

# COMING ON BOARD WITH

real  
community services



# WHO WE ARE

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Coming on board with Real Community Services (RCS) means choosing a provider with a proven track record of excellence, dedication, and a deep understanding of individual needs. Established in January 2006, RCS has grown to deliver thousands of personal support hours each week to hundreds of people with disabilities, empowering them to lead fulfilling, independent lives.

At RCS, we believe in more than just support, we believe in transformation. Our co-design model ensures that participants are at the center of everything we do, supported by a Comprehensive Community that guarantees best practices and individualized care. Whether it's one-to-one assistance, activity-based support, or helping with daily living tasks around the home and community, our services are tailored to people of all ages, ensuring they receive the right support at every stage of their journey.

We offer a comprehensive range of services, including Community Access Support (CAS), Assistance with Daily Living (ADL), and Supported Independent Living (SIL). Our selection of Specialist Disability Accommodation (SDA) extend from Gympie to the Gold Coast, providing choice and comfort for those seeking a secure, supportive living environment to call home.

As a **Registered National Disability Provider, Registered Attendant Care and Support Provider for the National Injury Scheme Qld (NIISQ), Transport Accident Commission (TAC) and Workcover Clients**, RCS consistently sets new benchmarks in the industry. We invest in our staff, foster innovation, and prioritize the well-being of our participants. Our values—diligence, respect, and innovation—are at the heart of every interaction, ensuring that each person receives compassionate, effective support that enhances their lifestyle.

When you choose Real Community Services, you're not just choosing a provider—you're choosing a team dedicated to your success, independence, and well-being. Experience the RCS difference, and see why so many participants, families, and carers trust us to deliver exceptional care.

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

# MEET THE MANAGEMENT TEAM

We asked our Management Team the following questions, what would your answer be?

*What's your Super Power?*

*How do you have your Coffee?*

*What is your favourite saying?*



**Trevor Green**  
Founding Director

*Highly intuitive and knows how to make the most of time, especially your last minute of work!*

**Any Coffee tastes great when you enjoy it with peace.**

*"By my Side."*



**Neil Curnow**  
CEO

*The Edward Scissor hand of statistics. With the ability to adapt and make change positive.*

**Long Black**

*"Our greatest glory is not in never falling, but in rising every time we fall."*



**Helen Emery**  
Executive Operations Manager

*The fixer. With a love for Cooking, Molecular gastronomy especially knows what ingredient to use to make it just right.*

**3 Coffees a Year - making them count!**

*"Never Give Up."*



**Niamh Kiernan**  
Allied Health Manager

*An Irish charm you can't escape. Known by all as the 'The Irish Nurse'.*

**Dirty Chai all day.**

*"What is for you, wont pass you."*



**Jo Brand**  
Regional Business Development Manager

*A laugh that will make you smile, and strategies that will make you grow.*

**Prefers a Latte to a Mocha and a great conversation.**

*"Life is one big Adventure!"*



**Neil Currie**  
Regional Business Development Manager

*Strength, not only physically but in the support provided to others. If not lifting a kettle bell is lifting your opportunities to live a great life.*

**Extra strong Dirty Chai.**

*"Let go a little and let life happen."*



**Belinda Sullivan**  
Human Resource Manager

*If not loving AFL or gardening, is deep in all things Quality and Administration.*

**Loves an unsweetened, strong, flat white.**

*"Try to be a rainbow in someone else's cloud."*



**Daria Houlihan**  
Finance Manager

*Finding information / sleuthing, human filing cabinet, retaining weird and random information.*

**Prefers anything but coffee, juices are great!**

*"Nothing is impossible, the word itself says 'I'm possible.'"*

# RCS SUPER POWERS

## **Participant-Centered Co-Design**

We place participants at the heart of everything we do. Through our co-design model, we tailor support plans to each individual, ensuring their needs, preferences, and goals shape the services they receive.

## **Comprehensive Community Nursing Team**

Our dedicated Team of nurses collaborate seamlessly with participants, delivering expert care across multiple areas. This integrated approach ensures holistic, best-practice care.

## **Diverse Service Range**

From Community Access Support (CAS), Assistance with Daily Living (ADL), and Supported Independent Living (SIL), we offer versatile support services to meet the unique needs of participants of all ages.

## **Specialist Disability Accommodation (SDA) throughout SE Queensland**

The range of SDA homes we have access to through our valued partnerships provides participants with comfortable, safe, and well-equipped living environments that feel like home.

**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)*

### **Consistent Improvement on Industry Standards**

We don't just meet industry standards—we exceed them. RCS is committed to continuous improvement, raising the bar for the quality of care provided by our team.

### **Long-Standing Experience and Trust**

Long-Standing Experience and Trust Established in 2006, we bring years of expertise and a strong reputation for delivering reliable, personalized support to hundreds of people with disabilities. Our experience has shaped us into one of the most trusted providers in the sector for many Participants, Nominees, Support Co-Ordinators and Families.

### **Support workers**

Our professional support workers are highly trained in clinical applications, mental health, and de-escalation techniques, enhancing interactions and fostering a safer, more positive environment for everyone. With excellent communication skills and cultural awareness, they are committed to ensuring best practices in the delivery of care to Participants.

### **Empowering Independence**

Our focus is on empowering participants, helping them build skills, confidence, and independence to lead fulfilling lives both at home and in the community.

### **Values-Driven Service Delivery**

Guided by the core values of diligence, respect, and innovation, we ensure that every participant receives care marked by professionalism, empathy, and forward-thinking solutions.

### **Flexible, Around-the-Clock Support**

We understand that needs don't follow a 9-to-5 schedule. That's why RCS offers flexible, 24/7 support options, ensuring participants receive assistance whenever they need it, providing peace of mind for them and their families.



# START YOUR JOURNEY

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## 1. INITIAL CONTACT

We'll start with a quick chat to introduce ourselves, learn a bit about you, and schedule a more detailed Onboard meeting. Feel free to ask any questions!

## 2. MEET & GREET

During the Onboard meeting, we'll get to know each other better. We want you to feel comfortable, so let us know how we can help with that.

## 3. GOALS

We'll talk about your goals, what kind of support you're looking for, and any special requirements you may have. This helps us create a plan that works best for you.

## 4. DOCUMENTS

We'll go over a simple agreement that explains how our services work, what's included, and any costs. You'll have a chance to ask questions and make sure you're comfortable with everything before signing.

## 5. SUPPORT

Together, we'll create a plan that focuses on your goals and preferences. We'll include activities you enjoy and any support you might need.

## 6. FEEDBACK

We'll check in with you 1-2 weeks after you start receiving services to see how things are going and make sure everything is on track.

For more details on our Intake and Onboarding process, please don't hesitate to reach out to us for the full document.

# TAKE IT FROM OUR PARTICIPANTS



"I was given the best support staff I've ever had!!"

-Larry-



"Eight years ago my daughter was involved in a motor vehicle accident and sustained a severe traumatic brain injury. After residing at an aged care facility for five years she moved into her own home supported by RCS. During the three years she has been receiving support she has gone from strength to strength..... I can't speak highly enough of the amazing dedicated team that have worked to achieve these outcomes for my daughter."

-Mum-



"Niamh, Sarah and Emma are the most delightful professional nursing care I have received anywhere. I appreciate the amount of clients they have yet they never make me feel rushed and always are present when I have an issue or I'm holding them up."

-Sharon-

**Chris was adamant that he wanted to achieve goals that from an outsiders perspective may have seemed impossible.**

When our support workers first met Chris, he expressed some pretty high level goals and was physically deconditioned. Chris was adamant that he wanted to achieve goals that from an outsiders perspective may seemed impossible.

From that moment, we knew that RCS was the right service provider for him! He was focused, excited and ready to get to work on living his best life with his infectious "never give up" attitude!

RCS supported Chris's goals by scheduling a shift with two motivated and focused support workers, ensuring Chris felt well-supported, safe, and comfortable to return to water activities.

Chris now enjoys weekly kayaking/swimming in the ocean and having a coffee on the shore. He especially enjoys feeling the sand under his feet and being in the water.



# 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)

