

Embedding wellness and reablement approaches in the Australian home care sector - Consumer experience - The Maturity Model

All Australians deserve the opportunity to live well and enjoy independence throughout their lifetime.

Starting Point "My provider helps me to do things that I can no longer do by myself"	Developing "I appreciate the support from my provider because it is helping me to regain some independence"	Compliant "The services from my provider have assisted me to be more competent to do things for myself"	Proactive "The services from my provider have assisted me to be more competent and confident to do things for myself and stay socially connected with my friends"	Generative "Not only have I improved my independence and social connections, but I have been able to achieve something I didn't expect thanks to my provider's support"
<p>Individual choice: I chose a service provider because they are nearby and available.</p> <p>Role: I am grateful for the services that others make available to me.</p> <p>Holism: My provider has a stated commitment to care for the whole person.</p> <p>Family relationships: My provider informs me and my family when there may be disruptions to my services.</p> <p>Service staff contact: I like my support staff and look forward to their company.</p> <p>Assessment: I completed an initial assessment and now I receive the services I need to stay at home.</p> <p>Additional services: I do not want to cause problems for my provider, I am happy to keep the services that I have.</p>	<p>Individual choice: I chose a service provider because they respond to my requests for more care.</p> <p>Role: My provider explores the availability of new home care services when I ask about them.</p> <p>Holism: My provider provides group opportunities that help keep life healthy and happy.</p> <p>Family relationships: My provider contacts me and my family when they think there may be a problem to find a solution.</p> <p>Service staff contact: I like my support staff and I am satisfied with the services I receive.</p> <p>Assessment: I am confident that should an issue with my care support occur, my provider will support a reassessment for new services .</p> <p>Additional services: I ask my provider for more support when I need it and when they can they can they help me access other services.</p>	<p>Individual choice: I chose a service provider because I believe they can consistently and reliably provide the support that meet my needs.</p> <p>Role: I participate in discussions with my provider about what services are appropriate and available to me.</p> <p>Holism: My provider makes support available for me to do things that I enjoy as an individual.</p> <p>Family relationships: My provider communicates with me and my family regularly to ensure I receive support that meets my changing needs.</p> <p>Service staff contact: I have a good relationship with my support staff and they genuinely care about my needs and interests.</p> <p>Assessment: When my needs or health status changed, my provider re-assessed my needs and engaged specialists to ensure I received appropriate care.</p> <p>Additional services: My provider has information and referral systems that can link me to additional services when I need them.</p>	<p>Individual choice: I chose a service provider because they ask me about my needs and work to respond with better care and support.</p> <p>Role: My home care service provider schedules regular reviews that allow me to participate in changes to my home care.</p> <p>Holism: My provider works to get to know me and together we make choices about meeting all my needs.</p> <p>Family relationships: My provider actively listens to what my family and I have to say and supports my relationships in a respectful way.</p> <p>Service staff contact: The provider staff help me to better identify my needs and actions to address them.</p> <p>Assessment: My provider conducts regular assessments and reviews of my support plan to ensure it still meets my needs.</p> <p>Additional services: My provider informs me of choices in services that could assist me and has strong partnerships within my community to facilitate access.</p>	<p>Individual choice: I chose a service provider because I believe they are interested in me and how I wish to live my life.</p> <p>Role: I am an active participant in decisions about my home care.</p> <p>Holism: My provider understands me while they keep me informed on my choices.</p> <p>Family relationships: My provider includes me and my family in our ongoing plans to coordinate and adapt my support.</p> <p>Service staff contact: The provider staff that support me don't just help meet my needs, they make the unlikely possible.</p> <p>Assessment: My provider and I are part of a team that put in place support that meets my needs and goals.</p> <p>Additional services: My provider is part of an active community that is looking out for my health and wellbeing - it is easy for me to access additional services as required.</p>