

Client Testimonials

What **YOU** can expect



Flexible, personalised care when you need it

At My Guardian, we offer flexible private care services to suit your specific needs. Private care is ideal if you are waiting for government funding, need additional support, or prefer to pay for your care directly. Our services are fully customisable, giving you control over when and how you receive care.

Services we offer

- ✓ **Personal Care:** Assistance with bathing, dressing, grooming, and mobility.
- ✓ **Nursing Services:** Skilled medical care, including medication management, wound care, and health monitoring.
- ✓ **Meal Preparation:** Home-cooked meals tailored to your preferences and dietary needs.
- ✓ **Overnight & 24-Hour Care:** Care and supervision around the clock to ensure your safety and comfort.
- ✓ **Respite Care:** Temporary care to provide relief for family caregivers.
- ✓ **Companionship & Social Support:** Help with social activities, outings, or simply spending time with you.
- ✓ **Transportation:** Reliable transport for appointments, errands, or social engagements.
- ✓ **More Services Available:** Tailored to your specific needs and schedule.

Why Private Care?



Immediate Access

Start receiving care without waiting for government approval or funding.



Customised Services

Tailored to your needs, whether it's short-term or long-term care.



Flexible Support

Choose your services and schedule according to your preferences.

Applying for a Home Care Package

5 step checklist

To apply for a Home Care Package, you must:

- Be 65 years or older, or 50 years or older for Aboriginal or Torres Strait Islander people.
- Require support to continue living independently at home.
- Be an Australian citizen or a permanent resident.

If the individual meets these criteria, follow the steps below to begin the application process.

1

Build your profile on My Aged Care

- Visit the My Aged Care website at www.myagedcare.gov.au or call **1800 200 422**.
- Register for a My Aged Care account by providing personal details such as name, date of birth, Medicare number, and relevant medical history.
- If needed, you can request a translator or interpreter service to assist with communication.
- You may be asked to provide information about your health, circumstances and needs over the phone.

2

Contact My Aged Care for an assessment

- After your profile is set up, request an assessment for a Home Care Package (HCP) by a representative from My Aged Care. This can be arranged online or by phone.
- During the in-home or phone assessment, the representative will evaluate:
 - Daily living needs, such as mobility, personal care, and household tasks.
 - Health conditions and medical history to determine the level of care required.
 - Current living arrangements and available support from family or carers.

3

Receive your assessment outcome

- After the assessment, you will receive a letter outlining:
 - The approved Home Care Package level, ranging from Level 1 (basic care) to Level 4 (higher care).
 - Services that may be suitable for your situation.
- The individual will be placed on a national waiting list for their approved care package.

4

Wait for your Home Care Package to be assigned

- While waiting for the package, entry-level support services may be available if immediate assistance is required.

5

Choose a Home Care provider

- Use the My Aged Care Service Finder to search for Home Care Providers in your area.
- Compare providers and choose one that best suits your care needs and preferences. You can contact providers directly or seek further assistance to make this choice.

How to talk to your doctor about

Aged Care

Files to take to your appointment:

1 Comprehensive medical history:

Collect a thorough record of your health history. This should include details of any chronic illnesses, ongoing conditions, allergies, and surgeries. Ensure your list of current medications is complete, noting any over-the-counter supplements, as well as dosages, frequencies, and prescribing doctor details. It's also useful to include any recent diagnostic test results, such as blood tests, imaging reports, or specialist consultations, as these provide a fuller picture of your health.

2 Identification documents:

Bring multiple forms of identification. Your NHS card is essential, but it's also helpful to have a photo ID, such as your passport or driving license. Make copies of these documents in case they are needed for any part of your application process. If you have a health care power of attorney or advance directive, include these documents to ensure that your healthcare preferences are known.

3 Assessment of care needs:

Take time before your appointment to evaluate the daily activities you may need help with, such as personal care (bathing, dressing), meal preparation, medication management, and mobility assistance. Write down specific tasks that are difficult for you, and note any recent changes in your ability to manage them independently. This information will help your doctor understand your needs in detail, which is crucial for accessing the right services

4 Financial information:

For means-tested services, you will need to bring documentation of your income, assets, and benefits. Gather copies of your pension statements, bank statements, utility bills, and any other financial documents that demonstrate your financial situation. If you're unsure which documents are required, contact your local authority or care provider in advance.

5 Emergency and support contact details:

Prepare a list of emergency contacts, including family members, carers, and next of kin, along with their relationship to you and their best contact numbers. If someone else is involved in your care planning, such as a social worker or legal representative, include their contact details as well. This will allow your doctor to reach out to these individuals if further information is needed or if there's a need to coordinate your care.