



Always there for you




Registered NDIS Provider

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At Southern Star Care, we are recognised for providing high quality care to people who need it most.

The most vulnerable individuals in our community deserve to have access to the best support solutions available and we're proud to offer integrated care services that are founded on true compassion, flexibility and understanding.



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About Us

At Southern Star Care, we take great care to ensure that all our support workers are fully trained, licenced and are able to deliver the highest standard of service available. It is our sole mission to provide the care and support you need that maintains your quality of life, dignity and independence.

Our Team

Our team are highly skilled in providing a diverse range of care services within the broader community; and being responsive to the needs of our elderly, disadvantaged and those living with disabilities.

Comprehensive home care support & provisional care services you can trust

Southern Star Care is renowned for providing high quality home care support that is based on delivering better services to your doorstep. Whether you're living with a serious medical condition, have disability issues or you're simply unable to get around to your local shops for food essentials, our support workers are available around the clock to help with all your daily requirements.

Our brand values are a true reflection of what we stand for and we are continually implementing and updating fundamental processes to improve the way we relate and communicate with our valued clients.

Southern Star Care is constantly evolving to meet the challenging needs of the most vulnerable in our community

We are dedicated to service excellence and working together with participants in every aspect of their daily lives. With so much uncertainty in the world, Southern Star Care is here to make a positive difference in the lives of those who are unable to fully care and support themselves. We aim to be a shining light to those who need it most – today and into the future.

Our Mission, Vision & Values

It's our goal to ensure that your individual needs are taken into consideration and met at every stage of your journey with us. We pride ourselves on delivering comprehensive that meets your emotional, physical and mental needs as well as adapting to your individual lifestyle requirements.



Our Services

At Southern Star Care, we are grateful for the opportunity to assist and look after your loved ones. Finding the right support organisation that understands your intricate needs is not an easy one; therefore it's our goal to equip you with the right information that will help guide you in your decision making process.

Together with our wealth of knowledge and industry expertise, you can rely on our team of care coordinators and support staff to make your transition as easy as possible. We offer flexible hourly support right through to 24 hour care, depending on your personal lifestyle requirements. We're here to help.

We have the knowledge & care that creates confidence in our clients



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Homecare

Our caring, compassionate and experienced team is here to help you, whatever your needs. We acknowledge that home care can be the key to achieving the highest quality of life possible and thus we; enable safety, security, and increased independence.

We strive to ease management of an ongoing medical condition and thus avoid unnecessary hospitalization, we aid with recovery after an illness, injury, or hospital stay. All this is through care given in the comfort and familiarity of home. Our home care services include:

- » Help with daily activities such as dressing and bathing
- » Assistance with safely managing tasks around the house
- » Companionship
- » Therapy and rehabilitative services
- » Short- or long-term nursing care for an illness, disease, or disability

At Southern Star Care , our home care services are well tailored professional support services that allow a person to live safely in their home.



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Personal Care & Hygiene

Good personal hygiene involves keeping all the external parts of the body clean and healthy. It helps in maintaining both physical and mental health. The body provides an ideal environment for growth of germs, in people with poor hygiene standards, making the body more susceptible to infections.

Poor hygiene and body care may also affect the social aspect of a person's life as other people tend to avoid them, and this may lead to loneliness and isolation.

Our Checklist for the personal care and hygiene include:

- » Establishing a routine for our clients
- » Implementing all necessary safety measures
- » Creating a relaxing atmosphere for our clients
- » Investing in hygiene aid
- » Focusing on all forms of personal hygiene that include but are not limited to; bathing, teeth and mouth care, dressing/grooming, toileting, eating, ambulation, care of the client's environment, assisting with self-administration of medication.

Personal care means that we provide care that is related to a person's body, appearance, hygiene, and movement.



Companionship

This allows family and friends peace of mind with them knowing that their loved one is well taken care of with the attention and companionship they need and desire to be able to remain home safe and sound.

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As companions, we; –

- » Engage clients in conversations as we tend to them and involve them in social activities and hobbies
- » We also do basic housekeeping, including, laundry and keeping the house in an orderly manner, sweeping, mopping etc.
- » We also prepare meals for clients, in consideration of dietary restrictions
- » We monitor clients, record and report any developments or concerns to appropriate parties, such as supervisors and family members.
- » We also drive clients to planned outings or events to keep their social life as active as possible, and handle their errands such as grocery shopping among other activities.
- » We also provide emotional support to our clients to ensure that they have good mental health to help them cope with their condition. Short- or long-term nursing care for an illness, disease, or disability

We also support clients by acting as surrogate caregivers and friends in cases whereby family and loved ones are not, or, cannot be present.



Overnight Stays

Our carers will help with any needs that occur during the day such as medication administering, personal care, making sure the clients have a good night sleep among others.

Overnight stays are mostly suitable for anyone needing extra support overnight, and in this we ensure that the client is well taken care of and that their loved ones have peace of mind knowing that the client is safe and well taken care of no matter the time.

We conduct overnight stays in these three methods:

- » Sleeping night – where the assigned carer sleeps in the client's home through the night but is on hand if support is needed.
- » Sitting service – Where the assigned carer stays awake and covers for a regular carer who provides full time care services.
- » Waking night – Where the assigned carer stays awake through the night and provides care on a need basis.

Our overnight care sure does provide peace of mind to both the care recipient and family. We are a licensed home care agency with a team of dedicated caregivers in each and every service offered. We carefully and diligently tend to the nighttime needs of our senior clients with focused overnight caregivers who are available to provide optimum supervision either through sleeping in the same room as the senior or staying in a separate part of the home.

We offer overnight stays in which carers take care of your loved one(s) during the night and assist them with any health or care needs that they may require.



24 hour Care Support

Well, worry no more because we also offer 24-hour care support to you or your loved one which means, an external carer will move into your home or the home of your loved one and care for them around the clock.

The carer will be able to help with all activities and provide company throughout the day and will also be on hand to keep an eye on your loved one during the night. A carer can also provide transport to and from appointments, meetings and social events, helping your loved one to stay as active as possible.

Our goal is to ensure that you and your loved ones live your normal life with no doubt that the necessary care and attention is given at the comfort of your loved one's homes. All this we do while adhering to the relevant safety guidelines so your loved one gets the highest level of professional quality care.

Our staff are also compassionate and harbor the attitude of treating your loved one as a person as opposed to being treated like a condition.

Caring for your aging or ailing loved ones throughout the day may prove to be tough depending on each individual daily schedule.



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Cleaning Solutions

We help you keep your living space clean and livable through the below services:

- » General house keeping
- » Vacuuming
- » Mopping
- » Dusting
- » Cleaning the bathroom
- » Washing the dishes
- » Tidying up
- » Doing the laundry
- » Changing and making the bed

We can also help with less frequent tasks such as washing the carpet or even cleaning your fridge and oven.

We offer a coordinated mix of services to ensure people with complex care needs live independently in their own home for as long as possible.



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Medical Support

We have professionals to cater for people recovering from an illness or surgery, frail older people, people with life-limiting illnesses and people with disabilities. We provide home care services to help with daily living tasks, meals, home maintenance and nursing care.

Depending on the individual's condition, we also assist in setting up routine appointments with medical practitioners.

These services may include the common nursing care to specialized medical services, such as laboratory workups. Other services are; –

- » Nutritional support
- » Pharmaceutical services
- » Volunteer care
- » Homemaker or basic assistance care
- » Care from home health aides
- » Medical social services
- » Physical, occupational, and/or speech therapy

Our medical support plan offers a lot of advantages and connects you to high quality service with low costs on everyday health care needs.

We offer a range of home healthcare and medical support to ensure that your loved ones are in their best form of health as possible.



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Shopping Services

But us at Southern Star Care, we value this as an important part of wellbeing and independence that enables your loved ones to be in control of what food to consume depending on their nutritional value. We offer support with supermarket shopping and providing escort to make your day better. We can also shop and do home delivery depending on what you or your loved ones want or need.

We offer support with the shopping list preparation, transport, pick up, packing of goods, carrying goods, unpacking at your home while making you or your loved ones comfortable and safe.

Since it is an opportunity to get out and interact, we advocate for escorting your loved ones to the shopping malls and supermarkets as opposed to shopping on their behalf. Alternatively, we also do internet shopping services where we order the items online and they are delivered to your loved one's doorstep.

Our team is always hands-on on this to ensure that there's a regular supply of the items needed.

An important aspect of life that many seem to overlook...



Meal Preparation & Delivery

Our team at Southern Star Care can come in and help you prepare meals with you in your own home or even pre-cook them ourselves and deliver directly to your doorstep. Our nutrition specialists will also provide you with the education to plan your meals and give you the confidence to cook for yourself.

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We can also organize for an external consultation with a dietitian who can advise you on healthy low-cost meals factoring in your age, nutritional needs and personal taste. The dietitian will work closely with your doctor so as to ensure all meals meet requirements in case of any underlying conditions.

We tailor our services around what you want. Remember, eating a balanced diet is key to physical and mental wellness.

We all love a well prepared, delicious and healthy meal.



Participation in the Community

Our team will encourage you to try new experiences and further your skills through hobbies, sports, leisure, music and arts or even community programs such as volunteering

It is important to maintain the important social connections so as to keep you active in your community. Our respected staff will assist you in:

- » Social visits at your home
- » Shopping trips and other personal activities
- » Attending and participating in recreational activities and programs through our community services
- » Centre-based social activities
- » Travel support to ensure you attend appointments such as attending therapy, medical or school appointments.

We support you to extend your independence beyond home by making meaningful lifestyle choices.



Support Coordination

At Southern Star Care we believe it's a great way to help you become, and remain, independent. We are deeply embedded in the local community and can ensure you are working with the very best providers for your needs.

Our team have lived and learned experiences with years of Support Coordination service delivery. At Southern Star Care, we are passionate about the disability & mental health sector and over the years have built strong partnerships and relationships with other local community groups. Our team are local people, we know and reside in or near the region and know all the local ins and outs and services available for you.

A few of the benefits of a local support coordinator:

- » Get help understanding, implementing, and optimising your NDIS plan
- » Stay organised and have us help you coordinate your bookings
- » Improve your budget and life planning skills.
- » Access our community connections to find the best providers for you.
- » Remove the stress of planning ahead and let us help you plan for your review.
- » We can help reduce the cost of services by negotiating with providers.

Consultations can be held over the phone, via FaceTime, through email, or in person depending on your wants and needs.

As a support coordinator we can help you build lifelong networks, skills, and connections.



Recovery Coach

Psychosocial recovery coach supports people living with a primary disability resulting from a mental health condition to actively engage in personal recovery by identifying and lowering barriers, building on strengths, and serving as a personal guide and mentor implementing NDIS plans.

Southern Star Care Recovery coaches work collaboratively with you, your family, carers, and other services to design, plan and implement a recovery plan. They also assist with coordination of your NDIS supports and other mental health specific supports within the community.

We help you:

- » Explore and connect to services.
- » Help understand your NDIS plan and funding
- » Design an individualised and person-centred recovery focused support approach, from plan implementation.
- » Research mental health service providers and help choose the right one for your needs.
- » Connect to peer supported networks and other community services to support recovery.
- » We can help reduce the cost of services by negotiating with providers.
- » Support in managing day to day self-management
- » Increase your capacity to be an active participant with service providers in planning for relapse prevention, rehabilitation, and recovery.

Regularly monitor and review services, and support in preparing NDIS plan reviews.

Recovery Coaches are like Support Coordinators; however, they provide a recovery-based approach specifically for people whose primary disability arises from a mental health condition.



Our Process

Step 1

Contact Southern Star Care for an introductory interview in your preferred mode and language. This first interview will help Southern Star Care determine if our organisation can best meet your support needs. In addition to a comprehensive introduction to the organisation, a handbook is provided that aims to provide you with all the information you need on your journey to Southern Star Care, including our employee code of conduct, customer charter and privacy policy. Other relevant information about the provision of applications and services.

We also provide feedback, compliments and complaints forms with information about several oversight bodies you can contact at any time if you believe you are not receiving adequate support. We strive to receive a decision based on the interview results within one week after the interview.

You can always get information and assistance from an independent attorney who will help you if you need it, upon your request.

Step 2

After successfully passing the initial interview and accepting your offer of services, your next assessment plan interview will be held within 7-15 business days. The assessment plan interview involves completing a support assessment form with you so that we can together assess the level and scope of your needs for effective service delivery. Based on the interview results, you sign a service contract detailing your support and payment schedule.

SSC allows selected advocates to attend interviews and provide input. Additional meetings can be scheduled as needed.

If you do not pass your initial interview or are placed on a waiting list, you have the right to contact the principal to review the results of your admissions interview. Generally, applications will be rejected only if the applicant's application needs exceed Southern Star Care services or if Southern Star Care has reached its maximum capacity.

Step 3

To ensure that we are on track to meet the objectives of the plan, support reviews are conducted every six months and provide an opportunity for updates and/or changes to support requirements.

At Southern Star Care, you will have the opportunity to contribute to your organisation through satisfaction surveys, service and delivery schedules, general feedback through suggestion box, and our general policy.



SIL & SDA

Coming Soon

CLICK TO MAKE A REFERRAL



CONTACT US



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