



Client Welcome and Information Booklet

Rehability Australia
ABN: 62 132 347 990
Registered NDIS provider: **4-3LLK-149**
NDIS Provider Number: **4050001294**

Welcome to Rehability Australia.

This is the beginning of our working partnership. We have provided the below information to let you know all about our services, policies and procedures so that you are well informed about what to expect when working with Rehability Australia. You will also find information about your rights and responsibilities as a client of Rehability Australia.

To ensure you are provided with all appropriate information, please let us know what mode of communication you require if the below information is not suitable for your needs. Please note all of our policies and information are able to be provided using the language, mode of communication and terms that you are most likely to understand.

How can we assist you?

Rehability Australia will work with you to offer one or more of the following services:

- ☐ Coordination of Support
- ☐ Specialist Support Coordination
- ☐ Social Work -Therapeutic support
- ☐ Behaviour Supports
- ☐ Accommodation Assistance
- ☐ Innovative Community participation

Please refer to below information regarding our services:

Rehability Australia are a team of **qualified Social Workers** accredited through the Australian Association of Social Workers and have been registered as an NDIS provider in QLD since 2015. Our social workers aim to support individuals to maximize function and independence, increase participation in the community, and engage in employment and to meet their psychosocial needs. Our NDIS registrations extend across a variety of NDIS Support Areas and funding categories

Professional expertise: Social Workers have a long history working extensively in the Australian disability sector. **We apply a person-centred approach** and **maintain a dual focus** on empowering and improving individuals, and navigating inequality, injustice and discrimination that may exist for individuals within systems and structures. This enables **Social Workers** to facilitate social change and development, create social cohesion, and empower and liberate individuals through skill and capacity building, **unlike any other profession**.

Truly Independent: We are committed to providing individuals with **independent advice and guidance** towards reaching their goals and help them to build their capabilities with a targeted, person-centred approach.

Our **proven track record**, professional reputation and passion for improving the lives for people living with a disability make us the perfect partners for NDIS participants seeking to maximise their capacity building experience. To find out more about how we link suitably qualified professionals to provide this vital NDIS support, please visit our website www.rehabilityaustralia.com.au

SUPPORT COORDINATION & SPECIALIST SUPPORT COORDINATION

If you have funding for Support Coordination in your NDIS Plan, we can assist in the following ways:

There are three levels of support coordination that can be included in your plan:

1. Support connection – This support is to build your ability to connect with informal, community and funded supports enabling you to get the most out of your plan and achieve your goals.
2. Support Coordination – Coordination of Supports: This support will assist you to build the skills you need to understand, implement and use your plan. A support coordinator will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and be included in your community.
3. Specialist Support Coordination – This is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support. A specialist Support Coordinator will assist you to manage challenges in your support environment and ensuring consistent delivery of service.

Depending on your individual goals, plan objectives and aspirations you may receive funding for these supports in your plan

Coordination of Supports | Assist-Life Stage, Transition

Coordination of Support (Level 2) is a capacity building support to implement all supports in a participant's plan, including informal, mainstream, community and funded supports. Support coordinators work creatively and resourcefully with participants in how they utilise their support budgets to achieve their goals. Our social workers are accredited under highly structured ethical standards and strict protocols and **raise the bar in terms of quality of service for Support Coordination**.

Identifying Suitable Housing Solutions | Exploring Housing

Rehability Australia are specialised in working with people living with disability to **define and source housing options**. We can support you to determine the best option available and work with you to prepare, negotiate, transition into new accommodation and maintain your accommodation and housing needs.

Support Coordination | Specialist Support Coordination

Specialist Support Coordination (Level 3): Social Workers at Rehability Australia are skilled, with professional qualifications and expertise relating to treating and **addressing complex disability needs**. Our work is carried out within a **Specialist Framework** to deliver an informed and targeted approach to time-sensitive, assessment and service delivery. With a long history navigating the disability sector and working with complex client needs to increase their functional capacities, we have extensive **experience connecting complex clients with their community** and work towards building strength and resilience in individuals.

SOCIAL WORK SERVICES

Our independent Social Work Services are NDIS registered to deliver the following Support Areas:

Improved Daily Living | Therapeutic Supports, individual assessment, therapy and/or training

If you have access to funding for **Improved Daily living**, our Social Workers are able to identify and develop a range of interventions to improve well-being, family/personal relationships and psychosocial outcomes.

Therapeutic Supports: Social Work Services

Our social workers are trained to work with individuals and families to **assess, support, maintain** and/or improve functional capacities of individuals through ongoing, long-term intervention or short-term, high risk and complex needs management.

Social Work Therapy services can include:

- Psychosocial assessments
- Psychosocial intervention
- Problem-solving skills
- Workplace supports
- Self-management skills
- Enhancing community participation/integration
- Building interpersonal skills
- Building relationships
- Building resilience
- Social Skill development
- Functional education

Improved Relationships | Specialist Positive Behaviour Supports

If you have funding for **Improved Relationships**, Rehability Australia can assist in the development of behaviour support plans for intervention and behaviour management. This includes training of carers and others.

This highly specialised intensive support intervention is to address significant harmful or persistent behaviours of concern.

Rehability Australia offers specialist skills in positive behaviour support including assessment and the development of a comprehensive plan that aims to reduce and manage behaviours of concern. This may include training for carers and others in behaviour management strategies required due to the person's disability. We have a team of registered and accredited Behaviour Support Practitioners to assist you with your needs.

Our Behaviour Support Practitioners can assist in the following:

- Identifying behaviours of concern
- Assessment of behaviours of concern
- Completion of functional behaviour assessments
- Development of positive behaviour support plans
- Management of restrictive practices
- Training in behaviour support strategies

Improved Living Arrangements | Accommodation / Tenancy Assistance

If you have funding **Improved Living Arrangements** we can assist you with obtaining and maintaining housing, including crisis accommodation support.

What you Need to Know:

Client information:

At the commencement of services with Rehability Australia all clients will be requested to complete a '**Client Registration/ referral form**' which outlines your contact information, billing information, your medical information and reason for referral to our service – This information can be completed by yourself, the person referring to our service or can be completed with the assistance of our staff member. This document can be found under 'Resources' in the Rehability Australia Website [Resources - Rehability Australia](#)

Fees:

Rehability Australia is a private fee for service organisation. We benchmark our fees/rates on the NDIS funding recommendations and will be outlined in your service agreement. Please refer to the attached link for the updated rates as published by the NDIS <https://www.ndis.gov.au/providers/price-guides-and-information>

Service Agreement:

All clients of Rehability Australia will be requested to complete a '**Service Agreement**' which outlines the agreed services for engagement, the costs for associated services and the duration of services. The details for the service agreements may be discussed prior to, or at the initial meeting with our staff. All services will be provided as per the signed service agreement.

If a client does not wish to complete and sign a service agreement, it will be requested that they provide in writing a brief confirmation of services to be engaged and provided by Rehability Australia. Email confirmation is acceptable for this purpose.

In circumstances where it is not practicable, or the participant chooses not to sign a service agreement, a record is made of the circumstances under which the participant did not execute and/or receive a copy of their agreement.

Consent:

All clients of Rehability Australia will be requested to sign a '**Consent Form**' to enable our staff to liaise with other key stakeholders to assist in providing best client services. Rehability Australia obtains consent from participants in order to collect, use and retain participant information or to disclose information (including assessments) to other parties.

The details for completing the consent form may be discussed prior to, or at the initial meeting with our staff. This document can be found under 'Resources' in the Rehability Australia Website [Resources - Rehability Australia](#)

Within our consent forms clients will also be asked to identify parties they wish to be included within our 'Communication Tree'

A communication tree is a system of communication set up as an email group to notify key stakeholders of specific information, events and updates to ensure open and transparent communication with all parties.

Transitioning in/out of our Services:

Rehability Australia aims to provide a seamless transition of the NDIS client's care and support and aims to reduce disruption and/or delays in services through the implementation of a Transition Policy. For all Participants entering or transiting into Rehability Australia it will be requested that they complete a '**New Client Checklist**' form and for All participants exiting our service, a '**Closure Summary**' will be completed. If you require a copy of the 'Transition Policy, please ask your worker.

Service provision:

All clients referred to Rehability Australia have the right to access and exit services at their wish. For all clients wishing to access services with Rehability, referral information needs to be provided to the organisation, referral accepted and a signed service agreement completed.

For clients wishing to exit the service prior to the completion of the agreed service timeframe, notice is required in writing 2 weeks in advance of date of cessation of services, as outlined in the Service agreement.

Continuity of our service:

Rehability Australia prides ourselves in our capacity to meet client needs and in the event that the direct support coordinator or social worker is not available, our team has capacity to respond to need and/or escalate to the clinical lead / manager for attention and response, to avoid disruption of services. All vacancy, holiday and unexpected leave is discussed in collaboration with the participant and as required, can be managed within each localised team structure to ensure participants have continuity of care through the period of the Service Agreement.

In the event of a disaster, our staff have skills in disaster relief, disaster management and crisis intervention to enable swift response and development of disaster planning measures to enable a continuation of critical supports before, during and after a disaster, as required.

Client Expectation:

Rehability Australia adopts a client centred framework of practice which enables clients to participate, where able, into identifying their individual's needs, setting goals and defining their aspirations. Rehability has a concerted focuses on community connectedness, family, friends and community, as desired by the client.

Cultural sensitivity:

Rehability Australia respects each individual's cultural background, beliefs, values, ethnicity, age, gender and abilities, which is underpinned by our professional code of ethics.

<http://www.aasw.asn.au/document/item/1201>

Safety:

All clients of Rehability have the right to be provided a safe environment and protected from risk or harm. Rehability bases their quality and safety standards on the 'NDIS Quality Commission' national Approach to Safety and Quality, to ensure all individuals Safety while they are using our service.

<https://www.ndiscommission.gov.au/participants/national-approach-safety-and-quality>

Confidentiality and Privacy:

Rehability Australia respects and protects the personal privacy and dignity of all people and is committed to safeguarding the personal information that is provided to us. Rehability Australia's '**Privacy Policy**' outlines our commitment to privacy, confidentiality and our information management and allows us to manage personal information in an open and transparent way.

Rehability Australia Pty Ltd base our privacy policy on The Australian Privacy Principles (APPs). There are Thirteen privacy principles as per the *Privacy Act 1988* (the Privacy Act). The [Privacy Act 1988](#) (Privacy Act) is an Australian law which regulates the handling of personal information.

For a copy of our Privacy Policy, please contact Rehability or ask your worker.

Information Management:

Rehability Australia is committed to the Australia Privacy Principles and keeping a participant's privacy and dignity maintained in relation to Information Management. Rehability Australia '**Information Management**' Policy outlines the following process:

- Each participant's consent is obtained to collect, use and retain their information or to disclose their information (including assessments) to other parties, including details of the purpose of collection, use and disclosure.
- Each participant is informed in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised bylaw.
- Each participant is informed of how their information is stored and used, and when and how each participant can access or correct their information, and withdraw or amend their prior consent.
- Rehability Australia has adopted a paperless office to align with our commitment to protecting the environment. All information and documents are stored on an electronic secure network that is password encrypted. Each staff member has individualised/personal passwords to protect the security of our electronic system. No unauthorised use, access, transfer of client data or information is permitted. Data is backed up daily to protect from possible data loss.
- All clients records are retained and stored for a period of 7 years before it is destroyed/delete

Conflict of Interest:

Rehability Australia is committed to appropriately and proactively managing any perceived and/or actual conflicts of interest and align their practice with the AASW Code of Ethics and AASW Ethical and Practice Guidelines regarding Conflicts of Interest. A copy of the '**Conflict of Interest Policy**', is available from administration.

Complaints:

Rehability Australia has a responsibility to manage any complaints and feedback provided to the organisation. Rehability Australia has developed this '**Complaint Management and Resolution Policy**' to manage all complaints to the organisation that following the principles of procedural fairness and natural justice as per the NDIS procedural Fairness Guidelines 2018 and the obligations under this legislation.

For any complaints clients can complete a "**complaints form**" and will be provided with a 'Guide to making a Complaint' form to assist to navigate the complaints process. Forms can be obtained directly from the Rehability Australia Website – [Resources - Rehability Australia](#)

Serious Incident Reporting:

Rehability Australia aligns its practice with the NDIS Code of Conduct for providers and agrees that People with disability have the right to live a life free from abuse, neglect, exploitation and violence.

Rehability Australia has a commitment to ensuring serious incident reporting is adhered to as per the "National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018" and "Reportable Incidents document (2019).

Rehability Australia has an **incident reporting policy** and any adverse incident needs to be reported using our 'Incident Reporting' form within our Client management System.

Rehability Australia has a responsibility to report any serious incidents relating to clients as per our policy and the expectation of the NDIS Quality Commission. For a copy of our Policy or Incident Report Template, please contact administration.

Feedback:

Rehability is dedicated to continuing to improve services to individuals accessing our organisation and regularly seeks feedback from consumers regarding satisfaction with our service provision, to assist with ongoing quality improvement. All clients will be provided the opportunity to complete '**Feedback forms**'.

If the participant wishes to give the provider feedback, the participant can talk to **Director, Rehability Australia on PH: 3161 2471, or admin@rehabilityaustralia.com.au or PO Box 336, Morningside. 4170.**

If the participant is not happy with the provision of supports and wishes to make a complaint, the participant can talk to **Director, Rehability Australia on PH: 3161 2471, or**

admin@rehabilityaustralia.com.au or PO Box 336, Morningside. 4170 and can request a complaints form.

If the participant is not satisfied or does not want to talk to this person, the participant can contact the National Disability Insurance Agency Quality and Safeguards Commission by calling 1800 035 544, or visiting <https://www.ndiscommission.gov.au/about/complaints> for further information.

Advocacy:

If you would like to be connected to an advocate or advocacy organisation – please refer to the below link:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Money Handling:

In our role as Support Coordinators or social work clinicians, Rehability Australia staff do not require access to a participant's money or other property, in order to complete our service. Rehability Australia staff will endeavour, at all times, to assist participants to understand that their money and other property is only to be used with their explicit consent and for the purposes intended for them (participant).

Rehability Australia staff do not provide financial advice, although if financial independence is identified as a goal, Rehability Staff will assist the participants to identify, source and engage appropriately qualified financial advice/support services. Where concerns are raised in relation to inappropriate use of a participant's money or property, Rehability Australia will support the participant to raise these concerns with the appropriate parties and/or authorities.

Home Visiting:

Rehability Australia are responsible for providing a safe place of work; safe systems of work and suitable training. Home visits are part of this work environment. Rehability Staff will complete the '**Home Visit Checklist**' prior to each initial home visit with a participant, to identify areas of risk and safety concerns.

Covid Risk Screening:

For any face to face visits with participants or providers, our staff are required to complete a Covid risk screening assessment to ensure that both our participants and our staff are not exposed to risk of Covid-19. Rehability Staff will complete the '**Covid Risk screening**' prior to home visits with a participant, to identify areas of risk and safety concerns.

If you have any questions regarding the information in this Welcome and Information Booklet, please contact our administration or speak with your worker.