Referring a patient after stroke

A stroke-focused in-home support service for adults in Moreton Bay, the Sunshine Coast, Noosa and Brisbane North, for plan-managed and self-managed NDIS participants. This pack covers what we do, what we do not do, and what helps us reply fast.

Reply within 24 hours
We reply to every referral within 24 hours, including a clear yes or no on capacity.

Plan-managed and self-managed
We support these plan types only. We are not currently NDIS-registered.

Named contact
Cade McMillan reviews every referral and is your direct contact.

Service areas
Moreton Bay, the Sunshine Coast, Noosa and Brisbane North.

How a referral works

1. **Contact**
   Send a referral or call. You do not need an NDIS number to ask a question.
2. **Intake**
   We confirm the plan type and funding and send you an intake summary.
3. **Outreach**
   We contact the person and family, and the ward team where appropriate, and plan a first-week roster.
4. **Updates**
   You hear about the start date and progress, with the person's consent.

What we provide

Daily living support · Therapy carry-over · Hospital and rehab to home · Community participation · Appointments and transport · Carer breaks · Meals and household support · Home safety and equipment follow-through.

What we do not provide

Nursing, allied health therapy, supported independent living (SIL), specialist disability accommodation (SDA), or support for NDIA-managed participants. We carry out programs set by the treating therapists. We do not prescribe equipment, administer medicines or change swallowing plans. If a patient needs these, we will say so on the first call.

Referral checklist

Send what you have. An incomplete referral is better than a late one.

- Name, date of birth and suburb (suburb alone is fine for a question)
- NDIS number, plan type (plan-managed or self-managed) and plan dates, if known
- Expected discharge date and the address or destination
- Mobility, transfers and equipment
- Swallowing plan (textures and fluids) and communication needs
- Treating therapists and the GP, with the person's consent
- Main goals, and who the family contact is

Stroke conditions we support

Ischaemic stroke · Haemorrhagic stroke · Subarachnoid haemorrhage · TIA aftermath · Stroke in younger adults · Brainstem and cerebellar stroke · Aphasia · Slurred speech · Weakness on one side · Swallowing difficulty · Post-stroke fatigue · Vision changes and neglect · Memory and thinking changes · Mood and anxiety · Spasticity and pain.

Where we take referrals

Brisbane: Brisbane North.

South East Queensland: Moreton Bay, Sunshine Coast, Noosa.

Not sure your patient's address is practical? Call and we will tell you honestly, or point you to someone who can help.

Send a referral or ask a question

Phone 0450 521 274 · Email hello@vivosupport.com.au
Online: strokerecoveryqueensland.com.au/professionals.html
National Relay Service 133 677 · Interpreter (TIS National) 131 450