



SOS Nursing & Home Care Service

www.sosservice.com.au

SOS Nursing & Home Care Service was established in 1990 to provide private nursing and respite care in the Moree area. The organisation has expanded to provide the full range of nursing and care support services to the Central Coast, New England, Northern Tablelands, North Coast & Macquarie regions of NSW and in Queensland Brisbane, Darling Downs, Beaudesert and Gold Coast.

SOS is committed to providing consistent, high quality care targeted to meet the clients' specific needs while retaining their dignity and independence. Our staff value honesty, punctuality, compassion and consideration.

Taking a flexible collaborative approach to the challenge of providing community care in rural and remote settings has resulted in the development of a innovative proven model.

- we employ staff who have specialised qualifications to ensure quality care
- SOS ensure client's needs are met in a professional, caring manner adding to the client's sense of security and comfort.
- SOS has specialised equipment available if needed and can cater for clients with profound disabilities that require a one-to-one staffing ratio with support from a team of registered nurses if necessary.
- SOS has access to an extensive network of linkages that facilitates further follow-up or referrals if necessary and has experience in holistically caring for clients & carers.

Managing Director and company founder Rosemary Hyles is a Registered Nurse who heads a highly skilled management team. This team provides direction and high level support to the offices and field staff. Each office has a registered Nurse and administration staff responsible for the day-to-day operations.

Personalised care is provided from 6 offices: Tamworth, Glen Innes, Moree, Hamlyn Terrace, Toowoomba & Brisbane. SOS employs over 200 direct care workers to deliver the wide range of services provided. Staffing includes registered and enrolled nurses, assistants in nursing, programme officers, disability care workers, aged care workers, home help, and transport and yard maintenance staff.

In March 2000, a Respite House was established in Edward Street, Tamworth to provide an alternative venue for day respite and people needing overnight, short-term or emergency care. Priority is given for out of home respite for frail aged, and people with physical and intellectual disabilities and their carers (including aged related dementia and challenging behaviours). The Dept.of Health and Ageing funds Overnight Respite to the residents of the New England region under the Commonwealth Carer Respite program for Frail Aged Carers using the Tamworth or Glen Innes SOS respite homes.

The respite house in Glen Innes is a spacious 5 bedroom home with a separate, self contained apartment equipped with disability facilities throughout. It has separate access and assures a private, homely atmosphere with plenty of space.

A modern well appointed respite home on the Central Coast at Hamlyn Terrace enables SOS to cater for the respite needs of the Central Coast. As well as respite care, long term in-home care can be provided for clients with challenging behaviour (i.e. dementia) and programmes for young adults with disabilities are available.

The SOS philosophy is focussed on supporting clients, carers and family members. By formulating strategies and providing information, we aim to reduce the risk of a crisis developing and enable clients and their carers to retain independence and gain maximum benefit from the services SOS provides.

For further information on SOS, please contact your local office:

Head Office / New England	1/61 Barnes Street, Tamworth 2340	02 6765 8433
Central Coast	40 Bougainvillea Road East, Hamlyn Terrace 2259	02 4394 0500
Northern Tablelands	22 Macquarie Street, Glen Innes 2370	02 6732 4533
North West	PO Box EM102, East Moree 2400	02 6752 7500
Queensland	Suite 318, 421 Brunswick Street, Fortitude Valley 4006	07 3852 4261
Toowoomba	PO Box 9106, Wilsonton, 4350	07 4646 4455