

## 24-hour complex care at home, delivered by nurses and support workers who treat people like family.

Complex Care Continuum supports NDIS participants whose needs go beyond standard support work: high-intensity daily personal activities, community nursing, supported independent living, respite, and the transition from hospital to home. One team, one roster, clinical oversight on every shift.

### Registration groups

0104 High Intensity Daily Personal Activities

0114 Community Nursing Care

0107 Assistance with Daily Life

### Clinical supports we deliver

- PEG and enteral feeding; dysphagia and modified-texture mealtime plans
- Tracheostomy care; invasive and non-invasive ventilation; oxygen
- Seizure management and emergency medication; diabetes and insulin
- Complex wound care; pressure injury prevention
- Urinary catheter, continence assessment and bowel care
- Subcutaneous injections and medication management
- Implementation of behaviour support plans, including restrictive-practice reporting

### Services

- 24-hour care at home: active overnight, sleepover, 2:1 where the risk assessment supports it
- Community nursing visits; nurse-led oversight of support workers
- Supported independent living; short-term accommodation and respite
- Hospital discharge and transition to home; one-hour referral call-back

### How a referral works

- 1 **Within 1 hour:** capacity call-back with a straight yes, no, or yes-from-a-date.
- 2 **Within 1 business day:** intake started, online or by phone. Nothing asked twice.
- 3 **Within 48 hours:** intake nurse visits at home or on the ward.
- 4 **Before day one:** service agreement, itemised quote, roster with named workers.
- 5 **Every month:** summary to the coordinator; plan-review report ahead of reassessment.

### Governance and workforce

- Every worker holds a current NDIS Worker Screening Check and is inducted to the participant's plan before their first shift
- Registered nurses supervise all high-intensity supports; competencies are assessed and recorded
- Incident, complaints, restrictive-practice and privacy policies aligned to the NDIS Practice Standards; summaries available on request
- Quotes and invoices itemised against the current NDIS Pricing Arrangements and Price Limits
- No referral fees or inducements, in line with the NDIS Code of Conduct

### Where we work

Perth metropolitan area and Peel, from Mandurah to Yanchep, with local teams from Joondalup to Rockingham and Mandurah.

Coordinators: capacity check in two minutes at [complexcarecontinuum.com.au/for-support-coordinators](https://complexcarecontinuum.com.au/for-support-coordinators)