

Welcome Booklet



rehabilitation
support services

Network Rehabilitation Group
Rehabilitation Support Services | Network Case Management Services

Our Purpose

We empower people to lead purposeful, fulfilling lives that align with their goals.

Our Values

We recognise the **value of respect**

We make a **meaningful difference**

We are **ethical**

We **work in collaboration**

Welcome

Our purpose is to empower people to lead purposeful, fulfilling lives that align with their goals. As a family owned and run organisation, we pride ourselves on knowing our participants and delivering the highest quality service and supports. Our reputation in supporting the physical and mental wellbeing of individuals in the community is unrivalled.

As a registered NDIS provider, we understand every person living with a disability has different needs and we strive to deliver the supports you need to achieve your individual NDIS goals. In addition to working within the NDIS, we also support clients of the Public Trustee, Private Trustees and The Insurance Commission of Western Australia.

Our approach is always person-centred, working in partnership with the participant and their family to ensure goals are achieved and an improved quality of life. Our person-centred approach flows through every aspect of our organisation, in particular how you choose your support workers. It is our belief that the support person in your life needs to be the right fit. We work with you, and our support workers, to make sure you're the perfect match for each other!

Rehabilitation Support Services (RSS) is proudly part of the Network Rehabilitation Group (NRG), who also provide support coordination, specialist support coordination, case management and medico-legal reporting through Network Case Management Services (NCMS).

Thank you for choosing Rehabilitation Support Services. Our team cannot wait to support you!



What we do

We provide supports to people who have:

- Core Supports within their NDIS plan and require support workers to assist them with their daily living task and/or accessing the community; or
- A Public or Private Trustee and require attendant care or support workers; or
- Funding from the Insurance Commission of Western Australia and require attendant care.

What core supports are

Core supports is a section within your NDIS plan made up of four categories. We provide support for three categories:

- Daily Activities e.g. assistance with self-care activities during the day or evening;
- Assistance with Social and Community Participation e.g. supports to enable you to engage in social or recreational activities; and
- Transport e.g. if you are unable to use public transport because of your disability.

Who we support

At RSS, we know what we are good at and we know when we need to work with other professionals to support you.

We are able to provide support to people who meet our eligibility criteria:

- Over 18 years of age.
- Live within the Perth metropolitan area.
- Have a current NDIS plan that is NDIA or Plan Managed.
- Require six or more hours of supports a week.
- Require supports with assisted daily living or social, economic and community participation.
- Have a primary diagnosis of acquired brain injury, spinal cord injury, intellectual disability or psychosocial disability.

We are unable to support people who:

- Are under 18.
- Live outside the Perth Metropolitan area or in other states.
- Are self-funded participants.
- Are aged care participants.
- Require nursing care, PEG feeding, ventilation support, extensive mealtime management, extensive waste management, have extreme behaviours, or are sex offenders.

Please don't worry if you become unwell and need more complex care. We'll liaise with the correct professionals to support your needs.

If it gets to the stage that our team can no longer support you due to your developing complex needs, we will help you transition to another provider that can support you more readily, writing detailed handover documents and ensuring the continuity of your supports at all times.

What core supports are not

We are not a crisis service

If you need support in a crisis the emergency services or your specialist medical care team, ie., Psychiatrist, are there to support you. However, **we can** help you plan how to manage conflict and crisis in your life when it does happen.

We are not cleaners

Our support workers are not there to do all of your domestic tasks, but **we can** support you to achieve your NDIS goals. If you need a cleaner, we can support your Coordinator to access this through your NDIS plan.

We are not chefs

Our support workers are not there to cook your family meals, but **we can** support you to achieve your NDIS goals and if these goals include meal preparation, then we'll support you to achieve this. If you need a meal delivery service, we can advise your Coordinator to access this through your NDIS plan.

We are not Advocates

We can put you in touch with an advocacy service if you need one.

We are not Plan Managers

We do not manage your money, process your invoices, or make decisions about your funding but **we can** help you choose the right Plan Manager.

We are human too

We like to sleep and spend time with our family and friends. **We can** take your call on our after hours line if you need to cancel a shift at short notice, but all other calls should be made during office hours.

The NDIS delivers supports that are considered reasonable and necessary, but what is reasonable and necessary?

1. Is the support or service related to your disability?
2. Is this an expense that is incurred because of your disability and not just an everyday expense? For example, groceries, paying rent, car registration etc
3. Will the support or service help you achieve the goals in your NDIS plan?
4. Is the cost of the support or service reasonably priced and is it the best value for money compared with other supports?
5. Will the support or service help you find or keep your job, help with your education, improve how you connect with your local community and/or improve your relationships with your family or friends?
6. Should the support or service be funded by other government services instead?
7. Will the support or service help you participate in activities with friends and other members of your community, or help you find and keep a job?
8. Is it safe? Your supports and services should not cause you harm or put others at risk.
9. If you're ever unsure about the supports you receive, please speak with your Local Area Coordinator, Support Coordinator or Plan Manager.

Your supports

We will make sure you know, and like your support workers, we want to ensure a perfect match!

We understand having staff come to your home for the first time can be daunting for many people. To make this warm and welcoming for you, we will firstly send you the profile of the Support Workers that we think will match with you, to pick the ones you like!

The next step is a meet and greet between yourself and the Support Workers with one of our care team attending too. It's important you're happy with who you pick to support you, if you don't like them in person, that's ok, we'll work to find another match for you. If you do like them then we can commence your supports. To have a few people on your team, you'll pick a few Support Workers at a time.

If for any reason, we need to add more people to your team we'll go through the same meet and greet process, but this time have the new Support Worker join one of your existing Support Workers on a buddy shift.

If at any time you decide that the Support Worker isn't right for you anymore, we would like you to let us know sooner rather than later so we can recruit the right person to meet your needs.

We approach recruiting our Support Workers the same way, they get to pick you too, and sometimes their situations change, and they have to move on from your team. But please don't worry as we'll always work to find you more Support Workers that are your perfect match!

How we deliver your support services

We work with you to achieve your NDIS goals and will deliver your support services in a way that will help you achieve this and maximise your funding! But we know that life can be tricky, and things can change quickly, some days you might not want your scheduled support and other days you might need your supports for longer.

Extending the time once your supports have started

If you require your Support Worker to stay longer than the shift was originally booked for and your funding allows it, then that's ok, but your Support Worker will need to ring the office and have a chat about the longer shift if it's going to be more than 30 minutes.

Changing the day/time of your supports

We understand that life happens, and you may need to change your supports at short notice.

We try to be as flexible as possible

about this but the NDIS do have some rules we need to follow in regards to cancelled supports.

Short Notice Cancellations

If you let us know with less than 24 hours' notice that you don't want the supports, your NDIS plan will still be charged up to a maximum payment of 3 hours. The Support Worker we had booked in to support you must be paid. If you cancel with less than 1 hours' notice, or when your Support Worker is already with you then we will charge your NDIS plan for the full supports you had booked.

Shift Flexibility

If something happens once your Support Worker is already on shift and you have to cut it short, that's ok, but a minimum payment equal to the shift length, or 3 hours (whichever is lesser) will be charged to your NDIS plan, as the Support Worker must be paid for being there.

In case of emergency supports

Your Service Agreement and Support Plan includes an Emergency and Disaster planning section, to ensure we can implement your wishes if your regular Support Workers are unavailable due to illness or natural disaster.

Mobile phones and communication

All communication between your support worker and yourself is to

come through the RSS office on phone 9387 6881. Please do not share your mobile number with your support workers or ask for their number. If you are separated from your support worker during a shift please ring the office and we will call the support worker on your behalf. Support workers who share their mobile numbers are breaching their professional boundaries and may breach your confidentiality.

Motor vehicles

Getting out and about in the community with your Support Worker might be one of your goals and may involve using a car. If you wish to use your own car, please ensure you have taken the time to:

- Teach your Support Worker the quirks of your car and things they should know.
- Check that the car is roadworthy, registered and insured.
- Have the appropriate insurance to cover other drivers of your car.
- Ensure your insurance covers drivers under 25 years, if your Support Worker is under 25.
- Provide us with your registration and insurance documentation, so we can save to your file.
- Be familiar with our organisational motor vehicle policy (available from our website, or on request).

Your privacy

Your privacy is important to us. The following information will explain how we handle your personal confidential information.

Your Service Agreement outlines our commitment to Privacy and Confidentiality. By filling in Consent section and signing the Service Agreement, you give us your permission to contact other service providers and professionals or caregivers, which are part of your support team, to gather any information that will help us to better support you. Giving us the opportunity to collect this information from other service providers will tell us what has and what has not worked for you in the past. The more we understand about your situation, the more we can do to make sure we give you the best service experience that we can provide. However, we will only contact these people after we get your consent to do so.

We will not share any information that you give us or that we collect from other service providers without getting your permission first. Our team members will, of course, have access to your information as well as any relevant authorities, but only if we (or they) are concerned with your immediate health and wellbeing. If your health and wellbeing become a concern, we may also share your information with your legal guardian or caregiver, but only if requested.

If for any reason you choose to stop using our services, your information will be kept as per legal requirements for 7 years and then deleted. You can request your files from us at any time by email at office@rehabsupportservices.com.au. If you have any further questions about how your personal information is handled, please ask a Rehabilitation Support Services team member.

Our responsibilities

Rehabilitation Support Services will:

- Provide the supports that meet your needs at the preferred times.
- Regularly review the provision of supports with you.
- Communicate openly, honestly, and promptly.
- Treat you with courtesy and respect.
- Talk with you on decisions about how supports are provided.
- Listen to you for feedback and any problems which may arise.
- Give you 24 hours' notice if there is to be a change in a scheduled appointment to provide support if possible.
- Keep your personal information private.
- Keep you safe and ensure the safety of others.

Your rights and responsibilities

As an individual using our services, you have rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights in achieving your goals.

You have the right to:

- Access supports that promote, uphold and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination, and decision-making.
- Access supports that respect your culture, diversity, values, and beliefs.
- An organisation that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation or discrimination.
- Receive supports which are overseen by strong operational management.
- Access services which are safeguarded by well-managed risk and incident management system.
- Receive services from team members who are competent, qualified and work with you to provide the supports that you want to achieve your goals.
- Consent to sharing of information between providers during the transition.

Your rights and responsibilities

What we ask of you:

- Respect our team members, ensuring their workplace (your home) is safe, healthy and free from harassment.
- Abide by the terms of your service agreement with us.
- Not breach any human rights when interacting with our employees.
- Understand that your needs may change, and with this, your services may need to change to meet your needs.
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Tell us if you have problems with the supports and services you receive.
- Give us the information to develop, deliver and review your Support Plan.
- Care for your own health and well-being as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours, preferably 48 hours' notice when you will not be available for your service or support.
- Be aware that our team members are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Ensure pets are controlled during service provision.
- Provide a smoke-free working environment.
- Apply for a Companion Card so your Support Worker can enter venues at no charge, <https://www.wacompanioncard.org.au/apply-now/>

Incidents

Rehabilitation Support Services aims to protect and prevent harm to all our participants. We have systems to manage all incidents that relate to people receiving our supports and using our services.

An incident can include anything that has occurred or that you're concerned may occur in relation to the provision of our supports that has, or could, caused harm. Our **Incident Management Policy and Procedure** includes identifying systemic issues in our practice and continually working with you to improve how we deliver our supports to you.

Rehabilitation Support Services Support Workers are expected to report any incident that occurs while providing supports to NDIS participants. Incidents need to be reported using the **RSS Participant Incident Form** either during, or at the end of, the shift that the incident occurred, to ensure a prompt response.

Some incidents are more serious than others. Reportable incidents include those that have, or are alleged to have, caused death, serious injury, abuse, neglect, or any restrictive practice to the person with disability. These types of incidents are reported to the NDIS Commission by Rehabilitation Support Services within twenty-four (24) hours of the incident, and as such, must be reported to our office as soon as the Support Worker, or yourself becomes aware of it.

Rehabilitation Support Services will follow our Incident Management Policy and Procedure and arrange for the necessary support and assistance to anyone affected by the incident. If you are affected, you may want information regarding accessing an independent advocate and receiving strategies to take care of your ongoing safety and wellbeing after the incident.

Every Incident is thoroughly investigated by RSS, with a focus on improving outcomes for you, and how we can support any employees involved through training, or further supervision. These investigations drive the process of continual improvement in the services we provide to you.

Anyone affected by the incident is invited to be included in creating the outcomes from the investigation. This includes taking into consideration your views about whether the incident could have been prevented, how well the incident was managed and what could be done to prevent similar incidents from happening again. All documents relating to an incident are reviewed monthly at the Safety and Quality Committee meeting, and continuous improvement recommendations discussed and implemented. This information is stored securely for seven (7) years from the day when the report is made. Our Incident Management Policy and Procedure is available on our website, or we can email or post one out at your request.

Compliments, complaints, feedback

We are fortunate that we receive more compliments than complaints, and whilst we love hearing the feedback, we'd appreciate it in writing so we can share the great work our team do. We welcome any feedback that can help us improve the supports we provide to you. So please tell us if you are not happy with the support or services that you are receiving and let us know what we can do to improve your experience with us. We can arrange for interpreters, different communication aides, online, mobile, or other technology assisted ways, anything that will help you inform us.

If you have a concern, we will give you the time to explain what it is and listen to your suggestions about how we can address your concerns. Sometimes it might take longer than one discussion to find a resolution. That is why we will help you fill our Compliments, Complaints and Feedback Form so that you can make sure we fully understand your point of view. With your written complaint to guide us, we can work with you to navigate all the issues, investigate your concerns completely and work out a fair and reasonable solution.

To provide a written compliment:

- Call or email the office and request our Compliments, Complaints and Feedback Form and email through to feedback@rehabsupportservices.com.au
- Fill in the Contact Us section on our website www.rehabsupportservices.com.au/contact-us or the NRG Feedback form which can be found on the website too.
- If you don't like emails, you can always call the office and we can fill in the Compliments, Complaints and Feedback Form for you whilst you're on the phone.

To make a complaint or provide feedback:

- Contact the person's Manager, General Manager or Managing Director.
- Request the Compliments, Complaints and Feedback Form and email through to incident@rehabsupportservices.com.au.
- Use the feedback form on our website www.rehabsupportservices.com.au.

- If you don't feel comfortable making a complaint solo you can ask a family member, friend, or engage an advocate to support you.
- We will always treat you with respect and courtesy when you make a complaint and you'll be as involved in the investigation and outcome as you'd like to be.
- If you'd prefer you can contact the NDIS Quality and Safeguards Commission directly on 1800 035 544 or www.ndiscommission.gov.au.

After completing the written complaint, the process will involve:

- Confirmation via email or phone that we have received your written complaint.
- On request, we will provide you with our Compliments, Complaints and Feedback Policy and Procedure, which outlines our Complaints management process. This is also readily available from our website.
- We will gather all the facts from those involved and keep you informed of the progress.
- We welcome your collaboration to create actions that are mutually agreeable.

If you feel your complaint has not been resolved in a way that you had expected, you can make a complaint to the NDIS Commission. The NDIS Commission is independent and protects the interests of people who use the support and services of any NDIS Service Provider. Complaints can be made verbally, in writing or by any other appropriate means, and can be made anonymously. A complaint can also be withdrawn at any time. If a person makes a complaint, the NDIS Commission will decide upon the appropriate action to take, such as:

- Take no action, or defer taking action in some cases (for example, if the complaint was not made in good faith or there is not enough information to continue); or
- Help the complainant and other affected people to work with the NDIS provider to resolve the complaint; or
- Undertake a resolution process.

Advocates

What is an advocate?

An advocate is a person who will listen to you and help you make decisions about the support and services you receive. An advocate is there to give you a voice when you are not sure that yours can be heard. An advocate will speak up on your behalf when choices are being discussed and make sure that organisations providing you support understand your needs and respect your rights. An advocate will speak out for you if your needs are not being met.

Who can be your advocate?

You can ask anyone you know and trust to be your advocate, including a member of your family or a friend. Or you may want someone independent, a professional from a formal advocacy service.

You may wish to try:

Ministerial Advisory Council on Disability: Provides independent advice to the Western Australian Minister for Disability Services on issues affecting the lives of people with disability, their families and carers.

Phone or text **0435 046 248**

People With Disabilities Western Australia (PWdWA): The peak disability consumer organisation representing the rights, needs and equity of all Western Australians with physical, intellectual, psychiatric, or sensory disability via individual and systemic advocacy.

Phone **(08) 6246 6948**

Free call **1800 193 331**

Email **info@pwdwa.org**

Health and Disability Services Complaints Office: Independent statutory authority providing an impartial resolution service for complaints relating to health or disability services provided in the State of Western Australia.

Complaints and enquiries line
(08) 6551 7600

Administration **(08) 6551 7620**

Fax **(08) 6551 7630**

Country Free Call **1800 813 583**

TTY **(08) 6551 7640**

Email **mail@hadsco.wa.gov.au**

Or access <https://www.commerce.wa.gov.au/consumer-protection/helpful-contacts-people-disability> for further information.

How do we work with advocates?

With your permission, provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest. Work closely with your advocate and involve that person in the planning of services that will be provided for you. Ensure team members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us. Rehabilitation Support Services will make sure your Advocate is invited to:

- Consultation meetings
- Person-centred planning meetings
- Reviews
- Other relevant meetings or conferences



Exit Process

We encourage everyone to use their choice and control and if we aren't the right provider for you anymore, we ask that you send us an email requesting your service agreement end.

As per your service agreement, services and payments will cease four weeks from receiving your email.

Re-engaging

We understand the grass isn't always greener! If you'd like to reengage with us at any time please call or email us and, if we have capacity, we'll commence the intake process again with you.

How to reach us

Office phone

(08) 9387 6881

Website

www.rehabsupportservices.com.au

Office address

1/434 Cambridge Street, Floreat WA 6014

Office email

office@rehabsupportservices.com.au

Compliments email

feedback@rehabsupportservices.com.au

Incidents email

incidents@rehabsupportservices.com.au

Complaints email

complaints@rehabsupportservices.com.au



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