

New service offers IT ‘lifeline’ to clients

GETTING the support you need to live independently – whatever your abilities – just got a whole lot easier in the Caboolture region, thanks to an innovative program, iCareConnect.

Developed by not-for-profit in-home care provider Care Connect, iCareConnect uses iPads and video conferencing technology to give people receiving home care services better access to support at the touch of a button.

But the service is much more – it’s proving to be a communications lifeline and an opportunity for people to reconnect with activities they enjoy.

Neil Cook, who has hereditary motor and sensory neuropathy, a condition similar to motor neurone disease but which progresses more slowly, had given up reading novels.

His condition affects his hands and feet, to the extent that he has limited mobility, needs help with personal care and can’t turn the pages of a book.

Thanks to the iPad supplied by the program, he has become an avid reader again after signing up to



SUPPORT AT THE TOUCH OF A BUTTON—Neil Cook, of Mount Mee, talks on-screen with support worker Callum McMillan via iCareConnect.

the local e-library.

Neil also uses iCare Connect to regularly meet his client adviser and nurse by video conferences.

Care Connect has supported Neil by providing access to a new electric wheelchair, gardening and domestic assistance, and travel support.

“Our role is to guide and support people so they can live the lives

they want,” said Care Connect manager for NSW and Queensland Helen Carter. “iCare-Connect is another way we can personalise our services.”

The program is open to people with additional needs due to ageing, disability or mental health, who are eligible for a home care package.

■ 1800-116-166 or email info@careconnect.org.au