

CAIRNS QUALITY CARE

We are an independent disability, aged care and mental health service provider focusing on high quality support in a safe, dignified and caring environment.

Our support professionals strive to improve the lives of our clients through empowerment and connection to community and services.

Cairns Quality Care employ hard working individuals who are actively changing people's lives for the better. We have an intensive staff screening process ensuring all our support professionals are provided with regular training, specific guidance and knowledge to assist the goals of our clients. We strive to make a positive difference in their lives and go the extra mile to ensure we tailor our services in line with their needs.

CONTACT US



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EMPOWERMENT THROUGH CONNECTIONS



CUSTOMER HANDBOOK

Follow us on



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OUR SERVICES

Our lifestyle support professionals assist with the daily tasks of independent living as well as overnight support. We can help you take care of your personal hygiene & grooming needs counting on our attention to Compassion, Acceptance, Respect and Empathy as the foundation of our service. We commit to remaining sensitive around your comfort, dignity and privacy with our high quality care extending to both participants and their families. Our goal is to help individuals and their loved ones live happy and fulfilling lives.

WE ASSIST WITH

- Community participation
- Household tasks
- Life-skill development
- Travel & transport
- Meal preparation
- Accommodation
- Life-stage/transition
- Physical support
- Mental health services



OUR COMMITMENT



'Your plan, your way'

PERSON-CENTRED SUPPORTS

Each participant accesses supports that promote, uphold & respect their legal human rights & are enabled to exercise informed choice & control. The provision of supports promotes, upholds & respects individual rights to freedom of expression, self determination & decision-making

INDIVIDUAL VALUES & BELIEFS

Each participant access supports that respect their culture, diversity, values & beliefs

PRIVACY & DIGNITY

Each participant accesses supports that respect and protect their dignity & right to privacy



VISION, MISSION & VALUES

Our **VISION** is to provide tailored support to each individual through continued encouragement enabling them to reach their full potential regardless of their age, ability or cultural background.

Our **MISSION** is to enable a reflective culture that promotes aspiration and growth. We want to demonstrate how we value individuals and enhance their quality of life.

Our **VALUES** align with our care points:

Compassion & support

Acceptance of others

Respect is earned & offered

Empathy starts with simply listening



DIVERSITY

At Cairns Quality Care we celebrate the diverse group of participants we service and empower them to connect with services that are sensitive to their cultural backgrounds & circumstances. We respect & encourage each individual's interests, beliefs & customs.

OUR FOCUS

Our focus is to support you every step of the way & make things simpler for you to achieve thereby giving you more control & choice of services.

Through determination & commitment, we recognize the value of each participant through the highs & lows. We understand that not one care plan fits all & will take the time to get to know you & develop an individualized plan that fits your specific needs.

We can provide daily or weekly services which can include personal care, medication monitoring, meal preparation, hygiene & general cleaning amongst an array of others. We also provide assistance with recovery or rehabilitation due to age or injury & our lifestyle support professionals will ensure the empowerment of our clients are part of our focus.

Companionship is key to a trusted relationship so we provide one-on-one attention to develop a connection & help you achieve your goals.

FEEDBACK

At Cairns Quality Care we encourage feedback on the supports you receive as this will help us to:

- Build relationships with our clientele
- Create transparency in the service we provide
- Foster ongoing growth & encouragement
- Cultivate trust & loyalty

Your feedback helps us maintain high quality continuity.



Cairns Quality Care is a place where people are free to make choices and be themselves. We tailor supports to suit your needs & requirements. Whether it be assisting with access to the community, social interaction, & recreational activities such as walking, gym, sports, fishing, shopping, cooking, bowling, men's shed & lunch - we are here to help.