

HOW CAN THE SOCIAL SUPPORT SERVICE ASSIST?

- We will listen to your concerns
- We will show empathy and understanding and assist by providing counselling if required
- Our free service provides you with coping strategies
- We can be your advocate in resolving a matter of concern or offer emotional support
- We can assist you or your loved one deal with the transition between levels of care
- We can spend time with your loved one to discuss their end of life wishes
- We believe that it is your life and your choice and our strong focus on community means that residents can be as involved as they desire.

ICCARE

At Peninsula Villages we uphold our core values of Integrity, Community, Compassion, Accountability, Respect and Excellence.

Peninsula Villages provides our free social support service to all residents within our facilities, as well as their loved ones or immediate family members.

If you would like to book an appointment please call our Social Support Worker:

P 02 4344 9199

E socialsupport@penvill.com.au

A 91 Pozieres Avenue
Umina Beach NSW 2257

peninsulavillage.com.au



Your Life, Your Choice, Our Communities



SOCIAL SUPPORT SERVICE

Providing a free social support service to residents and their loved ones to help them adapt to change

2016 Employer of Choice and winner of Excellence in Business Ethics from Peninsula Chamber of Commerce





SOCIAL SUPPORT SERVICE

Peninsula Villages offers a free social support service to residents and their loved ones to provide support to assist with adapting to change.

This may be required in various stages such as:

- placement into a residential aged care facility
- transition between levels of care
- the passing or imminent loss of a loved one.

Adjusting to change as your loved one enters aged care can be difficult, particularly if you have been the main caregiver or support person.

Our friendly social support worker is available to assist with strategies and support for you or your loved one in dealing with change. We encourage you to make an appointment to discuss the wide range of emotions that can surface when discussing or changing aged care accommodation and services.

We also have end of life support, along with one-on-one and group sessions.

TIPS FOR DEALING WITH CHANGE



Inclusiveness

Remain involved in the care of your loved one.



Communication

Maintain open communication.



Keep Active

Give yourself permission to enjoy activities you may not have had time for before.



Health & Wellbeing

Look after your physical and emotional health.



Adapt at Your Pace

Take time to adjust to the changes that have occurred.

HOW CAN YOU ASSIST WITH THE CHANGE?



Visitation

Utilise the facilities available during your visits to our Villages such as outdoor areas, kiosk, chapel and tea house.



Home Environment

Help make the room as home-like and inviting as possible for your loved one.



Photos & Resources

Bring in photos or magazines to assist with varying conversation during your visits.



Village Life

Be part of Village activities during family days, official functions and special occasions and provide us with feedback when necessary to better support our residents' care routine.

When speaking with our social support workers we welcome your involvement and hope that you feel comfortable in advising us of your, or your loved ones, values and preferences.

We want you to be actively involved in decision making and assist us to deliver the best possible care for our residents.

If you are distressed and in need of emergency counselling, help is available 24 hours of the day by calling Lifeline 13 11 14.