



# Your Home Care

*Empowering you to live your best life*

# One of Queensland's leading disability care providers

Founded by a former registered nurse, Linda Delamotte, with values based on respect and quality, Your Home Care has been looking after the most vulnerable people in our community since 2010. We are proud of the reputation we have earned for providing exceptional support and care, and we are now recognised as one of Queensland's leading independent disability care providers.

As a registered NDIS provider our clients trust us, knowing all our team of caring professionals are highly trained and the quality of care they receive is safeguarded by the NDIS' compliance framework.



*Following a bleed on the brain the team at Your Home Care are helping me get back on my feet and back into the gym. I am so thankful for all their support and help.*

## Who we support

We specialise in individually tailored care for children and adults with disabilities, focusing on their physical, intellectual and mental health needs, and ranging from the most complex care needs to general support for everyday living.

Everyday personal care is essential to independent living at home, and some of the personal services we provide include:

- ♥ Bathing and showering
- ♥ Personal care and grooming
- ♥ Dressing
- ♥ Food preparation and feeding
- ♥ Mobility support
- ♥ Transfer in and out of bed
- ♥ Continence support
- ♥ Taking medications
- ♥ Household chores
- ♥ Shopping

# Our Values – how we walk and talk

**Your Home Care** is built upon values that guide our actions and how we interact with each other and with our clients.



**Heart** – We do not judge others, but accept them for who they are. We demonstrate empathy and develop a deep understanding of others and their situations. We always perform at our best.



**Empowerment** – We treat everyone with respect and dignity, value diversity and are committed to equality.



**Openness** – We are open, transparent, and honest with ourselves and others. We engage in clear communication that is empathetic, understanding and committed to the provision of excellent service.

## Our Vision

At Your Home Care we aim to be the leading provider of high quality support for people with disabilities. We will do this by committing to always placing the needs of clients first, empowering them to live their best life possible, being open in all communication and showing heart by caring deeply about their wishes and choices.



*Our daughter absolutely loves going out to the library with her Your Home Care Support Worker, who is so creative and connected with helping our daughter through learning activities such as the library, reading and games. She especially loves cleaning up the whole area, I think she may get a job volunteering at the library.*



Your Home Care

# Why choose Your Home Care?

We understand that when you are choosing a provider to support you or a loved one, there are a lot of things you need to consider. Here are some of the reasons our clients choose us.

**Registered NDIS provider:** Our clients can trust us, knowing the quality of the care they receive is safeguarded by the NDIS' compliance framework.

**Experience:** Our founder and owner, Linda Delamotte, is a former registered nurse who built Your Home Care based on her compassion for people with disabilities. We have been caring for the most vulnerable people in our community since 2010, before the NDIS was even established, and have grown to become one of Queensland's leading independent NDIS providers.

**Complex care specialists:** Our team is highly skilled in managing complex cases requiring 24/7 support, providing peace of mind to clients and their families.

**Individually tailored care:** We fully assess the needs and preferences of each individual client, encompassing physical, intellectual and mental health disabilities, before agreeing care plans and matching specialised staff tailored to their needs.

**Client-centred focus:** We prioritise client wellbeing, respect their choices, and empower them to live their best life. Our commitment to always putting our clients first means many of the clients we supported during our first years in business remain with us today.



## Qualified, trained staff, focused on client wellbeing

Our team of caring professionals are highly qualified, trained and police-checked in accordance with NDIS guidelines, giving you the confidence you will get the highest quality care.

We work with a range of health professionals and stakeholders to provide holistic care to our clients. In doing so we have earned a reputation for managing complex cases, many of which require 24/7 support.

# Care in your home and community

Many people would prefer to live independently, in their own home, with home and living supports. There are many options available, and we take time to understand what care and support a client needs to live in the comfort of their own home, while also being able to enjoy outings accompanied by a qualified Support Worker.

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

We can provide home care from as little as 2 hours a day to 24/7 SIL, depending on your needs. Whether you choose to live on your own or with other people with disabilities, SIL offers opportunities to build friendships, enhance independence, and embrace a new lifestyle.

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

We partner with some of Queensland's leading SDA providers, to source accommodation that meets your needs. There are four different categories of SDA: improved liveability, robust, fully accessible and high physical support. We can assist you in navigating your NDIS eligibility and identifying the optimal housing solution, whether it be an existing home or a new build. As your care provider, we work closely with the SDA provider to ensure you have a seamless transition into your new home and can live your best life.

## **Assistance with Daily Life (ADL)**

We can support you with all types of ADL including personal hygiene, preparation of meals and taking care of household tasks.

## **Complex care**

Our experienced complex care team can provide positive behaviour support and liaise with your team of stakeholders to achieve the best outcomes for you.

## **Community access and social participation**

We can help you maintain your connections within the community by running errands with you, providing support at appointments and taking you to all the fun and enjoyable things you might like to do, such as shooting hoops at a local park, taking up a new hobby, or going on a holiday.

## **Community nursing**

Our own registered nurse can provide community nursing care, through your NDIS funded supports, meeting your complex medical and physical needs so you can continue to lead a stable, independent, and healthy lifestyle in the comfort of your own home. Depending on your funding, this may include general wellbeing checks, challenging behaviour support, pressure and complex wound care, diabetes management, complex bowel and stoma care, PEG feeding or after hospital care.

## **Support coordination**

If you are looking for a Support Coordinator to help you navigate through the NDIS and make best use of your available funding, our experienced team can provide that service.



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*As parents of a young teen with Prader Willi Syndrome, we have not found it easy to trust others – and then we met the team at Your Home Care. These wonderful, caring and compassionate people have given us the courage to let go and to trust that our daughter will be ok.*

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*I have been involved in the deaf community and mental health for many years and the transition from the hospital to home with Dave has been ground-breaking. I have never seen such support, a credit to everyone involved.*



## How it works

### **Step 1: Meet and plan**

We work closely with you and your support team to understand your needs, ensuring a tailored and comprehensive support plan. We gather essential information from the outset, prioritising open communication throughout the process, and really get to know you and your team.

### **Step 2: Support Worker matching**

Once your roster of supports is determined, we assess the suitability and availability of our Support Workers, recruit additional staff as needed, and assemble a dedicated team tailored to your requirements. This approach ensures long term matches that everyone feels comfortable with.

### **Step 3: Train and tailor your support**

High quality care is paramount, and we are passionate and committed to providing our team with specialised training at the outset and ongoing, ensuring they are equipped to meet your unique support needs and requirements.

### **Step 4: Provide support**

Support is ready to commence. Our dedicated team of Care Coordinators manages the care delivery and conducts regular check-ins to ensure your satisfaction with the support provided. We offer consistent rosters and tailored reporting to meet your specific support needs.

# Working for us – Your Home Care is an employer of choice

We are proud of the feedback our staff give us, that they feel supported and engaged working for us. We provide them with training and development that will benefit their careers, and we provide a work environment that is supportive, respectful and embraces diversity. All of this is built upon our values of heart, empowerment and openness.

At Your Home Care, we believe that supporting our staff and cultivating a strong, values-based organisational culture creates employee engagement, which helps them deliver high quality service and positive experiences for our clients.

Your Home Care is driven by a commitment to creating meaningful connections and delivering exceptional support. Our focus is on fostering a culture where values guide every interaction, empowering both our staff and clients to achieve their best outcomes.



## Join Our Team

We welcome enquiries from people who believe they will be a good fit for us and whose values align with our own. If this sounds like you, **please contact us today!**



**1300 023 321**

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