***INTRODUCTION***

Senior Helpers Paradise is a family-owned home business whose approach to support and services is founded on family and values.

From a single hour to 24-hour support, we offer personalised services at times of a client’s choice. Our Client Services Manager is happy to come to you for a no-obligation discussion regarding your care and support options.

**REGISTRATION AND ACCREDATION**

We are a Registered NDIS and HCP provider in Adelaide. We are fully aware of and upholds the NDIS Practice Standards and Quality Indicators 2018 and the Aged Care Quality Standards 2019

The registration certification consists of:

NDIS

0101 Accommodation/Tenancy

0106 Assist-Life Stage, Transition

0107 Assist-Personal Activities

0108 Assist-Travel/Transport

0112 Assistive Equip-Recreation

0115 Daily Tasks/Shared Living

0116 Innov Community Participation

0117 Development-Life Skills

0120 Household Tasks

0125 Participate Community

HOME CARE PACKAGE

LEVEL 1, LEVEL 2, LEVEL3 and Level 4 packages.

**OUR CORE VALUES**

We live by our core values and tirelessly promote them at all levels of our organisation. Responding at a moment’s notice Integrity without compromise, celebrating an improved quality of life and fostering a positive attitude

• Your family’s specific goals

• Your daily plan design and schedule

• Pricing and payment methods

• Implementation process

• Ongoing communication and

follow-up plan

**COMPLAINTS PROCESS**

Senior Helpers has an established process to support participants and their families or supporters to lodge complaints. Each complaint is considered an opportunity to improve. Where a complainant or any participant wishes to change to another provider, they will be supported to do so without discrimination.

**OUR SERVICES:**

**IN HOME CARE**

Helpers partners with healthcare Service providers share our commitment to providing quality healthcare to the seniors, transition customers, NDIS Participants and Homecare customers in our community.

Hospitals guide individuals to recover from illness and surgery and also help manage chronic conditions. Use Senior Helpers to assist you with transitioning home from the hospital. We can work closely

with Clinical staff to ensure the transition home is smooth and your quality care continues in the comfort of your own home.

Let us assist you with:

1.Transportation to medical appointments, shopping, errands, etc.

2. registered Nurse visits, Medication prompting and assistance

3. Light housekeeping and assistance with daily activities

4. Personal hygiene assistance and life skills development

5. Meal planning and/or preparation

6. Core support Structure, companionship for social outing

7. Light gardening

8. Respite, short term and long-term accommodation with our     qualified support workers

And so much more!

**HOUSING**

Senior Helpers Paradise can provide 24-hour service to our participants and customers in our managed SIL (supported independent living) housing and have over 5 houses throughout the northern suburbs and intend to increase the number of houses in due course.

Participants are free to choose between shared accommodation

**ROUND THE CLOCK ACCESSIBILITY**

Senior Helpers is dedicated to responding to our clients at a moment’s notice.  Personal Care services vary by location.

All senior Helpers Paradise staff are qualified appropriately and have all relevant clearances, training and insurance to provide quality support whenever needed.

Senior Helpers does not discriminate against any person based on race, colour, national origin, disability, or age in the admission,

treatment or participation of its programs, services, activities, or employment.

**OUR SUPPORT STAFF/CARE WORKER**

All staff of Senior Helpers are qualified, fully insured, reference checked, have undertaken the required NDIS Orientation module and follow the NDIS Code of Conduct.

We also have access to Registered and enrolled Nurses.

LANGUAGE AND DIVERSITY

Our Support worker / care workers can speak multiple language and dialect including Indigenous, English, Nepali, Hindi, Bengali, Sri Lankan, Burundi, Sudanese, Kuku, Afghani languages, Urdu, Burundian, French, Dinka, Syrian, Farsi etc.

**OUR OFFICE STAFF**

Our office staff consist of Managing director, General manager (Home care and NDIS), Case manager NDIS, Case Manager Home Care, Operational Manager and Recruiting manager.

Operation manager with her team looks after rostering and payroll.

OFFICE ADDRESS: 80 Diment Road, Salisbury North, SA 5121

Business Hour: 9 am to 5 pm

Contact:   08 8180 9975 (Will be automatically diverted to after hours as well)

After Hour: 6pm to 9 am

Contact:    0426209328.

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