

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 that improve 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 are the perfect match for each other!

Rehabilitation Support Services (RSS) is proudly part of the Network Rehabilitation Group (NRG) which also provides 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 with people who have:

- Core Supports within their NDIS plan and require support workers to assist them with their daily living tasks 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 can 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.

What core supports are not

We are not a crisis service

If you need support in an emergency or crisis, your first point of contact is to call '000' and connect with emergency services. If you need medical assistance, your GP and specialist teams, such as a psychiatrist or mental health services are there to support you. We can help you to plan how to manage conflicts and crisis in your life so you know how to respond if it does happen.

We are not cleaners

Our role is to work alongside you on household tasks if this is part of your support plan. The NDIS calls it active support or graded support. It is all about developing your skills and independence. If you do need a cleaner, we will support you to contact your Coordinator to explore options based on your plan goals and funding. You will find our RSS Domestic Assistance Policy on our website www.rehabsupportservices.com.au.

We are not chefs

Our support workers are not here to cook meals for you. We can support you to be involved in meal preparation when this is part of your support plan and goals. If you need a meal delivery service, we will support you to contact your Coordinator to explore available options.

We are not formal Advocates

We promote and support your rights, needs and wellbeing in everything we do. We are not formal advocates, but we will help you raise concerns, express your views and support you to engage an independent advocate if needed. You will find more information about the role of an advocate and other disability contact pathways on pages 16 and 17.

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 explore some reputable Plan Managers to make your choice a bit easier.

We are human too

We also need time to rest and spend with our family and friends. If you need to cancel a shift at short notice, you can call our RSS after-hours service. Please listen carefully and follow the prompts. The phone number is the same - 9387 6881. We appreciate all other calls being made between Monday to Friday 9.00am - 4.30pm.

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.
3. Will the support or service help you achieve the goals in your 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 to find or keep a job, or develop your skills and education?
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?
8. Is it safe? Your supports and services should not cause you harm or put others at risk.

If you are ever unsure about the supports you receive, please speak with your Local Area Coordinator, Support Coordinator or Plan Manager.

Your supports

We will ensure you are matched with support workers you know and feel comfortable with

We understand that having staff come to your home for the first time can be daunting for many people. To help make this experience warm and welcoming, we will first send you profiles of our support workers so you can choose who you would like to be introduced to. It is important that you are happy with who joins your support team.

The next step is a 'meet and greet' between you and a support worker with one of our care team attending the visit. If you don't feel there is a good connection that's okay. We will find another suitable match for you. If you connect well, we can get started and book in regular supports.

Success is having a strong team and reliable services

Naturally there will be times when one of your support workers is unwell or takes a well-earned break. This should not affect your services because our model is based on you having a skilled team of support workers who get to know you and how you like them to work with you.

We appreciate you helping us by supporting buddy shifts from time to time. There is no additional cost for you. We use the same meet and greet process, but this time with one of your existing support workers.

Occasionally, we may also need to make a change to one of your shifts. We will give you as much notice as we can and will offer you some flexible options, such as changing the day of your outing or seeing who else on your team is available to fill the shift.

If at any time you decide that the support worker isn't right for you anymore, please let us know as soon as you can so we can focus on recruiting a new person who meets your needs.

Just as we place importance on you choosing your perfect team, we also offer our support workers the choice of who they work well with. Sometimes their situations also change and they choose to move on from your team but please don't worry - we will always work to find you more support workers that are your perfect match!

Your individual support plan

We develop your Support Plan together with you and the people who matter most to you.

We follow your plan closely so you can expect consistent supports that are delivered in a safe and respectful way and tailored to your goals, preferences and needs.

It is a living document that will be updated as your needs change.

Flexible and cost effective supports

We work with you in a way that will help you achieve your NDIS goals and maximise your funding. We also know that life can be tricky, and things can change quickly. Some days you may not want your scheduled support and other days you might need your supports for longer.

Shift flexibility - reducing the length of service once it has started

If something happens once your support worker is already on shift and you need or choose to cut it short, that's okay. There is a minimum payment equal to the shift length, or 3 hours (whichever is less) that will be charged to your NDIS plan, as the support worker must be paid for being there.

Extending the time of your support shift once it has started

If you would like your support worker to stay longer than the shift is originally booked for, we need to check if they are able to extend, and if your funding allows for it. Your support worker will need to call the office to confirm this if the extra time is going to be more than 30 minutes.

Short Notice Cancellations

If you cancel your support less than 24 hours before it is due to start, your NDIS plan will still be charged for up to 3 hours.

The support worker we have booked in to support you must be paid. If you cancel with less than one hour before the service is due to start, or when your support worker is already with you, we will charge your NDIS plan for the full length of your agreed scheduled service.

Emergency and disaster planning – your personal plan

Planning for unforeseen events such as flooding or fire is something we encourage you to consider and to ask us for help to develop a plan specifically for you.

Your Service Agreement with us includes an emergency and disaster planning section listing the people you would like us to contact in these kinds of emergencies; and recording your consent for us to ensure your support continues if regular workers are unavailable. We have processes to identify, recruit, and onboard suitable staff during disruptions. Workers with relevant skills such as infection control or contingency planning are prioritised.

If you have not chosen to complete this section in your RSS Service Agreement and would like more information on what this means and how we can assist you, please call our office so we can facilitate next steps.

Your supports

Safe handling and disposal of waste

We are visitors in your home and it is important for us to keep you and your home environment clean and safe.

Our support workers will follow your preferences when disposing of personal items such as continence aids, medical waste or food scraps.

Any waste that could pose a health risk will be handled using gloves and disposed of, protecting everyone in your home.

Mobile phones and communication

All communication between your support worker and you needs to come through the RSS office via phone on 9387 6881. Please do not share your mobile number with your support workers or ask for their personal mobile 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 into the community with your support worker is likely to be one of your plan goals - and one we fully support.

Most RSS support workers use their own car to assist with transport.

If you prefer they drive your car, please ensure:

- Your vehicle is registered, roadworthy and comprehensively insured. As the owner, it is your responsibility to check expiry and renewal dates.
- Your insurance covers non-nominated drivers and, if relevant, drivers under 25 years of age.
- You show your support worker any unique features of your car (e.g. indicator placement, mirror adjustments).
- You provide the RSS office with a copy of your registration and insurance documents for our records.
- You are familiar with our Motor Vehicle Policy, available on our website or by request.
- Important: If you choose to have a support worker drive your vehicle, you accept responsibility for any damage or incidents, including payment of the out-of-pocket insurance claim excess specified in your motor vehicle insurance policy.

Your privacy

Protecting your privacy is very important to us. The following outlines how we manage your personal and confidential information.

Your Service Agreement includes our commitment to privacy and confidentiality. By completing the Consent section and signing the RSS Service Agreement, you give permission for us to contact other service providers, professionals, or caregivers in your support team. This helps us understand what has and has not worked for you, so we can tailor our support to your needs. We will only contact others once we have your consent.

We will not share any information you provide, or that we collect, without your permission. Our team and relevant authorities may access your information only if there are concerns about your immediate health and wellbeing. If requested, we may also share information with your legal guardian or caregiver.

If you stop using our services, your information will be stored for seven years, as required by law, and then securely deleted. You may request your records at any time by emailing office@rehabsupportservices.com.au.

If you have questions about how your personal information is handled, please contact the Rehabilitation Support Services office.

Our responsibilities

Rehabilitation Support Services will:

- Deliver supports that meet your needs at your preferred times.
- Regularly review how supports are provided with you.
- Communicate openly, honestly, and promptly.
- Treat you with courtesy and respect.
- Involve you in decisions about your supports when formal decision-making agreements are in place.
- Listen to you and provide clear pathways for feedback or concerns.
- Give at least 24 hours' notice (or more where possible) if we need to change a scheduled service, offering options such as rescheduling or assigning a different support worker from your team.
- Protect your personal information.
- Prioritise your safety and the safety of others.

Your rights and responsibilities

As someone using our services, you have important rights, and we are committed to supporting you in exercising them as you work towards your goals.

You have the right to:

- Access supports that promote, uphold, and respect your legal and human rights.
- Make informed choices and exercise control over your supports.
- Freedom of expression, self-determination, and decision-making.
- Receive supports that respect your culture, values, beliefs, and diversity.
- Be treated with privacy, dignity, and respect.
- Be supported to make informed decisions that maximise your independence.
- Access services free from violence, abuse, neglect, exploitation, or discrimination.
- Receive supports guided by strong operational management.
- Benefit from services protected by effective risk and incident management systems.
- Work with skilled and competent team members who support your goals.
- Give or withhold consent to share information between providers during service transitions.

What we ask of you:

As someone receiving support from Rehabilitation Support Services, we ask that you:

- Treat our team members with respect and ensure their workplace, your home, is safe, healthy, and free from harassment.
- Follow the terms outlined in your Service Agreement.
- Respect the human rights of our employees in all interactions.
- Understand that as your needs change, your services may also need to change to remain appropriate.
- Accept responsibility for your actions and choices, even when decisions involve risk.
- Let us know if you experience any issues with the supports or services you receive.

- Provide accurate information to help us develop, deliver, and review your Support Plan.
- Care for your own health and wellbeing to the best of your ability.
- Share any relevant information that will help us better meet your needs.
- Give at least 24 hours' notice – preferably 48 hours – if you will not be available for a scheduled service.
- Be aware that our team members are only authorised to deliver the hours and tasks agreed in your Service Agreement.
- Participate in safety assessments of your home.
- Ensure pets are safely managed during service provision.
- Maintain a smoke-free environment during support visits.
- Apply for a Companion Card so your support worker can enter venues at no cost www.wacompanioncard.org.au/apply-now.

Incident management at RSS

Rehabilitation Support Services is committed to protecting participants and preventing harm. We have clear systems in place to manage and respond to risks and incidents related to the supports and services we provide with you.

An incident includes anything that has occurred, or may occur, and that causes or could cause harm. Our **Incident Management Policy and Procedure** helps us identify systemic issues and guides us in working with you to continually improve the way we respond to incidents.

Support workers must report any incident that occurs while providing services with you. These must be documented using the **Participant Incident Form** during or at the end of the shift 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 the use of restrictive practices. These must be reported to the NDIS Quality and Safeguards Commission within 24 hours, and to our office as soon as the support worker, or you, become aware of them.

We will follow our Incident Management Policy and Procedure to provide you with appropriate support and assistance. If you are impacted, we can help you access an independent advocate to explore strategies that support your safety and wellbeing.

All incidents are thoroughly investigated by RSS, with a focus on improving outcomes for you and supporting employees through further training or supervision if required. These investigations help drive our continuous improvement in the services we provide with you.

Anyone affected is invited to contribute to the investigation outcomes, including sharing views on prevention, how the incident was managed, and what could be done differently in future.

All incident documentation is reviewed monthly by our Safety and Quality Committee, where recommendations for improvement are discussed and implemented. Records are stored securely for seven years from the date the report is made.

Our Incident Management Policy and Procedure is available on our website, or we can email or post a copy to you upon request.

Accidental damage to your property or household items during a support service

RSS is committed to delivering your supports with care and professionalism. Your support team is expected to exercise reasonable care in completing tasks in your home and in the community, that may involve handling or using equipment or items that relate to implementing your support plan and goals.

We recognise that incidental damage to household items such as glassware, appliances, or products subject to wear and tear, may unintentionally occur during the provision of support services in your home. In such cases, our liability is limited, particularly where reasonable care has been taken and/or the damage is consistent with the age or condition of the item.

Your support workers are expected to report on and document any incidents including minor mishaps that occur during their support shift with you. If you have concerns that extend beyond this approach to reasonable care, we encourage you to let us know.

Compliments, complaints and feedback

We are proud to receive more compliments than complaints, and we value all feedback – especially when it is provided in writing, so we can acknowledge and share the great work of our team. We also welcome suggestions for improvement. If you are unhappy with any aspect of our service, please let us know how we can enhance your experience.

We offer a range of communication options to support you in sharing feedback, including interpreters, communication aids, and technology-assisted formats (online, mobile, etc.).

If you have a concern, we will take the time to listen and work with you towards a resolution. Sometimes this may take more than one conversation, which is why we encourage you to complete our **Compliments, Complaints and Feedback Form**. A written record helps us fully understand your perspective, investigate thoroughly, and develop a fair and reasonable solution.

How to provide a compliment, complaint or give feedback to RSS

- Contact the RSS office and ask us for a copy of our Compliments, Complaints and Feedback Form.
- Call us on 9387 6881. We can help you complete your feedback over the phone.
- Email us at feedback@rehabsupportservices.com.au.
- Visit the RSS website www.rehabsupportservices.com.au and click on 'Contact Us' to complete the online feedback form.
- Ask to speak with the RSS Manager, Business Manager or Managing Director about your complaint or other feedback. We appreciate being able to understand and resolve issues with you promptly.
- Ask a family member, friend, or advocate to support you to lodge a complaint.
- We can help you escalate your complaint to the NDIS Quality and Safeguards Commission if we have not adequately addressed your complaint or we agree there is a risk to a Participant.

We treat all complaints with respect and courtesy and you will be involved in the process as much as you wish.

What happens next

Once we receive your written complaint:

- We will confirm receipt via phone or email.
- You can request our **Compliments, Complaints and Feedback Policy and Procedure**, also available on our [website](#).
- We will investigate the matter thoroughly and keep you informed.
- We will work with you to develop mutually agreeable actions.

Making a complaint to The NDIS Commission

Where possible, the NDIS encourages participants to try and resolve service-related issues with their providers, but if you prefer, or you are not satisfied with the outcome, you can lodge a complaint directly with the NDIS Quality and Safeguards Commission. This feedback can be about RSS or any of the services or people who support you in your Plan.

The Commission is independent and protects the rights of people using NDIS services. You can make a complaint verbally, in writing, anonymously, and you can withdraw it at any time.

When a complaint is received, the Commission may:

- Take no action or delay action (for example, if there is not enough detail or the complaint is not made in good faith).
- Help resolve the issue between you and your provider.
- Start a formal resolution process.

How to contact the Commission:

Call 1800 035 544 or visit the website www.ndiscommission.gov.au.

More WA support pathways

What is an advocate?

An advocate is a person who will listen to you and give you a voice when you are not sure that yours is being heard. An advocate will speak up on your behalf when choices are being discussed and make sure that the organisations providing you with support understand your needs and respect your rights.

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

How do we work with advocates?

With your permission we will provide your advocate with all the information they need to ensure that we, and any other service providers, are acting in your best interest. RSS will work closely with your advocate and promote the importance and value of your advocate being involved in relevant consultations, planning your services and your plan reviews.

Disability Advocacy and Complaints Services

Uniting WA - Your Say Advocacy Program: Free, confidential advocacy for people with disability and mental health issues in the Perth metro area. Call 1300 663 298; Email info@unitingwa.org.au; Visit unitingwa.org.au/services/ndis-advocacy.

Sussex Street Community Law Services Inc: Legal support and disability advocacy around guardianship, tenancy, and social security. Call 6253 9500; Visit sscls.asn.au.

Midlas: Tenancy advocacy, financial counselling, legal services, and emergency relief in the Midland region. Call 9250 2123; Email admin@midlas.org.au; Visit midlas.org.au.

People with Disabilities WA (PWdWA): Statewide individual advocacy for people with disability, NDIS navigation, housing, and access issues. Call 6243 6948 or 1800 193 331; Visit pwdwa.org.

Mental Illness Fellowship WA (MIFWA): Offers advocacy and support for people with psychosocial disability and mental health challenges. Call 9237 8900; Visit mifwa.org.au.

Health and Disability Services Complaints Office (HADSCO): Independent statutory authority supporting impartial resolution service for complaints relating to health or disability services in WA. Complaints and enquiries line 6551 7600; Email mail@hadsco.wa.gov.au.

Consumer Protection Western Australia: WA local government agency offering resources and support about your rights as a consumer in WA. Phone 1300 30 40 54; National Relay Service 13 36 77; Interpreter Service 13 14 50; Visit consumerprotection.wa.gov.au.



Exit process

We respect your right to choice and control. If you decide that we are no longer the right provider for you, you are welcome to email us to request an end to your service agreement.

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 would like to re-engage services 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



network
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support services



network
case management