

Volunteer Options Guides

agedcare ALTERNATIVES Volunteer Options Guides:

- Help people to access and understand information about aged care services
- Help people to identify their options and choices
- Provide individual customer service.

Enquiries from people interested in joining the team of volunteer Options Guides are welcome.

Comprehensive training is provided. This role is a new and exciting opportunity for unique people who have great customer service skills, good communication and listening skills.

Hours required:

We request a minimum two hour shift, weekly or fortnightly.

For further information, please contact:

agedcare ALTERNATIVES

Tel (08) 8271 3888

Fax (08) 8172 2069

Email: info@agedcarealternatives.net.au

www.agedcarealternatives.net.au

Agedcare Alternatives is sponsored by Resthaven Inc as a 75th Anniversary gift to the South Australian community. Advice offered is independent, general information relating to all aged care support available in South Australia.



Help to navigate and connect to information and support.

**Shop 1, 445 Fullarton Road,
Highgate, SA 5063**

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Help to navigate and connect to information and support.



A free service for older South Australians:

- Assistance in finding out how the aged care system works
- How to find out what care and support is available
- Free face to face help.

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What is agedcare ALTERNATIVES?

Aged Care Alternatives helps older people, their carers and family members to find and understand information about aged care that is relevant to their individual needs.

agedcare ALTERNATIVES aims to help people who don't know where to start when they need information about aged care, or find the existing systems confusing or overwhelming.



The centre offers a free, personalised, face to face customer service approach.

The type of information that **agedcare ALTERNATIVES** can assist with covers all aspects of aged care, including in-home care and support, community care, health and well-being for seniors, residential care, respite for carers, retirement accommodation and many other relevant aged care programs and topics.

agedcare ALTERNATIVES

services are made possible due to our highly committed and dedicated volunteer Options Guides.

Options Guides help people enquiring to find relevant information, navigate the internet, understand the various options or pathways and, if required, may also assist in contacting relevant programs and services.

Agedcare Alternatives does not provide assessment or advisory services and cannot offer access to services.

There is no fee charged for assistance.



Customer Service Centre

Help to navigate and connect to information and support.

Situated at Shop 1, 445 Fullarton Road, Highgate, the location offers easy access, plenty of close car parking and a friendly and comfortable environment.



agedcare ALTERNATIVES can be reached by public transport bus routes 171 / 173 (from Mitcham Square Shops), bus stop 10 on Fullarton Road or buses 171 / 171A / 171B (route from City), bus stop 10 on Fullarton Road, Highgate.

