



Resident and Family Support Service (RFSS)

→ Organisational Benefits

CLS understands the time taken by clinical staff to satisfactorily deal with residents and families personal issues. These issues cause a significant drain on the time and resources of aged care facilities. This lost time then becomes problematic to organizations in effectively providing a cost effective and efficient clinical management service. Lost time adds to staff pressure, compounds other problems and eventually result in increased staff down time and organizational risk.

RFSS operates separately from employee assistance packages, this separation of delivery manages potential conflicts of interest where staff may raise issues concerning residents or vice versa.

The Resident and Family Support Service delivers an additional dimension to normal aged care support ensuring a level of continuity across an organization where a number of sites require support.

→ Resident Support

The CLS RFSS provides a number of benefits to residents such as..

- Counselling
- Collegial empathy
- Professional support for emotional issues surrounding failing health and terminal illness
- Stress relief

→ Support for Family

CLS recognises the significant upheaval and difficulties associated with a loved one going into extended care. CLS can provide family support in many ways including....

- Dealing with dementia
- Accepting change
- Grief and relationship counseling
- Ongoing bereavement support

