



UnitingCare
lifeAssist

lifeassist.org.au

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Interpreters available on request

UnitingCare lifeAssist is proud to be a founding agency of
Uniting Victoria & Tasmania



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Quick Response Service

Short-term services to help you recover
at home after an accident or illness.

Help can be arranged within 48 hours.



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1300 ASSIST (1300 277 478)



What is the Quick Response Service (QRS)?

QRS assists older people at home while they recover from a health trigger incident. A trigger incident can be a fall, an accident or an illness which may or may not result in a stay in a private hospital or rehabilitation facility. Help can be arranged within 48 hours.

What does QRS provide?

Services are available for a total of 16 hours over a period of 2-6 weeks. Help available can include:

- personal care
- meal preparation
- housework

QRS is funded by the Australian Government under the Commonwealth Home Support Program to cover all of Metropolitan Melbourne and is subject to eligibility and service demand.

Why lifeAssist?

QRS is exclusive to UnitingCare lifeAssist. The service operates with a person-centred approach, promoting individual capacity building and restorative care. If you are not eligible, or if you require further support, lifeAssist can help you explore other in-home support options.

Why QRS?

With QRS, older people can recover in the comfort of their own homes with the support they need. If the trigger incident has resulted in hospitalisation, most patients can be discharged up to four days sooner if they have QRS support when they return. Also, clients who receive services through QRS are much less likely to require readmission to hospital as a result of a medication error.



Who can access QRS?

QRS is for people aged 65 and over (or 50 and over if Aboriginal or Torres Strait Islander) who live in Metropolitan Melbourne. They must have suffered a trigger incident and can be expected to recover in-home within 6 weeks.

Call 1300 ASSIST (1300 277 478)