

MIRAE AGED CARE CABRAMATTA PROPOSAL



INTRODUCTION – MIRAE AGED CARE CABRAMATTA

Dear Clients , Community Groups and Associations,

Mirae Aged Care Cabramatta Pty Ltd extends our warm greetings and sincere appreciation for your interest in our home care services.

Mirae Aged Care is a professional external care management provider and a registered NDIS provider (NDIS Registration ID: 4-GJ0K9ND).

Since 2018, we have supported hundreds of older Australians and individuals with disabilities, with a strong focus on:

- Flexible, client-centred care
- Culturally matched support workers
- Respecting the dignity and safety of care recipients

OBJECTIVES OF MIRAE AGED CARE

- Assess, plan, and coordinate personalised care services.
- Assist with complaints, service changes, and guidance on using care budgets effectively.
- Ensure confidentiality and respect the privacy rights of clients.
- Collaborate in recruiting and training staff from reputable RTOs (Registered Training Organisations).
- Prioritise the development of a bilingual support workforce: Vietnamese – English – Chinese.

SERVICES UNDER THE SUPPORT AT HOME PROGRAM

Service	Description
Care Management	Coordinating care, conducting regular assessments, and updating care plans.
Domestic Assistance	Cleaning, changing bed linen, laundry, and floor sanitation.
Personal Care	Showering, dressing, personal hygiene, skincare, and health monitoring.
Respite Care	Flexible respite care at home.
Social Support & Transport	Support with shopping, doctor visits, and community engagement (including transportation under 10km).
Meal Preparation	Assistance with preparing meals at home.
Wound Care & Medication Assistance	Clinical care by Registered Nurses (available for Level 4 clients).
Allied Health (OT/Physio/Dietitian)	Partnered with Complete Allied Healthcare to deliver a full range of therapeutic services at home.

STANDARD SAH SERVICE PRICE LIST (UPDATED 2025)

Services	Standards	Saturday	Sunday	Public holiday
Care Management	\$120.00	\$168.00	\$204.00	\$264.00
Domestic Assistance	\$78.00	\$109.20	\$132.60	\$171.60
Personal Care	\$83.00	\$116.20	\$141.10	\$182.60
Respite Care	\$78.00	\$109.20	\$132.60	\$171.60
Social Support individual + 5km	\$86.20	\$120.68	\$146.54	\$189.64
Meal Preparation	\$78.00	\$109.20	\$132.60	\$171.60
Transport/trip (50km)	\$70.00			

The pricing complies with the Support at Home price caps (as per the Department's official PDF)..

WHY CHOOSE MIRAE AGED CARE?

Transparent Contracts

No hidden terms or conditions.

Advance Payments Available

We can temporarily cover service costs if the client is unable to pay upfront.

Experienced Team

Our team has worked with providers such as Happy Living, ACCA, and Let's Get Care, and is well-versed in care coordination processes.

Internal Compliance Department

We ensure all operations comply with aged care regulations and the latest Support at Home standards.

Culturally Matched and Skilled Staff Network

We connect clients with bilingual and highly qualified support workers.

WHY CHOOSE EXTERNAL CARE MANAGEMENT (MIRAE)?

Criteria	Internal Case Manager	Mirae Aged Care – External CM
Transparency	May have conflicts of interest as they belong to the same provider	Completely independent – always advocates for the client’s interests
Cost	May include hidden or add-on costs	Clear pricing – no hidden terms
Advance Payment	Does not support advance payment without invoice	Can advance payment for external services if necessary
Service Connection	Limited to provider’s internal network	Broader network – can refer to reputable providers across Australia
Compliance & Audit	Dependent on internal management system	Has its own compliance and SAH advisory team

PARTNERSHIP FOR CLIENT REFERRALS

Mirae Aged Care Cabramatta is always open to:

- Signing collaboration agreements with Senior Associations, Community Organisations, Churches, Temples, and Non-Profit Organisations
- No commission fees required – just assistance in sharing information with the community
- Willing to organise community seminars to guide how to use the Home Care Package and register for Support at Home (SAH)

MANAGER TEAM – MIRAE AGED CARE CABRAMATTA

1. Jacqueline Dao – Managing Director

- Diplomas in Counselling, Business, Accounting, and Marketing
- Certificate IV in Ageing Support & Disability
- Over 15 years of experience in the care and training sectors
- Ensure compliance with Aged Care Quality Standards, NDIS Practice Standards, and regulatory requirements
- Manage organisational governance, risk management, and quality assurance systems
- Lead workforce planning, recruitment, training, and performance management
- Establish and maintain partnerships with approved providers, allied health professionals, and community organisations

2. Van Si Nguyen – HR & WHS Manager/ Managing Director

- Bachelor of Computing
- Oversees staff documentation, rostering, risk assessments, and compliance monitoring

CONTACT INFORMATION

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