ Supported Independent Living



**SOLACE
HOMECARE**



Please contact us on
0434 527 976

or e-mail at
support@solacehomecare.com.au

Feel free to visit our website as well at
www.solacehomecare.com.au



**SOLACE
HOMECARE**

**Delivering Quality
Home Care
With Compassion**



About Us

We Are Your Trusted Friend

We started Solace Homecare to ensure communities can access reliable, ethical, and high-quality health care services – no matter the circumstances- to support participants looking for a provider.

Our staff are compassionate and dedicated to providing best practice care within a home environment, with experience in disability support, mental health, dementia, and aged care.



Vision

Our vision is to optimise social and economic independence and full participation for people with disability. An important part of our vision is striving to become our community's number one preferred service provider.

Our Mission

We help people with disability be more independent, find work, study and have greater choice and control over how they want to live. We focus on ensuring the scheme delivers a consistent and high-quality experience for all participants. We put the participant at the centre of everything we do.

Feedback & Complaints

At Solace Homecare, we welcome feedback and regard this as a primary method for Identifying areas of strengths and weaknesses in our service delivery model that is leveraged to support our continuous service improvement framework. We also support the standards outlined by the NSW Disability Standards that stipulate that all participants, families, advocates, or carers have the opportunity to make a complaint and provide feedback.

(Lodging Complaints & Feedback)

In writing, via email: support@solacehomecare.com.au or contact: 0434 527 976 and speak directly to Solace Homecare's Director – all employees can receive your feedback.

Speak directly to your Solace Homecare Support Coordinator, either face-to-face or over the phone.

Solace Homecare Director on Phone arrangements can be made to meet and discuss the concern or lodge the complaint face to face.

Complete the Solace Homecare Complaints and Feedback Form in the Participant Handbook.

Complaints and feedback help us to know your experience with our service.

We will always resolve complaints quickly and efficiently. If the complaint has yet to be resolved quickly at the source, Solace Homecare's Director will contact you with an initial response and let you know how we will manage the complaint.

You can appeal if you are unhappy with how we managed your complaint or the outcome.