

## Our Services

In addition to our services for seniors we also offer a range of services for vulnerable groups, children, adults and families:

- 1:1 Mentoring
- Accommodation & Tenancy Assistance
- Allied Health Services
- Behaviour Support Planning
- Consultancy
- Customised Corporate Training
- Customised Employment Programs
- Disability & Aged Care Placement Services
- Guardianship & Administration Services
- Private Case Management Services
- Specialist Support Coordination

## Contact Us

We value your feedback and comments and appreciate any opportunities to improve our services.

If you would like to know more about our services or wish to obtain a copy of our Feedback Procedure brochure please contact us.

### Phone

0420 849 475

### Email

[enquiries@facilitatrix.com.au](mailto:enquiries@facilitatrix.com.au)

### Web

[www.facilitatrix.com.au](http://www.facilitatrix.com.au)

### Address

PO Box 5167  
East Victoria Park  
WA 6981



# FACILITATRIX

## Individual Services for Seniors



## Facilitating Connection

This brochure can be provided in alternative formats upon request

## Individualised Services for Seniors

Our individualised services are available to seniors across the WA metropolitan area; where appropriate services may also be provided to seniors in remote and rural areas. We aim to provide services that focus on individual needs and are respectful and accommodating of the specific requirements of seniors in our community. We have a dedicated team of allied health professionals, experienced case management staff and individual case workers who can work alongside you to meet your lifestyle goals.

### Case Management Services

General case management services are available to assist you in identifying and engaging the right services for you. Our Case Management Team will assess your individual requirements and put together a service package to meet those needs. This may include:

- In-home services
- Community engagement
- Future planning and decision-making
- Allied health assessments
- Liaison with the Aged Care Assessment Team & service providers

### Placement Services for Seniors

Our team can assist you to find the right accommodation option if you are no longer able to live at home. We can assist with identifying suitable accommodation options, wait listing, visits to accommodation and helping you move in. We can also assist with "top-up" services for those who would like individualised support in their new home.

### Lifestyle and Financial Decision Making

We have extensive experience in relation to guardianship and administration, enduring powers of attorney and guardianship and advance health directives. We can assist you to identify which of these decision-making instruments are most appropriate for you and assist you to complete necessary documentation. Where there are problems with documents that are already in place or concerns of elder abuse we can assist in resolving conflicts and making applications to the State Administrative Tribunal (SAT) where necessary.

### Individualised Support Services

For seniors living in residential care there may be a need for "top up" services to improve your quality of life and connection to community, friends and family. Our individual support services include:

- Social and recreational outings & activities

- Facilitating contact with family & friends - remote & face to face
- Supporting use of technology & media devices eg Facetime, Skype, MP3 & social media

### Supervised Contact

We understand that for some families there may be conflict existing either within the family unit or between family members and service providers/aged care facilities. Where the conflict cannot be resolved this may result in a requirement for a third party to supervise contact, usually this decision will have been made by a legally appointed guardian.

Our staff are able to provide discreet supervision, enabling as much privacy as possible, while also maintaining any conditions prescribed in relation to supervised contact visits.

