

# Business

## Haven help in the home

**ELISE SNASHALL-WOODHAMS**

A NEW service to help people in Bendigo maintain their "independence and dignity in the comfort of their own home" was launched yesterday.

Haven - best known for its housing support services - has started a home assist program, which can help clients with everything from showering and cleaning to meal preparation and running errands.

As part of the program there is also a respite service to encourage people to take part in social and recreational activities as well as time out for carers in the home.

Haven aged care and disability services general manager Melissa Lenten said the new program was unlike other home-help services.

Haven Home Assist offered a tailored and more flexible service to a wider range of adults, including the aged and frail, people with a disability, those with mental health or behavioural issues, and people with an

acquired brain injury, dementia or other degenerative neurological conditions, she said.

"We are able to provide a service that other services can't or won't do for a variety of reasons," Ms Lenten said.

All Haven Home Assist staff hold a formal qualification in disability, aged care, community services or home and community care.

Haven communications and marketing director Sue Masters said the new program would be a "one-stop shop".

"There is a definite gap in the market for a service that is much more holistic with highly trained staff," Ms Masters said.

"For example (regular) cleaning staff may not have special training to deal with clients with behavioural issues or a client with dementia, but our staff are all trained in that area."

For more information about Haven Home Assist's services, call 5445 8111 or email [homeassist@haven.org.au](mailto:homeassist@haven.org.au)



**HELPING HAND:** Mark Wild gets some information on the new Haven Home Assist service from Haven's Michael Fitzpatrick.  
Picture: BRENDAN MCCARTHY