



SERVICE BOOKLET

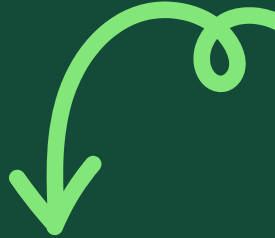
DISABILITY SERVICES

Bringing wellness to light

ghca
Glow Health Care Australia



About Us



At GHCA, our mission is to make life simpler, brighter and truly inclusive. Whether it's navigating the NDIS, accessing allied health professionals or arranging personalised aged-care support, we centre our services on your individual needs—and we understand that everyone's journey is shaped by their background. That's why we place cultural and linguistic Diversity at the heart of what we do, offering tailored, culturally sensitive care that respects your language, traditions and way of life.

Our Vision

Empowering Lives First

We are committed to revolutionising the community experience by fostering a nurturing environment where every individual flourishes with dignity and autonomy. Our dedication to excellence, innovation, and integrity aspires us to deliver gold standard care to all our clients.

We aspire to be heralded as the benchmark of excellence in the fields of age-care and disability, offering a comprehensive approach that encompasses allied health, general practitioners, nursing, clinical technology, and telehealth. Our unwavering commitment to upholding quality standards ensures that our clients receive tailored, holistic care that addresses their unique needs.

Central to our mission is the principle that people precede profit. We are devoted to advancing the quality of care we provide while prioritizing the well-being and satisfaction of those we serve. As a holistic healthcare provider, we strive to set an exemplary standard for person-centred care and positively impact the health and happiness of our community.”

Our Mission

Diversity and Inclusion

Our mission is to provide professional healthcare services with the warmth of a supportive touch (a warm supportive touch). We pledge to deliver empathetic and reliable care, empowering individuals to embrace lives of utmost fulfillment. Through a steadfast commitment to personalised attention, we strive to embody the heartbeat of compassionate and innovative healthcare.

At our core, we champion empowerment, fostering self-reliance, and enhancing the quality of life for all we serve. Our unwavering dedication extends to caring for Culturally and Linguistically Diverse (CALD) communities, addressing their distinct needs with cultural sensitivity and understanding.

For our elderly and disabled (persons of disability) clients and participants, we offer comprehensive, high-quality care that upholds their spiritual beliefs, well-being, and cultural heritage. Dignity serves as the cornerstone of our operations, ensuring that every individual receives the respect and support they rightfully deserve.

More Info:



www.ghca.com.au



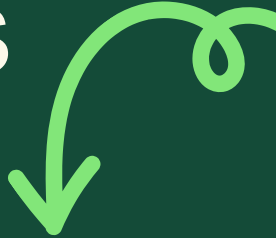
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(02) 86601936



Our Values



We live and breathe our values

Our values form the foundation of all our actions. They reflect our dedication to our employees, customers, and community, defining our identity, actions, and approach.

Our Vision

Trust, Empowerment, and Equality.

Embedded in our healthcare ethos lies a set of foundational values that shape our identity and guide our conduct. We stand firmly for transparency, unity, love, and empathy, fostering alliances founded on trust, empowerment, and equality.

We steadfastly uphold the tenets of accountability, harmony, integrity, and excellence across all facets of our operations, ensuring adherence and garnering the admiration of both our clients and community. Collaboration is cherished, understanding that collective efforts yield greater outcomes, and we pledge to embody reputation, reliability, responsibility, and resilience in every endeavour.

Our unwavering dedication to authenticity drives us to operate (unnecessary) with transparency (repeated word) and integrity, forging genuine bonds with those we serve. We embrace the virtues of teamwork, quality, courage, and compassion, relentlessly pursuing the pinnacle of care standards while

NDIS CODE OF ETHICS

- Respect individual rights
- Respect privacy and confidentiality
- Provide supports safely & competently
- Act with integrity, honesty and transparency
- Raise and respond to concerns about safety or quality
- Prevent and respond to abuse, neglect, exploitation, violence or sexual misconduct
- Use fair pricing

CORE VALUES

Trust

Respect

Equality

Empowerment

More Info:



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Why Choose GHCA?



(02) 8660 1936



Cultural & Linguistic Diversity

Culturally sensitive care that respects your traditions and way of life. We understand and celebrate your heritage.



Personalised Staff Pairing

We match you with support workers based on your needs, culture, language and interests. Your comfort is our priority.



24/7 Available Services

After-hours and on-call emergency services available when you need them most. We're here around the clock for your peace of mind.



Quality Care Assurance

Rigorous screening and ongoing monitoring ensure all healthcare professionals meet high standards. Regular training keeps our team updated.



Fair & Transparent Pricing

Clear, competitive pricing with no hidden fees. We're committed to value and quality. You'll always know what you're paying for.



Dedicated Care Partner

Your personal Care Partner coordinates your services and ensures your needs are met. One point of contact for all your care.



My Aged Care Approved



NDIS Registered



ADL-Assistance with Daily Life Activities



(02) 86601936



Assistance with Daily Life

Assistance with Daily Life (ADL) services at Glow Healthcare provides personalised support to individuals who may need assistance with everyday tasks.

Our Approach

At Glow Health Care Australia, we prioritise your well-being and individual needs. Our ADL services encompass a wide range of supports, including

- Personal care assistance, such as bathing, dressing, and grooming
- Household tasks support, including meal preparation, cleaning, and laundry
- Assistance with mobility and transportation
- Support with medication management and health monitoring
- Guidance in budgeting and managing finances
- Coordination of appointments and activities
- Access to recreational and social activities

Whether you require temporary assistance during recovery, ongoing support due to disability, or help with everyday tasks, Glow Health Care Australia is here to assist you every step of the way.

- **Assistance with self-care activities**
- **Assistance with self-care activities - High Intensity**
- **Specialised Home Based Assistance For A Child**
- **House and/or Yard Maintenance**
- **House Cleaning and Other Household Activities**
- **Assistance With Personal Domestic Activities**
- **Short-Term Accommodation (Respite)**



SCP - Social & Community Participation

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Social & Community Participation

The Social and Community Participation promotes inclusion, skill development, and engagement for people with disabilities. It involves social activities, community involvement, recreation, and volunteering. The Centre-Based Programs support people of all ages, promoting personal growth and connections.

Community Access

Engage in your community and reach your objectives with assistance from Glow Health Care Australia. We provide support with transportation, participating in activities to maintain your health, fitness, and well-being, and assistance in joining clubs, activities, and programs.

Centre-Based Day Programs

We offer group programs where you can spend the day at one of our hubs. During these programs, you may have the opportunity to participate in activities like art or cooking class, sports and leisure, etc.—it's your choice!

Social Groups

You can take pleasure in going to the movies, attending a special event or excursion, organising a barbecue with friends, or unwinding at your preferred park. These activities offer a variety of ways to enjoy your leisure time and create memorable experiences with loved ones.

Item No.	Service Description
Applicable Capped Rates for this support (as of the latest NDIS Pricing Arrangements):	<p>\$0.97 per kilometre for a standard vehicle.</p> <p>\$2.76 per kilometre for a modified vehicle/specialist equipment.</p> <p>Additional costs such as tolls or parking fees can also be claimed if they are directly related to the support.</p>

Note: Additional expenses (i.e., things that are not included as part of a Participant's NDIS supports) are the responsibility of the Participant / Participant's representative and are not included in the cost of the supports. Examples include entrance fees, event tickets, meals, etc.

ADL & SCP Standard Pricing Arrangement



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Item No.	Service Description	Price
01_011_0107_1_1	Assistance w/ Self-Care Act - Standard - WD Daytime	\$70.23
01_400_0104_1_1	Assistance w/ Self-Care Activities - High Int - WD Daytime	\$75.98
01_016_0104_1_1	Specialised Home Based Assistance For A Child	\$59.06
01_004_0107_1_1	Assistance with Personal Domestic Activities	\$59.06
01_019_0120_1_1	House or Yard Maintenance	\$56.98
01_020_0120_1_1	House Cleaning And Other Household Activities	\$58.03
01_606_0114_1_1	Delivery of Health Supports by a Reg Nurse - Weekday DT	\$123.65
01_612_0114_1_1	Delivery of Health Supports by a Clinical Nurse - Weekday DT	\$143.04
01_624_0114_1_1	Delivery of Health Supports by a Nurse Prac. - Weekday DT	\$176.85
01_058_0115_1_1	STA and Assistance (inc. Respite) 1:1 - Weekday	\$2178.57

Item No.	Service Description	Price
04_104_0125_6_1	Access Community Social & Rec Activ - Standard - WD DT	\$70.23
04_400_0104_1_1	Access Community Social & Rec Activ - Hi Int - WD DT	\$75.98
04_102_0136_6_1	Group Activities - Standard - Weekday Daytime	\$70.23
04_600_0104_6_1	Group Activities - High Intensity - Weekday Daytime	\$75.98



SIL - Supported Independent Living



(02) 86601936



Supported Independent Living (SIL)

As an NDIS Registered Provider, Glow Health Care Australia is dedicated to empowering individuals with disabilities to live confidently and independently through our Supported Independent Living (SIL) services.

Our approach to SIL:

- Personal care assistance, such as bathing, dressing, and grooming
- Household tasks support, including meal preparation, cleaning, and laundry
- Assistance with mobility and transportation
- Support with medication management and health monitoring
- Guidance in budgeting and managing finances
- Coordination of appointments and activities
- Access to recreational and social activities

Clinical Supports

Nursing, occupational therapy, speech therapy, physiotherapy, psychology, dietitian & BSP services

Qualifying Criteria

Applicant is 18 years old and older

Applicant has approved SIL eligibility and NDIA funding at the appropriate level

Applicant has the financial means to pay rent and utilities and is prepared to sign (or a representative to sign) a residential agreement.

Why choose GHCA?

- Experienced and compassionate staff dedicated to your care
- Individualised support plans that reflect your preferences and goals
- Collaboration with you and your support network to ensure your needs are met
- Commitment to quality and compliance with NDIS standards
- Flexible and responsive services that adapt to your changing needs



SIL Standard Pricing Arrangement



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Item No.	Service Description	Price
01_801_0115_1_1	Assistance in SIL - Standard - Weekday Daytime	\$70.23
01_802_0115_1_1	Assistance in SIL - Standard - Weekday Evening	\$77.38
01_803_0115_1_1	Assistance in SIL - Standard - Weekday Night	\$78.81
01_804_0115_1_1	Assistance in SIL - Standard - Saturday	\$98.83
01_805_0115_1_1	Assistance in SIL - Standard - Sunday	\$127.43
01_806_0115_1_1	Assistance in SIL - Standard - Public Holiday	\$156.03
01_832_0115_1_1	Assistance in SIL - Night-Time Sleepover (per night)	\$297.6
01_082_0115_1_1	Medium Term Accommodation (MTA)	\$155.68

Disclaimer: The prices listed above are based on a standard 1:1 Supported Independent Living (SIL) ratio. Actual SIL ratios may vary depending on the participant's NDIS plan and approved funding. SIL ratios and pricing may be adjusted following plan reviews, reassessments of participant needs, or updates to NDIS funding arrangements.



SIL accommodation is provided as a separate service. This means that costs for accommodation, such as rent, utilities, and general living expenses, are not included in the SIL support pricing and are billed separately. Participants who receive a Disability Support Pension (DSP) or other government income support may use these funds to contribute toward accommodation costs, depending on their individual financial circumstances and NDIS funding arrangements. It is important for participants and their families to understand that SIL support funding covers the care and assistance provided by support workers, while accommodation-related costs are managed independently.



Support Coordination & Plan Management



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Support Coordination

Support coordination is a service provided under the National Disability Insurance Scheme (NDIS) to help participants manage and make the most of their NDIS plans. It involves.

- Connecting with Providers
- Navigating the NDIS
- Service Planning
- Problem Solving
- Building Capacity
- Monitoring and Review

Our approach:

- Reassessment Preparation
- Regular Check-ins
- Capacity Building
- Personal Approach
- Crisis Management
- Specialist Network

Plan Management

Plan Management services at Glow Health Care Australia assist NDIS participants with managing their NDIS funds. Our expert team ensures efficient financial administration, including payment of invoices, budgeting, and reporting.

Key Service Components:

- Financial Administration
- Capacity Building
- Support & Guidance
- Reporting
- Flexibility
- Benefits

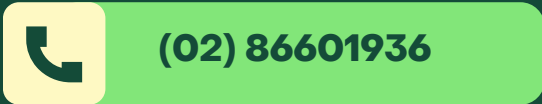
Our approach:

- Budget Management
- Financial Administration
- Support Coordination
- Reporting
- Advise & Guidance

Item No.	Service Description	Price
07_001_0106_8_3	Support Coordination Level 1: Support Connection	\$80.06
07_002_0106_8_3	Support Coordination Level 2: Coordination of Supports	\$100.14
07_004_0132_8_3	Support Coordination Level 3: Specialist Support Coordination	\$190.54
14_034_0127_8_3	Plan Management - Monthly Fee	\$104.45



Allied Health Services



Allied Health Services

GHCA delivers comprehensive allied health services to support your well-being and success. Whether you're seeking to improve your physical health, build vital skills, or strengthen your community connections, we are here to assist you every step of the way.

- Positive Behaviour Support
- Occupational Therapy (OT)
- Speech Pathology
- Psychology
- Telehealth

**Now Serving
Sydney & Melbourne**

Please Contact:

+61480468270

allied.health@ghca.com.au

Why choose Glow Health Care Australia for your Allied Health Services?

As an Approved Disability Services Provider, we are dedicated to offering compassionate and personalized support that enhances the quality of life for individuals with disabilities and provides peace of mind to their families. Here's why Glow Health Care Australia stands out in disability services:


- Client-Centered Approach
- Expert Guidance
- Comprehensive Solutions
- Personalised Support
- Flexible Service Delivery
- Commitment to Quality
- Transparent Funding Options
- Accessible Resources
- Community Focused

Item No.	Service Description	Price
11_022_0110_7_3	Specialist Behavioural Intervention Support	\$232.99
15_617_0128_1_3	Assessment Recommendation Therapy or Training - OT	\$193.99
15_622_0128_1_3	Assessment Recommendation Therapy or Training - Speech	\$193.99
15_054_0128_1_3	Assessment Recommendation Therapy or Training - Psy	\$232.99



We've streamlined the process. Let's begin your journey.

- 01. Referral**
We receive and review referrals from participants, families, or professionals to understand initial support needs.
- 02. Information Consent & Intake Interview**
Participants are provided with service information, consent is obtained, and a detailed intake interview gathers personal, medical, and social information.
- 03. Signing of Service Agreement & Orientation**
Service agreements are signed, and participants are oriented to our organisation, staff, and facilities.
- 04. Risk Assessment / Emergency & Disaster Planning**
Individual risk assessments and emergency/disaster plans are developed to ensure safety.
- 05. Goal Setting & Support Planning**
Participants' personal goals are identified, and a tailored support plan is created.
- 06. Client Matching**
Participants are matched with suitable support workers based on needs, preferences, and compatibility.
- 07. Commencement of Services & Support Review**
Support begins according to the agreed plan, promoting independence and wellbeing. Regular reviews monitor progress and adjust supports to ensure participant satisfaction and goal achievement.

 Onboarding Period: Typically, 3-5 days depending on the participant's level of needs and personal preferences.

Funding Options for Disability Services



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National Disability Insurance Scheme (NDIS)

The NDIS is a major funding source for disability services in Australia. It provides eligible individuals with funding for supports and services tailored to their needs.

Department of Veterans' Affairs (DVA)

DVA funds veterans with disabilities through various programs and supports aimed at meeting their health care, rehabilitation, and disability-related needs.

Specialised Substitute Residential Care (SSRC)

This funding helps cover the costs associated with providing 24-hour care, support staff, accommodation, meals, and other essential services tailored to the needs of clients.

Medicare

Medicare provides rebates for certain allied health services. This includes services provided by allied health professionals such as physiotherapists, occupational therapists, dietitians, and psychologists.

Private Health Insurances

Many private health insurance plans offer coverage for a range of allied health services such as physiotherapy, OT, speech, and psychology. This coverage can help people with disabilities access these services without bearing the full cost out-of-pocket.

Private Funding

Private funding refers to financial resources provided by individuals, businesses, or organizations rather than government sources. This type of funding can be used to support a variety of needs, including disability services.



Frequently Asked Questions



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Q: What is NDIA?

NDIA stands for the National Disability Insurance Agency, which is responsible for implementing the National Disability Insurance Scheme (NDIS) in Australia.

Q: What is NDIS?

NDIS, or the National Disability Insurance Scheme, provides support and services to people with disabilities, helping them access funding for various needs, including healthcare, education, and community participation. The goal is to improve the quality of life for individuals with disabilities and support their independence.

Q: Could there be a charge associated with cancelling a service?

Yes, there may be charges for canceling a service on a short notice under the NDIS. GHCA has cancellation policies that specify fees for late cancellations or no-shows.

Q: Is GHCA an NDIS-registered provider?

Yes, GHCA is an NDIS registered provider. This means we meet the standards and requirements set by the National Disability Insurance Agency (NDIA) to deliver services and supports to NDIS participants.

Q: Is there a limit to the amount I can be charged for NDIS services?

Yes, there are limits to the amounts that can be charged for NDIS services. The NDIS sets price limits for different types of supports and services to ensure that participants receive value for money. These price limits vary depending on the service category.

Q: Can I receive services if I am not approved for NDIS funding?

Yes, you can still receive services even if you are not approved for NDIS funding. GHCA offers supports on a fee-for-service basis, meaning you can pay out of pocket for the services you need.





We are ready
to support
your transition



Contact us

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