

Organisational Overview

About Care Connect

Care Connect is a major community care provider that supports frail aged people, people with a disability and carers to live independently at home and in the community.

Care Connect has offices nationally and is a not-for-profit, non denominational, registered charitable organisation.

Care Connect provides choice, guidance and information to support individuals to remain independent and engaged in their community.

Care Connect's approach is collaborative, inclusive and accessible. We are committed to providing a respectful service that values the rights of each individual and their support network.

Our Vision

To be Australia's leading community care organisation, actively sought for its innovation, care leadership and community participation.

Our Mission

Creating excellence in community care through innovation, commitment, knowledge and choice.

Who is eligible for our programs?

Individuals accessing our services include:

- frail older adults with special/complex needs including dementia
- adults and children with an identified disability
- adults with multiple health concerns, including mental health issues
- families and carers who care for a child or adult with multiple and/or complex needs
- adults from culturally and linguistically diverse (CALD) backgrounds
- older adults from the lesbian, gay, bisexual, transgender and intersex community
- adults from Aboriginal and Torres Strait Islander communities
- individuals transitioning from hospital to home
- veterans.



What services do we provide?

Our highly trained staff:

- assess support requirements
- prepare and manage support plans
- facilitate community supports and personal/homecare services
- provide advocacy to promote independence and protect rights
- review progress and needs
- monitor the quality of services to ensure quality and value-for money.

The Care Connect Way

The Care Connect Way provides access, choice, guidance and information. Our model supports people in creating personalised support plans that best suit their independent living requirements. Each person can choose what type and level of support they require and our approach is collaborative, inclusive and accessible.

Our staff

Our staff are tertiary qualified with expertise in social work, psychology, disability, community work and nursing. We have staff specialising in Acquired Brain Injury (ABI), Autism Spectrum Disorder (ASD), dementia, chronic illness and carers' support.

Our history

Care Connect was formerly known as West Care Linkages, established in Melbourne in 1994. West Care Linkages was created to specifically prevent the premature and inappropriate admission of frail aged and younger disabled persons to residential care (i.e. nursing home and hostels).

Since 1994 Care Connect has grown from three staff (based in our Werribee office in Melbourne's West) to a national organisation employing over 350 staff.

For further information contact:

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