

When someone moves into residential aged care it can have a ripple effect on family and friends. Things will feel different for a while, but eventually it will become the 'new' normal. It's a new chapter for everyone.

At Helping Hand we strive to make our homes welcoming and comfortable – a place you look forward to visiting and spending time in.

You're always welcome – but please be mindful that this is a shared home and our priority is to keep our residents, visitors, volunteers and staff safe at all times.

*You're welcome!
A visitor's guide for
family and friends*



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Helping Hand
new aged care

Handy tips for your visit



If you have a cold, flu, gastro or any other contagious illness – please postpone your visit until you are 100% better. When there is an outbreak of illness in one of our homes, we will let you know and ask you to reschedule your visit.



We love to see family and friends sharing a meal or a cuppa. You're welcome to bring in home cooked meals or treats – but we would appreciate it if you could let reception know. Hygiene is important, so please make sure the food you bring is properly stored and leftovers disposed of.



Yes our residential care homes are pet friendly! If you are bringing in your four legged friends, please supervise them and keep them on a lead in common areas – and please pick up after your pet.



Children bring laughter and fun into our homes and they are always welcome. The bond between the very young and the very old is precious. For everyone's benefit we ask that children are supervised by an adult. Please be respectful around residents who don't wish to be disturbed.



In the unlikely case of an emergency, please follow all the directions from our staff. Do not attempt to evacuate people on your own. We have contingency plans for these kinds of events. For safety's sake, listen and follow the instructions.

If you have any questions or suggestions for handy tips to make your visiting experience better, please speak to a staff member. We always welcome your feedback.