



ROSEWOOD GARDENS

# Helping you and your family find the right Aged & Disability Care solution for the future

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Excellence in Aged & Disability Care · Melbourne & Sydney

## A trusted Aged & Disability Care provider — wherever you call home

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Rosewood Gardens is a registered provider of Support at Home, NDIS and TAC services delivering personalised care built on trust, dignity, safety and genuine human connection.

Across Melbourne and Sydney, we provide compassionate, clinically guided support tailored to the unique needs of each individual and family — helping people live with greater safety, comfort, independence and confidence in the place that suits them best.

We are committed to providing thoughtful, reliable Aged & Disability Care that helps every person feel safe, respected, empowered and truly cared for.

### Rosewood Gardens provides care and support:



#### In your own home

Personal care, nursing support, domestic help and companionship where you live.



#### In the community

Social connection, outings, transport and community participation.



#### At a place of your choice

Support arranged around your life, your routine and your preferences.



#### Within our purpose-built residence

Our Ashburton Aged & Disability Residential Care residence, with care available 24 hours a day.

## Care that feels like family

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Support you can rely on, delivered with warmth, respect and consistency.

### Clinical support, around the clock

Registered nursing is available onsite 24/7 at our Ashburton residence, with on-call phone support for home care clients.

### Experienced, caring team

Nurses and carers who treat you like family.

### Personalised care plans

Built around your life, routine and comfort.

### Trusted by families

Supporting families across Melbourne and Sydney.

## Why families choose Rosewood Gardens

**Personal, ongoing support.** You're always heard, understood and supported — we take the time to understand you, so your support truly makes a difference.

**Regular Care Manager check-ins.** Ensuring your care evolves with your needs.

**Simple, direct communication.** The right support, when you need it.

### How your support works

- **Care Partner** — your first point of contact
- **Care Manager** — ongoing support and care planning
- **Operations Manager** — ensuring everything runs smoothly

**Genuine care, every day.** A safe, supportive environment where you feel comfortable, reassured and truly cared for.

# Support at Home

Live safely. Live comfortably. Live your way.

## What Support at Home means

Support at Home is an Australian Government aged care program that helps you continue living safely and independently at home.

It provides practical, day-to-day support tailored to your needs, so you can stay in familiar surroundings while receiving the right level of care.

## Services we provide

|                                 |                                                                                                                   |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Clinical & health support       | Nursing care · Allied health services · Medication support · Health monitoring                                    |
| Personal & independence support | Personal care assistance · Daily living assistance · Social & community activities · Mobility & transport support |
| Home & daily living support     | Domestic assistance · Meal preparation · Household help · Daily living support                                    |

The right care, at the right time, in the right place.

## Funding & support structure

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Support at Home funding is designed to be simple, flexible and tailored to your needs.

- Funding is based on your individually assessed care requirements
- Services are delivered through a personalised care plan
- Contributions may apply depending on your circumstances
- Additional support, such as home modifications or assistive technology, may be available under the program rules

### Guidance every step of the way

We guide you through the entire process — from understanding your funding to setting up the right support. Our focus is to make things clear, manageable and tailored to you and your family.

#### What this means for you

- Clear explanation of your funding and options
- Support in setting up the right services
- Practical guidance on using your budget effectively
- Ongoing support as your needs change

### Flexible support options

Support can be ongoing or short-term, depending on what you need.

## How support is structured

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Flexible support aligned to your care needs.

### Ongoing support

Regular care delivered through a personalised plan that adapts over time.

### Short-term support

Targeted support to help you recover, adjust or prepare for changes:

- Assistive technology & home modifications
- Restorative care
- End-of-life support

## How funding works

### Assessment

Based on your assessed care needs

### Care plan

Budget allocated to support your services

### Ongoing support

Reviewed and adjusted as your needs change

**From lower to higher support,  
we are with you every step of the way.**

Support adjusts as your needs change — reassessment through My Aged Care where a higher classification is needed.

## Our services

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Comprehensive, person-centred support across three areas of care, delivered with warmth, dignity and clinical oversight wherever you call home.

### Health services

Nursing care & management · Allied health services · Medication management · Nutrition management · Care management

### Personal support services

Assistance with self-care & daily living · Assistance with self-administration of medication · Mobility & social support

### Home support services

House cleaning · Shopping assistance · Transport · Gardening · Lawn mowing

## Participant contributions

Your contribution is based on your income and personal situation — simple, clear and tailored to you.

### What this means for you

- Clinical supports have no participant contribution
- Some other services may have no contribution; others may require a partial contribution
- Your contribution is based on your income and personal circumstances, determined under government rules
- From 1 October 2026, approved personal care has a 0% participant contribution, subject to your support plan and available budget

Care begins with trust.

# Disability Support Services

Practical support. Meaningful participation. Respectful care.

Rosewood Gardens is a registered NDIS provider offering tailored support, including psychosocial support, to people with disability in your home, in the community, within our purpose-built residence and in SIL settings where we deliver support services.

We are committed to creating safe, inclusive and empowering environments where participants can thrive. Our services are designed to meet the unique needs of each individual, ensuring they have the support to live life to the fullest.

## About the NDIS

The National Disability Insurance Scheme (NDIS) supports eligible Australians under 65 who live with a permanent and significant disability. The NDIS provides funding for reasonable and necessary supports to help participants:

- Achieve personal goals
- Increase independence
- Build capacity
- Improve quality of life

## How we support you

We work alongside participants, families, Support Coordinators and Local Area Coordinators to deliver consistent, person-centred services aligned with your NDIS plan.

## Personalised NDIS support for people with disability

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Whether you need early intervention or ongoing support for physical, intellectual or psychosocial disability, we work with you to build a team that respects your independence.

### Expert care planning

No-obligation consultations with our clinical team to align support with your specific NDIS goals.

### Caregiver matching

We pair you with support workers who suit your personality and interests, for a genuine connection.

### Seamless coordination

We work closely with Support Coordinators and Plan Managers to ensure smooth service delivery.

### Goal achievement

Tailored support designed to help you reach your short-, medium- and long-term goals.

Where practicable, we introduce your proposed team  
before regular supports begin.

## High-intensity & complex care capability

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Rosewood Gardens is clinically structured to support participants with elevated and complex support needs, including chronic medical conditions, neurocognitive disorders, dementia-related disability, behavioural complexities and significant functional impairment.

- High-intensity personal care and complex daily living support
- Medication administration and clinical monitoring
- Wound care and continence management
- PEG feeding and specialised nutrition support
- Diabetes management and health monitoring
- Behaviour support in line with individual needs and plans
- Community access with structured supervision
- Assistive technology and environmental safety modifications
- 24/7 nursing support where clinically required and funded
- SIL support services in shared and individual homes
- Assistance with daily living · Transport assistance

Workers are trained and assessed for the tasks they are assigned, in line with the person's plan, relevant practice standards and our procedures. Through structured supervision, proactive risk management and clinical governance matched to each person's assessed needs, we deliver safe, stable and person-centred support across all care environments.

# Rosewood Gardens — Melbourne residence

Aged & Disability Residential Care in Ashburton

Rosewood Gardens' Ashburton residence delivers high-level Aged & Disability Residential Care within a secure, clinically governed environment. It is a privately operated residence, regulated under Victoria's Social Services regulatory framework.

Designed to feel like home, our residence blends independence, dignity and privacy with continuous professional oversight — supporting individuals who require structured daily assistance or complex care.

Residents enjoy landscaped rose gardens, welcoming indoor atrium spaces, comfortable shared lounges and thoughtfully appointed private rooms with ensuite options. Freshly prepared, nutritionally balanced meals are served daily.

Registered nursing is available onsite 24/7, supported by enrolled nurses — with proactive health monitoring and consistent, relationship-based care.

## Comprehensive care options

- 24/7 nursing and clinical care
- High-intensity NDIS supports
- NDIS support in SIL-funded arrangements
- Approved care funding used on site, confirmed individually before admission
- TAC-supported care
- Specialist dementia care
- Respite and palliative care
- Ageing-in-place continuity

This integrated model allows residents to move between levels of care with careful planning and consent — minimising disruption and unnecessary relocation.

## Fees and funding at the residence

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**The minimum total fee is \$225 per day.** This includes \$75 per day for accommodation and meals, with the remaining amount covering the minimum care arrangement. We do not offer accommodation and meals alone. Eligible care supports may be funded through an approved NDIS, TAC or aged-care arrangement; private clients pay a minimum of \$225 per day. Additional one-to-one or higher-intensity support is assessed and priced separately.

**No lump-sum accommodation bond** — no RAD, no DAP. The applicable daily fees, any advance payment, notice period and other charges are set out in the Residential Services Agreement before admission.

Care funding at the residence is confirmed individually before admission. Only supports that remain eligible, approved and available under the relevant program or scheme can be used. Government or scheme funding applies to approved care services only — accommodation and daily living expenses, including meals, are always privately payable.

All admissions are subject to assessment, funding confirmation, service suitability and availability. We tell you honestly what your funding covers before you decide.

Families gain peace of mind knowing their loved ones are supported in a clinically supervised residence designed for long-term safety and dignity. Ask us for a written quote at your tour — no surprises.

## What makes Rosewood Gardens different

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“Where care, comfort and community come together.”

### Clinical excellence onsite

Registered nursing available onsite 24/7 at our residence, delivering consistent, professional care and support.

### Guidance through funding & paperwork

Clear support to help you understand funding, contributions and care options, with guidance at every step.

### Familiar faces

We roster a familiar small team wherever possible, building trust, comfort and strong relationships with residents and families.

### Continuity of care across every stage

Support that continues across home, community and residence, coordinated with you as your needs change.

### Real people, not a call centre

A coordinated local team with a named contact who knows you and your needs.

### Safe, supportive environment

A thoughtfully designed environment that prioritises comfort, wellbeing and peace of mind.

### Lifestyle & wellbeing programs

Daily activities and social programs designed to support connection, purpose and enjoyment.

## Care model, compliance & care management

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Rosewood Gardens delivers personalised, person-centred care across your home, the community and our Ashburton residence.

**Our model is simple:  
the right care, at the right time, in the right place.**

Whether support is needed for a few hours a week or within a more structured environment, our focus remains the same — personal care, clear guidance and continuity you can trust.

*The first thing we do is explain. Not to sell you anything, but to guide you.*

### **Governance & compliance**

Strong governance underpins everything we do, ensuring care is safe, consistent and accountable. Our services align with:

- The Strengthened Aged Care Quality Standards and applicable Support at Home program requirements
- The NDIS Practice Standards
- Victoria's Social Services regulatory framework — the Social Services Regulation Act 2021 (Vic), the Social Services Regulations 2023 and the Social Services (Supported Residential Services) Regulations 2024, including the Social Services Standards

## What this means for families

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- Clear explanation of available funding and service options
- Support understanding contributions and approved services
- Practical guidance on using your budget effectively
- Help preparing for changes in health, mobility or support needs

Care begins with trust.

## Care management

Every client is supported by dedicated care management, focused on consistency, clarity and personal support.

- One-to-one care oversight
- Ongoing monitoring and coordination
- Clear communication with families
- Timely reviews as needs change

Care management ensures your services remain aligned, responsive and consistent.



Choosing care can feel overwhelming.  
We are here to guide you and your family every step of the way  
to find the right care solution for the future.

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