

COMPLEX CARE JOURNEY

— Your Journey. Our Commitment. Better Together. —

At Aussie Hope Blooms, we make complex care simple, personal and empowering.
We walk beside you every step of the way to deliver safe, compassionate and high-quality support.

1 Getting to Know You



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 team and significant others to ensure we have all relevant information relating to your current treatment/support.



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

2 Planning Together



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.

3 Setting Goals & Starting Supports



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 including community access, nursing & behaviour support, specialist accommodation etc.

4 Delivering with Care & Continuous Support



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.



We're with you all the way

We communicate openly, listen carefully and work in partnership with you, your family and your care team. Your wellbeing, choice and goals are at the heart of everything we do.



Dedicated Team Leader
Your go-to person for guidance, support and peace of mind.



Qualified & Trusted Staff
Fully qualified, screened, trained and committed to your wellbeing.



24/7 Care & Clinical Oversight
RN oversight every day + after-hours clinical support when needed.



Goal Focused Support
We support your goals, independence and quality of life.



Continuous Improvement
We review, listen and improve every day.



Partnering With You & Your Team
Together, we create the best outcomes for you.