

Disability Support Services

Heartbeat Vision

Our vision is to support people, regardless of their stage in the life cycle or level of ability, to remain living independently in their community so they can achieve their self-determined goals and aspirations.

Heartbeat Values

- Respect
- Excellent
- Flexibility
- Person centeredness
- Innovation

About Us

Heartbeat is one of the leading providers of nursing and home care in the Sydney metropolitan region. Our Home & Community Care team are committed to the provision of client support from within a wellness framework. Our strength based approach is goal focused and assists you to remain living independently and autonomously within your own home setting and/or participating in your community as fully as possible.



Disability Support Services

Heartbeat provides professional, trained and client focused care workers where ever you need them. It could be that you:

- are a private client living at home,
- are living in non for profit and for profit housing,
- might be involved in a funded community access program,
- need assistance and supportive care for your child or children with special needs including school holiday camps, and after school care,
- may want to continue with or join a community based groups,
- might be a young people who are living aged care facility,
- live in supported accommodation living units, or
- live in a brain injury unit across the Sydney Metro Area

Regardless of the location Heartbeat, staff are available 7 days a week (5:30am to 11:00pm) to assist you with your inquiry or support need.

What We Can Offer

Our trained carers can assist you in many ways. Some of the programs we offer are:

- Daily Living Support
- Personal Care and Hygiene
- Community Participation
- Social Events and Activities
- Domestic Assistance
- Respite Options
- Support with Your Medication
- Holiday and Travel Assistance
- Public Transport Independence Training
- Educational and Employment Goal Setting
- Full Care Plans
- Demystifying the NDIS

Disability Support Services

What it will cost

The cost of our service will vary depending on what level of care and support you choose however all our fees are highly competitive and we are happy to provide an obligation free consultation and quote before you choose us.

Participant and Inclusion

At Heartbeat you are at the centre of the planning and service provision process. Our staff will sit down with you and carefully work out the services and strategies that best meet your personal, physical, social, emotional and other goals and aspirations.

We are committed to empowering and supporting you to fully participate in the community. We will:

- support you to participate in your community and activities of choice such as employment, education, leisure and social activities
- enable you to always be involved in decisions that affect you and the services you receive
- encourage and support you to give us feedback on how we are doing and how and what we can improve to make our service better for you
- connect you with other groups, services and program to support you to meet your goals
- include your family member, friend and/or advocate in your care planning and delivery
- work with you to promote, uphold and respect your legal and human rights in choice and control
- support you to fulfil your right to access an independent advocate



Disability Support Services

Quality Assurance

Heartbeat is an ISO 9001 - 2008 Quality Assured Organisation and we comply fully with the Home Care and NSW Disability Service Standards.

In working with people with a disability and their families, friends and advocates we ensure the following:

- Confidentiality and privacy
- Respect and dignity
- Choice
- Information that will empower you to make and set goals that you can achieve.

Let us help you to fully understand your support options and make the right choice about your personal needs.

We are proud to provide you with professional, trained and caring support workers who are well matched to your personal care requirements. All our staff have current working with children and police and checks and are registered and fully qualified.

We encourage you to call or email us or have someone close to you to make contact to talk about your service needs.

(02) 9891 2255

Or email: hacc@heartbeatnursing.com.au

**7 days a week from 5:30am until 11:00pm
including Public Holidays**

Let us know if you need an interpreter for a community language or because you are hearing impaired.

We can access the National Telephone Interpreter Service TIS and the Deaf Telephone Translation Service TTY if you ask for assistance when you first call.

We can also provide you with all our material in your preferred language.

You can also contact the NDIS Quality and Safeguards Commission should you have a complaint on 1800 035 544 or via www.ndiscommission.gov.au

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