





our services

Platinum Healthcare provides you with the assistance and support you need to live your life independently. We provide home care services to the elderly, house bound, the physically challenged and children and adults with special needs.

Our quality care is available for those with short or long term needs—a few hours or ongoing care.

Our team are multi-skilled and provide caring, nursing and cleaning services. These include, but are not limited to, the following: High care services, personal care assistance, palliative care services,

social support services, transport, domestic duties and medication prompts.

These professional services are offered in a highly discrete manner ensuring that privacy and dignity are respected at all times.

We understand that each person is unique with specific needs. Rather than insisting on a 'one size fits all' approach, Platinum Healthcare has built a culture of flexibility where adapting to your needs is paramount.

For a confidential discussion about your specific needs, contact Platinum Healthcare today.





the difference

Platinum Healthcare was founded on a commitment to superior levels of client-centred service. In order to deliver the highest quality care to Platinum Healthcare clients, a significant emphasis is placed on the character, expertise and experience of our staff, and the processes and systems by which our team are coordinated.

Platinum Healthcare's focus on recruiting and human resources allows us to employ the most qualified and

experienced staff in the industry. The importance we place on warmth and professionalism also ensures our clients have an enjoyable experience.

Through our attention to finding the best people in their field, our clients receive personalised, discrete and timely service from staff of the highest standard.



our staff

Platinum Healthcare was created with a focus on attracting & retaining high quality staff because we realise this is the only way our clients will receive a great service. This has resulted in our un-wavering commitment to employ the most qualified & experienced staff in the industry. We don't employ people looking for a hobby, or people just looking to find any job, we carefully screen every applicant to ensure they will be a good fit for our team and our clients.

This process ensures you will always receive a great quality service from a qualified, experienced staff member.

Enforcing strict quality controls means that every carer in our organisation has a relevant qualification (like a Certificate III in Aged Care) or is a nursing student (at least 2nd year) whilst also having practical experience in this industry, so can rest easy knowing that you're in good hands. All staff also have a current National Police Clearance Certificate and where applicable a current Working With Children Check.

And knowing that happy staff means happy clients, here's what some of our staff had to say about working with Platinum Healthcare.

"I like the flexible hours, the friendly staff, the variety of work and the choice of hours."

"Chance to meet lots of clients with differing needs."

"Support from the Platinum Healthcare office. Praise and appreciation for carers."

"I enjoy working with the clients. Most are truly grateful for any help you provide."

"Treated like a person and not a number."







client-centred service

Our commitment to providing an exceptional service to all of our clients is central to everything we do at Platinum Healthcare. Working in an environment of change on an hourly basis has its challenges, however the creation of exceptional systems and procedures

enables us to deliver flexibility and consistency in the services we provide. The result is happy clients, as you can see from some of these testimonials (opposite) from some of our corporate and private clients.

"...beautiful personality and nothing was too much trouble. (her) cheery disposition was very welcome at a difficult time"

"Extremely happy. We have *never* had a carer like (her). She had a genuine interest and interacted with him continually"

"...a wonderful group. Willing, careful, charming, friendly, and good workers"

"we love ringing you as we know we will get the service"

"Very professional, polite, and remarkably quick to return calls... (he) is a credit to your organisation"

"Staff (were) very receptive and flexible in attitude. Good feedback about clients when requested."

"I have found dealing with Platinum Healthcare to be extremely easy. Phone calls and e-mails are always followed up promptly and professionally."

"(he) is a very professional and confident support worker."

"All staff I have dealt with over the phone have been very helpful, polite and friendly. Nothing is too much trouble for them. It is always a pleasure to call."

"...clients say the workers are very thorough and helpful. They also show initiative by not having to be prompted with tasks"

transitional care

At Platinum Healthcare we understand the needs of our clients vary and these needs sometimes change. For this reason we have developed our Transitional Care Program to constantly monitor the needs of our clients. This enables us to provide feedback and recommendations regarding the level, frequency or nature of the services best suited to individual clients. As the nature of services required changes, you can be comfortable knowing that Platinum Healthcare's staff are committed to providing the right level of care for your individual needs, whatever they may be.

For a personalised assessment of your needs or to find out more about our Transitional Care Program please contact Platinum Healthcare on (08) 9470 4075 or visit our website at www.platinumhealthcare.com.au.







Platinum Healthcare comprising:



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