

about us

Perth Home Care Services

- enables people to live at home with dignity
- has been established since 1967
- is a non profit Incorporation Association
- has formal certification of its quality system
- has formal certification of its OSH system
- is sensitive to cultural needs
- has specific skills and experience to support people with dementia

Our Crisis Team Member and Support Workers guarantee your peace of mind because they

- will be responsive to your needs
- have been formally trained
- have been police cleared
- are fully insured for accident and injury
- are supervised
- have ongoing training



YOU CAN CONTACT PERTH HOME CARE SERVICES BY

OFFICE 30 Hasler Road (Second Floor)
Osborne Park WA 6017
PHONE **(08) 9204 7800**
CRISIS CARE **(08) 9204 7801**
FAX (08) 9204 7899
POST PO Box 1597 Osborne Park DC 6916
EMAIL admin@phcs.org.au
WEBSITE www.phcs.org.au



crisis care service
9204 7801

what is the crisis care service?

The Crisis Care Service offers short term emergency support for the primary carers of frail aged or people with disabilities.

The Crisis Care Service supports the main carer in the event of:

- Critical illness,
- Carer's stress, or
- Any other incident

This service is specifically for those incidents occurring **WITHOUT WARNING** that result in the carer being unable to continue to care for their family member.

The service operates 24 hours per day, every day of the year. Crisis Carers provide support in the home for up to 3 consecutive days. Often less than 24 hours is all that is required, and sometimes morning and evening visits over a few days meet the client's needs.

9204 7801

who can use the service?

People who are frail aged, younger people with disability and their carers who live in the metropolitan area.

how do I contact the crisis care service?

The Crisis Team member can be contacted anytime any day on 9204 7801. You will talk directly to a team member who will discuss the situation and your requirement. No pre-arranged referral is needed.

who will come?

Arrangements will be made for a member of the Crisis Team or an experienced Support Worker from Perth Home Care Services to come to your home.

how soon?

They will generally be there within one hour of your initial call.

how much will it cost?

The Crisis Service is a Home and Community Care (HACC) funded program and there is no charge for the service. Organisations and individuals not eligible for the subsidised service may contact the Chief Executive Officer or the Manager, Client Services to discuss options for purchase of crisis care.

practical assistance and peace of mind

You and your family may never need the Crisis Service but, should the need arise, it is reassuring to know that it is there. For example:

An elderly man is the primary carer for his wife who has Alzheimer's disease. He has become unwell and requires medical attention at a hospital. The Crisis Care team will arrive within one hour of initial contact to look after his wife. Further support from family members or other agencies will be arranged by the team member.

The brother of a child with disability fractures his arm. The Crisis Team member is able to look after the child at home while their mum takes the injured child for treatment. Team members have the necessary training and experience to provide care that meets the specific needs of the child with disability.

An adult with disability requiring assistance from their partner to get out of bed may call the Crisis Team if their partner is ill and unable to help. Crisis Team members have received training in a wide range of specialist clinical and manual handling tasks.

