



Skilled Hands,  
Caring Hearts

**AT NURSECARE CONNECT, WE BELIEVE THE BEST SUPPORT WORKERS LEAD WITH HEART—AND BACK IT UP WITH REAL EXPERIENCE.**

*With a team comprised of experienced disability and nursing professionals, and led by Registered Nurses with decades of experience, we deliver the **full range of disability support** — with an added edge in **complex, high-intensity, and community nursing services**.*

*Whether it's delivering high-quality healthcare for complex needs or spending a day out fishing with a trusted support worker, NurseCare Connect provides exceptional care — and the peace of mind that comes from being supported by capable, compassionate professionals.*

**EXPERIENCED SUPPORT WORKERS, AINS, ENROLLED NURSES, AND REGISTERED NURSES — CARING FOR YOU ANYTIME, 24/7.**

[nursecareconnect.com.au](http://nursecareconnect.com.au)

(07) 2102 4100

[info@nursecareconnect.com.au](mailto:info@nursecareconnect.com.au)

# SERVICES

NURSECARE CONNECT PROVIDES TRUSTED IN-HOME NURSING AND DISABILITY SUPPORT SERVICES, LED BY A COMPASSIONATE TEAM WITH YEARS OF HEALTHCARE EXPERIENCE.



**SUPPORTING YOU  
IN EVERY STEP  
OF LIFE**

## High Intensity / Complex

Trusted provider in high-intensity support — bowel care, PEG and NGT feeding, tracheostomy management, complex wound dressings, and medication administration with 24/7 reliability.

## Community Nursing

Our experienced nurses bring expert community care to your home, managing daily health, chronic conditions, and personalised support with compassion.

## Other services

### Community & Lifestyle

Love fishing? Shopping? Bushwalking? Going to the movies, cafes, or community events? We've got you! Our team supports you to get out, stay active, and enjoy the experiences you love — all with skilled, personalised assistance.

### Personal Care

Need personal care assistance? Our skilled support workers deliver hygiene, dressing, and mobility help with expertise and confidence in manual handling.

### Dementia / Alzheimers

We bring experienced nurses and support workers who specialise in caring for people with Dementia and Alzheimer's, providing personalised daily support, memory assistance, and meaningful engagement.

### In-Home Respite

Need a break? Our in-home respite service offers trusted care for your loved one, ensuring safety, comfort, and companionship while you recharge.

### Mental Health

Supporting your well-being every day — our mental health team offers personalised care, encouragement, and practical support to help you thrive.

### Domestic Assistance

Need a hand around the house? Our domestic assistance service keeps your home tidy, meals ready, and daily routines stress-free.



# WHY CHOOSE US

**OUR MISSION IS TO ELEVATE CARE THROUGH SKILLED STAFF, PERSONALISED SUPPORT, AND A COMMITMENT TO ADAPTABILITY AND FAIRNESS FOR EVERY CLIENT.**

## 24/7 Scheduling

Our team is available around the clock to arrange care whenever it's needed. Whether it's a last-minute change or ongoing support, help is always within reach.

## Continuity of Care

With consistent staff, you'll be supported by people who know your needs, routines, and preferences. This familiarity builds trust and makes your care more stable and reliable.

## Values Choice & Control

We respect your independence and put your preferences at the centre of every decision. You have full choice and control over how your care is delivered.

## Client-Centered Approach

This means we place your needs, goals, and preferences at the heart of everything we do. We work closely with you and your family to design care plans that reflect your lifestyle, values, and aspirations, ensuring support is safe, professional, personal, and meaningful. By listening, adapting, and empowering, we provide care that respects individuality while promoting independence, dignity, and well-being.

## Trusted Care Professionals

Our highly trained and experienced Support Workers, Assistants in Nursing, Enrolled Nurses, and Registered Nurses don't just deliver exceptional care—they raise the standard for our entire team. Their expertise and hands-on experience ensure every staff member provides confident, adaptable, and reliable support, so our clients consistently receive the best care possible and peace of mind comes naturally.

## Nurse-Guided Care

Most of our staff come from a strong clinical background, AIN's, EN's and RN's.

All our staff are backed by a team of experienced Registered Nurses, guaranteeing exceptional care, trusted professionalism, and reliability.

## Tech-Driven Transparency

With participant's consent, families, support coordinators can access our ShiftCare App to:

- View staff schedules and attendance.
- Request and modify shifts.
- Read staff documentation and care notes.
- Stay informed and involved in the care journey.

## We Value Feedback

At NurseCare Connect, your voice matters.

We actively welcome feedback from participants and families to ensure our services meet expectations and evolve with your needs.

## Fit That Works

We don't just send whoever is available; we make sure we send the right person.

We carefully consider participant preferences, as well as staff skills and personalities, to ensure the best possible fit—resulting in stronger, longer-lasting relationships and better quality of care.

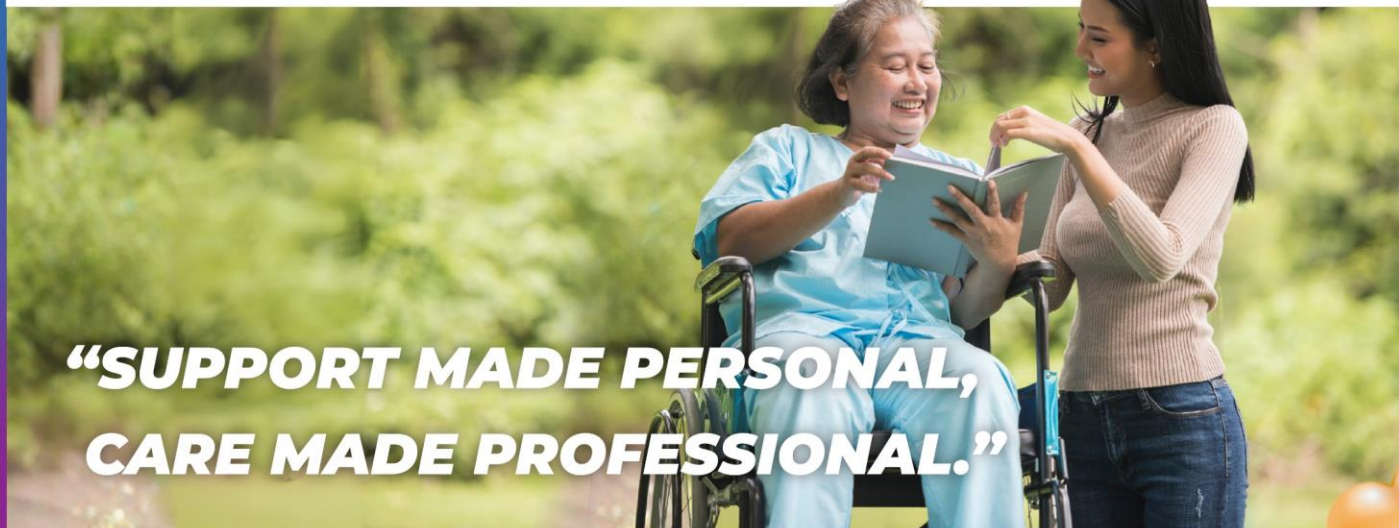
## Fair Pricing

**Competitive rates:** We start with competitive standard rates which are further negotiable depending on hours allocated, allowing participants to get the most out of their funding.

**Reduced or no setup fees:** Our setup fees are 36% below NDIS maximums and are only applied when necessary, often waived, balancing fairness with affordability to make getting started easier.

**Cost-effective travel:** No KMS charge for bookings of 4 hours or more; if a KMS charge applies, we only charge one way.

**Flexible cancellations:** No cancellation fee for sickness or hospitalization.

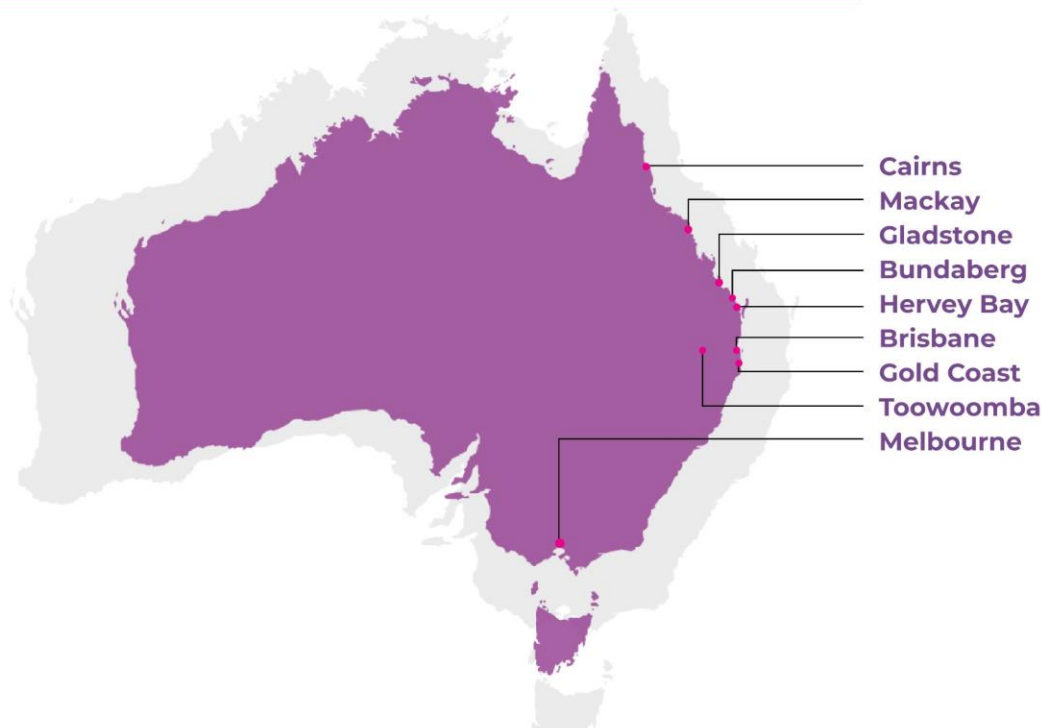


**“SUPPORT MADE PERSONAL,  
CARE MADE PROFESSIONAL.”**






# LOCATION

PROUDLY **QUEENSLAND-BASED**, WE ENSURE OUR SUPPORT REACHES **REGIONAL COMMUNITIES**, BRINGING SKILLED, COMPASSIONATE STAFF TO PARTICIPANTS WHERE THEY NEED US MOST.



## HOW TO GET STARTED



-  (07) 2102 4100 / 0431 002 332
-  [info@nursecareconnect.com.au](mailto:info@nursecareconnect.com.au)
-  [nursecareconnect.com.au](http://nursecareconnect.com.au)

### 1 CONNECT WITH US

Reach out by phone, email, or through our website. We'll take the time to understand your needs and answer any questions you have about our services.

### 2 MEET AND GREET

We'll arrange a no-obligation meeting so you can get to know us, discuss your goals, and ensure we're the right fit for your support needs.

### 3 CREATE YOUR SUPPORT PLAN

Together, we'll design a personalised Support Plan tailored to your lifestyle, goals, and care requirements—because your care should fit you, not the other way around.

### 4 BEGIN YOUR CARE

Once everything's in place, your dedicated support team will begin providing care and assistance—helping you live more comfortably, confidently, and independently, consistent and tailored to you.

This fact sheet contains general information and doesn't take your personal circumstances into account. Please consider whether the information is right for you before making a decision. Preferred Insurance Staffing Pty Ltd T/as NurseCare Connect (ABN 17 670 824 049) do not warrant the accuracy or completeness of information on this fact sheet and will not be liable for, or in connection with, any loss or damage suffered as a result of any inaccuracies, errors or omissions or your reliance on this information.