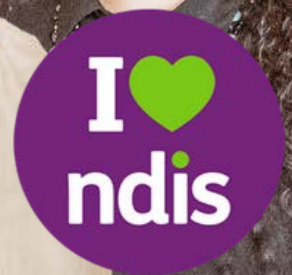


**WE ARE**

**ANCHORED CARE**



**REGISTERED  
PROVIDER**

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## **OUR VISION:**

We want to be a household name known for providing exceptional experiences & quality care for our employees, participants and their families.

## **OUR MISSION:**

We will achieve our vision through approaching problems creatively, ensuring efficiency so we can focus on what really matters, celebrating diversity and empowering others to achieve their goals.



# THE ANCHORED CARE VALUES

Our values are the filters for our organisation. We ensure all major decisions are run through this value system.

## ★ Excellence

**We are excellent because we want others to know they matter.**

From our employee support to the quality care we provide individual participants, we want to ensure that excellence is the standard for all that we do.

Solid integrity and trust result from approaching all aspects of our organisation with an excellent standard

## Empowerment

**We are empowering because our goal is to help others reach theirs.**

Empowering individuals means respecting their personhood, giving them the right tools, and ensuring they have the supports they need in place to meet their goals.

Our goal is to help others help themselves through empowering them to make decisions, and improve towards their goals.

## Creativity

**We are creative because we know there are always new possibilities.**

Creativity helps us perceive the world in new and different ways. It helps us solve problems by approaching things from different perspectives.

We want to break the mould of disability support and provide care and environments that are creative, inspirational, and wonderful to be in.

## Efficiency

**We are efficient so we can be more effective by focusing on what really matters.**

We want to help as many people as possible through both employment opportunities and disability support. This means ensuring that we are not wasting time on the things that don't contribute to those goals. We have a business analyst on our team that helps ensure all of our processes are both effective & efficient so we can keep moving towards what really matters.

## Diversity

**We value diversity & culture because we are caring for individuals with unique stories.**

We live in a diverse country that is bursting with rich culture and incredible stories. We want to ensure our employees and participants feel empowered to embrace who they are and where they come from. We celebrate diversity and culture because we all have a unique story to tell.



# CURRENT SUPPORT SERVICES



## ACCOMODATION

Supported Independent Living (SIL)  
Respite Care & Accomodation  
Short term accommodation (STA)  
Accomodation and Tenancy



## COMMUNITY SUPPORT

Community Access  
Community Participation Support  
Group/centre Activities



## DAILY LIVING

Assistance with Daily Living Skills  
Personal Care and Household Tasks  
Development of Life Skills



## OTHER

Support Coordination  
Assist with Life Stage Transition  
Transportation



## ALLIED HEALTH (COMING SOON!)

We are currently awaiting registration for allied health services and hope to provide them within the next 3-6 months - stay tuned!

# SERVICE AREAS

We are actively servicing all of **Greater Brisbane** with a strong emphasis on the **Moreton Bay Region, Redlands, Logan, and Ipswich.**

We have recently expanded our services to **Somerset, Lockyer Valley & Toowoomba Regions.**

Introducing your favourite service provider.

## 3 FEATURE HIGHLIGHTS OF ANCHORED CARE

### QUICK ONBOARDING:

We understand the challenges faced in finding service providers with capacity and quick onboarding turnaround times. Given this, we have recently increased our client services team, updated our processes for efficiency and scaled up the size of our support worker team to enable us to onboard new participants, within an average turnaround time of 1-5 days. Emergency onboarding is 48 hours.

### CREATIVE APPROACH TO QUALITY CARE:

We are creative because we understand everyone is unique and we know there are always new possibilities.

- **Creative respite care** where participants get to “Choose Their Own Adventure” through capacity building respite experiences.
- **SIL that considers individual preferences**, and personality. We ensure their environment feels personalised to who they are through customised interior decoration.

### EXCELLENT EXPERIENCES

- **REPORTING:** Yep! We track our clients goals and deliver customised reports so their entire care team can see how they are meeting, or exceeding their goals.
- **RELIABLE:** We understand the importance of providing consistent & reliable support to people while respecting their freedom, choice, and culture.

# MEET THE TEAM

With the rapid growth we have experienced, we have recently added to our incredible team. We now have greater capacity than ever before to deliver the best support and employment to both our employees and participants



**Desire Ude**  
Managing Director



**Eche Desire-Ude**  
Service Delivery Manager



**Louise Crawford**  
Business Development Manager



**Katie Emslie**  
Brand & Communications Director



**Mel Fakaata**  
Admin & HR Executive



**Kamaea Key**  
Administrative Assistant





# Our Commitment to Diversity & Culture



We respect each person as an individual and understand that people come from many backgrounds and cultures. As a part of our commitment to freedom, choice, and control for our participants, we want them to feel free to express their unique cultural values. We are committed to learning about each participants unique culture in order to provide the best services and experience for everyone.

*Desire & Eche (Directors)*



# Our Commitment to Our Employees



## Experience

Our team of experienced support workers have an average of 1-8 years of experience in disability support, some with diplomas and cert 3-4 in individual support. We have experience in supporting participants with diverse disabilities including but not limited to a mental health diagnosis, cerebral palsy, epilepsy, verbal and non-verbal participants, Alzheimer's MS, SMA syndrome, acquired brain injuries, ASD, Asperger's, and other neurotypical diagnoses.

## Training

All of our support workers are provided with professional development and upskilling through our partnership with the NGO Training Center. We have required courses for our support workers that cover a range of topics regarding psychosocial and mental health areas. Upon completion of these trainings, our support workers are provided certificates of completion by our Client Services Manager and can use this certification for the rest of the career.

## Support

We also have dedicated support staff for our support workers. We want to ensure that our support workers are healthy both mentally and physically, and have the necessary training and support so they feel safe and equipped in their roles.

We know that you can't "certify" heart and lead by example in supporting and caring for our own staff so they are able to better care for and support our participants.



# Our Commitment to the Communities We Serve:



**We provide local employment to the communities we service**



**We train & upskill our community support workers**



**We care for our participants through reliable support, courtesy and respect.**



Pictured above: a team meeting with Hon. Luke Howarth, a federal representative where we discussed our commitment to the community and discussed how we can improve the quality of life for people with disability.





when you're here  
you're family 😊

# anchored care

Supporting you all the way

## CALL US TODAY

### 1300 457 025

[anchoredcare.com.au](http://anchoredcare.com.au)

Average onboarding turnaround time of 1-5 days

Emergency onboarding is 48 hours



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# Acknowledgement of Country

Anchored Care acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.