



Lively

INFORMATION PACK

Who is Lively?

Lively is a not-for-profit and home care provider that trains and employs young people as 'Lively Helpers', offering support that keeps older people active, social, and connected to the world around them.

As far as we're concerned, life is better when it's shared, and we've built a service that reflects that attitude.

We match you with a Helper that helps you live better at home, while also giving you the chance to share your unique stories and experience with some new. Our model cuts out the red tape, leaving space for a real friendship to develop over time.

We know it can be a bit hard reaching out for support, but it shouldn't feel like a chore. In fact, think of your Helper as someone who can support you to pursue or discover all the things that make life great.

Welcome to Lively. We hope you'll join the crew!



How we can help

Light Support

Maybe you just need a touch of support to stay active in your home and community.

Our Helpers can perform basic services like cleaning and gardening, but also be a companion to support you with your activities and interests - whether that's a painting class, a lawn bowls partner, or just someone to have morning tea with.

Living well at home



Around the House

Cleaning, laundry, dry cleaning, changing and making the bed.



Gardening

Clearing and tidying weeds, pruning and cutting, or planting and nurturing your garden.



Meals & groceries

Preparing meals, support managing diet, assistance with eating.



Keeping on the move

Transport, e.g. visits to the shop, attending appointments.

Social & personal interests



Tech Help classes

Learning to use technology like Facebook, video calls, sending emails etc.



Event companion

Going to the movies, attending events, or just heading out shopping or to morning tea.



Hobbies & interests

Continue to attend your painting classes, piano lessons and yoga sessions.



Personal goals

Always wanted to learn tai chi, or learn a language? Get where you need to go.

Home Care

If you need need a bit more support, we're also an approved provider of home care packages.

With home care, you'll also be supported by a more senior care manager who can help you navigate the aged care system, coordinate a range of supports, and manage your government-funded home care package.

In addition to everything offered under 'light support', we can also provide the following:



Health Care & Therapy

Physiotherapy, occupational therapy and other allied health.



Personal care

Support with dressing, showering, going to the toilet and daily hygiene tasks.



Respite & overnight

Carer respite and overnight stays.



Nursing & Clinical

Nursing and clinical services, medication management and more.



Home modification

Small home improvements like rails or ramps.



Package management

Coordinating your supports and home care package funding.

And if you're looking for something that's not shown above, chances are we can help.

We're here to help you discover (or rediscover) whatever it is that makes life interesting, so if you want to get a little creative with your support, just let us know!

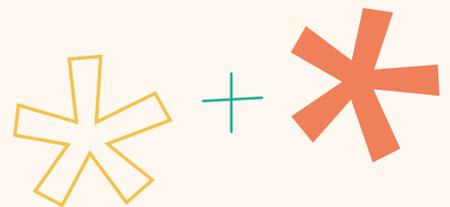


We do support a little differently

We believe support can be so much more than having floors mopped and weeds pulled (although we know that's important!) And we get that a revolving door of support workers and high fees doesn't work for anyone involved. So, we're creating a new type of support we can be proud of.

Partnership

We match you with just one or two Helpers who you can work with over time, forming a trusting relationship that feels less like a transaction, more like a friendship. Picture having a grandkid coming around to help you out, offering both support and connection, rather than 'care'.



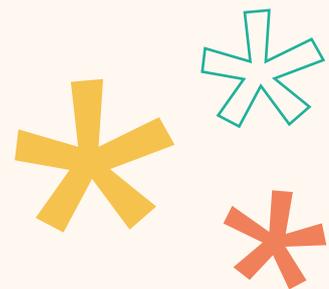
Flexibility

You know your own needs best, and you shouldn't have to jump through hoops to make changes to your support. Once you're connected with your Helper, we leave you in the driver's seat to determine when you want to meet and what you want their help with. Need cleaning one week, and an event companion the next? That's no problem for your Helper, who works around you.



Community

We're here to make your neighbourhood feel more neighbourly. Your Helper will be a local who knows your area as well as you do, and they'll work with you so you feel genuinely connected to the community around you. You'll also be supported at every stage by a Support Coordinator or Care Manager, who's never more than a phone call away.



Hear what some of our Members have to say

Nothing makes us happier than hearing about the incredible experiences our Helpers and Members have with each other. Here's just a few pieces of feedback we've received and would love to share with you...

“

This has been a journey of rediscovering and reinventing! It's been magic. I've been reflecting about how different I am, I've come out of my shell. I'm blossoming.”

-MAXWELL



The thing about being old, is when a young person comes into your path, or your stratosphere, you feel younger. That's just a fact. Just by their very youthfulness.”

-MICK



It's just like having a member of the family in the house again for the time she's here. It's gorgeous, it's like I've got my daughter back!”

- MAREE

“

Things that were once a closed door to me before are now a window of hope. The change has been very significant.”

-LISA

Our Helpers

We've tried to reimagine the role of a 'carer' and what they could look like.

We chose young people because we know they've got a whole lot to offer older people: their vitality, optimism, and eagerness to learn. We select our Helpers carefully based on attitude as much as aptitude, looking for evidence of a caring and reliable nature.

And we've taken a different approach to our training practices, too.

We teach Helpers to be present, rather than anonymous or invisible. We give them the support and space to get to know you, so you both trust and enjoy spending time around the person you're letting into your home.

And instead of just giving Helpers a checklist of tasks to do, we teach them to listen, to plan alongside you and to be flexible to the things you want done, and the way you like them done. At every stage, they're supported by their peers and your Care Manager.

The outcome of this is something we hope doesn't feel at all like 'care'; it's responsive, it's empathetic, and above all, it's human.



Our Helper recruitment, training and support practices...

- Written application and face-to-face interview screening for empathy, respect, initiative and commitment.
- Reference and police checks.
- Helper training program, covering:
 - ▲ Awareness and understanding of older people's experiences.
 - ▲ Communication and interpersonal skills.
 - ▲ Aged Care Quality Standards and Ethics of Care.
 - ▲ Occupational health and safety and hygiene.
 - ▲ Practical support skills.
 - ▲ Responding to feedback and complaints.
- Regular feedback and performance review with members and our Helper Coordinator. Ongoing training options to support further learning and development.
- Helpers providing personal care hold relevant Cert III or above qualifications.

Our purpose

As a not-for-profit, our goal is to work alongside our Helpers and Members towards a broader purpose: the development of a community that better values and supports our young and older people. Specifically, we're here to tackle the following big challenges.

Social isolation

4 in 10 older Australians report feeling isolated and lonely in their day-to-day lives, drastically impacting both their mental and physical health, and diminishing feelings of joy and meaning in everyday life.

Ageism

The dominant culture in Australia paints older people as irrelevant or needy, and fails to acknowledge the incredible experience, perspective, skills and capacity that older people have to contribute.

Aged care

The Royal Commission into Aged Care has highlighted myriad challenges in the aged care sector, including transactional care models, staff shortages and poor staff retention, and tokenistic engagement of consumers in their care.

Youth unemployment

15% of Australia's young people are unemployed, with the situation only set to worsen in the coming decades as automation reduces the availability of entry-level work in retail and hospitality sectors.

We're tackling these issues through our programs, breaking down shallow ageist attitudes and providing services in a way that really works for young and old alike.

We invite you to become part of this journey, walking with us and sharing your views and ideas to help create a better future for young and older people in our community.

Some of our partners



In the community

You might've already heard about us from the work we do in the community - our community programs are a really important way for Lively to connect young and old, and provide each the opportunity to learn from one another.

We work with councils, businesses and community organisations, running a range of programs that support older people to learn new skills, form new friendships, and stay connected to their community and the wider world around them.

Tech Help classes

Run at libraries and community organisations throughout Melbourne, free classes helping seniors learn technology to connect with friends and family, pursue or discover new interests, and maintain independence. We can teach anything from setting up a new device, to video calling, even setting up a dating profile!



Buds

In partnership with councils, an intergenerational gardening program that gets older people back out in their gardens and socialising with a younger companion. Our Helpers bring their able bodies and tools, while the older Member in turn provides guidance and passes their horticultural knowledge and skills on to their young companion.



Safe & Connected

Funded by VicHealth, remote social and technology support for seniors, helping them stay connected during COVID-19 and beyond.



Questions?

If you think Lively might be right for you or a loved one, get in touch!

Call us on:

(03) 9070 4746

Email us at:

hello@lively.org.au

Visit our website at:

www.lively.org.au





Our Community House
552 Victoria St.
North Melbourne 3051

Ph: 03 9070 4746
www.lively.org.au

Lively