



My
Guardian
here for you

**Personalised
Home Care
For All Ages
& Abilities**



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A Trusted Modern Home Care For All Ages & Abilities

Welcome to My Guardian

My Guardian is transforming home care for people of all ages and abilities. We take caring to another level: we are your health and wellness guardians. Let My Guardian be the guardian of your well-being and quality of life with new and innovative care and services. If you or a loved one needs a dedicated guardian to stay independent and comfortable at home, My Guardian is the answer.

You're happiest in your own home. At My Guardian, we help you stay healthy, safe, engaged and cared for in the environment you love best, surrounded by your family, friends and cherished belongings. From skilled nursing services to an extra pair of helping hands around the house, My Guardian tailors a customised care plan around your needs and your personality. We take the time to match you with the perfect carer who feels just like family or a close friend.

At My Guardian, our personalised approach to home care means you get the services you need. Enjoy skilled caregivers passionate for helping you and modern care techniques and technology to smooth the path to independence. We make sure your quality of life is exceptional in every way so you can continue living your life to its fullest in a safe, secure and healthy way.



**Help for you so you're
here for them**

Here for you

THE THINGS THAT ARE GUIDING US IN EVERYTHING WE DO.
MY GUARDIAN'S CORE VALUES.



Compassionate

My Guardian carers are called to compassionate service. It's our life-long vocation to care for others and it's the reason we're in business today. Every client is precious to us and we honour and respect each individual for who they are.



Innovative

New caring techniques and advanced technology make My Guardian an innovative leader in caring. We stay up to date on new ways of providing efficient and effective care to all of our clients. It's ingrained in everything we do for clients.



Flexible

It's about your wants and needs. No situation is too big or too small for My Guardian to assist you with. Flexible, personalised care means clients receive the services and care they want and need, not what we deem they should have.

My Guardian is here to help you maintain and improve your quality of life, no matter your age or abilities.

Our team of caregivers are available to meet you and provide you with the help that you need.

We offer warm and personal home care at your residence. Our highly skilled carers make sure you're receiving expert health and wellness care in a loving manner.

Services we offer

SUPPORT INSIDE AND OUT:

Personal Support

Showering, dressing and grooming are important for people to look and feel their best. You get compassionate personal care delivered with respect and dignity to make sure you're comfortable.

Housekeeping

We'll change your bed linens, wash and fold your laundry, among other light household chores. This leaves you free to pursue more interesting activities, like catching up with old friends or spending time with family.

Cooking Satisfying Foods

You can get home-cooked, healthy meals made to your tastes and preferences. We'll even use your own recipes so you can continue to enjoy your favourite foods in your own home.

Shopping, Errands & More

Have some shopping or errands to run? You can get help taking care of the many details like pet care to help you manage and organise your home and life.

House Cleaning

A clean house is a healthy home and you can get everything from a weekly home cleaning to more in-depth spring or fall cleaning. We'll even provide a deep clean from top to bottom if you need it.

Extra Tasks

Do you need help managing things around the home like delivery services or gardeners? My Guardian can even provide all sorts of house maintenance to keep your home safe and secure.

Overnight Care

Sometimes you need help overnight and our caring team is ready to stay with you in your home to make sure you're safe, secure and healthy.

Live-in Assistance

You can get a live-in companion for 24 hour assistance with everything from personal care to an active social life. Live-in assistance allows you to stay in your own home and continue your lifestyle.

LIFESTYLE SUPPORT:

Companionship

Enjoy the company of another to watch a movie, play a game of checkers, or enjoy a walk through the park. Your companion looks forward to sharing a cup of tea or just talking, whatever you'd like to do.

Recreation

Continue meeting with your garden club members, or perhaps you'd like to join a group of friends for a luncheon or tea. Whatever keeps you happy and engaged with life is what we'll assist you with.

Other Assistance

If there's anything else you'd like to do or be involved in, we can help you accomplish it. No situation is too big or too small. Together, we can achieve anything that you may need or want.

HEALTH SERVICES:

Nursing

Sometimes you need nursing help, such as after a medical event or an injury. Our highly skilled nurses can help you with your medical care in the comfort and safety of your own home.

Physiotherapy

Our exceptional physiotherapy services help you stay strong, mobile, and active. Highly skilled physiotherapists will work with you to provide a plan of treatment to get you back in shape in no time.

Occupational Therapy

Occupational therapy promotes your health and well being through occupation. The primary goal of occupational therapy is to enable you to participate in the activities of everyday life.

Transitional Care

It's understandable to feel anxious and uncertain when coming home from the hospital after a stay. You're not sure of the help you'll need or how to get necessary medical equipment in your home. We can help you make the transition from hospital to home as smooth as possible.

Palliative Care

You can receive palliative care at any point in a disease or injury to help relieve your symptoms and keep you comfortable and pain free. We can help arrange palliative care so you feel better and able to enjoy your life.

Respite Care

If your family member or friend spend time as your caregiver, it's good to give them a rest every now and then. Our caring team can provide respite care so you each get a break to do something different.

Care Management

Sometimes you're not sure exactly what kind of care you need. At My Guardian, we help you manage your care services and treatments, and coordinate all of the details so you can focus on your well-being and health.

Dietician

Healthy food can help you improve your health and wellness. Our dietician will work with you to find healthy alternatives you'll love. Combine dietary assistance with meal preparation, and enjoy a healthy, home-cooked meal.

YOUR ACTIVE LIFESTYLE

Transportation

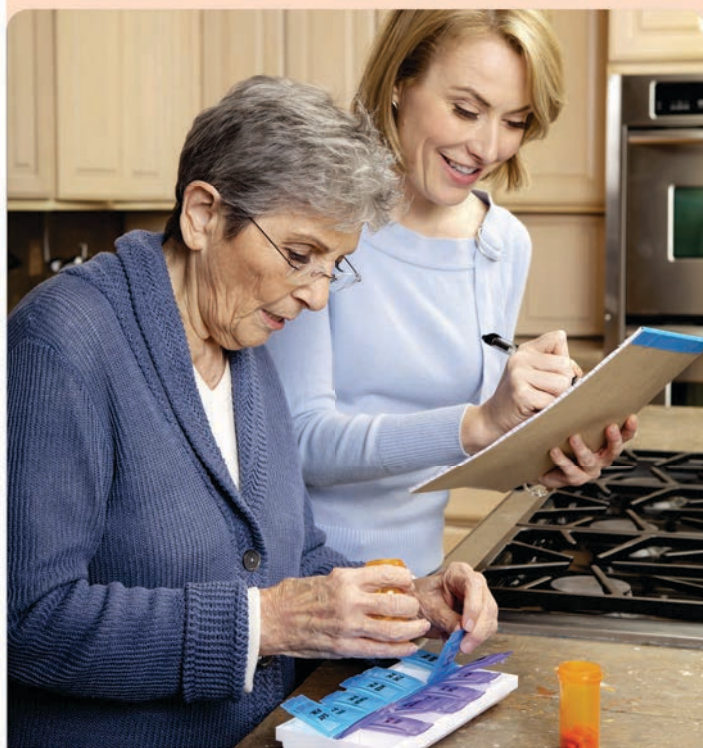
My Guardian helps you stay active and continue with your social life. Your freedom and independence are important, so we take every chance to help you get out and about. We'll arrange safe and comfortable transport that you need to go places and do things you enjoy.

Vacations

You still deserve a vacation, and we can help you get to your plane, or even go with you for assistance while you travel. With My Guardian, there's no reason to stay at home when adventure awaits.

Mobile Adventures

Ensuring you get to experience your next adventure is important to your quality of life and happiness. Let us help you check items off your bucket list or reach for your dreams. We'll tailor a solution for any adventure you'd like to attempt.



We Take Particular Care to Match You With the Best-Suited Team Members

All of our carers are the most compassionate, caring and loving individuals available and our staff want you to feel like they're a family member or beloved friend. We take particular care to match you with the right carer who will make you feel comfortable, safe and happy.

Thanks to our innovative business model we keep very low overheads so we can afford to pay higher rates to the best carers while still offering low service rates to our customers. This allows us to hire only the top qualified, compassionate and caring individuals and still offer you the most affordable care available.

Not only is our team caring and compassionate, but we're all accredited, receive regular training, have current police checks and adhere to accreditation requirements and industry standards. My Guardian's amazing, close-knit group of carers come from a wide range of backgrounds and skills sets, offering and honouring diversity.

Each team member commits to your physical, mental, and emotional well-being. We enjoy building deep, personal connections with each one of our clients and we work hard to make sure everyone receives exceptional care from a compassionate carer.



Your Funding Options

You have choices when paying for your home care services including, NDIS funding, government funding or private pay.

GOVERNMENT FUNDING OPTIONS

We can help you manage your CDC and advocate on your behalf to make sure fees and charges are fair. We'll also work hard to make sure the funds you do get are spent in the best way possible to provide the care you need.

Here are your government funding options:

Commonwealth Home Support Programme

This programme should be first on your list of funding sources if you live independently in your own home, but require additional support.

- Funded by the Commonwealth Government
- Best if you're seeking basic support
- Pays per individual booking with a carer

Home Care Packages

When you have more complex support needs, turn to a home care package to meet those needs.

- Funded by the Commonwealth Government
- Funding from four different levels is based on your needs
- Pays a fixed amount each day based on an assessment of your pension and income means

Funding for Disabilities

For those with disabilities, you have the following funding options:

- NDIS and other government-funded services
- Life Time Care and Support (LTCS)



PRIVATE FUNDING

Depending on your circumstances, you may pay directly for your home care services. Private pay gives you the freedom to:

- Choose the home care services you want instead of only what's covered
- Pay for the services while waiting for your government funding to be approved

Contact My Guardian to Discuss Your Funding Options.

1800 MY GUARDIAN

We'll help you figure out the best solution for your health, budget and lifestyle.



Live your best life

NDIS Services

GET NDIS SERVICES SO YOU CAN LIVE YOUR BEST LIFE

Disability support you need, where and when you need it, keeps you or your loved one living comfortably at home in day-to-day life. Support goes well beyond health and wellbeing, however. My Guardian helps you take part in what you love, whether that's working a fulfilling job, playing a particular sport, or any other activity you enjoy.

Partner with My Guardian's NDIS services to select the care you need to support your lifestyle and your goals. Our goal is to support you in independently pursuing your dreams. Our fully dedicated team members have vast experience in all aspects of disability support services so you get exactly what you need to live your best life.

HOW TO TAKE ADVANTAGE OF NDIS SERVICES

The National Disability Insurance Scheme (NDIS) helps individuals with disabilities have a higher quality of life. While it might seem confusing, My Guardian's team of carers can help you navigate the NDIS waters to create a plan with dual functions: 1) to take advantage of the services paid for by the National Disability Insurance Agency; and 2) to build a program that ensures a high quality of life now and in the future.

Contact our Customer Care coordinators to go over your options. We'll work with you every step of the way to create a plan that meets or exceeds your needs. And we can even work with you or your loved one privately while you're waiting on NDIS benefits.

Your first step starts with a phone call to My Guardian at 1800 MY GUARDIAN (694 827).



WHY PARTNER WITH MY GUARDIAN FOR YOUR NDIS SERVICES

Peace of mind

With My Guardian, you get the peace of mind that only a trusted, experienced, and compassionate carer provides. Whether for you or your loved one, we are committed to providing the quality service anyone with a disability deserves.

Dedicated care team

Our care team goes above and beyond by providing the type of care and services at a level above what most expect. Why settle for mediocre when you can get outstanding support to fulfill your dreams every single day?

Exactly what you need

Instead of providing what we think you need, we listen carefully and construct a care plan designed around your interests and abilities. You get exactly what you need, delivered in a way that makes the most sense for your personal preferences.

Your goals are primary

Whether for you or a loved one, what you want to do and be in life is our primary goal. It's our mission to help you achieve that, whether it's working in a job you enjoy or just living your best life day after day. Our only goal is to help you live your best life.

WE'RE HERE FOR YOU

1800 MY GUARDIAN

Contact us today. We're here to help you create an NDIS care plan that supports the life you choose to live.

You Get Personalised Care to Improve Your Quality of Life

WE SUPPORT YOUR HEALTH AND WELL-BEING WITH THE SERVICES AND CARE YOU WANT.

Personal Care

My Guardian can provide assistance to people of all ages and abilities who have difficulty taking care of themselves. These everyday activities include personal hygiene, feeding, toileting and many more.

Social Connection

Don't let health events, injuries or disabilities restrict you from enjoying your life with family and friends. My Guardian helps you participate in all of life's events with a compassionate companion to help you and transportation to get you there.

My Guardian takes a quality of life approach to every situation. If you find a situation that can improve your quality of life, we'll do everything in our power to help you achieve it or do it.

Health

Good health includes more than just your physical body. There is a mind/body connection as important to nurture to keep you healthy and happy. My Guardian takes a holistic approach to provide the expert care and assistance you need to feed your body and your soul.

To keep your emotional, physical, and mental well-being first and foremost, My Guardian designs a personalised care plan that takes into consideration your current conditions and how you want to live your life in the future. Our caring, expert and skilled team members will make sure your care plan includes activities that stimulate your mind, body, and heart.

Let us help you regain or improve your health. We'll create a custom plan to get you on the road to recovery or we'll help you maximise your current health and mobility so you can get the most out of life. My Guardian helps you reach for your dreams.



MY GUARDIAN'S SUCCESS STORIES

Maintaining your independence & standard of living

Staying independent is more than just a notion as you grow older; it becomes a goal. My Guardian is committed to helping senior individuals maintain their standard of living in their own home.

Even though June lost her husband several years ago, she was determined to stay active in her own home. But when a health concern threatened her independence, June understood she needed some level of assistance to stay at home. She called My Guardian to help her continue the standard of living she's used to.

Ensuring your safety at home and elsewhere

Making sure your standard of living doesn't change also includes keeping you safe and secure in your home environment. My Guardian can help create a safe place to live and reduce the chances of at-home injuries that can threaten your independence and well-being.

Louis had some health issues that affected his mobility and his wife Helen wasn't able to make the adjustments needed to their home to ensure he could move from room to room safely. Helen and Louis decided to call My Guardian for help in making their home safe for both of them.

My Guardian provides home maintenance and upgrades to make your home a safe haven so you can rest securely in the knowledge that you've done everything possible to reduce or eliminate the risk of a fall or other injury.

Louis and Helen now live in a health and well-being conscious environment that takes into consideration both of their abilities and mobility. Louis can move around safely and Helen has stopped worrying about keeping up the house and making it safe.

My Guardian can help you make your home or a loved one's mobility-friendly so you won't worry about their security. We give you freedom from risk, danger and the anxiety of feeling unsafe in your own home.



Providing you the comfort you need

Comfort comes in all shapes and sizes. For Elaine, comfort means having a companion drop by a few days a week to keep her elderly mother entertained while she steps away for some much-needed respite.

Comfort for Sean means the support he needs to get out of the house a couple of times a month and enjoy the things he's always loved. Now he walks the beach and visits the museums and botanical gardens he loved when he was younger.

Finally, Molly needs a helping hand with medical and housekeeping needs so she can stay in the comfort of her own home surrounded by her cherished possessions. This is where Molly is the happiest and most comfortable and My Guardian is ensuring that she's safe and healthy for many more years to come.

STEPS TO ARRANGING HOME SERVICES



Step 1

Get in touch with My Guardian on 1800 694 827.

Or you can send an email through our website at www.myguardian.com.au. Our friendly and experienced staff would love to discuss your needs.



Step 2

Schedule a free assessment.

One of our administrators will meet you and your loved ones or friends in your home to help you determine what services and assistance you need. There is no obligation and this service is free.



Step 3

Expert Advice.

You will receive advice and guidance from our staff on how to access government funding from My Aged Care and NDIS, whilst remaining in the comfort of your own home.



Step 4

Let's begin!

We'll start providing care and support services to help you get back to living your life to its fullest. You can change, add or stop services at any time. You're in control.



**Let My Guardian
be your guardian**

FOR MORE INFORMATION,
CONTACT MY GUARDIAN TODAY

1800 MY GUARDIAN (694 827)



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