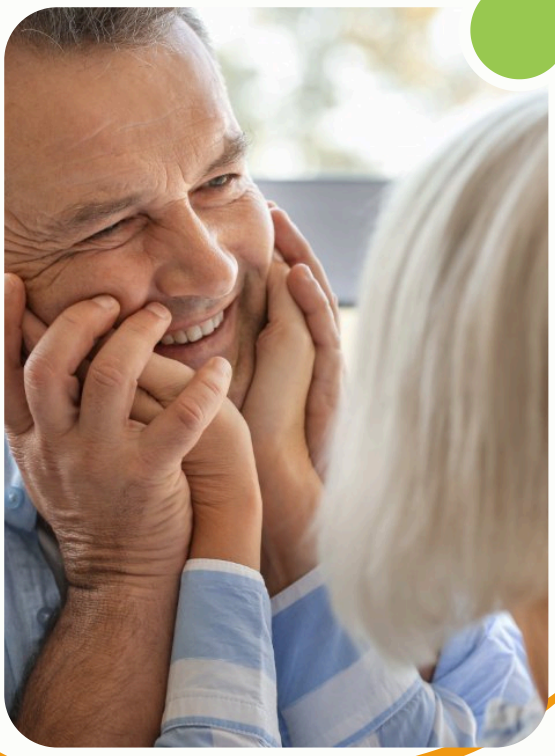
United Health Professionals

Coming home from hospital: a checklist for the first week.

A checklist for families

Practical steps for the days before and after your family member comes home. What to ask, who pays for what, and when to get help.



1. Before you leave hospital
2. Who pays for what
3. Help from the NDIS
4. Your first week at home
5. Medicines, appointments and who to call

Ask early, write it down, and look after yourself too.

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Registered NDIS provider
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1 Before they leave hospital, get it in writing.

Leaving hospital is called discharge. The hospital team makes a discharge plan. Ask to be part of it, and start asking questions early, not on the day.

Ask the nurse in charge of the ward who is planning the discharge. It may be a discharge planner, a social worker or a nurse. A hospital social worker can also help if you're worried about how you'll manage at home.

You can ask to be at discharge talks as the support person. The plan may not be written down for you, so take notes. Ask staff to write down anything that is specific to your family member.

If you think the person isn't ready to go home, or you can't manage yet, say so early. Talk to the doctor or the social worker.

Ask for these before you leave

- [ ] A list of all medicines: new, changed and stopped. Include the ones taken before hospital.
- [ ] A discharge summary (a letter about the hospital stay). Check a copy goes to the GP (family doctor).
- [ ] What the person can't do yet, like lifting, driving or stairs.
- [ ] Changes needed at home, like rails or ramps, and who arranges them.
- [ ] Warning signs to watch for, and who to call, day and night.
- [ ] Live in the country? Ask about travel help for appointments, like the Victorian Patient Transport Assistance Scheme or WA's Patient Assisted Travel Scheme (PATS).
- [ ] Prescriptions filled before you leave, or a plan to fill them.
- [ ] Dates for follow-up appointments, tests and clinics.
- [ ] Equipment needed at home, who supplies it, and whether you need to pay.
- [ ] Care tasks you'll do at home, like changing a dressing. Ask staff to show you.
- [ ] Transport home, and the time the person can leave.

Already on the NDIS?

The NDIS is the National Disability Insurance Scheme. If the person has an NDIS plan, tell hospital staff now. With your consent, staff can work with the NDIS on supports for going home. This might include home modifications (changes to the home) or a support worker. Section 3 explains the steps.

2 Who pays for what.

Two systems help after a hospital stay. The health system treats illness and injury. The NDIS funds disability supports for people who are NDIS participants.

The health system

Hospital care, outpatient clinics, treatment from doctors, medicines, ambulances, health transport and hospital in the home. Also nursing to treat a health event.

Rehab after a new event

Short-term therapy after a recent illness, injury or surgery, to help the person recover, is a health service. This includes rehab after leaving hospital.

The NDIS, if it's in the plan

Disability supports, like help with daily tasks, assistive technology (equipment) and home modifications. These can be paid from NDIS funding if they're included in the plan.

Disability-related health supports

The NDIS may fund supports for some health needs caused by the disability. For example, a nurse to change a catheter, or training for family to prevent pressure sores.

The NDIS publishes two lists on ndis.gov.au: supports that are NDIS supports, and supports that are not. If you're not sure who pays for something, ask the hospital social worker or call the NDIS on 1800 800 110.

Was it a road accident or a work injury?

Tell the hospital social worker. A government injury scheme may pay for some care and support. In Victoria this may be the Transport Accident Commission (TAC) or WorkSafe Victoria. In WA it may be the Insurance Commission of WA or WorkCover WA. If the person is on the NDIS or applying, tell the NDIS about any support from these schemes.

Not on the NDIS yet?

If the person has a new disability, for example after a stroke, brain injury or spinal injury, ask the hospital team about the NDIS. With your consent, hospital staff can contact the NDIS and help you apply while the person is in hospital.

To join, the person must be under 65 when they apply and meet other rules. One rule is that the impairment is, or is likely to be, permanent. The NDIS usually looks at this after treatment options have been considered. Only the NDIS can decide.

You can also call the NDIS on 1800 800 110, or talk to an NDIS partner. NDIS partners are local organisations that help people apply and find other services.

If the person is 65 or older, ask the hospital about aged care support through My Aged Care.

Help from the NDIS

3 Already on the NDIS? Tell them early.

A hospital stay can change the support someone needs. The NDIS works with hospitals to plan the move home, but first it needs to know.

1 Tell the hospital and the NDIS

Tell staff the person is an NDIS participant and give them the person's care plan. With your consent, staff let the NDIS know. You can also call 1800 800 110. Or talk to your my NDIS contact. That's the person named in the plan who helps you use it.

2 Work with the hospital team

The NDIS says it will contact you or the person's nominee (someone appointed to act for them) within 4 days of hearing a plan change may be needed. You may work with a hospital liaison officer (HLO), an NDIS staff member who works with hospitals. A support coordinator (who helps arrange supports) can join in too.

3 Small or urgent change: ask for a plan variation

If the change is short-term, you may be able to use the plan's budgets flexibly. A plan variation changes part of the plan. It can be used for urgent or short-term changes, including crisis or emergency funding.

4 Big, ongoing change: ask for a plan reassessment

A reassessment creates a new plan. Send the plan reassessment request form with recent reports from treating health professionals, usually from the last 4 months. Only the participant, their nominee or child representative (usually a parent) can send it. The NDIS has 90 days to decide whether to reassess. You can keep using the current plan meanwhile.

5 Ask about supports for going home

Supports may include support workers, equipment and home modifications. Short-term accommodation funds support for the person while carers take a short break. If the home isn't ready, medium-term accommodation (MTA) may cover a place to stay for up to 90 days, in some situations. These can be paid from NDIS funding if they're included in the plan.

NDIS changes in 2026

Under new NDIS laws, two budgets are being reduced over time when plans are reassessed from 1 October 2026. They are social, economic and community participation, and improved daily living skills. Disability-related health supports and help with eating and drinking are not affected. Ask your my NDIS contact how this could affect the person.

4 Your first week at home.

The first days at home can feel busy and unsettled. Tick these off as you go. Always follow the hospital's and the GP's instructions.

- [ ] Fill new prescriptions. Check the medicines match the hospital's list.
- [ ] Book a GP visit. Take the discharge summary and medicines list.
- [ ] Write all appointments and tests on the worksheet in this guide.
- [ ] Check equipment has arrived, works, and that you know how to use it.
- [ ] NDIS participants: tell providers the person is home, and check supports have started again.
- [ ] Keep a notebook of questions for the next appointment.
- [ ] Keep the medicines list where everyone who helps can see it.
- [ ] Ask the GP clinic if they got the discharge summary.
- [ ] Arrange transport to each appointment.
- [ ] Practise the care tasks the hospital showed you. Call the ward if you're unsure.
- [ ] Watch the person's mood. Big changes in feelings are common after serious illness. Talk to the GP if you're worried.

Look after yourself too

Caring after a hospital stay is hard work. Carer Gateway is an Australian Government program for carers. It can help with counselling, peer support groups, coaching and planning a break from caring (respite). Call 1800 422 737, Monday to Friday, 8am to 5pm. If you suddenly become sick or injured and can't care, you can call at any time about emergency respite. Services Australia also has payments and services if you care for someone, including if you need time off work.

NDIS
1800 800 110
Tell the NDIS about a hospital stay or ask about a plan change.

healthdirect
1800 022 222
Health advice from a registered nurse, 24 hours. In Victoria it is called NURSE-ON-CALL.

Carer Gateway
1800 422 737
Support for carers. Monday to Friday, 8am to 5pm.

Poisons Information Line
13 11 26
If someone takes the wrong medicine or the wrong dose.

Keep this by the phone

5 Medicines, appointments and who to call.

Fill this in before you leave hospital, or ask staff to help. Take it to every appointment.

Medicines and appointments

Medicines: name, dose and when to take Copy from the hospital's medicines list

New, changed or stopped medicines

Pharmacy Name and phone

GP Name and phone

Appointment 1 Who, date, time, place

Appointment 2 Who, date, time, place

Tests needed For example, blood tests or scans

Ward or clinic phone For questions after you get home

Warning signs the hospital told us about

When to get help

Call 000 for an ambulance if you see: Trouble breathing. Chest pain or tightness. Severe bleeding. The person is unconscious. Lips or face turning blue. Becoming confused, agitated or very drowsy. Sudden numbness or weakness in the face, arm or leg.

Signs of a stroke: think FAST. Face: has it drooped? Arms: can they lift both? Speech: is it slurred? Time: call 000 straight away.

Worried, but it isn't an emergency? Call the GP, or healthdirect on 1800 022 222. For the warning signs on this sheet, do what the hospital told you.

Wrong medicine or wrong dose? Call the Poisons Information Line on 13 11 26. If the person collapses, stops breathing or has a fit, call 000.

000 In an emergency, call 000 and ask for an ambulance. If in doubt, call. You can call 000 even if your phone has no credit.

United Health Professionals

Personal care at home, including complex care.

We support adults at home in Melton, Caroline Springs, St Albans, Sunshine and Deer Park. Ask us every question in this guide. We'd rather you compare.



Personal care

Showering, dressing, grooming and toileting, at home and on your schedule.

Complex care

Talk to us about PEG feeding, catheter care, bowel care or seizure support.

Household tasks

Cleaning, laundry and meals, alongside personal care.

Registered NDIS provider

Check us on the NDIS Commission's provider register.

ABN 69 649 956 776

United Health Professionals Pty Ltd.

Your plan, your say

Support can be paid from your NDIS funding if it's included in your plan.

How to start

1

Call us

Tell us who the support is for, what's needed and where.

2

Talk it through

We go through the plan, the routine and what matters to the person.

3

Meet us

At home or wherever suits, with family there if you'd like.

4

Sign when ready

A service agreement with every support and price, before anything starts.

Questions about support after hospital?

Call us with any questions about support at home after a hospital stay.

Call 0416 851 984

info.unitedhealthprofessionals@gmail.com

This guide is general information, not advice about a particular plan. Always follow the person's own support plan and their health practitioner's instructions.