

About us.

CareChoice has been providing complex 24/7 care and support for individuals with high intensity support needs since 2007. Our highly skilled and dedicated team includes Support Workers, Registered Nurses, Behaviour Support Practitioners and a Senior Clinical Practice Advisor. All complex programs at CareChoice have a dedicated Team Leader to oversee the program and ensure the delivery of comprehensive, safe, and individualised supports.

Our areas of expertise

The CareChoice team have extensive experience supporting clients with multiple and complex conditions such as:

- Acquired and traumatic brain injury
- Visual and hearing impairment
- Forensic Mental health
- Mental Health and complex behaviours of concern
- Dementia
- Autism Spectrum Disorder
- Down Syndrome
- Cerebral Palsy
- Multiple Sclerosis
- Motor Neurone disease
- Huntington's disease
- Muscular Dystrophy
- Stroke
- Spinal cord injuries
- Physical impairment/mobility issues
- Intellectual disabilities
- Complex and rare genetic disorders

A registered provider of NDIS, TAC and WorkSafe services

CareChoice is a registered and accredited provider with the National Disability Insurance Scheme (NDIS), the Transport Accident Commission (TAC) and WorkSafe. This experience affords clients and their families peace of mind, as under the conditions of both NDIS, TAC and Workplace registration, CareChoice is required to meet stringent practice and compliance standards and adhere to a strict code of conduct.

Find out more.

Contact our experienced team today to learn more about our services.

📞 1300 737 942
🌐 carechoice.com.au

- facebook.com/carechoicenaus
- instagram.com/carechoicenaus
- linkedin.com/company/carechoice
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Enquire today



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Experts in Complex Care.



Find out more at carechoice.com.au
or call our friendly team on 📞 1300 737 942



The CareChoice difference.

CareChoice takes care further, through the provision of additional services for 24/7 complex care clients, at no additional cost to you. These include:

- A comprehensive review of your NDIS plan to ensure you are accessing all available funding and supports available to you
- Nutritious meal planning
- Full activity scheduling
- Management of medications
- Assistance with cleaning
- 24/7 staffing support through our Support Worker Liaison Officers
- Flexible staffing ratios 3:1, 2:1, 1:1, 1:2 as required in line with your funding and changing needs

- Preparation and submission to the NDIS of SIL and roster of care documentation
- 24/7 phone line with 4 levels of escalation
- A Clinical Practice Advisor to oversee programs where complex behavioural needs are present
- Regular care team meetings conducted with all wrap around support providers including your allied health team
- Neighbourhood relationship building, where SDA is required.



CareChoice is an experienced provider of complex 24/7 programs of support.

CareChoice acknowledges that truly understanding your goals and aspirations is integral to the delivery of comprehensive care and support. We understand that everyone’s goals are different and the rate at which they will be achieved will vary from person to person. We work with you to develop a goal-orientated plan that we will monitor, to track your progress. We understand that even small gains can increase motivation, confidence and emotional wellbeing and our staff are here to help you every step along the way.

Complex Care – we are here to help every step of the way.

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We work alongside your care team

Clients with multiple and complex support needs are often assisted by an extensive care team that may comprise medical specialists, Behaviour Support Practitioners, Speech Therapists, Occupational Therapists and General Practitioners. The CareChoice team works alongside your care team to promote your optimal health and wellbeing.

Our ability to support specialist accommodation needs

CareChoice has established partnerships with SDA Options and a range of other providers of Specialist Disability Accommodation (SDA). We can support you to find a compatible housemate and secure your forever home in a modern, 1, 2, or 3 bedroom home.

Our communication with you

CareChoice understands the importance of keeping you informed of any changes or developments that may impact your care/supports – things such as a change in staffing, changes to your funding or a change in the people you may share a home with. We also understand the importance of providing information to you in a manner that you will find easy to understand.



Our approach to continuous quality improvement

CareChoice seeks to actively pursue and demonstrate continuous quality improvement in all we do, so that you experience the benefits of improved services, systems and processes that promote the best possible outcomes. This approach encompasses a strong clinical governance and risk management framework, maintaining accreditation with relevant national and state governance and compliance bodies, regular service reviews and the development of quality improvement plans and actively seeking feedback from clients, families and staff through annual surveys. CareChoice is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability.

A dedicated care team

When it comes to providing supports for clients with multiple and complex needs, CareChoice does not just recruit staff with appropriate qualifications and skill. We look for staff with ‘heart’ – those who are aligned with our vision, mission and values and genuinely want to help others to be their best. All staff are CareChoice employees, we do not ‘broker’ staff or use agency staff, that way we can ensure thorough oversight of services, ongoing mentoring, regular supervision and annual performance appraisals.

All CareChoice Support Workers have:

- ▶ A Certificate III or IV in Individual Support/Disability or Aged Care
- ▶ A Working with Children’s Check
- ▶ Current certification in First Aid and Basic Life Support (CPR)
- ▶ A NDIS Worker Screening Check
- ▶ Thorough personal and professional reference checks
- ▶ Undergone a comprehensive orientation and induction program

In addition, our Nurses and Allied Health professionals are registered with the Australian Health Practitioner Regulation Agency (AHPRA).

As a 24/7 complex care client you will have a dedicated Team Leader assigned to your program. Your Team Leader is a senior Support Worker or Allied Health professional with extensive experience in the leadership of complex care programs. Your Team Leader is your ‘go-to’ person, a resource and point of escalation for you and/or your family and care team.

Staff training

CareChoice understands the importance of consistency and reliability of Support Workers who know and understand your support needs, so you receive the very best of care and support at all times and your routine is maintained. We take great care in not only recruiting the right staff for your program, but supporting them through client-specific training to understand your individual support needs. This may involve interaction with members of your care team to learn about your specific disability, associated health condition/s, provision of daily supports, emergency management plans, manual handling and safe transport.

Additionally, all CareChoice staff undergo mandatory training in:

- ▶ First Aid
- ▶ Basic Life Support (CPR)
- ▶ Infection control
- ▶ Manual handling
- ▶ Medication management

Our Complex Care Client Journey.

Step 1.



Contact our friendly **Client Engagement Team** and inform us about your specific complex support needs.



Your dedicated **Client Engagement Manager** will assess your information and consult with your treating care team and significant others to ensure we have all relevant information.



You will have the opportunity to meet your **care team**, inclusive of your own dedicated Team Leader.

Step 2.



Meet with our **Manager of Client Engagement** and your dedicated **Client Engagement Manager**.



With your input, we will tailor an **individualised support plan** & roster of care, ensuring all your specific needs addressed.



Your care team will **receive training** specific to your support needs, so they know how best to support you safely.

Step 3.



Tell us about your **individual support goals** and desired outcomes and your preferences for Support Workers.



Our **Funding Manager** will review your NDIS (or other) plan to ensure you receive the maximum supports available to you.



Once you are happy with your support plan, individual goals and care team, we will provide a **service agreement** for you to sign.



Share your **health information** with us so we can assist in all aspects of your support.

Step 4.



Our talented recruitment and rostering team will hand-pick appropriately skilled **Support Workers** for your program, ensuring your specific preferences are met.



Your **supports commence** inclusive of a comprehensive orientation and induction for your care team.



Our dedicated customer Experience Manager will regularly seek **your feedback** to ensure our service levels are of a high standard and opportunities for improvement are captured and acted on.