

# LIVING OPTIONS WITH real community services



# WHO WE ARE

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## **Real Community Services: Your Partner in Supported Independent Living and Direct Support Services.**

We understand that transitioning from hospital care to community living is a significant step, filled with opportunities to shape a lifestyle that aligns with your goals and preferences. This document is designed to explore the options available to you available from RCS, and of course, if there is anything else that you have in mind that we have not mentioned, by all means, please let us know.

At RCS, we specialize in creating individualized plans tailored to your aspirations, fostering independence, and building a home environment that truly feels like your own. Together, we'll navigate this journey, focusing on what matters most to you, so you can confidently move toward a fulfilling and supported life in the community.

We are also honoured to be finalists in the 2024 National Disability Services Awards for 'Best SIL Accommodation Service Provider,' and thrilled to have our Support worker recognised as the winner of 'Most Outstanding Support Worker', reflecting our commitment to high-quality, person-centered care.

**Contact us today on 1300 007 270 to speak about *your* Transition.**



**BRINGING GOALS  
TO LIFE AND  
FOSTERING  
INDEPENDANCE  
THROUGH  
SUPPORTED  
LIVING.**

# OUR CO-DESIGN MODEL

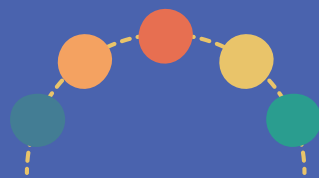
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We understand that transitioning from long-term existing accommodation sites or services such as hospitals' to community living can be challenging. That's why we employ a co-design model in partnership with hospitals, participants, families, and support networks to create tailored transitional plans that focus on the needs, goals, and aspirations of each individual. Our comprehensive support begins during the discharge planning process, ensuring a smooth and supportive transition to independent or supported living arrangements.

**1**  
Discovery and  
Relationship Building



**2**  
Collaborative  
Planning



**3**  
Individualized Support  
Development



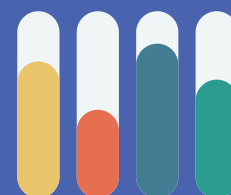
**4**  
Transition  
Implementation



**5**  
Continuous Review  
and Adaptation



**6**  
Measuring Success



# WHY CHOOSE RCS

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- 01 In-House Community Nursing Team**

Our skilled clinical nursing team are available in-house to support participants with high medical needs, ensuring continuous care and oversight. This specialized support allows participants to live safely and comfortably in their homes, reducing the need for frequent hospital readmissions.
- 02 Expertise in Managing Complex Behaviours of Concern**

RCS has extensive experience in managing complex behaviours of concern within SIL settings. We use a positive behaviour support framework, ensuring that participants receive the care and support they need in a safe, and understanding environment.
- 03 Success in Transitioning Long-Term Hospital Patients**

We have successfully transitioned numerous long-term hospital patients into the community, fostering independence and improving quality of life. Our thorough planning, close collaboration with hospital teams, and follow-up care are pivotal to these successful transitions.

**TRANSFORMING  
LIVES  
THROUGH  
INSPIRING  
ENVIRONMENTS &  
HOLISTIC SUPPORT**

*"RCS has been an invaluable support for Sarah. They prioritised her well-being and were instrumental in her successful discharge. We wouldn't have been able to navigate this alone. Their dedicated team provided the expertise and care Sarah needed."*

*- Steve (Sarah's husband)*

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**04**

**Focus on Skill Development and Independence**

Our focus is not just on support but on empowering participants to develop skills and increase their independence. Whether it's developing daily living skills or learning to use new assistive technology, our team is committed to helping participants achieve their full potential.

**05**

**Innovative Use of Assistive Technology**

We partner with leading technology providers to offer innovative solutions that enhance participant autonomy. From smart home systems to specialized communication devices, we leverage assistive technology to improve daily living and increase independence.

**06**

**Specialized Programs for Participants with Dual Disabilities**

We have specialized programs in place to support participants with dual disabilities, such as physical and intellectual disabilities. Our tailored approach ensures that all aspects of a participant's needs are met in a thoughtful, coordinated manner.

**07**

**SIL Teams**

Our Professional Support workers are highly trained in Clinical applications, Mental Health, and De-escalation techniques. With excellent Communication and Cultural Awareness they are committed to their roles in ensuring best practice in the delivery of care to our Participants.

**08**

**Properties and Services**

Real Community Services offers Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) homes across South-East Queensland. Our properties are strategically located near medical precincts, shopping centers, and public transport, ensuring convenience and accessibility for our residents. In addition to high-quality accommodation, RCS provides comprehensive Direct Support services, tailored to meet the individual needs of NDIS participants.

# MEET SARAH

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Sarah, a proud mother of five, faced a life-altering event in 2022. A stroke left her nonverbal and needing communication support using an iPad app and cards. This was a difficult time for her husband, Steve, who felt immense responsibility to help Sarah regain her independence.

## RCS Intervention: Collaboration for Success

- **Building Rapport:** We started by developing a strong relationship with Sarah in rehab and establishing a clear clinical plan to While working with Sarah and her advocates to develop a clear clinical plan, we focused on building trust and understanding, which helped establish a strong rapport and foster effective communication.
- **Shared Strategy:** Codesigned discharge strategy with all stakeholders, including Sarah and Steve.
- **Regular Communication:** Held fortnightly meetings with Queensland Health to ensure a smooth discharge process.
- **Tailored Support:** We assessed Sarah's needs based on her approved NDIS funding and identified appropriate SDA housing.
- **Skilled Teams:** Completion of staff specific training to meet Sarah's needs, including medication management, PEG feeding, epilepsy care, and communication support.
- **Seamless Discharge:** Facilitated a successful discharge from the hospital in August 2024 and created management plans for ongoing care.
- **Ongoing Support:** Provided education and continued support to Sarah's ongoing nursing provider, ensuring long-term well-being.
- **Participant Advocacy:** Advocated for Sarah's needs and ensure she receives the best possible care.

## Positive Outcomes

- **Increased Independence:** Sarah's ability to manage daily activities has improved significantly.
- **Enhanced Communication:** Sarah has regained some verbal communication and can better express herself.
- **Improved Quality of Life:** Sarah is happier, more engaged with her children, and enjoys a sense of normalcy.
- **Greater Support:** Steve feels less overwhelmed and confident in his role as Sarah's caregiver.



# START YOUR JOURNEY

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This is a great opportunity to consider what your transitional plan is. By answering a few questions it will begin to form your Goals and Preferences.

What are your Primary goals? \_\_\_\_\_  
(e.g., independence, social skills, employment, etc.)

What is your House type preference? \_\_\_\_\_  
(e.g., SIL, SDA, Low Set, Living Spaces, Ensuite)

Do you have Desired activities/routines? \_\_\_\_\_  
(e.g., sports, hobbies, community outings, quiet time)

Do you enjoy socializing, interacting in group settings? \_\_\_\_\_  
(e.g., In home, out in the community)

What is your Housemate preferences? \_\_\_\_\_  
(e.g., gender, age, group size preferences)

What are your interests? \_\_\_\_\_  
(e.g., sport, movies, painting)

Do you have any Dietary needs? \_\_\_\_\_  
(e.g., restrictions, allergies, preferences)

Do you have Cultural & Personal Preferences? \_\_\_\_\_  
(e.g., cultural, religious, or spiritual needs)

Do you have Language preferences? \_\_\_\_\_  
(preferred language or need for translation)

Have you had any Previous shared living challenges? \_\_\_\_\_  
(challenges from prior living situations)

What things make a 'home' to you? \_\_\_\_\_  
(e.g., personal photos, colour of the walls, layout, the people)

Is there anyone who you would like to accompany you in setting up your new home? \_\_\_\_\_  
(e.g., family or friend)

# HOW WOULD YOU LIKE YOUR COFFEE



**MAKE IT HAPPEN!**

Call us today on 1300 007 270 or  
visit [www.realcommunityservices.com.au](http://www.realcommunityservices.com.au)

