

# PEARL CARE SERVICES PTY LTD

## ABOUT US...

Pearl Care Services is a registered disability service provider under the **National Disability Insurance Scheme (NDIS)**.



At Pearl Care Services, we believe that, every client is special; therefore, we deliver our services based on this principal.

We endeavor to provide high quality individualised services to our clients - where every customer is unique and will be catered for their individual need.

We are reaching out to people in need by offering a range of flexible support services that are customized to help every individual to achieve their goals.

We believe in community and social inclusion for people of all aspects.

We're specialised in the delivery of high quality, personalised services to the people with disabilities as well as for those in need of community support.

Our team is enthusiastic and passionate to achieve excellence through making a difference in our community in the lives of the people with disability.

We also provide support services to clients of all age groups. Adults - who have mild to very complex and multiple disabilities and people with chronic disease or frail and elderly.

## WHAT MAKES US UNIQUE

Pearl Care Services aims to provide support and services to disable people; so that, they can make choices to live independent lives, unlock new avenues to a wide range of services and access world of endless possibilities.

We provide a range of support and services for people with disabilities and for their families. We also ensure that, support workers have the most up-to-date skills to perform their jobs with confidence.



Pearl Care Services employs a range of staff including high support needs. Our staff are multi-lingual and enjoy organising a wide range of social activities.

We focus on professional and personalized services tailored to each individual. Our coordinators take the time to sit down with you and your family to discuss your needs, plan how we can best cater them by matching you to the most appropriate activities.

Using our personalized support model, our staff will work together with you to develop a service plan, which best suits your individual needs – facilitating independence and fostering active participation.

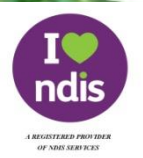
Pearl believes in establishing a win-win rapport with our stake holders. All our staff are well trained. They understand the purpose and expectations of the clients.

We also provide specific guidelines to achieve our business objectives and work with our industry partners to achieve our goals.

[www.pearlcareservices.com.au](http://www.pearlcareservices.com.au)

## OUR MISSION...

To provide quality services to our NDIS client to achieve their maximum goal and independence.



## OUR AIM...

- Focus on quality services
- Empower people with disability
- Treat people with respect and empathy
- To achieve independent life style for clients
- Link knowledge & expertise to provide quality services.

## OUR VALUES...

- Belonging
- Empathy
- Engagement
- Flexibility
- Quality and
- Respect

## OUR TEAM...

- All of our team members are well trained & experienced in delivering quality services.
- We assist our client to build their individual capacity to achieve their maximum independence and goal.
- Our team members are selected for their professionalism, integrity and commitment to support our business towards the winning edge.
- We have a number of top end industry professionals within our team with advance knowledge, skills and with proven track record of success.
- We provide a powerful combination of knowledge, skills, client-focused approach to ensure our stake holder's interest are maintained.
- Our team focuses not only on services; but also to improve our business process for better client satisfaction.

## OUR STRENGTHS...

- We believe that, every client is special. Therefore, we cater our services based on this principal.



- Our staff are multi-lingual and capable to organise a wide range of social activities for our clients.
- We ensure that, our staff are well trained with the right information & skills. So that, they are prepare to face any challenges.
- We consistently deliver quality service and actively engage on customer feedback to upgrade our services.
- We use our personalised support model; our staff can work together with you to develop a service plan - which best suits your individual need.

## OUR SERVICES:

- ❖ **Community Nursing Care:** Providing nursing care for NDIS client who have high care needs. Professional supervision and care services are provided.
- ❖ **Household Tasks:** Essential tasks that the participant is not able to undertake. Like: Meal preparation and delivery, shopping, washing, household cleaning & yard maintenance etc.
- ❖ **Plan Management:** This support helps client to manage their NDIS plan. Including making payments to providers, expense claims processing, developing monthly statements and claiming for payment from NDIA.
- ❖ **Assist-Travel/Transport:** Providing transport support & facility for autistic, blind, non-verbal children to & from school and disable people includes rental of adapted vehicles.
- ❖ **Innovative Community Participation:** Activities that is not included under other community participation. Like sports & cultural activities.
- ❖ **Home Modification:** Home modification design and construction includes installation of equipments or changes to place of residence.
- ❖ **Interpreter/Translator:** Interpretation services in 5 different languages.
- ❖ **Assistive Equip-Recreation:** Providing sports gear and items used in competitive and non-competitive sports and other recreational pursuits for disable people.
- ❖ **Personal Mobility Equipment:** Products to enable mobility. Such as equipment for walking, wheelchairs and transfer aids.
- ❖ **Communication Information Equipment:** Providing assistance with alternate communication or to access written or spoken communication via electronic or other means.
- ❖ **Custom Prosthetics:** Prescription and manufacture of customized prostheses or specialized item to aid people with disability to maintain a quality life.



Address:  
PEARL CARE SERVICES  
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## FAQ

### WHAT IS NDIS?

The NDIS is an exciting initiative for the disability sector, but a very new way of doing things. The following in-formation may help answer some of the more common questions you may have about the NDIS.

### WHAT IS NDIA?

NDIA is the independent agency responsible for implementing the NDIS. It provides information and referrals, links to services and activities, individualised plans and where necessary, funded supports over a lifetime. We recommend you contact the NDIA before making any decisions about your NDIS plan.

### HOW CAN I GET NDIS SUPPORT?

The first step is to contact the NDIA on 1800 800 110 or through their website ([www.ndis.gov.au](http://www.ndis.gov.au)). As a minimum you must be an Australian citizen under the age of 65 with a disability.

Once you have made contact with the NDIA, you will work with a planner to map out what you do and don't need to live life the way you choose. Your funding will be based on the services and supports you identify through this process.

### WHAT CAN BE FUNDED?

One of the great things about the NDIS is that, it is designed to suit the needs of every individual. For most people, funding will cover things like:

- Daily personal activities
- Transport for community, social & daily activities
- Workplace support to gain or maintain employment
- Therapeutic supports, including behavior support
- Assessment of aids including set up and training
- Home modification design and installation
- Mobility equipment
- Vehicle modifications.

### WHAT WILL NOT BE FUNDED?

A support will not be funded if it does not relate to your disability, if it duplicates support that is already funded (eg Medicare or Department of Education), if it relates to day-to-day living costs that are not related to a participant's support needs, or if it is likely to cause harm to the participant or others.

\*Source: [www.ndis.gov.au](http://www.ndis.gov.au)

Please contact:  
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E: [info@pearlcareservices.com.au](mailto:info@pearlcareservices.com.au)