

SPECIALISING IN HIGH COMPLEX CARE

Cross Care Group is a reputable team of healthcare professionals who have established themselves as a provider of high-quality disability services. Our service delivery is centered around capturing choice and control, capacity and independence building, transparency, and goal orientation.

We specialise in delivering services to individuals who have sustained injuries through workplace, motor vehicle, and personal accidents, with a primary focus on supporting participants with high needs. Our extensive experience allows us to provide a range of services aimed at enhancing the lives of our clients, including:

- Tracheostomy Care
- Catheter Management
- Medication Management
- Enteral Feeding and Management
- Palliative Care
- Bariatric Management
- Positive Behaviour Support
- Ventilation Care & Management
- Complex Bowel Therapy
- Complex Wound Management
- Advanced Airways Management
- Diabetic Management
- Oncology Management
- Complex Cognitive Impairment Support

Our service portfolio encompasses a broad range of funding schemes. We pride ourselves on our ability to tailor our services to meet the unique needs of our participants, as well as the specific expectations of the funding bodies and stakeholders. By aligning our approach with these requirements, we can ensure that we consistently deliver services that surpass expectations, particularly with regard to crucial areas such as timeframes, communication, and overall service delivery.

Cross Care Group has established a formidable national presence, leveraging our extensive experience and capabilities to deliver exceptional services across metropolitan, regional, and rural areas throughout Australia. Our recruitment methodology and business strategy have afforded us the platform to achieve this broad reach, enabling us to tailor our services to meet the specific needs of each participant. Our operational goal is to remain highly responsive and agile by establishing specialized teams to cater to participants with complex, traumatic, and high needs. We remain committed to upholding our unwavering standards of excellence while providing tailored, customized services to participants in every location we serve.

To affirm our credibility, we have developed, implemented, and consistently maintain a system of processes, policies, and operational procedures that conform to the highest standards of service delivery.

If you are seeking a collaborative partner with a proven track record of delivering outstanding outcomes to your clients, we invite you to contact us at the following:

Cross Care Group
Phone: 1300 591 861
Email: admin@crosscaregroup.com.au
Website: www.crosscaregroup.com.au



TAILORED TO YOUR NEEDS

Cross Care Group is an Australia-wide healthcare service provider, offering our services in all States and Territories, including regional areas. Our services for NDIS participants include: Daily Personal Activities, High Intensity Daily Personal Activities, Household Tasks, Community Participation, Community Nursing Care, Exercise Physiology and Therapeutic Supports.

Our experience and capability also cover 24/7 complex care, support in your Supported Independent Living Plan (SIL) and assisting individuals that require support through personal injury, motor vehicle injury and other schemes available in Australia.

Why are Cross Care Group different:

1. We Tailor to the Participant's Needs

We listen to the participant's needs, preferences and goals that they would like to achieve. With these elements being our blueprint, we provide a shortlist of workers suitable to the required service that will ultimately assist the participant in living a life that they choose and empower decision making.

2. Participant's Decision Making is Always Supported

The focus of our service delivery is to ensure that the participant is in control and has the ability to make decisions. We empower participants to make their own decisions and live their lives the way they want to. To support this, we like to learn about the participant and provide them with knowledge about the supports available to them.

3. Negotiable Pricing

Cross Care Group are participant focused and not profit focused which is why we are negotiable on our pricing. We also do not claim funding for excessive travel, meeting time, establishment fees and a range of other items. Our aim is to best support the participant in maximizing the funding that they have available.

4. Transparency

Our belief is that all of the people involved in assisting a participant should work as a collaborative unit. This is why, we include all family members, friends, Support Coordinators, Plan Managers and anyone else relevant in all communication. We like to conduct regular catch ups with both the participant and workers and seek to include the above parties as much as possible. All reports and feedback will be available to those with the appropriate consent.

There are various other benefits than those listed to use Cross Care Group as your service provider or to be a provider to refer. Regardless of location we are able and have capacity to assist new and existing participants and individuals.

To learn more about Cross Care Group or to talk to one of our representatives, please call 1300 591 861 or visit www.crosscaregroup.com.au



SUPPORTING OUR AGED CARE SECTOR

Cross Care Group is a specialist in Aged Care, Community and Disability workforce management. Our approach can be end-to-end or it can be bundled to suit your specific need. Whether you are in need of an on-going partnership, or you need assistance with surge workforcing, Cross Care Group have the experienced and trained workforce at hand to alleviate your needs.

We understand that the needs of your organisation are unique, so we work to ensure that we provide you with the best possible solution. We are dedicated to providing the highest quality of service, and our team is committed to ensuring that your organisation is well-resourced and managed. With our comprehensive range of services and experienced staff, we are your trusted partner for all your workforce management needs.

Further, we can also provide permanent workforce solutions to assist any recruitment drives that your facility is or is preparing to undertake.

We service metropolitan, regional and rural locations in all states and territories of Australia.

Our service is tailored to your facility to ensure that our service delivery is specific and unique to your needs and requirements. Cross Care Group's staff include:

- Personal Care Assistants
- Enrolled Nurses
- Registered Nurses

All of our staff are experienced, well trained and will be dedicated to assisting your staff shortfalls.

Our promise to you is:

- High quality outcomes for you and your residents.
- Dedicated Cross Care Group servicing
- Ability to quickly fill shifts, we have the capacity to do so with one days' notice.
- Transparent and collaborative approach to service delivery

If you would like to discuss our service offerings further, please contact us via email admin@crosscaregroup.com.au or via phone 1300 591 861.

