

IN HOME

# Let's Connect

The internet made simple



# Let's Connect Services

While nothing beats seeing someone face to face, the internet offers different ways to stay in touch with family and friends, whether they are near or far. With the simple push of a button, it can open up special family milestones, such as a grandchild's first steps or a relative's birthday.

It can also help you to find helpful information, catch up on the news, pay bills or find a new scrabble partner, all from the comfort of your own armchair.

But knowing where to start can be a bit daunting. That's why we have designed Let's Connect, an award winning social technology programme that supports you every step of the way.

We take special pride in the personal "one on one" support we provide, with an easy-to-use device alongside personal coaching in the comfort of your own home, plus practical advice and technical support over the phone from your expert KinCare coach.



# How it works

We understand that technology can sometimes feel confusing and we're here to help build your skills and confidence every step of the way.

We will listen to you to understand your interests and suggest options that are right for you, from sharing photos with family, playing games or being a part of communities with the same interests.

You will be supported with:

- A connected device ready to use the internet on;
- A protective cover;
- Simple setup and coaching;
- Personalised coaching and support from your dedicated Home Care Worker;
- Phone coaching through our Let's Connect experts;
- Online groups to meet and socialise with family, friends, KinCare Home Care Workers or Customer Care Managers.

If you already have your own tablet but are wondering how to make better use of it. We can support you.



# Our approach

KinCare offer a range of in-home and community care services for Australians who:

- Are experiencing short or long-term health problems;
- Are older and in need of assistance;
- Have a disability;
- Are carers or families who may need support or respite.

KinCare will work with you to help you feel comfortable, safe and cared for in your own home. We'll treat you with dignity and respect, supporting you to improve your quality of life. Our care is delivered at home and in the community.

For your peace of mind, KinCare team members are trained specifically to provide in-home care and support. They have detailed reference checks, police checks, wear a uniform and carry photo identification, so you know who they are.

## **What does Let's Connect services cost?**

Let's Connect is a social technology program available as part of your Home Care Package or CHSP Social Support.

If you're interested in finding out more please talk to your KinCare Customer Care Manager on:

 **1300 733 510**



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*“I use it every day.  
Now, when I wake up  
in the early hours, I can  
get online and find  
out what’s happening  
in the world”*

***Charles L, WA (102 years old)***

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# Why choose KinCare?

- A comprehensive range of services for all package levels
- A big-hearted, knowledgeable team
- Qualified Customer Care Managers who partner with you
- 24/7 hour support, including weekends and public holidays
- Local teams who live in your community
- National coverage and support

**Speak to our team today.**



**1300 733 510**



**mail@kincare.com.au**