



**Help at Hand  
Support**



**Empowering  
you to live  
your best life**



# Why us?

We are focused on providing personalised disability support services. Our approach is to understand your personal circumstances and develop a tailored care plan. We provide regular follow ups and timely reponse to queries to ensure your are satisfied with our services.



## Our Mission

To empower our clients to live their best lives

## Our Vision

To become a leader in disability support services in Australia and help participants live independent, enriched and happy lives.

## Our Promise

To provide exceptional personal support to our clients

To act with respect, integrity and provide genuine care at all times



# Tailored Individual Support

## Staying Active

Moving around your house  
Exercise routines  
Safe use of mobility aids  
Hoist transfers



## Personal Hygiene

Washing and dressing  
Support with oral care  
Helping with grooming  
Toileting

## Food & medication

Medication reminders  
Helping prepare a meal  
Support with eating & drinking



## Social support

Grocery shopping  
Attending medical appointments  
education (TAFE/UNI)  
employment  
Exercise activities  
Fun social events

# Complex care

24/ 7 Supports  
High needs supports  
Manual Handling  
Medication



## Mental Health supports

Social access  
Attending appointments  
Social support  
Encouragement  
Coaching

# Areas we Service

Melbourne  
Sydney  
Brisbane  
Perth



# FAQ

Q: Do you have capacity?

A: Generally we do have capacity, we always need to check availability including hours and times. If we don't have the staff we are happy to recruit the right support staff for you.

Q: What are your fees?

A: Our fees are guided by the NDIS Pricing Guide & we charge travel.

Q: How do I know if I am Eligible for NDIS support?

A: You can speak with us and we can put you in touch with our referral partners who can assist you. You can also contact NDIS.

Q: Are you Australian owned?

A: Yes we are and our head office is in Melbourne.

Q: Do you have a no lift policy?

A: Yes, our staff are not allowed to lift participants without proper equipment and necessary training for the equipment.

## Contact us

Contact us for more information or to book a care consult with one of our friendly team members

**[admin@helpathandsupport.com.au](mailto:admin@helpathandsupport.com.au)**

**National: 1300 822 190**

**[www.helpathandsupport.com.au](http://www.helpathandsupport.com.au)**