Aus Ability Connect

Ability. Belonging. Connection.

Australian Disability Care Support Pty Ltd

Welcome and Getting Started Guide

What happens when you start with us

Who this is for: NDIS participants, families and carers

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This document is available in other formats. Ask us for large print, a Word copy, or help to read it. Free interpreters: call TIS National on 131 450 and ask for us.

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Welcome

Thank you for choosing Aus Ability Connect. This guide explains what happens when you start with us, what you can expect from our workers, and how you stay in control of your supports.

You can bring a family member, friend, carer or advocate to any meeting with us. If you would like an interpreter, tell us and we will arrange one with your permission.

Who we are

Ability. Belonging. Connection.

Our vision: Every person valued who they are, included in their community, and free to live the life they choose.

Our mission: We connect people with disability to the supports, skills and communities that help them grow, working in true partnership with participants, families, coordinators and health professionals.

Our ABLE values

Value	What it means
Authentic	Genuine relationships built on trust and honesty.
Belonging	We create places where everyone fits in and is valued.
Listening	We listen first and act on what we hear.
Empowering	We build skills and confidence, not dependence.

In practice, this means we are honest with you, we make sure you feel welcome, we listen before we act, and we help you build your own skills and confidence.

Your first steps with us

1. **First contact**
   You, your family or your support coordinator contact us. We ask a few questions about the support you are looking for and your NDIS plan, and arrange a time to meet.
2. **First meeting**
   We meet you face to face. We explain our services, how we collect and use your information, privacy, consent and confidentiality. We remind you that you can have an advocate. We ask about your needs, goals, routines, preferences and any risks, so we can plan safe support.
3. **Your support plan**
   We write a support plan with you. It is based on your goals and the supports in your NDIS plan. It says what support you want, how you want it given, and how often we will review it.

4	**Your service agreement** We give you a written service agreement (see below). Take time to read it and ask questions.
5	**Meeting your workers** We match workers to your needs and preferences. You have a say in who supports you.
6	**Supports start and we check in** We check in with you to see how things are going, and review your supports with you regularly.

Your service agreement

A service agreement is a written agreement between you and us. It includes:

- The supports we will provide (your schedule of supports), and when
- The prices, and how we will claim payment
- Your responsibilities and our responsibilities
- Your emergency and disaster plan
- How to cancel a support, and our cancellation terms
- How to change or end the agreement
- How to give feedback or make a complaint

You, your family or your advocate can read it before signing. You can ask someone you trust to look at it with you. If your needs change, we can review and update the agreement with you.

If you live alone

If you live alone and one worker gives you personal care, we will talk with you about your safety, check in with you directly about how your support is going, and (where practicable) visit your home to supervise your worker. These arrangements are written into your service agreement.

Your goals and your plan

- Your NDIS plan sets out the funding you have. Your goals guide how we use it with you.
- We help you work towards the goals you choose. Everyone's progress is different.
- You can ask to review your support plan at any time, for example if your needs, health or living situation change.
- When your NDIS plan is reassessed, we can give you information about the supports we have provided, with your consent.

Consent and your information

Consent means giving permission. We will always explain why we are asking for your consent.

- We ask for your written consent before we share your information with other people, such as other providers, your doctor or your family.
- We only collect information we need to provide your support.

- You can see the information we hold about you. We aim to give you access within 7 days of your request (we will ask for proof of identity).
- You can withdraw your consent at any time. Please tell us. This may affect the support we can give.
- If you need help to make decisions, we can talk with your family or advocate and support you to make your own choices.

What to expect from our workers

Our workers follow the NDIS Code of Conduct. This means they will:

- respect your right to freedom of expression, self-determination and to make your own decisions
- respect your privacy
- provide support safely and competently, with care and skill
- act with integrity, honesty and transparency
- quickly raise and act on concerns about the quality and safety of your support
- take all reasonable steps to prevent and respond to violence, exploitation, neglect and abuse
- take all reasonable steps to prevent sexual misconduct

Our workers will also

- arrive on time and let you know if something changes
- only do the tasks and hours agreed in your service agreement
- not give or accept gifts or money without approval from their supervisor
- not witness or advise you on legal documents such as a will
- write notes about the support they provide, and keep them private

If a worker does not meet these expectations, please tell us. You will not be treated badly for raising a concern.

Choice and control

- You choose your supports, when they happen and who provides them.
- You can ask to change your worker, your times or your supports.
- You have the right to take part in activities that involve some risk (dignity of risk). We will talk with you about how to stay safe.
- You can change providers. If you decide to leave, we will help with a smooth handover if you want us to.
- If you leave and want to come back later, you are welcome to contact us.

Changes, cancellations and emergencies

- Please give us at least 24 hours' notice if you need to cancel a support. Your service agreement explains our cancellation terms.
- We will give you at least 24 hours' notice if we need to change a scheduled support.
- If you want to stop our services, please tell us (in writing if you can).
- In an emergency, call 000.

Feedback and complaints

We want to hear from you. You can give feedback or make a complaint to us at any time, including anonymously. Read our 'Your Rights and Feedback' guide for the full details.

Contact us

Phone: 0468 310 158

Email: ausdisabilitycaresupport@gmail.com

Website: www.ausabilityconnect.com.au

Address: Seven Hills NSW 2147 (Sydney)

Need an interpreter? Call TIS National on 131 450 and ask them to call us. If you are deaf or have a hearing or speech impairment, you can contact us through the National Relay Service.