



# Welcome Booklet

For Non-NDIS Clients

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# Welcome

Welcome to Reability Australia. This is the beginning of our working partnership, and we look forward to supporting you. This handbook provides an overview of our services and guidelines and will:

- provide you with information about Reability Australia's services.
- assist you to know who to contact.
- provide you with information about our obligations to you and your responsibilities to us.

If you or your family need assistance with translation or have vision or hearing difficulties, please let us know and we will arrange assistance. If you have difficulty reading any part of this booklet, please contact us to obtain a larger print version or ask for clarification.

Please note all our policies and information can be provided using the language, mode of communication and terms that you are most likely to understand.

## About Us

Reability Australia is a specialist provider of case management, support coordination, social work and positive behaviour supports to the disability sector. We work with teams of providers to offer an integrated and coordinated approach to the management of acquired disability, catastrophic injuries, and complex neurological conditions. We are a team of tertiary qualified social workers, and highly skilled support coordinators. We offer services across the state of Queensland, Australia and in an online capacity. Reability Australia began in 2004 and has earned a reputation for delivering high quality, professional and ethical practice. This, and a passion for improving the lives for children and adults living with acquired disability, make us the perfect partners to assist you to maximise your ability to build capacity.

### Our Vision

People with disability lead enriched lives.

### Our Mission

We empower & support people to achieve their goals and aspirations.

### Our Purpose

Our purpose is to be the leaders in contemporary social work practice across the disability sector and to champion social change.

### Our Values

Integrity, Authenticity, Innovation, Collaboration & Respect

# Getting Started with Reability Australia

We are working together because you, or someone from your support team made a referral to us. The referral gave us information about you, your support plan, and the reason for referral to our service. This was done by completing our electronic **Referral Form**.

When we start working with you, we share this **Welcome Booklet**, we make sure we have **funding approval** in place, and will ask you to sign our **Consent Form**. Here is more information:



## Funding Approval

After accepting your referral, we provide a quote to the organisation funding your supports. This quote is based on what has been requested by the organisation funding your supports AND/OR by what Reability Australia has determined is necessary to deliver your supports. Once we have been provided with written approval of the quote, we can begin working with you. The funding approval will outline the hours, rate and service that has been agreed.

If it is decided that Reability Australia supports are still needed after the approved funding has ended, then a new quote will be provided to the organisation funding your supports. We will take steps to ensure that disruption to your supports is minimal, however if there is any delay to the funding approval, we will pause our supports and recommence once written funding approval is received. Without a funding approval, we are unable to progress our work with you.



## Consent Form

All clients of Reability Australia will be asked to sign a **Consent Form** to allow our staff to talk to other people in your support team. This is so we can help you get the best from your supports and best achieve your goals. Within this form you will be asked to identify parties that can be included within our 'Communication Circle'. This is a way of communicating, set up as an email group, to notify your support team (key stakeholders) of specific information, events and updates.

You, or your decision maker, will receive this form, and be asked to complete it, electronically. In circumstances where it is not possible for you to sign electronically, we will help you with this.

Reability Australia obtains consent from clients in order to collect, use and retain information or to disclose information (including assessments) to other parties. Please see your **Consent Form** for more details.

Our Consent Form can be found on our website <https://reabilityaustralia.com.au/resources/>

# Our Services

We will be working with you to provide one or more of the following services. Here, we explain the services we provide and what you can expect from us during our time working with you.

## Case Management/Support Coordination

Our Social Work Case Managers/Support Coordinators offer a collaborative process of assessment, planning, facilitation, monitoring and review to support you to manage your medical, rehabilitation and care needs. They will help you to maximise your independence, build your capacity and improve your quality of life.

They will skilfully navigate each phase of the case management process, as relevant to your situation and with careful consideration of your individual, diverse and special needs. Throughout this process your case manager/support coordinator will consider your individual aspirations, choices, expectations, motivations, preferences and values, and available resources, services and supports.

Rehability Australia offers specialist Social Work Case Management/Support Coordination services to individuals who are funded under National Injury Insurance Schemes including NIISQ, I-care and TAC Schemes in accordance with the local state based legislation, to ensure individuals who suffer serious injury as a result of an accident are provided with rehabilitation and support to maximize independence, increase participation in the community, engage in employment and to meet their psychosocial needs.

In summary, our Case Managers/Support Coordinators can assist in the following:

- Assessment, including Initial Needs Assessments
- Implementation
- Advocacy
- Linking with rehabilitation and support services
- Monitoring
- Evaluation and Review

## Social Work

Our Social Workers can provide a range of assessments and therapeutic supports that help you address your concerns, increase your skills, build capacity for independence and improve your overall quality of life.

Our social workers are tertiary qualified and highly skilled professionals. We specialise in working with children and adults with acquired disability. We undertake **assessments**, make and support you to implement **recommendations**, and provide **therapy, psychoeducation and training**.

We offer a range of assessments determined by your goals and needs. They may be comprehensive, such as a Psychosocial Assessment or an Initial Needs Assessment; or specific, such as a Housing Assessment, or one that measures your quality of life. Our assessment process can consider your medical needs and physical functioning, emotional and psychological needs, family and interpersonal needs, practical support needs, social functioning, service and system navigation, and supports.

Our social workers use current and evidenced based therapeutic processes to work with you and your support team to address the following areas:

- Problem solving, Conflict Management and Self-Management Skill Development
- Interpersonal Skills and Relationship Development
- Trauma, Grief, Loss, Adjustment, Resilience and Coping
- Depression, Anxiety and Psychosocial Disability
- Social Functioning and Community Participation
- Practical Barriers (housing/financial hardship)
- Family and Domestic Violence
- Substitute Decision Making and Advanced Care Planning
- Addiction and Substance Misuse

The role of a social worker is varied. We may support you by developing a plan to address your specific concerns; by providing counselling or coaching sessions; by providing you with information, education or support to navigate complex systems and processes; by referring to and liaising with other agencies, supports and providers; by helping you to complete forms and paperwork (e.g., public housing applications/power of attorney forms); or by developing safety plans and risk management plans with you. The way we work with you will depend on your goals and needs.

## Positive Behaviour Supports

If you have complex or unclear needs, requiring long term or intensive supports to address behaviours of concern, Reability Australia can support you. Behaviours of concern may include, for example, self-harming, aggression or damage to property. They are behaviours that impact on you doing activities that you want or need to do, or that may cause harm to you or others. Positive Behaviour Supports helps to improve communication, behaviours and interactions with the people around you so that you can achieve a better quality of life.

Practitioners who deliver Positive Behaviour Supports are called Positive Behaviour Support (PBS) practitioners. Here at Reability Australia, we have a team of PBS practitioners who are highly skilled and experienced, who make sure you are at the centre of the work they do and draw on evidence-based approaches to best support you. Our PBS practitioners can help to:

- Identify behaviours of concern.
- Assess behaviours of concern.
- Complete functional behaviour assessments.
- Develop positive behaviour support plans.
- Manage restrictive practices.
- Train you and your support team in behaviour support strategies.

# Expectations, Rights & Responsibilities

Rehability Australia will always place you, as our client, at the centre of our work. We recognise how important it is to value you as an individual. This means understanding and respecting your beliefs, values, ethnicity, culture, age, gender, and abilities. Rehability Australia places great emphasis on connecting clients with their family, friends, and communities.

## Our Responsibilities to You

- Provide supports that meet your needs at the preferred times (once agreed).
- Communicate openly and honestly in a timely manner.
- Treat you with courtesy and respect.
- Consult you on decisions about how your supports are provided.
- Provide you with choice and control.
- Review the provision of supports at least 3 monthly with you.
- Give you information about managing any complaints or disagreements, upon request.
- Listen to your feedback and resolve problems quickly.
- Aim to give you a minimum of 24 hours' notice if we must change a scheduled appointment to provide supports.
- Protect your privacy and confidential information.
- Provide supports in a manner consistent with all relevant laws, relating to your supports.
- Keep accurate records on the supports provided to you.
- Deliver all supports and services in line with Federal and State public health directives and mandates.
- Deliver culturally sensitive practice as aligned with our professional code of ethics.

## Your Rights & Responsibilities

### Rights

- To nominate, in writing, an advocate or guardian who will act in your interests and accept the responsibilities imposed under your funding approval.
- To be treated with dignity and respect, and to have your choices and aspirations supported as far as is possible.
- To determine the type and range of activities that you wish to participate in.
- To request services in accordance with your treatment and/or rehabilitation plan, provided the request is also in accordance with all applicable legislation, including public health directives and mandates.
- To participate in the development of your treatment and/or rehabilitation plan-
- Have the right to privacy and confidentiality and in keeping with the Australian Privacy Principles.

### Responsibilities

- Always treat us with courtesy and consideration.
- Keep us informed of any changes which may impact on service delivery.
- Work cooperatively with us regarding issues that may arise during the development and delivery of support and activities covered by your treatment and/or rehabilitation plan.
- Adhere to the budgetary requirements of your funding approval.
- Participate in the development and regular review of your treatment and/or rehabilitation.

# Accessing & Leaving Rehability Australia

Rehability Australia is a specialised service delivering support to people with acquired disability, catastrophic injuries, and complex neurological conditions.

## Accessing our Service

To access our service a referral form is completed. This is needed for anyone wishing to access services with us. Our clinical team reviews the referral and then decide if you meet our referral criteria and if we can safely meet your needs. If so, your referral will be accepted, and you will be allocated to a suitable worker.

## Transitions to or from our Service

If you are transitioning to Rehability Australia from another organisation, we aim to provide a smooth and seamless start with Rehability Australia to reduce delays and disruptions to you. We will work with you to identify who we need to talk to in your support team, either previous or current, to facilitate a safe start with us.

Likewise, if you decide to transition to a new provider from Rehability Australia, we will work with you to agree how you would like us to handover your supports to your new provider to make sure you have a safe and seamless transfer. Rehability Australia will ensure all necessary administrative tasks are completed to facilitate your transition out of our organisation. For more information, please ask to see a copy of our **'Transition Policy'**.

## Fees & Payment

Rehability Australia is a private fee for service organisation. Rehability Australia requires a written funding approval from the organisation funding your supports, before proceeding with any service. Written funding approval is in response to a quote we provide.

Rehability Australia will invoice the responsible organisation for services, on a regular basis, after supports have been provided, requesting payment within 7 days from the date of invoice.

If you have any questions about fees and payments, please contact our administration team on (07) 3161 2471 or email them [admin@rehabilityaustralia.com.au](mailto:admin@rehabilityaustralia.com.au).

## Conflict of Interest

Rehability Australia is committed to ensuring the choice and control of the services and supports you access is yours. We will proactively talk to you about any perceived, potential and/or actual conflicts of interest that come about while working with you. We align our practice with the Australian Association of Social Work (AASW) Code of Ethics and AASW Practice Standards regarding conflicts of interest. A copy of our **'Conflict of Interest Policy'**, is available from administration.



# Feedback, Complaints & Compliments

We welcome and value your feedback. We use it to learn and continue to improve our service. You can provide feedback such as a suggestion about ways to change or improve the way we work with you. You can tell us about where we may have fallen short of your expectations, and you are not happy with the support provided by Rehability Australia. You can also tell us about when you have been happy with the support you received from us. To provide feedback or make a complaint:



Talk in person to your Rehability Australia worker or ask to speak with their manager.



Phone our Head Office on (07) 3161 2471 and speak to the Quality Assurance Manager.



Email us at [admin@rehabilityaustralia.com.au](mailto:admin@rehabilityaustralia.com.au)



Fill in our Complaint and Feedback Form on our website

<https://rehabilityaustralia.com.au/resources/> OR post us a letter to PO Box 336, Morningside QLD 4170

For more information about Rehability Australia complaints management, including our **'Complaint Management and Resolution Policy'** please ask us.

## Continuity of Supports

At Rehability Australia we pride ourselves on our capacity to meet your needs if your allocated worker is not available. To avoid disruption to your service we will work in collaboration with you and your support team to agree arrangements for any absence. This includes when your allocated worker is on holiday or sick leave; they are unavailable due to other work commitments; or if they leave Rehability Australia.

We work as a team, which means another staff member with the right skills and knowledge will respond to your needs to ensure continuity of your service. The Team Leader or Director will oversee any alternative arrangements to ensure you receive the right attention and response. Please ask to see our **'Continuity of Supports Policy'** for further details.

## Change of Worker

There may be times when it is necessary to move your supports to a different worker within Rehability Australia permanently. This may be because your allocated worker has left Rehability Australia or has moved to a different role. If this happens, we will talk to you about any necessary changes. We will also make sure that the transfer of your support to your new worker is seamless. We have an **'Internal Clinical Handover Policy'** that outlines what we do.

It may also be that you have requested a change of worker. We want you to be satisfied with the support you receive from us and will always work with you to resolve any concerns. However, if you would like support from a different worker within Rehability Australia, please contact our administration team on

(07) 3161 2471 or email them [admin@rehabilityaustralia.com.au](mailto:admin@rehabilityaustralia.com.au). They will put you in touch with the relevant manager so that you can agree a plan.

## Emergency & Disaster Management

Rehability Australia will take steps to ensure that both individual clients and the organisation have plans in place to prepare, respond, and recover from emergency and disaster events. Rehability Australia will ensure that measures are in place to optimise the continuity of supports that are critical to the health, safety and wellbeing of you.

If there is an emergency or disaster event, we will:

- Contact you within 12 hours to check on you and agree what, if any, actions are needed.
- Contact your support network and team to establish any current, or likely, disruption to your continuity of care.
- Contact you again to agree, based on the information obtained, if any part of your Emergency Assessment & Plan needs to be implemented; implement the plan; and agree a timeframe for the next check in with you.

We will monitor the situation and contact you earlier than agreed, based on the changing nature of the emergency or disaster. We can also be contacted by you or your support network or team at any point.

If any of our staff are not able to engage in regular work activities due to the emergency or disaster:

- All staff, clients and stakeholders will be notified and updated regarding any staff absences impacting on 'usual business' and direct client activities.
- All client's requests will be triaged via our head office and allocated to staff members for attention.
- All services will be overseen by the clinical lead of that client region.
- All client's services will be monitored by the Director.

Due to the nature of our work, Rehability Australia are well positioned to provide continued services telephone consultation, video consultations and email/text messaging consultation. Rehability Australia services and systems have been developed to be offered remotely and all our staff have the capacity to work either from an office location or their own home. For a copy of our '**Emergency and Disaster Management Policy**', please ask us.

## Money Handling

Your worker does not need access to your money or other property as part of our service. Rehability Australia cannot offer financial advice either. We will, however, assist you to understand that your money and other property is to be used with your explicit consent and for the purposes intended. Where financial independence is identified as a goal, we will assist you to talk to the right person or service. If concerns are raised with us about inappropriate use of your money or other property, Rehability Australia will help you report these concerns to the relevant authorities.

# Your Safety

Your safety is paramount, and we recognise that we play an important role in promoting and protecting your wellbeing. Rehability Australia will act with integrity and honesty and deliver our services in a competent and professional manner, using staff that are suitably qualified. We will proactively support you to raise concerns about the quality and safety of any of the supports or services you receive. We will take reasonable steps to prevent and respond to all forms of violence, abuse, neglect, exploitation, or discrimination. Where there is an immediate risk to you, we will call emergency services.

Rehability Australia aligns our practice with the **AASW Code of Ethics** and **AASW Practice Standards**. These provide our framework for keeping you safe and effectively managing risk. For more information, or a copy of the relevant code or standards, please ask us.

## Work Health & Safety

Rehability Australia is responsible for providing a safe place of work for our staff. We are also responsible for making sure that supports are being delivered in an environment that is safe and suitable for both you and our staff. If our service is delivered in your home, then your home is considered our workplace and our work health and safety responsibilities extend to your home.

Before our first home visit to meet with you, we will complete a **Home Visit Assessment** to identify any areas of risk or safety concerns. We will discuss any concerns with you and agree a plan to keep everyone safe. The safety of our workers is monitored and reviewed when there are any new circumstances or changes to your environment, living arrangements or health and wellbeing.

You can help us by:

- Notifying us of any unsafe conditions in your home.
- Arranging repairs of any unsafe conditions identified during our assessment of your home.
- Ensuring your pets are controlled when we visit.
- Providing a smoke-free environment when we visit.
- Treating us with dignity and respect.
- Advising us if you are unwell.

Our workers will always be identifiable by way of introduction, showing you and wearing their staff ID badges.

Our commitment to providing a safe work environment is outlined in our **'Home Visit Policy'** and aligns with workplace health and safety legislation.

For any face to face visits, we are required to complete a **Covid Risk Assessment** to ensure that both you and our staff are not unnecessarily exposed to Covid-19. If a risk is identified, then we will agree a different way to deliver your supports, such as over the phone or videoconference, or rearrange the visit.

# Incident Management

At Rehability Australia we have an incident management system that lets us record and manage incidents that happen while we are delivering supports to you. An incident is defined as an act, omission, event or circumstance. Incidents must be recorded and managed where harm, or potential harm, is caused to or by a person with disability while they are receiving supports or services.

Our workers are trained in incident management. Where an incident does occur, our priority is your safety and wellbeing. The relevant worker reports the incident to their line manager and records it on our **Incident Report form** within our client management system. Appropriate steps will be taken to assess and/or investigate the incident and identify any learning for us.

Our '**Incident Management Policy**' guides our practice. To see a copy, please ask us.

# Privacy & Dignity

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

Rehability Australia base our privacy policy on **The Australian Privacy Principles (APPs)**. There are thirteen privacy principles as per the **Privacy Act 1988 (the Privacy Act)**. This is an Australian law which regulates the handling of personal information. For a copy of our '**Privacy Policy**', please ask us.

# Information Management

The **Consent Form** you sign when you begin working with us, gives us permission to collect, use and retain information about you, and to provide information to other supports and services that you have nominated. You can withdraw or amend your consent at any time.

The kinds of information that may be collected and/or shared include:

- Contact details including your name, address, phone number and email address.
- Personal details including you date of birth, gender, and cultural background.
- Information on personal issues and experiences, and relationships.
- Information about your family background and connections and supports in the community.
- Areas of interest and needs.
- Health information and/or medical history.
- Clinical assessments and progress notes.
- Support Plans and reports.

This information is collected and shared in different ways including face to face, over the telephone, through email, fax and letter, telehealth or video conferencing, or through forms or surveys.

Rehability Australia uses this information for the following purposes:

- Providing Rehability Australia services as agreed to in your funding approval.
- To meet any requirements of government funding for programs.
- To monitor and evaluate existing services and plan for future services.
- To obtain feedback from individuals about their experiences and outcomes.
- To comply with legal obligations.

There are some circumstances where we are required to share your information without your consent including when:

- It is otherwise required or authorised by law.
- It will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety.
- It is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities.
- It is reasonably necessary to assist in locating a missing person.
- It is reasonably necessary to establish, exercise or defend a claim at law.
- It is reasonably necessary for a confidential dispute resolution process.
- It is necessary to provide a health service.
- It is necessary for the management, funding or monitoring of a health service relevant to public health or public safety.
- It is necessary for research or the compilation or analysis of statistics relevant to public health or public safety.
- It is reasonably necessary for the enforcement of a law conducted by an enforcement body.

Rehability Australia has adopted a paperless office as part of a commitment to protecting the environment. 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 records are retained and stored for a period of 7 years before it is destroyed or deleted.

Our '**Information Management Policy**' guides our practice. Where you believe that a breach of this policy or the **Privacy Act 1988** has occurred, a written complaint should be made to the Administration Manager at [admin@rehabilityaustralia.com.au](mailto:admin@rehabilityaustralia.com.au). Requests for access to personal information we hold can be made in the same way. For more information about release of information or to see a copy of our policy, please ask us.

# How to Contact Us

For any questions, or if you require more information, including a copy of our policies or forms, please get in touch.



Phone us on (07) 3161 2471



Email us at [admin@rehabilityaustralia.com.au](mailto:admin@rehabilityaustralia.com.au)



Visit our website <https://rehabilityaustralia.com.au/>



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