



Mark & Sylvie's
— HOME CARE —

Your house is your home.

A guide to home care



Martin loves to socialise with his carer, Lioba. He always has a cheeky joke at the ready when she visits!



Dr Floyd Gomes
Founder & CEO

A hello from Floyd

Welcome to learning more about home care! This booklet is designed to answer your questions and guide you through the process of making informed decisions about your wellbeing.

Named after my fiercely independent and awesome late parents, Mark & Sylvia, our home care company grew out of an intense desire to help older people live independently and safely at home.

We know how precious the relationship between an older person and their GP is.

That's why Mark & Sylvie's Home Care integrates healthcare and home care, enhancing the experience of our clients and strengthening the connection they have with their GP and medical team.

Working in this way, we can provide holistic, comprehensive care to those who wish to remain in their homes for as long as possible.

“Bringing home care and healthcare together leads to more thorough plans and ultimately better outcomes.”

Many of our clients enjoy receiving meals delivered directly to their home.



What is home care?

Home care provides a variety of personalised services that allow you to continue living comfortably and safely in your own home.

Government subsidised packages are available to assist you with medical care and activities of daily life. This might include transportation, meal assistance, home nursing and personal care.

Who is it for?

Australians who are at least 65 years old (or 50 years old for Aboriginal and Torres Strait Islander people) may be eligible.

A MyAgedCare assessment will determine if you qualify for a Home Care Package. We can help you arrange an assessment and take the next steps.

How can Mark & Sylvie's help me?

Maintain your independence at home

Continue enjoying your daily routines and activities in the familiar comfort of your own home.

Enjoy extra support

Gain peace of mind knowing someone is there to assist with daily tasks and medical support. Our local carers are invested in building a strong relationship with you.

Experience improved health and wellbeing

Receive personalised care that supports your physical and emotional wellbeing. We work with your GP to keep you well.

Why should I consider changing providers?

Many home care providers outsource their carers and administration to contractors. Not us.

Our local team of carers will be familiar faces you can count on. We take the time to listen to your needs and offer flexible packages that suit your lifestyle.

Mark & Sylvie's Helped Michael Beat The Odds

Living at home is the preferred choice of many older people who don't wish to move to a care facility.

Michael, a kind and quiet soul who lives alone in Hastings, was faced with a daunting reality: after suffering a fall and a hip fracture, followed by subsequent complications, he was told by his home care provider and rehabilitation staff that a residential care facility was his only option.

This news, coupled with the prospect of selling his beloved home, filled Michael with despair. However his fate turned a corner when he switched his home care provider to Mark & Sylvie's Home Care. "He told me several times that if I can't go home, then I don't want to live like that. I don't want to live anymore," recalls Mark & Sylvie's Victorian State Manager, Hilde Aschehoug.

After a lengthy hospital stay, Michael felt vulnerable. Mark & Sylvie's stepped in with a team of local carers, visiting twice daily to manage his oxygen, catheter, and medication. His home care manager also arranged for an electric bed and ramps to improve his mobility. Michael felt well looked after,

It's easy to switch to Mark & Sylvie's...

- 1 Send your existing provider a letter requesting transfer of service.
- 2 Notify MyAgedCare.
- 3 Enjoy healthy independence.

Flexible packages tailored to you. No strings attached.

knowing that his carers were just a phone call away.

Within two months, Michael was thriving at home, free from medical equipment. Now, he enjoys life at home, surrounded by his beloved garden. "He just misses driving," says Hilde, who helps him with groceries and errands.

Mark & Sylvie's Home Care, an approved provider of government funded Home Care Packages, is empowering older people like

Michael to live independently at home for as long as possible.

We're proud to have a presence in both Victoria and Queensland, operating across an ever-growing area.

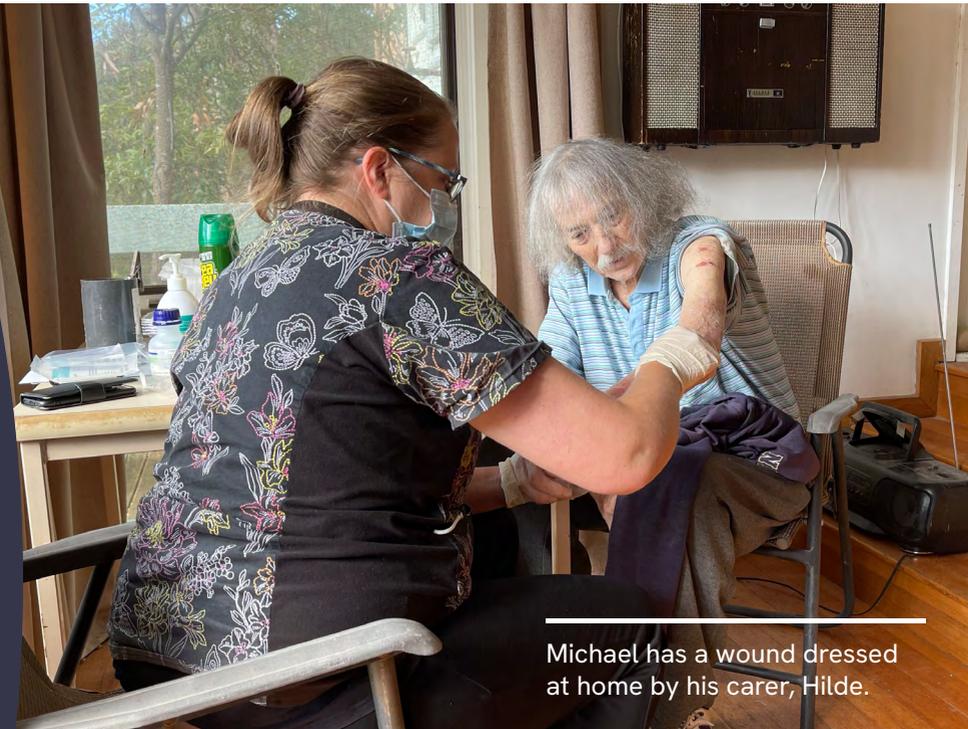
Mark & Sylvie's tailor care plans to each client's unique needs, collaborating with their GPs and healthcare team.

Our services include personal care, dementia support, telehealth,

home maintenance and transport assistance, just to name a few.

"Our goal is to keep clients comfortable at home," says Hilde, "But we can also help with transitioning to aged care, if needed."

For Michael, Mark & Sylvie's care has been life-changing. "He just wanted to be home," says Hilde. "It's the best feeling to help people live well."



Michael has a wound dressed at home by his carer, Hilde.



Combining healthcare and home care makes life much simpler, and keeps you well.

Integrated care

Mark & Sylvie's is unique among home care providers as we coordinate with your GP to ensure a seamless care experience. This integrated approach creates effective lines of communication and fosters better outcomes.

Together with your GP, we can be a really close team in your life, who share a common goal; to keep you well, out of hospital and living independently at home for as long as possible.

We offer flexible packages, tailored to your needs. This could include help with things such as home nursing, cleaning, cooking, gardening, shopping and transportation. You can rely on our local team, we're only a phone call away.



Self-Assessment Quiz

Consider each question & tick all that apply.

- Are you unhappy with your current home care provider?
- Do you find it challenging to complete daily tasks like bathing or dressing?
- Would you benefit from companionship and social interaction?
- Would you like assistance with managing medications or medical appointments?

If you ticked one or more boxes, Mark & Sylvie's Home Care might be a good fit for you. Contact us today to learn more.

Call 1300 888 256



If you're wanting to **change providers** or you're just getting started, please contact us for more information. We're always happy to answer any questions you may have.

Our local team of **qualified carers** are passionate about helping others. We're proud of our **care community** and regularly host social events for clients and staff to spend time together.

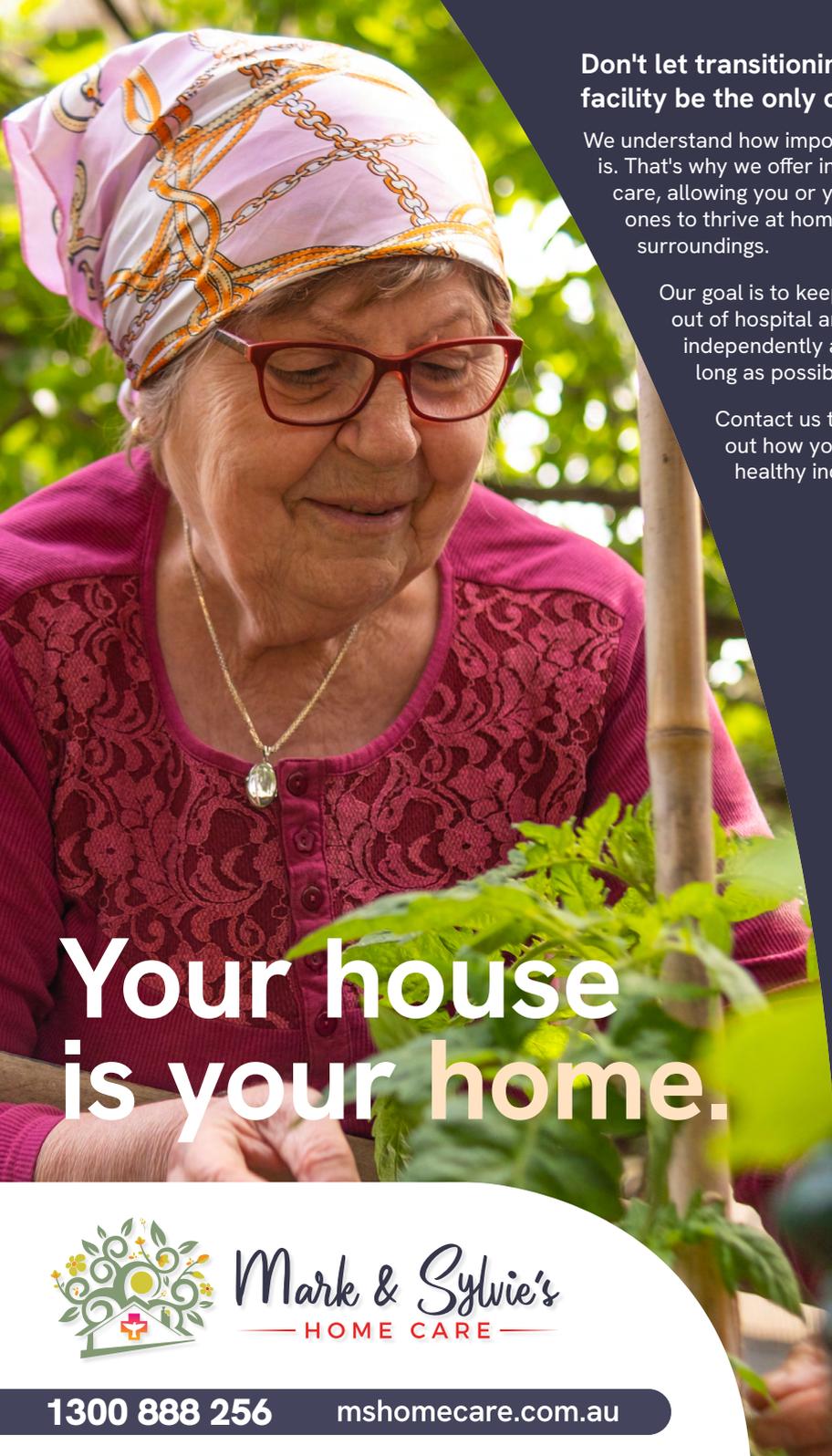
Hilde

Hilde Aschehoug, National Manager



Contact us today for a personalised discussion and assessment.

mshomecare.com.au



Don't let transitioning to a care facility be the only option.

We understand how important home is. That's why we offer integrated care, allowing you or your loved ones to thrive at home in familiar surroundings.

Our goal is to keep you well, out of hospital and living independently at home for as long as possible.

Contact us today to find out how you can achieve healthy independence.

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