



Home Care To Me
BUNBURY GEOPAPHE

✉ hello@caretomebunbury.com.au

🌐 www.caretomebunbury.com.au

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Mission Statement

Home Care To Me Bunbury Geographe, as its name suggests is a very local business providing support to NDIS, Aged Care & private people who need support to continue to live, enriched, dignified and empowered lives. We assist the people we support with sharing our shift expectations, taking on feedback, collaborating with the person, their family, their medical and therapy teams and our internal teams. We also want our staff to be safe and appreciated at work. This is a tough industry with changing goal posts, lots of mental and physical demands and we support our staff with incentives for great work, positive feedback as soon as we receive it, we thank them for their hard work every shift and we provide weekly training and admin so they have time to mentally prepare and excel in their work. We respect their downtime so they can be refreshed for their next shift and enjoy their work-life balance and feel like they can do their best, when at work.

Company Values

Compassion

Every individual deserves care that is kind, respectful, and understanding. Compassion guides every interaction, ensuring that each person feels valued, supported, and genuinely cared for.

How does that look in practice? Sarah is very particular about how her bed is made, she has pillows arranged a certain way to make it easier to support her back when in bed, She also has a quilt she made with some friends when she was well enough to craft, it is very sentimental to her. Sarah's mobility is decreasing, and she is finding it harder to make her bed in a way that supports her while she sleeps. Her support worker asks Sarah the best way to arrange the pillows and puts her quilt on the top of her bedding so she can see it every day.

Expertise

Professional excellence is at the heart of quality care. Through continuous learning and a commitment to best practices, services are delivered with skill, confidence, and integrity.

How does that look in practice? Instead of blocking out 2 or 3 days a year for mandatory training, we do a bit each week, so we stay engaged in the processes and



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language around our training programs. Also, if staff suggest a particular training program or need, it can be easily scheduled in the weekly training time, allowing Clients to benefit sooner and staff feel more confident and informed in their work.

Local Knowledge

Strong community roots enable a deep understanding of local needs and resources. This knowledge ensures that support is relevant, accessible, and responsive to the unique character of each community.

How does that look in practice? We love living in the Southwest, as much as you do! That's why we love local nature trails, clubs, cafes. We are allied with lots of different social groups and events. We also update our blog and newsletters regularly with what's on in the Southwest. We also know what a pain it is to travel to Perth for appointments, which is why we offer a capped transport fee for Perth transport, because you can't rely on the train!

Empowerment

Support is designed to build independence, confidence, and choice. Every person is encouraged to take an active role in shaping their own care and achieving their personal goals.

How does that look in practice? Joe's right arm is becoming harder to use due to his disability. Joe still wants to do as many things as he can. Joe and his support worker agree that she will stack/empty the bottom rack of the dishwasher and leave the top rack for Joe to do. Joe can do this, as the items are lighter and his support worker encourages him to use his left, non-dominant hand as well.

Innovation

Creative thinking and new approaches drive continuous improvement. By embracing innovation, care solutions evolve to meet changing needs and deliver better outcomes.

How does that look in practice? While working with Kim one day a support worker noticed Kim was happier, more effective and had less adverse behaviours when using a list, he could tick off tasks. Later that week the same support worker was working with another client and noticed the same thing. They reported the findings to Mel, who then gave all support workers a small spiral card book, where they could tear out a card and use it with their clients for tasks or shopping lists etc.



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Connection

Meaningful relationships form the foundation of great care. Collaboration with clients, families, and communities fosters trust, inclusion, and a shared sense of purpose.

How does that look in practice? Maria's sister and two friends visit every Friday. Maria's support worker also comes to clean on a Friday. The support worker cleans and vacuums the lounge room first, assists Maria with making tea and setting up morning tea. The support worker then leaves the lounge room and cleans the rest of the house. Maria is happy having her support worker there on a Friday as she knows the house is clean when she has guests. Maria has always prided herself on being a 'good homemaker' it is an important part of her identity and self confidence. Maria's sister is also happy on a Friday because she feels she can pass on any information to the support worker about the coming week or any concerns she has.