Welcome: support at home after a stroke

A short guide for stroke survivors and families on what to expect when you contact us, how to get ready, and where to find other help.

What we do
Daily living support, therapy practice between appointments, outings, appointments and carer breaks, at home and in the community.

What we do not do
Nursing, therapy, SIL or SDA accommodation, or support for NDIA-managed plans. We tell you early if we are not the right fit.

What happens after you contact us

1. We reply within 24 hours
   Call or send a referral. You do not need an NDIS number to ask a question.
2. We check the plan
   We confirm the plan type and funding with you, the plan manager or the support coordinator.
3. We meet and match
   We meet the person and family, and the ward team if the person is still in hospital. A worker is introduced before the first shift.
4. We start and review
   A written service agreement, a clear roster and a review in the first weeks. You can change the worker, hours or goals at any time.

Before the first shift

The more we know about the person, the better the first week goes. It helps to write down:

- The daily routine: waking, washing, meals, medicines, rest, bedtime
- What the person can do alone, what needs help, and how they like it done
- Therapy exercises, swallowing plan and communication tips from the therapists
- Equipment in the home, and anything unsafe, such as stairs or a slippery bathroom
- Likes, dislikes, cultural or religious needs, and what a good day looks like
- Who to call: family, GP, support coordinator, plan manager

Questions worth asking any provider

Use these with us and with anyone else you are considering.

- Will the same worker come each time, and can I meet them first?
- What happens if the worker is sick, or the match is not working?
- What does it cost, including travel and cancellations? Is it in writing?
- How will you work with our therapists, and how will we hear about progress?
- Who do I call if something goes wrong, and how fast do you reply?
- Are you NDIS-registered? What plan types can you support?
- How do I complain, and what can I do if I am not happy with the answer?

What a service agreement should say

Services and hours, rates, travel and cancellation charges, how to contact us, how to change or end the agreement, how to give feedback or make a complaint, and how long the agreement runs. You should receive it in writing before the first shift, and be able to ask questions about it.

Plan types, in brief

Plan-managed: a plan manager pays our invoices. We can support this. Self-managed: you pay and claim. We can support this. NDIA-managed: the NDIA pays registered providers only. We cannot support this until we are registered. Your support coordinator or plan manager can tell you which applies.

Other help and who to call

If you think someone is having a stroke, call 000 immediately. FAST: Face drooping, Arm weakness, Speech difficulty, Time to call 000.

Stroke Foundation StrokeLine	1800 787 653	Information and support after stroke
Carer Gateway	1800 422 737	Counselling, planning and respite for carers
NDIS	1800 800 110	Plans, access and funding
NDIS Quality and Safeguards Commission	1800 035 544	Complaints about providers
My Aged Care	1800 200 422	Aged care services, for people not on the NDIS
Lifeline	13 11 14	24-hour crisis support
Translating and Interpreting Service	131 450	Interpreters
National Relay Service	133 677	For people who are deaf or have a speech impairment

Looking after yourself

Carers are at risk of burnout after stroke. Ask early about breaks, accept help, and keep your own appointments. Regular respite protects your health and the stability of the household.

Talk to us

Phone 0450 521 274 · Email hello@vivosupport.com.au · strokerecoveryqueensland.com.au
We reply within 24 hours, and we tell you honestly what we can and cannot do.