



Rapid Hospital Discharge Program

Our Rapid Hospital Discharge Program at Supported Care assists patients with disabilities who are clinically ready for discharge from the hospital. We facilitate their transition into Short, Medium, or Long Term Accommodation. Supported Care collaborates with Queensland Health to secure transitional funding for community placements until long-term NDIS supports and funding are in place. This accommodation may include an apartment, townhouse, or house, but not an aged care centre or group home. Within this setting, we provide 24-hour support tailored to each individual's needs.

While delivering continuous care and support, our dedicated team focuses on finding a long-term accommodation solution, or as we like to call it, 'a forever home'.



Our experienced team of disability professionals will:

- Manage the discharge and transition process back into the community
- Source suitable Short, Medium or Long-Term Accommodation and provides 24-hour support from a team of trained support workers
- Develop person-centred support plans to meet each individual's needs written by our registered nurse
- Ensure individual goals are captured and monitored within a person's support plan
- Partner with other professionals and allied health team to assist with NDIS plans and funding requirements

Patient Journey



#1. DETERMINE SUPPORT NEEDS

Hospital staff provide assessments and health plans or identify a contact person who can assist in providing information about the patient.



#2. DISCHARGE PLANNING

The Supported Care Support Coordinator facilitates a case conference and discharge planning meeting with the patient, family, and clinical team in person or via video conference.



#3. (RHDP) QUOTE PREPARED & SUBMITTED

A support quote is submitted to the Rapid Hospital Discharge Program Coordinator, that is consistent with the National Disability Insurance Agency (NDIA) price guide for approval.



#4. BUILD SUPPORT MODEL & STAFF TEAM

The support team is trained and rostered to provide 24-hour supports.



#5. ACCOMMODATION

Supported Care has access to a range of properties and allocates the customer to the most appropriate option according to participants needs and location.



#6. DISCHARGE & SUPPORTS COMMENCE

The customer is discharged from the hospital into Medium Term Accommodation with Supported Care providing full coordinated supports.



#7. PLANNING TOWARDS A FOREVER HOME

The Supported Care team in collaboration with the Support Coordinator, the person, and their support network, continues to prepare for moving into their 'forever home'. This may be to a Specialist Disability Accommodation (SDA).

Fees

Price limits vary based on the day of the week, the complexity of needs, and the staff-to-individual support ratio. Supported Care fees are based on the NDIS Pricing Arrangements and Price Limits 2024-25.

Services Fees

Activities of Daily Living 1:1 + Sleepover

ITEM NAME (STANDARD)	RATE	ITEM NAME (COMPLEX & HIGH INTENSITY)	RATE
Activities of daily living Weekday Standard 1:1	\$1.408,80	Activities of daily living Weekday Daytime Complex 1:1	\$1.500,64
Activities of daily living Saturday Standard 1:1	\$1.807,68	Activities of daily living Saturday Complex 1:1	\$1.932,32
Activities of daily living Sunday Standard 1:1	\$2.248,00	Activities of daily living Sunday Complex 1:1	\$2.408,48
Activities of daily living Public Holiday Standard 1:1	\$2.688,16	Activities of daily living Public Holiday Complex 1:1	\$2.884,64

Patients may qualify for reduced rates with shared support arrangements, provided that suitable vacancies are available.

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Fees

Services Fees

Activities of Daily Living 1:2 + Sleepover

ITEM NAME (STANDARD)	RATE	ITEM NAME (COMPLEX AND HIGH INTENSITY)	RATE
Activities of daily living Weekday Standard 1:2	951.29	Activities of daily living Weekday Daytime Complex 1:2	1017.41
Activities of daily living Weekday Saturday 1:2	1238.48	Activities of daily living Saturday Complex 1:2	1328.22
Activities of daily living Sunday Standard 1:2	1555.51	Activities of daily living Sunday Complex 1:2	1671.06
Activities of daily living Public Holiday Standard 1:2	1872.43	Activities of daily living Public Holiday Complex 1:2	2013.89

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Fees

Services Fees

Activities of Daily Living 1:3 + Sleepover

ITEM NAME (STANDARD)	RATE	ITEM NAME (COMPLEX AND HIGH INTENSITY)	RATE
Activities of daily living Weekday Standard 1:3	791.30	Activities of daily living Weekday Daytime Complex 1:3	848.24
Activities of daily living Weekday Saturday 1:3	1038.61	Activities of daily living Saturday Complex 1:3	1115.89
Activities of daily living Sunday Standard 1:3	1311.61	Activities of daily living Sunday Complex 1:3	1411.11
Activities of daily living Public Holiday Standard 1:3	1584.51	Activities of daily living Public Holiday Complex 1:3	1706.32

Supports Offered

Through our nurse-led, customised approach, we empower our clients to manage their conditions and maintain their chosen lifestyle. We can support customers with:

- Tracheostomy & ventilation management
- Epilepsy & emergency midazolam administration
- Diabetes management & insulin administration
- PEG/PEJ management
- Urinary catheter management
- Stoma management
- Medication management
- Mental health
- Wound care & pressure area management
- Palliative care
- Challenging behaviour, behaviour support, and more.



Responsibilities

Supported Care agrees to:

- Treat you with courtesy and respect, champion your legal and human rights, and respect your culture, diversity, values, and beliefs.
- Provide services free from violence, abuse, neglect, exploitation, or discrimination.
- Communicate openly and honestly in a timely manner and protect your confidential personal information.
- Adopt a person-centred approach, supporting informed decision-making.
- Support you to access and choose other services, including advocates, interpreters, translators, and alternative SIL providers if needed.
- Provide responsive and coordinated approaches to meeting your needs, considering individual and group requirements when necessary.
- Ensure fair and prompt resolution of disputes between parties, always in the best interests of the Participant.
- Assist each other in providing data to fulfill external reporting obligations.
- Maintain open and transparent communication channels between the Parties to address issues promptly.
- Involve you in decisions about your supports and provide written information about the types of support offered.
- Involve families, natural support networks, or guardians/administrators at the Participant's discretion.
- Assist you to contact your agency/departmental contacts when needed.
- Have all necessary insurances to provide supports and fulfill obligations under Workplace Health and Safety legislation.
- Declare any conflicts of interest and notify you immediately of any significant incidents or accidents.
- Assist you to find alternative accommodation if needed and support you in accessing emergency/disaster supports.
- Notify you of any changes to contact details or the agreement and provide supports in compliance with legal requirements and professional standards.

SUPPORTED CARE
**Rapid Hospital
Discharge Program**



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