**The name and description of the company:**

AusNew Home Care is a company that provides professional, reliable, and personalized home care services and mobility products to customers across Australia. The company offers NDIS and aged care sponsored services, as well as disability and aged care accommodation solutions.

**The types and features of the services and products offered by the company:**

The company offers a variety of services and products to meet the diverse needs and preferences of its customers, such as:

* Personal care services: These include assistance with daily living activities, such as bathing, dressing, grooming, toileting, feeding, medication management, and more.
* Home maintenance services: These include assistance with household tasks, such as cleaning, gardening, laundry, shopping, cooking, and more.
* Transport services: These include assistance with accessing the community, such as attending appointments, social events, recreational activities, and more.
* Mobility products: These include devices and equipment that enhance the mobility and comfort of the customers, such as walkers, wheelchairs, scooters, lift chairs, beds, mattresses, cushions, toilet seats, bidets, massagers, and more.

**The benefits and eligibility criteria for the NDIS and aged care sponsored services:**

The company provides NDIS and aged care sponsored services to customers who are eligible for these government-funded programs.

**The benefits of these services include:**

* Reduced or no out-of-pocket costs for the customers
* Increased choice and control over the services and products they receive
* Improved quality of life and independence for the customers

**The eligibility criteria for the NDIS sponsored services are:**

* The customer must be an Australian citizen, a permanent resident, or a New Zealand citizen who holds a Protected Special Category Visa
* The customer must be under 65 years of age
* The customer must have a permanent and significant disability that affects their ability to participate in everyday activities

**The eligibility criteria for the aged care sponsored services are:**

* The customer must be an Australian citizen, a permanent resident, or a New Zealand citizen who holds a Protected Special Category Visa
* The customer must be 65 years of age or older, or 50 years of age or older for Aboriginal and Torres Strait Islander people
* The customer must have a need for help with everyday tasks due to age-related changes or health conditions
* The contact details and locations of the company: The company can be contacted through the following channels:

Phone: 1300 886 886

Email: info@ausnewhomecare.com

Website: https://ausnewhomecare.com/

Facebook: https://www.facebook.com/ausnewhomecare/

The company has offices and warehouses in Sydney, Melbourne, Brisbane, Perth, and Adelaide. The company also delivers its products nationwide through its online store.

**[FAQs]**

* **Where Are You Based?**

We are an Australian Company. Our Head Office is based in Sydney and ship our products to customers from our Distribution Centres located across Australia

* **Do You Accept Payments from NDIS?**

We are an NDIS Registered Provider and do Accept payments made via the NDIS.

If you would like to make a purchase using your NDIS funds, please choose the NDIS Funding option at checkout.

Make sure you choose the correct NDIS funding method:

👉 Self-managed

👉 NDIA agency managed

👉 Plan managed

Once you choose your preferred NDIS payment method, we will send you an Invoice (for plan-managed and self managed) or submit a claim to the NDIS (for NDIA managed).

Orders will be dispatched as soon as payment is received.

* **I Am An NDIS Participant and I Manage My NDIS Funds. How Do I Pay?**

Upon Checkout, make sure you choose the NDIS Self Managed option for payment.

An invoice wil be sent via email to you with further instructions

If there are details missing that we require for NDIS, our admin team will call you the next day to confirm.

* **I Am An NDIS Participant and I Have an NDIA agency managed plan. How Do I Pay?**

Upon checkout, you will receive an email to confirm your NDIS details.

Thereafter, we will put through a claim to the NDIS on your behalf for payment.

Once payment has been received, we will Post your product t to you.

* **I Am An NDIS Participant and I have a Plan Manager. How Do I Pay?**

You will provide the details of your plan and whoever manages your plan.

We will then send the Invoice to the Plan manager, where they will process NDIS claim on your behalf.

* **What Other Payment Methods Do You Accept?**

We Accept the following payment methods:

👉 All Credit Card Payments (eg Visa, Mastercard, Amex, Diners etc)

👉 Paypal

* **When Will My Product Arrive?**

Orders may Take Up to 2-3 BUSINESS DAYS to be Processed. Usual Delivery Transit Times are between 2 to 10 BUSINESS DAYS depending on delivery address location (e.g. regional, rural or city).

* **I Ordered Multiple Items but Only Received Partial. Where are my other items?**

We store Multiple products in Several Different Distribution Centers Across Australia, thus you may receive the Products Separately.

* **How can I track my order?**

You will receive a Shipment Confirmation email or SMS once your order has been dispatched containing your tracking number(s). The tracking number will be active within 24 hours.