



Getting to Know Us

An Introduction to Senior Helpers

Our Mission Statement

At Senior Helpers, our mission is to ensure a better quality of life by providing dependable care and support. As a trusted and respected organisation, we take a responsible role in supporting our clients, their families, our employees and community.





Our Core Values

We live by our core values and tirelessly promote them at all levels of our organisation.



Integrity without compromise



Improve quality of life



Open and effective communication



Positive attitude



Continuous advancement



Celebrate life

Our Background

Since 2011, Senior Helpers has supported thousands of Australians with a pledge to provide professional and considerate care, tailored to each individual. We have built a reputation for providing quality, dependable, consistent and reliable home care services.

We are proud to lead the industry in programs like Senior Gems[®], our industry-first Parkinson's Care, Multiple Sclerosis Care and more. Our Support Staff are uniquely prepared and skilled to offer appropriate, caring and compatible support you can trust.

That's Home Care, **Only Better.**



Getting Started

With so many types of aged care and disability care options available to you, it can be difficult to know where to start. We're here to help you navigate this journey.

Firstly, we will take the time to get to know you during a complimentary consultation in your home, or a location that suits you. During this consultation, we will listen and ask questions about your needs, and discuss some of the ways we can help.

Some of the topics we will discuss are:

- You and your family's goals
- Your daily plan design and schedule
- Subsidised and non-subsidised care options
- The plan for getting started
- Your ongoing communication and follow-up plan

Personalised Care: It's All About You

We understand that allowing a Support Worker into your home is a major decision that requires ultimate compatibility and trust. Whether you require assistance on a daily, weekly, or monthly basis, success hinges on finding just the right Support Worker. At Senior Helpers, our Support Workers are committed to providing the highest level of responsiveness, compassion and expertise.

We will personally match your Support Worker based on compatibility, including factors like their personality, experience, and skill sets. We believe that good outcomes are built with good relationships, and it's important that you and your family are comfortable with and trust your Support Worker.

Professionalism You Can Trust: It's What Sets Us Apart

We take your decision to allow our Senior Helpers' Support Workers into your home seriously. That's why our Support Workers undergo a thorough background check, are personality profiled and receive free industry-leading education. We stand behind each staff member we employ and assign.

Senior Helpers hires Support Workers based on their qualifications, experience, presentation and compassion for the clients they work with. Our commitment to hiring quality Support Staff is one way we can reduce your worry and stress. It is more than just responding quickly to your needs; it is about finding respectful and caring staff to put your mind at ease.



Hired and employed by
us, never subcontracted



Qualified, police
checked, and insured



Thoroughly screened
and evaluated

How We Help

Whether you need assistance 24/7 or just a few hours a day, we are here to help. Our service options are flexible and customisable according to your specific situation.

Home Care Package Program

The government's Home Care Packages Program helps older persons access subsidised care in their own home. At Senior Helpers, we are an approved service provider for the Home Care Packages Program.

Whether you're at the very start of your aged care journey and need help registering for support through My Aged Care, or simply need guidance in designing your budget, we can help you and your family manage your Home Care Package in the way that suits you best.

Full Program Support

We'll help you set up your budget and take care of managing your Home Care Package, including all of the required assessments, reporting, services and equipment.

Partnered Program Management

If you would prefer to manage aspects of your Home Care Package, we can work with you in a Partnership where you schedule your services, and we manage reporting and payments.

Self-Management

If you opt for Self-Management, you will organise and pay for services that will be reimbursed, and Senior Helpers will meet government requirements such as assessments, reporting and funding.



Senior Gems®: Alzheimer's and Dementia Care

Conditions such as Alzheimer's and dementia can be one of the most daunting aspects of ageing for individuals and families. With no known cure and limited treatment options, it can be challenging to find the care that best suits you and your family.

You don't need to go through this alone. Our team at Senior Helpers provides expert, personalised Alzheimer's and Dementia Care to suit your needs and circumstances. We're here to help support you through this journey and make your life enjoyable each day.

The Senior Gems® Approach

The Senior Gems® program is based on the overall approach to Dementia Care that was created and designed by world renowned Occupational Therapist Teepa Snow, PAC® LLC. The GEMS® techniques and strategies allow us to understand what an individual is experiencing at each stage of their dementia journey so that we can create the best plan for each day.

Our Dementia Consultant will work with you to create a customised plan that offers the appropriate level of support so that you can live in the comfort and safety of your own home. From creating a stimulating environment to working together with daily living tasks, our goal is to support your independence and freedom.



Early Stages

Help with transportation and travel, medication prompts, meal preparation, home care tasks, and companionship.



Mid Stages

Help with personal care tasks and daily engagement in meaningful activities and socialisation.



Late Stages

Up to 24-hour care and support.

Parkinson's Care

A diagnosis of Parkinson's Disease can be overwhelming for the whole family. If your family is supporting you with care, it can be time consuming and draining for everyone. Parkinson's Disease is different for each individual requiring different approaches to care, and at Senior Helpers, we support both you and your family by providing the appropriate level of care to help you remain as independent as possible.

Our tailored services include:

- ✓ Home safety and fall prevention
- ✓ Nutrition and meal planning
- ✓ Medication reminders
- ✓ Transportation assistance
- ✓ Companionship
- ✓ Family carer relief
- ✓ Exercise and education

Disability Support

At Senior Helpers, our Disability Support services are delivered with a person-centred approach. We believe that life should be equal for all. Our Support Workers are experienced in helping people with acquired, developing, or lifetime conditions, and are committed to making your life easier and more enjoyable each day.

We'll take the time to understand your needs and who you are as an individual, in order to select a compatible Support Worker you can trust.

The Disability Support we offer is guided by, or meets, the National Disability Insurance Scheme (NDIS) Practice Standards. For more information on the Australian Government's NDIS, visit www.ndis.gov.au.



Personal Care

Our trained Support Workers can help make life feel safer at home by being present or assisting with more personal tasks when mobility or managing personal care becomes a challenge.



Personal hygiene and dressing assistance



Continence care



Mobility assistance



Diet monitoring, meal planning and assistance with meals



Medication reminders

Companion Care

For those living alone or with limited social interaction, Companion Care can be a great way to increase happiness and connection, while also receiving help with those little tasks that are becoming a challenge to do alone.

We select our Support Worker based on their compatibility with you. This ensures that you receive personalised care and an opportunity to create a meaningful relationship.

- ✓ Companionship and conversation
- ✓ Assistance with laundry
- ✓ Shopping and errands
- ✓ Watering plants & collecting mail
- ✓ Transport to appointments
- ✓ Walking the dog
- ✓ Assistance with household chores
- ✓ Meal preparation

Round the Clock Accessibility

Senior Helpers is dedicated to responding to our clients at a moment's notice. Now that you know more about us, we invite you to stay in touch.

seniorhelpers.com.au



facebook.com/seniorhelpersaus



instagram.com/seniorhelpers1111



linkedin.com/company/senior-helpers-national

