

# myGuardian

Your **FIRST** choice for  
Aged & Disability Care

[myguardian.com.au](https://myguardian.com.au)





## Our Story

Through acts of volunteering, a passion and commitment for caring was born. These simple acts of kindness that began from the goodness of our hearts, are now transforming the lives of individuals and their families with one single promise: quality care, quality service and quality staff.

Everything we do at My Guardian is based on one simple yet powerful philosophy: a lifelong vocation for serving others with unparalleled care.

Since the beginning of our journey, we have kept **YOU** at the centre of all our services. Caring for you at home and beyond is part of our commitment to keeping you safe, comfortable and independent. We believe in empowering you to live your life to the fullest, with dignity and confidence, no matter where you are on your journey.

My Guardian is your **FIRST** choice for Aged & Disability Care.



## Contents

|                                                   |    |
|---------------------------------------------------|----|
| Our core values                                   | 3  |
| Our services                                      | 5  |
| Your funding options                              | 7  |
| Accurately matching you with our team members     | 8  |
| Navigating Aged & Disability Care                 | 9  |
| Personalised care to improve your quality of life | 11 |
| Kind words from our clients                       | 12 |
| Home care in four simple steps                    | 13 |

We believe in **YOU** and  
strive to give you the support  
and independence to fly.



## Our Core Values

# The things that guide us in everything we do:



### Compassion

We embody unwavering empathy and understanding, putting your needs and well-being first.



### Innovation

We go beyond the ordinary, continuously seeking creative solutions to tailor our services to your needs.



### Accessibility

We make our comprehensive services accessible to all. Everyone deserves quality care, regardless of age, ability, or budget.



### Flexibility

We adapt to your changing needs, offering customised support on your terms. Your life evolves, and so do we.



# Our services

We're here to help you maintain and improve your quality of life, no matter your age or abilities.

## Comprehensive in-home care services

Choose our dedicated team to provide personalised care in the comfort of your home, where our compassion meets care.

### Personal Support

Showering, dressing, and grooming are essential for looking and feeling your best. We provide compassionate personal care with respect and dignity to ensure your comfort.

### Domestic Assistance

Enjoy a clean and healthy home with our domestic services including in-depth cleaning.

### Meal Preparation

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 home.

### Overnight Care

There are times when you need assistance overnight, and our compassionate team is prepared to stay with you in your home, ensuring your safety, security, and well-being.

### Shopping & Errands

We help manage your shopping, errands, and household tasks to keep your home organised.

### Physiotherapy & Occupational Therapy

Our therapists help you maintain strength, mobility, and daily activity participation.

### Nursing

Receive skilled nursing care at home with our qualified nurses, only a phone call away.

### Extra Tasks

Do you need help managing things around the home like delivery services or gardeners? We can even provide various kinds of house maintenance to keep your home safe.

### Transitional Care

It's understandable to feel anxious and uncertain when coming home from the hospital after a stay. We provide smooth transitions from hospital to home with the necessary support and equipment.

### Palliative Care

Get symptom relief and comfort at any stage of illness or injury with our palliative care services.



### **Respite Care**

We offer temporary relief for you and your family, providing professional care in their absence.

### **Dietician**

Healthy food can help you improve your health and wellness. Our dietician helps you find healthy eating alternatives and meal planning for improved wellness.

### **Companionship & Social Support**

Enjoy activities, social gatherings, and companionship to stay engaged and happy.

### **Transportation**

We provide safe transportation to help you stay active and maintain your social life.

### **Vacations & Adventures**

We assist with travel plans and accompany you to ensure enjoyable vacations.

### **Other Assistance**

Whatever your needs or desires, we're here to help you live comfortably and safely at home.

### **Specialist Disability Accommodation (SDA)**

SDA provides safe, accessible living spaces tailored to the needs of individuals with disabilities, featuring specialised design elements to enhance mobility and independence. SDA aims to improve quality of life by promoting autonomy and comfort.

### **Supported Independent Living (SIL)**

SIL helps individuals with disabilities live independently in our houses by providing tailored assistance with daily tasks like cooking, cleaning, and personal care. The goal is to foster independence and enable community participation while offering the right level of support, with 24-hour care.

### **Residential Aged Care**

Residential Aged Care provides 24-hour support and accommodation for individuals who can no longer live independently, offering assistance with daily activities, medical care, and social engagement. It aims to enhance quality of life in a safe, comfortable, and community-oriented environment with personalised care.



# Your funding options

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

## Home Care Package (HCP)

When your care support needs become more complex, Home Care Packages are the best source to turn to. The benefits of Home Care Packages are:

- Funding is provided by the Commonwealth Government.
- Once assessed, funding will be given based on your assessed level and needs.
- Funding will be assessed based on pension and is income-means tested.

## Commonwealth Home Support Programme (CHSP)

You should consider this programme if you're living independently in your own home, but need a little additional support:

- Funded by the Commonwealth Government Department of Health.
- Best if you're seeking basic support.
- You may be required to pay a client contribution.

## Private Funding

If your circumstances permit, you can always pay directly for your services. When you choose private pay, you can:

- Choose the services you want instead of only what's covered.
- Pay for only the services you use.
- Receive services while waiting for your government funding to be assigned.

## National Disability Insurance Scheme (NDIS)

You should consider NDIS if you have a permanent disability and need support:

- Jointly funded by the Australian Government and state and territory governments.
- Each NDIS participant receives individualised funding plan.
- An NDIS plan will be designed based on your assessed needs and lifestyle choices.

## iCare

iCare is a holistic healthcare solution that combines comprehensive insurance coverage and personalised care services:

- Provided to people who are severely injured in the workplace or on the roads.
- Supports long-term care needs to improve quality of life including helping people return to their work.



# Accurately matching **YOU** with our team members.

Long-term real connections are something we are passionate about. We make you feel part of our happy family. Our compassionate team is highly qualified, accredited, regularly trained, and carefully creates a schedule that best works for you.

This ensures you get exceptional, compassionate care from a diverse team dedicated to your well-being. We pride ourselves on building deep, personal connections with each and every client...

**Oh, and we're fun too!**



Join our dedicated  
team of care workers.

Call us on  
**02 9336 7555.**



# Navigating Aged & Disability Care

Experience personalised support that redefines home care. Feel empowered to get back to what you love doing most.

## Peace of mind

With My Guardian, you get assurance that only trusted, experienced, and compassionate care is provided. We are committed to providing the quality service anyone deserves.

## Dedication

Our dedicated team of carers, coordinators and nurses go above and beyond by providing the type of care and services at a level above what most expect.

## Autonomy

Instead of providing what we think you need, we listen carefully and construct a care plan designed around your interests and abilities. We are centred on putting YOU first.

You get exactly what you need, delivered in a way that makes the most sense for your personal preferences.

## Goals

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 live your best life.

## Guiding you step-by-step

Aged & Disability Care can often be overwhelming, and difficult to navigate. My Guardian simplifies this process by working closely with you to create a personalised care plan that fits your specific needs. By guiding you through available services and benefits, we ensure that you have a clear understanding of what is available to you.

We guide you through the process, making sure each step is clear and manageable. From selecting the right services to coordinating care, we ensure you're fully supported and confident in the decisions you make.

**Get Ready.  
Get Set.  
Get Support!**

call us on **02 9336 7555**

We've got **YOU** covered.  
Through all life's twists and turns.



# Personalised care to improve **your quality of life.**

At My Guardian, our focus is on enhancing your quality of life. Whether it's improving your health, staying connected, or receiving daily care, we're here to support you every step of the way.

## Personal Care

We go above and beyond to help individuals of all ages and abilities. With our personal care, we ensure your safety, independence and comfort in your own home.



## Social Connection

Health challenges and disabilities shouldn't keep you from enjoying your precious time with your loved ones. We offer caring support and transportation, helping you fully participate in life's special moments.



## Health and Well-being

Well-being goes beyond physical health. Our care workers take an holistic approach for both your physical and emotional well being, striving to create a healthier, happier you.





**100+ 5 Star**  
Google Reviews

## Kind words from our clients.



Since being with My Guardian, the positive impact on quality of life for my parents has been immense. They are healthier all-round and look forward to seeing the staff every week. Thank you for helping my parents get the assistance they need so they may stay in their own home. This means the world to us.

**Stacey Kerr**



I have a 10yo autistic son who accesses support workers with My Guardian. The organisation listened to my criteria and concerns, with my son being so young and have matched him well with amazing carers who he loves seeing each week. Thank you to My Guardian and all its staff who are very considerate and caring.

**E.T**



I am so very appreciative of My Guardian - their team have worked constantly to ensure my grandparents are receiving the best home care possible.

My grandparents have been very impressed with their carers & it's amazing to see how much easier their lives are becoming as they move into this next phase of their life.

**Elliot K**



My Guardian operates with professionalism, honesty and integrity. Extremely happy with their service and caring for my Grandmother (83) and Grandfather (90). They went above and beyond to make us all feel welcomed. They also supported my grandmother in dealing with the situation of her husband's change due to Alzheimers.

**Andria A**



5 stars are not enough! My guardian made our life much easier. Whenever you need help, you will find them responding and acting quick to any circumstance.

I've been with many NDIS providers before I found the right one, so happy and thankful to be one of their clients.

**Mayssa E**



The best move we made for my parents, was to allow My Guardian to look after them! All the staff are a pleasure to deal with and are always so helpful and informative.

It was very hard to trust anyone with my own parents, but My Guardian have proven to be the right fit. Thank you all so much for your continued care.

**Danny K**

# Aged & Disability Care in **four simple steps:**

**1**

## **Get in touch with My Guardian.**

Call **02 9336 7555** or send an email to **[services@myguardian.com.au](mailto:services@myguardian.com.au)** to discuss your needs.

**2**

## **Schedule a free consultation.**

One of our case managers will meet you in your home to help you determine what services and assistance you need. There is no obligation, and this service is free.

**3**

## **Receive expert advice & guidance.**

Our staff will assist you with how to utilise government funding from My Aged Care and NDIS.

**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.



**Scan the QR Code  
to get in touch**

# Let myGuardian be your guardian

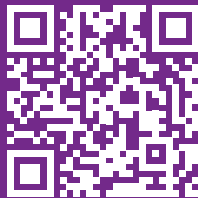




For more information,  
Contact My Guardian today:

**02 9336 7555**

[services@myguardian.com.au](mailto:services@myguardian.com.au)



**[myguardian.com.au](http://myguardian.com.au)**

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