

YOUR SUPPORTS

BY



Sense *of* Care



Table of Contents

01

Our Story

02

Our Services

03

Your Support
is About You

04

Your Support
Coordination

05

Your Recovery
Coaching

06

Your
Occupational
Therapy

07

Your
Physiotherapy

08

Your Rights
and
Responsibilities

09

Your
Feedback and
Complaints

10

Your
Privacy and
Confidentiality

11

Your Advocacy
and Informal
Supports/Cultural
and Safety
Inclusion

13

Our Reporting
Requirements

14

Our Emergency
and Disaster
Response

15-16

Your Key
Contacts

Our Story

Our Mission

At Sense of Care, we're committed to providing you with the most exceptional care in a compassionate and friendly atmosphere. Your goals and our goals. This means that we will listen to your needs and focus on the outcomes you wish to achieve. After all, this is your journey, and we are here to help you reach your destination.

Since the very beginning, we have had the philosophy that our clients come first, and barriers are there to be broken. No matter what your needs are, we provide a comprehensive and personalised service that takes care of you.

What We Stand For

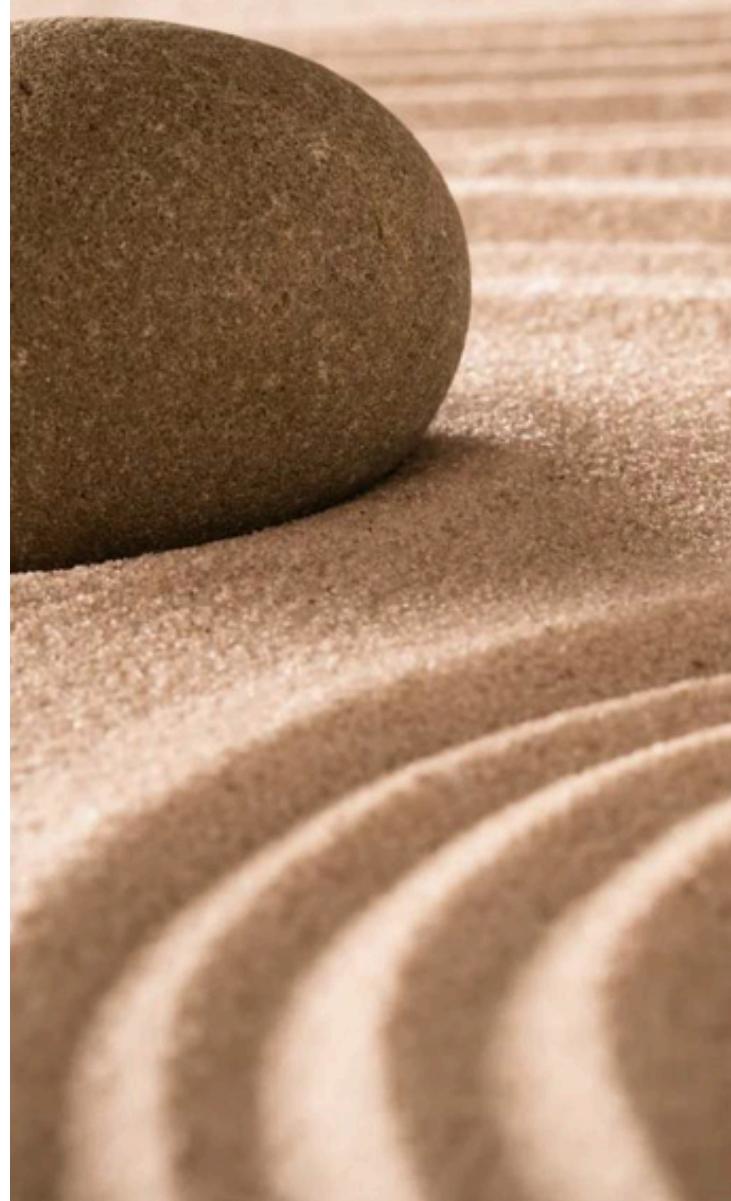
Do what's right

Encourage self-growth

Strive to deliver better service

Support your journey

Break barriers



**Your
goals
are our
goals**

Our Services



Support Connection

Support Connection assists you to understand your NDIS plan, connect with broader systems of supports, and provide assistance to connect with providers.



Coordination of Supports Level 2

A Support Coordinator will assist you to build the skills you need to understand and use your plan.



Specialist Support Coordination

A Specialist Support Coordinator is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support.



Psychosocial Recovery Coaching

A Recovery Coach will support you to implement your plan and support you on your recovery journey. A Recovery Coach has experience supporting individuals with mental health needs.



Occupational Therapy

An Occupational Therapist will work with you to assist you to achieve independence in everyday tasks, in order to lead healthy and fulfilling life.



Physiotherapy

A Physiotherapist will assist you in rehabilitating physical problems caused by illness, injury, disability, or ageing through treatment. The goal is to improve your mobility and independence.

Your Support is About You

Person-Centred Approach

Person-centred support planning focuses on understanding an individual's needs and preferences to ensure they are at the center of decisions about their care and life. Here's how it works:

Discovery and Understanding: The support team gathers information about the person, including strengths, interests, needs, and goals. They also consider legal rights, cultural values, and beliefs.

Develop the Support Plan: A personalized plan is created with the person, outlining how to support them in reaching their goals and living a fulfilling life.

Implementation: The plan is put into action by the team, using the person's preferred communication methods and steps for providing support.

Regular Reviews and Adjustments: The plan is regularly reviewed to ensure it stays relevant to the person's changing needs and circumstances. Changes are made with the person's agreement.

Encourage Community Engagement: The person is helped to connect with their support networks and community activities they're interested in, promoting social inclusion.

The Convention on the Rights of Persons with Disabilities (CRPD)

The Convention on the Rights of Persons with Disabilities (CRPD) is an international treaty ensuring the fundamental rights of individuals with disabilities. Adopted by the United Nations in 2006 and ratified by Australia in 2008, the CRPD emphasizes equality, inclusion, and empowerment.

Sense of Care team members understanding the CRPD involves:

Respect and Autonomy: Valuing each person's inherent worth and autonomy, enabling them to make decisions about their lives.

Equal Treatment: Ensuring fair treatment for individuals with disabilities, granting them the same rights and opportunities as others.

Active Participation: Facilitating full engagement in social, economic, and cultural aspects of society, promoting their contributions.

Diverse Inclusion: Embracing diversity and acknowledging that people with disabilities are integral to the human experience.

Barrier-Free Access: Removing obstacles and providing equal access to resources, education, employment, and services.

Accessible Environment: Creating surroundings where information, technology, and facilities are easily usable by everyone.

Gender Equality: Ensuring women and girls with disabilities have equal chances while addressing unique challenges they face.

Child Development: Supporting children's growth based on their abilities and preserving their identities and preferences.

The NDIS Code of Conduct sets clear and enforceable expectations for ethical conduct in the delivery of supports and services.

Respect individual rights and self-determination.

Respect your privacy.

Act with integrity, honesty and transparency.

Deliver services safely and competently.

Prevent and respond to violence, neglect, abuse, exploitation and sexual misconduct.

Ensure quality and safety.

Your Support Coordination

Support Coordination is about helping you get the best outcomes out of your NDIS plan. It is about your journey and the goals you wish to achieve. A support coordinator will listen to your story, help you select and engage services and be there to assist the implementation of your NDIS plan.

A Support Coordinator will develop a Support Plan, which is like a roadmap to guide your journey to achieving your goals and desired outcomes. This plan will:

- Outline your specific goals and what you hope to achieve with the help of support services. It could be things like improving your independence, finding a job, or enhancing your well-being.
- Take into account your individual strengths, preferences, and the areas where you might need assistance. This ensures that the plan is tailored to you and your unique circumstances.
- Describe the different support services you'll receive and clarify the roles and responsibilities of each service provider. This way, you'll have a clear understanding of who does what to help you.
- Respect your privacy by giving you the choice to decide how your personal information is shared with others involved in your care. Your preferences and voice matter.
- Proactively address potential risks that might come up along the way. This involves thinking ahead about things that could go wrong and having strategies to prevent or handle them.
- Include measures to support your overall health and well-being. This might involve setting up regular check-ins or reminders for appointments, medication, exercise, or other health-related activities.
- Connect you to resources and services available in the wider community, which are known as mainstream supports.
- Plan for unexpected situations like emergencies or disasters. It's important to have a plan in place to ensure your safety and well-being during challenging times.

In essence, the Support Plan is a comprehensive document that outlines your journey, the support you'll receive, and the steps to take in various situations to help you achieve your goals in the best possible way.

Your Recovery Coaching

NDIS Psychosocial Recovery Coaches play a vital role in providing assistance and support to individuals with psychosocial disability. Their main objective is to empower and enable you to lead a meaningful and fulfilling life despite the challenges posed by mental illness. These coaches understand that mental health conditions can vary over time, with periods of increased support needs occurring intermittently. As a result, they are well-equipped to provide ongoing and flexible support that aligns with your unique needs and circumstances.

Recovery Oriented

Support individual to focus on their strengths, resilience, and ability to achieve their personal goals. Empowering individual to take control of their own recovery journey, promoting hope, and fostering a sense of purpose and meaning in life.

Empower

Support individual in developing self-confidence and self-determination to take charge of their recovery journey.

Build Resilience

Help individual develop coping strategies and resilience to manage challenges and setbacks.

Goal Setting

Collaborate with individual to identify and set meaningful and achievable recovery goals.

Person-Centered Support

Provide support tailored to the unique needs, preferences, and aspirations of each individual.

Enhance Social Inclusion

Promote active engagement in social and community activities to foster a sense of belonging and connection.

Improve Daily Living Skills

Assist individual in developing and enhancing their daily living skills to increase independence.

Foster Positive Relationships

Encourage the development of supportive relationships with family, friends, and peers.

Coordination of Supports

Work collaboratively with other service providers and professionals to ensure seamless and integrated support.

Monitor Progress

Regularly review and assess the effectiveness of the support plan to make necessary adjustments and ensure progress toward recovery goals.

Provide Emotional Support

Offer empathy and understanding to individual during challenging times, providing emotional support as needed.

Reduce Hospitalization and Crisis Intervention

Implement strategies to minimize the need for hospitalization and crisis interventions through proactive support.

Promote Independence

Assist individual in gaining skills and confidence to make decisions and choices independently.

Your Occupational Therapy

At Sense of Care, we take great pride in offering comprehensive Occupational Therapy services that are designed to enhance the lives and independence of our clients. Our team of dedicated and skilled Occupational Therapists are committed to providing personalized and evidence-based interventions to meet the unique needs and goals of each individual.

Person-Centered Approach

We believe in putting the individual at the center of their therapy journey. Our Occupational Therapists work closely with clients to understand their strengths, challenges, and aspirations, ensuring that therapy is tailored to their specific needs.

Functional Assessments

We conduct thorough functional assessments to identify areas where clients may be facing difficulties in their daily activities and routines. This allows us to develop targeted intervention plans to address these challenges effectively.

Goal-Oriented Interventions

Our interventions are driven by client-centered goals. We work collaboratively with clients to set achievable and meaningful objectives, helping them regain or enhance their functional abilities.

Home Modifications

Our Occupational Therapists are skilled in identifying environmental barriers and recommending appropriate home modifications to promote safety and accessibility. These modifications aim to create an inclusive and supportive living environment.

Adaptive Equipment and Assistive Technology

We assist clients in selecting and using adaptive equipment and assistive technology that can empower them to perform daily tasks with greater independence and efficiency.

Sensory Integration Therapy

For clients with sensory processing difficulties, our Occupational Therapists employ sensory integration techniques to enhance their ability to process sensory information and improve participation in daily activities.

Fine and Gross Motor Skills

We work with clients to develop and improve fine and gross motor skills, enhancing their ability to perform tasks like writing, dressing, and engaging in physical activities.

Mental Health and Wellbeing

Our Occupational Therapists understand the impact of mental health on functional performance. They incorporate strategies to support clients in managing anxiety, stress, and emotional challenges that may affect their daily living.

Collaboration with Support Networks

We believe in fostering collaborative relationships with our clients' support networks, including family, carers, and other professionals, to ensure holistic and coordinated care.

Outcome Evaluation

Regular evaluation of progress is essential for us to assess the effectiveness of our interventions and make adjustments as needed to ensure the best outcomes for our clients.

Your Physiotherapy

At Sense of Care, our Physiotherapy services are dedicated to promoting physical health, mobility, and overall well-being for our clients. Our team of experienced and compassionate Physiotherapists is committed to providing personalized and evidence-based interventions to help individuals achieve their physical goals and improve their quality of life.

Comprehensive Assessment

We begin with a thorough assessment of our clients' physical abilities, limitations, and specific needs. This assessment helps us develop a tailored treatment plan to address their unique challenges.

Mobility and Strength Training

Our Physiotherapists work on improving clients' mobility and strength through targeted exercises and therapies. We focus on enhancing their range of motion, flexibility, and muscle strength to enhance their functional abilities.

Pain Management

For clients experiencing pain or discomfort, we use various pain management techniques, including manual therapy, therapeutic modalities, and individualized exercise programs, to alleviate pain and improve comfort.

Balance and Coordination

We address issues related to balance and coordination, which are essential for preventing falls and improving overall safety during daily activities.

Gait Training

Our team provides gait training to help clients with walking difficulties, using specific exercises and techniques to improve their walking pattern and posture.

Adaptive Equipment

We assess the need for and recommend adaptive equipment to improve clients' independence and safety in daily activities, such as mobility aids, orthotics, and other assistive devices.

Neurological Rehabilitation

For clients with neurological conditions, we design rehabilitation programs to enhance motor skills, mobility, and functional abilities, tailored to the specific condition and individual needs.

Fall Prevention

We develop fall prevention programs that focus on improving strength, balance, and awareness to reduce the risk of falls and related injuries.

Client Empowerment

Throughout the treatment process, we emphasize empowering clients with knowledge and skills to manage their conditions independently and effectively.

Collaboration with Other Health Professionals

We believe in a collaborative approach to care and work closely with other healthcare professionals, such as Occupational Therapists and Speech Therapists, to ensure holistic support for our clients.

Your Rights & Responsibilities

As an individual, you have many rights, and we support and assist you in identifying and exercising these rights to achieve your goals. Sense of Care adopts a policy of non-discrimination regarding eligibility and entry to our services and when providing support services to you.

You have the right to:

- Access supports that promote, uphold, and respect your legal and human rights.
- Exercise informed choice and control to maximise independence.
- Freedom of expression, self-determination and personal decision-making.
- Access supports that respect your culture, diversity, values and beliefs.
- A support service that respects your right to privacy and dignity
- Be helped to make informed choices which will maximise independence.
- Receive support from a formal or informal advocate.
- Receive support that is free from violence, abuse, neglect, exploitation or discrimination.
- Receive supports which are overseen by strong operational management.
- Receive services that are safeguarded by informed and compliant risk and incident management systems.
- Receive services from workers who are competent, appropriately qualified and have expertise in providing person-centered supports.
- Advise consent to the sharing of information between providers during the transition.
- Opt-out of giving information as required by NDIS.
- Opt-out from Sense of Support as your select provider.

You also have responsibilities to:

- Respect the rights of Staff, to ensure their workplace is safe and healthy.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, meaning your services may need to change.
- Accept responsibility for your actions and choices, even though some decisions may involve risk.
- Tell us if you have problems with the care or service you are receiving from us.
- Provide us with enough information to develop, deliver and review your support plan.
- Provide us with information that will help us to meet your needs.
- Provide us with a minimum of forty-eight (48) hours' notice if you need to cancel your appointment.
- Remember that our Staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in the safety assessments of your home.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and provide appropriate notice when you want to stop receiving our services.
- Inform a Staff if you wish to opt-out of providing your information to government bodies such as NDIS.

Your Feedback & Complaints

Your feedback allows us to provide you with high quality services; we actively seek your input.

Feedback can be provided anonymously or through written or online surveys or conversations with you.

We would like your feedback on:

- quality of care received
- consistency of services provided support worker performance
- supports that work for you
- changes you want made to assist you
- what you like and dislike about our services

If you wish to make a complaint you can do so anonymously via our website or feedback form.

If you do not feel comfortable making a complaint, someone else can do this on your behalf, including: an advocate, a family member, a close friend, your care worker or a person you know and trust.

Our team members are trained in handling feedback and complaints. If you make a complaint, the complaints manager will contact you using your preferred communication method, to discuss the finding and propose a solution.

Contact Sense of Care

Telephone: Agnes Simon M 0490 723 381

Email: agnes@senseofcare.com.au

Website: www.senseofcare.com.au/feedback

Post: PO Box 191, Emerald Vic 3782

Once we have resolved your complaint, Sense of Care will give you a copy of the report.

If you are not happy with the solution proposed by Sense of Care regarding your complaint, you can speak to other organisations, such as:

Commonwealth Ombudsman - Disability Services

Telephone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

NDIS Complaints

Email: feedback@ndis.gov.au

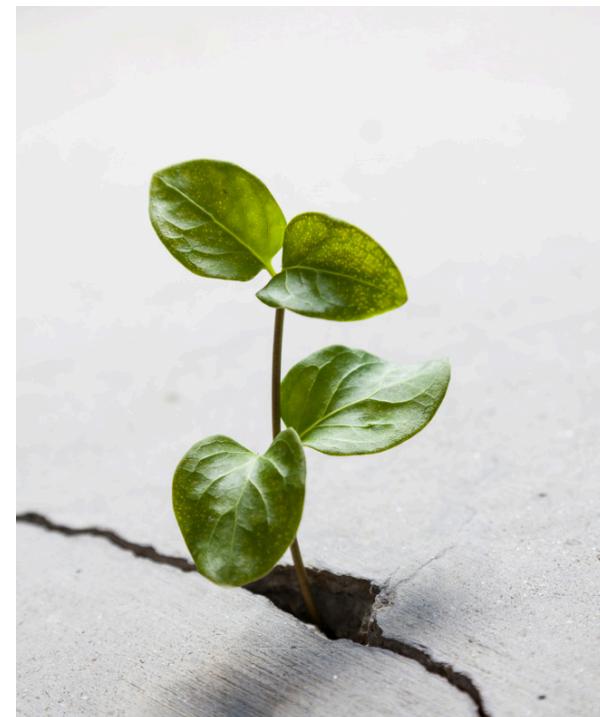
Website: www.ndis.gov.au/contact/feedback-and-complaints

NDIS Quality & Safeguards Commission

Telephone: 1800 035544

Website: www.ndiscommission.gov.au/contact-us/makeacomplaint

At Sense of Care, we believe that feedback is an essential part of our continuous improvement process. We value your opinion and are committed to providing the best possible support and services to you.



Without
your
feedback
we cannot
grow

Your Privacy & Confidentiality

Sense of Care complies with all relevant privacy legislation and has systems for the collection, use, disclosure, quality, security, accuracy and correction of personal information relating to you, as our participant.

Your privacy and dignity will always be maintained. You will be asked to sign a Service Agreement to consent to collect, use, and disclose your personal information to comply with the Privacy Act 1988. If you want more information about this, you should read our Privacy and Confidentiality Policy and Procedure. Information regarding your privacy is also included in your service agreement.

Your Privacy Officer is Agnes Simon and can be

contacted via:

Phone: 0490 723 381

Email: agnes@senseofcare.com.au

Consent

When you provide consent, you give your permission or say that it is okay for something to happen. You must always fully understand why a person requires your consent. If you have any doubt about this, you should ask one of our team members to explain consent further, or your advocate for help.

You can withdraw your consent at any time. For example, the withdrawal of consent means if you are taking part in a particular program and decide that you do not like the program, you can tell us that you no longer want to participate in that program. It also could mean you no longer wish for us to communicate with a specific organisation or individual.

Usually, consent will be documented in your support plan. However, we may also ask for you to sign a consent to share information form. We will always ask for your permission and explain the reasons for accessing your information when providing it to Staff or another service provider. If you are unsure during this process, you should ask your advocate for help.

If you feel that you cannot consent about issues in your life, we can talk to your family or advocate and ask them to assist. If you do not have family who can make decisions for you,

Requesting Access to Personal records

If you wish to access your personal information or have any queries regarding the data we hold about you, your advocate, guardian, or you can make a formal request in writing. Upon receiving your request, we will promptly process it and make the requested information available to you within seven working days.

Your
Privacy
is at the
core
of our
practice

Your Advocacy & Informal Supports

At Sense of Care, we recognise that your journey is not one you should walk alone. Having the right people around you—advocates, carers, family members, or trusted friends—can make a big difference when planning and reviewing your supports.

We actively encourage you to involve the people who know you best. They can:

- Help you express your views, wishes, and goals.
- Support you to understand complex information and make informed decisions.
- Provide practical insights about your day-to-day needs.
- Stand beside you during meetings, reviews, or when challenges arise.

You have the right to access an independent advocate at any time. Advocates are professionals who act only in your best interests, helping you to have your voice heard and your rights upheld. If you would like support in finding an independent advocate, our team can connect you with trusted organisations. Your carers, family, and friends also play an important role as part of your support network. We welcome their involvement—always with your consent—to ensure that your supports reflect what matters most to you.

At every step, the choice remains yours. You decide who you want involved, how they participate, and when. Our role is to create a safe and supportive environment where your voice is always at the centre, strengthened by the people you trust.

Cultural Safety & Inclusion

At Sense of Care, we are committed to creating a safe, respectful, and inclusive environment for everyone. We value diversity and ensure our services honour your culture, identity, and beliefs.

- Aboriginal and Torres Strait Islander Peoples – We acknowledge the Traditional Owners of the land and are committed to culturally safe supports that respect history, strengths, and rights.
- CALD Communities – We respect your language and traditions. If English is not your first language, we can arrange interpreters through TIS National or other services to support clear communication.
- LGBTQIA+ Inclusion – We provide a safe space where your identity is respected and affirmed.

We put this into practice by listening to your preferences, providing information in accessible formats, and ensuring our staff are trained in cultural safety and inclusion.

Our goal is that everyone who chooses Sense of Care feels they belong, are valued, and can access supports without barriers.

Our Reporting Requirements

Incident Management

Incident reporting is a crucial tool to protect participants. People with disabilities are more vulnerable to harm compared to others in the general population. It helps ensure their safety and well-being.

Sense of Care staff follow a 6-step guide for identifying and responding to incidents:

Identify, Prevent, and Mitigate:

- Take reasonable steps to prevent harm.
- Report any identified risks of harm to your employer.
- Seek guidance from your manager if unsure about risk reduction.
- Conduct proactive risk assessments to prevent harm.

Ensure Immediate Safety:

- Call '000' for urgent medical care or serious risk.
- Prioritize safety for yourself and others.
- Notify your manager, Garry, or Agnes, and follow up with a text.
- Use first aid training and emergency services when needed.

Respond to a Disclosure:

- Record and report disclosed incidents on the report form.
- Reassure and support the person calmly, explaining the process.
- Listen carefully, write down details, and avoid leading questions.
- Inform the person that you're obligated to report the incident.

Protect Evidence:

- Safeguard any potential evidence related to the incident.
- Avoid disturbing evidence needed for investigations.
- In cases like alleged sexual assault, preserve evidence like clothing.

Record:

- Notify your manager immediately upon awareness of an incident.
- Document what you've observed, including witness details.
- Provide your manager with your notes for reference.
- Refrain from interviewing the alleged responsible person.

Report:

- Report criminal offense allegations against a person with a disability to the police.
- Report the alleged offense promptly if appropriate.
- Inform police if communication aides or supports are required.
- Support the person with a disability when dealing with the police, ensuring their wishes are respected.

Following the response Sense of Care will undertake an incident assessment which will also consider your (the participant) views on: whether the incident could have been prevented; how well the incident was managed and resolved; what, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or to minimise their impact; whether other persons or bodies need to be notified of the incident. Furthermore, we will provide you with a copy of this assessment and final report.

Reportable Incidents

A registered NDIS provider must take all reasonable steps to ensure that the NDIS Commission is notified of certain types of incidents referred to as reportable incidents.

For an incident to be deemed a reportable incident it must satisfy the following two requirements:

- The incident must involve an act, event or omission defined in section 73Z(4) of the Act and section 16 of the NDIS (Incident Management and Reportable Incidents) Rules 2018, and
- The incident must have occurred or is alleged to have occurred in connection with the provision of your provider's supports or services.

All reportable incidents, except for the unauthorised use of a restrictive practice, must be notified to the NDIS Commission within 24 hours of the registered NDIS provider becoming aware of the incident. Any unauthorised use of restrictive practices must be notified within 5 days.

Before making a report to other interested people/bodies we will get your consent. Of course, when mandatory reporting is required to a statutory body such as child protective services or the police, the participant will be informed of this.

Our Zero Tolerance Commitment

Sense of Care makes the Zero Tolerance commitment to recognise, raise and respond to any deviation from the human rights of people using disability services. It is a personal and organisational commitment to always have our eyes open and always be doing better to support rights.



Our Emergency and Disaster Response

Our preparedness planning ensures service continuity for critical support to participants' safety, health, and wellbeing during emergencies and disasters. It's important to note that our response doesn't replace mainstream emergency services like the SES.

The Sense of Care Response Plan Includes:

Before - Identifying Critical Supports

- Determine participants needing critical support.
- Assess intensity of support, living situation, and communication preferences.
- Maintain an updated register with participant details, emergency contacts, and needs.

During - Preplanned Response

- Assess workforce capacity and allocate it to critical support participants.
- Adapt to changing event dynamics through participant consultation.

Post-event Actions

- Ensure seamless handovers as the workforce returns to full capacity.
- Recruit to fill any medium to long-term workforce gaps.
- Review participant satisfaction with our response through consultation.

Plan Testing and Training

- Regularly test the response plan during team member training to identify and address deficits.

Types of Emergency and Disaster Plans

- Natural disasters, workplace safety, financial crises, cyber-attacks, and team member personal emergencies.
- Participant consultation is integral to plan development.

Our approach prioritizes participant safety and wellbeing, aligning with broader emergency services while ensuring our preparedness and adaptability in emergencies and disasters.

Your Key Contacts

Agnes Simon (Director) - Sense of Care

T: 0490 723 381

E: agnes@senseofcare.com.au

Sense of Care Accounts

T: 0490 723 381

E: accounts@senseofcare.com.au

Sense of Care Feedback and Complaints

T: 0490 723 381

E: agnes@senseofcare.com.au

W: www.senseofcare.com.au/feedback

National Disability Insurance Agency

T: 1800 800 110

E: enquiries@ndis.gov.au

W: www.ndis.gov.au

Disability Services
Commissioner

T: 1800 677 342 / TTY: 1300 726 563

E: complaints@odsc.vic.gov.au

W: www.odsc.vic.gov.au

National Disability Abuse
and Neglect Hotline

T: 1800 880 052

W: www.jobaccess.gov.au

NDIS Quality and Safeguarding Commission

T: 1800 035 544

E: feedback@ndiscommission.gov.au

W: www.ndiscommission.gov.au

National Relay Service

T: 1800 555 677

Office of the Public Advocate

T: 1300 309 337 | TTY: 1300 305 612

E: publicadvocate@justice.vic.gov.au

W: www.publicadvocate.vic.gov.au

Translating and Interpreting Service

T: 1314 50

W: www.tisnational.gov.au

Your Key Contacts

Victoria Legal Aid

T: 1300 792 387

W: www.legalaid.vic.gov.au

Victorian Mental Health Commissioner

T: 1800 246 054

W: www.mhcc.vic.gov.au

VALID (Victorian Advocacy League for
Individuals with Disability Inc.)

T: 1800 655 570

E: office@valid.org.au

W: www.valid.org.au

Disability Services
Commissioner

T: 1800 677 342 / TTY: 1300 726 563

E: complaints@odsc.vic.gov.au

W: www.odsc.vic.gov.au

1800 RESPECT

T: 1800 737 732 (24 Hours)

W: www.1800respect.org.au

Carer Gateway

T: 1800 422 737 (Free Call)

W: www.carergatewoy.gov.au

Lifeline

T: 13 1114 (24 Hours)

W: www.lifeline.org.au

Nurse on Call

T: 1300 60 60 24

In case of Emergency Call 000 for Fire, Police or Ambulance or Dial 112 from your Mobile Phone.



Registered NDIS Provider



Sense *of* Care