



# FREQUENTLY ASKED QUESTIONS (FAQ)

## **What are Concierge Services?**

Concierge services are customised support/help around the home provided by Baldwin Living to those who require support to live independently.

For those seeking a more tailored and prompt solution, Concierge home care services can be an empowering choice.

This approach allows you to bypass government approval processes and long waiting times, giving you the freedom to select the exact services you need.

## **What types of services do you offer?**

We offer a wide range of services, including:

- Domestic Assistance
- Social Support – Shopping, transport to appointments
- Personal Care – assistance with showering, grooming, dressing

## **Who can access these services?**

Our services are available to anyone living in a Baldwin Living Village. Whether you need one-time assistance or ongoing support, we are here to help.

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## **How do I request a service?**

To request a service, simply contact us through one of the following methods:

- In Person: Visit reception and speak with your Village Manager
- Have a chat with our HomeServe Care Partner – your Village Manager can facilitate this

## **What are the costs associated with these services?**

The cost of services is \$65\* per hour including GST, Monday to Friday in one hour blocks. For times booked for less than one hour or on weekends, the special rate does not apply.

## **Why should I choose Baldwin Living Concierge Services?**

Baldwin Living Concierge services are grounded in integrity and empathy, ideal if you or an elderly loved one:

- Require immediate or urgent care services
- Wish to customise your care to meet specific needs and preferences; or
- Are awaiting government funding, such as a Home Care Package, but need interim care services.

Our partnership-driven in-home care services are flexible and can be arranged on a one-off, short-term, or ongoing basis, tailored to your personal preferences and circumstances.

## **How are the services delivered?**

Depending upon the Village, services can be provided by our highly qualified and caring team, or we engage workers from our extensive network of trusted and fully vetted Service Providers.

## **What if I need to cancel or reschedule a service?**

We understand that life can be unpredictable. If you need to cancel or reschedule, please contact us at least 24 hours in advance to avoid any cancellation fees.

## **How can I learn more or get involved?**

For more information, please contact your Village Manager directly to start the conversation today.