

# YOUR SUPPORTS

BY



Sense *of* Care

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## EASY READ



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# Our Story

## Our Mission

- Sense of Care is committed to providing exceptional care in a compassionate and friendly environment.
- We prioritize your goals and work together to achieve the outcomes you desire.
- Your journey is important to us, and we are here to support you every step of the way.
- We believe in breaking barriers and providing comprehensive and personalized services that meet your needs.
- Our clients come first, and we are dedicated to offering the best care possible.

## What We Stand For

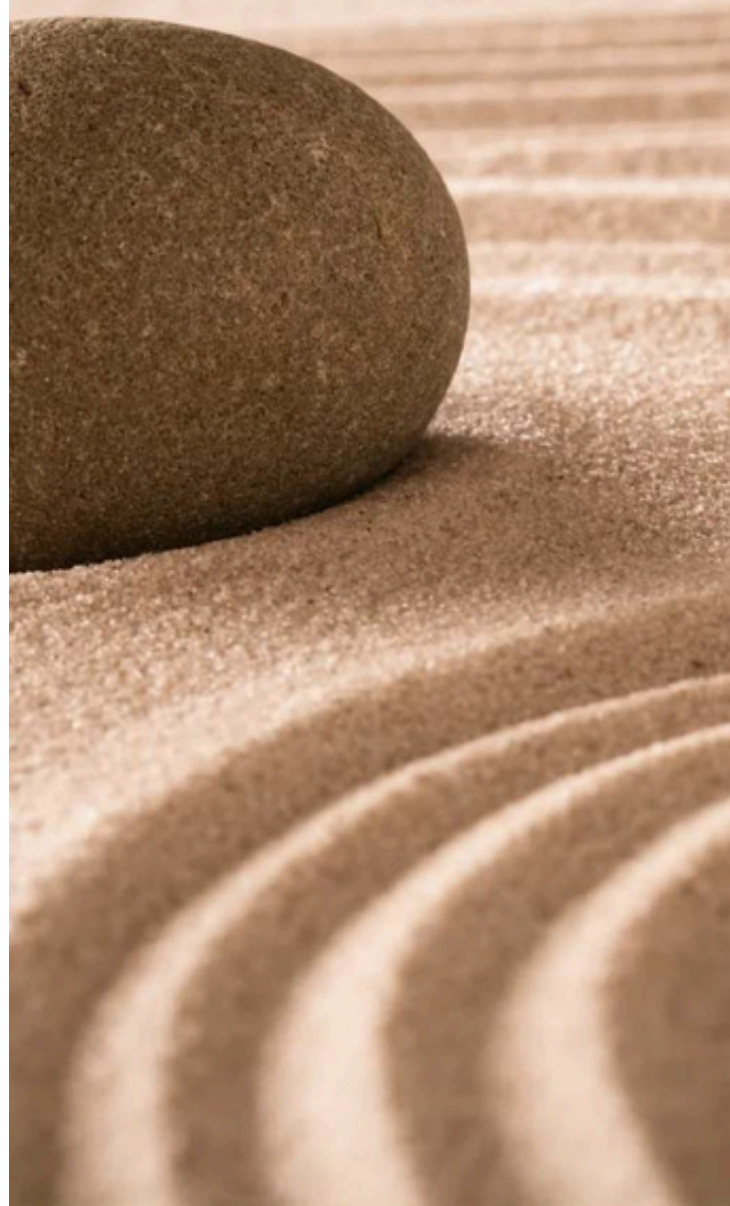
**Do what's right**

**Encourage self-growth**

**Strive to deliver better service**

**Support your journey**

**Break barriers**



**Your  
goals  
are our  
goals**

# Our Services



## Support Connection

Support Connection helps you with your NDIS plan and connects you to other support services and providers.



## Coordination of Supports Level 2

A Support Coordinator will help you to build the skills you need to understand and use your plan. Connect you with supports and help you talk to the NDIS.



## Specialist Support Coordination

A Specialist Support Coordinator helps people whose situations are more complex and who need a lot of help.



## Psychosocial Recovery Coaching

A Recovery Coach will supports individuals with mental health needs.



## Occupational Therapy

An Occupational Therapist will help you do everyday things on your own, so you can live a happy and healthy life.



## Physiotherapy

A Physiotherapist will help you with physical problems caused by illness, injury, disability, or getting older.

# Your Support is About You

## Person-Centred Approach

When we use a person-centred approach, we focus on understanding what you need or like. This helps us support you to make decisions. Here's how we do it:

- **Learning About You:** Our team gathers information about you: your strengths, interests, and what you need. We also think about your rights and what's important to you culturally.
- **Making a Plan:** We work together to create a plan just for you. This plan helps us support you in achieving your goals and having a happy life.
- **Taking Action:** We put the plan into action. We communicate with you in the way you like best and follow the steps in the plan to help you.
- **Checking and Changing:** We regularly check if the plan is still good for you. If things change, we talk to you and make the plan better together.
- **Getting Involved:** We help you connect with others and join activities you like. This helps you be part of the community and make friends.



# Your Support is About You

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

The Convention on the Rights of Persons with Disabilities (CRPD) is like a big promise that says people with disabilities should be treated fairly and have important rights.

For the Sense of Care team, knowing about the CRPD means:



- Respecting You: We think you're special and should be able to make choices about your own life.
- Treating Everyone the Same: You should be treated just as nicely as anyone else.
- Joining In: We want to help you be part of things like work, fun activities, and the community.
- Celebrating Differences: We know that everyone is unique.
- Making Things Easier: We want to make sure it's not hard for you to do things like go to school or have a job.
- Easy Places: We make sure places and things are easy to use for everyone.
- Fair for Girls and Boys: Everyone should have the same chances.
- Growing Up: Supporting kids based on what they like and are good at.

# Your Support Coordination

## about you



Support Coordination is like having a guide to help you make the most of your NDIS plan. It's all about your goals and what you want to achieve.

A support coordinator will listen to your story and help you choose the right services. They'll also make sure your NDIS plan gets put into action.

They will create a Support Plan for you, which is like a map for reaching your goals. This plan will:

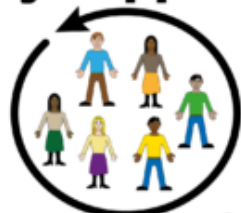
- Say what you want to achieve, like getting more independent or finding a job.
- Look at your strengths and what you need help with, so the plan fits you.
- Explain the services you'll get and who does what to help you.
- Keep your personal information private and share it only with the right people.
- Think about problems that could come up and how to solve them.
- Help you stay healthy and remind you about appointments or medicine.
- Connect you to other services in your community.
- Have a plan for emergencies or tough times.

So, the Support Plan is like a big plan for your journey, with all the steps to get you where you want to go.

## achieve your goals



## my support



## support plan



# Your Recovery Coaching



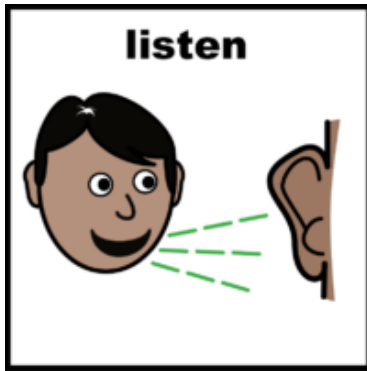
NDIS Psychosocial Recovery Coaches support individuals dealing with mental health challenges. Here's what they do:

- **Help You Focus on Strengths:** They encourage you to be strong and reach your personal goals. They want you to feel hopeful and find meaning in life.
- **Give You Confidence:** They help you believe in yourself and take charge of your recovery.
- **Teach You to Be Strong:** They show you ways to deal with tough times and become stronger.
- **Set Goals:** They work with you to set goals that matter to you and help you achieve them.
- **Personal Support:** They give you the help you need based on what you like and want.
- **Join Activities:** They help you be part of social and community activities to make you feel included.
- **Learn Skills:** They teach you things to become more independent in your daily life.
- **Make Friends:** They help you build good relationships with family, friends, and others.
- **Work with Others:** They team up with other helpers to give you the best support.





# Your Recovery Coaching



- Check Progress: They regularly see how things are going and change the plan if needed.
- Be There for You: They offer a listening ear and care when times are tough.
- Prevent Crises: They help you avoid going to the hospital by giving you support before things get really bad.
- Be Independent: They show you how to make choices and do things on your own.



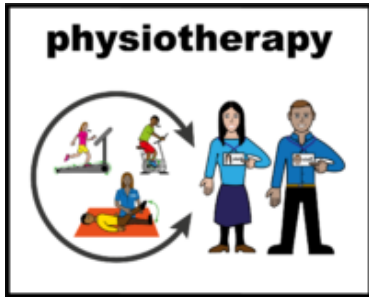
# Your Occupational Therapy



- An Occupational Therapist can help you become more independent and improve your life.
- They will ask what you need help with.
- They will check how you do things every day and find out where you may need support.
- Together, you will set goals to work towards and make a plan for your therapy.
- They can suggest changes to your home to make it safer and more accessible.
- They will show you how to use special tools that can help you with everyday tasks.
- If you have trouble with your senses, they will help you become more comfortable and able to do things.
- They will teach you how to use your hands and body better for activities like writing or getting dressed.
- They will work with your family, carers, and other helpers to make sure everyone is on the same page.
- It's important to see how well things are going, so they will check your progress regularly to make sure you are getting the best help.



# Your Physiotherapy



- A Physiotherapist will help improve your physical health and movement.
- They will assess how you move and what you need help with.
- They will make a plan just for you.
- They will teach you exercises to make your muscles stronger and help you move better.
- If you feel pain, they will use different methods to make you feel better.
- They will help you with balance and coordination to keep you steady.
- If you have trouble walking, they will teach you how to walk better and feel more confident.
- If you had an injury or surgery, they will support you to recover and get back on your feet.
- They can suggest special equipment to make your daily life easier.
- If you have a condition that affects your brain, they will design a program to help you move better.
- They will work with you to prevent falls and stay safe.
- They want you to be independent, so they will teach you how to take care of yourself.
- They will also talk with other healthcare professionals to make sure you get the best support.

# Your Rights & Responsibilities

## You have the right to:



- Get help and services that support your rights as a person.
- Make choices and decisions for yourself.
- Express yourself and be in control of your life.
- Express your culture, diversity, values, and beliefs.
- Maintain your privacy and dignity.
- Get support to make informed choices and be more independent.
- Have someone help you and speak up for you if you need it.
- Be safe and free from violence, abuse, neglect, exploitation, or discrimination.
- Receive safe and of good quality services from Sense of Care.
- Be supported by a provider that can manage risks and incidents to keep you safe.
- Be supported by skilled, qualified, and experienced workers.
- Choose if you want to share your information with us and other service providers.
- Decide to stop getting support from Sense of Care and choose another provider.

# Your Rights & Responsibilities

## You also have responsibilities to:



- Treat our staff with respect and make sure their workplace is safe and healthy.
- Follow the agreement we have with you.
- Let us know when your needs change so that we can adjust your supports.



- Be responsible for your actions and choices, even if there is some risk involved.
- Tell us if you have any problems with the care or service you are receiving from us.
- Give us information that will help us understand and meet your needs.



- Give us 48 hours' notice if you cannot attend a scheduled meeting.
- Respect that our staff will only do the tasks and hours that we agreed upon in your service plan.
- Take part in safety assessments of your home.
- Pay the amount we agreed upon for the services you receive.



- Let us know in writing if you no longer want to receive our services.
- Let us know who you want us to share your information with.

# Your Feedback & Complaints



- We care about what you think.
- Your feedback helps us improve our services.
- You can give feedback without telling us who you are.
- You can give feedback through our website, email, feedback form, or by talking to us.
- Let us know how we can do better, what you like about our services, or make a complaint.
- If you don't feel comfortable doing it yourself, someone you trust can do it for you.
- We take complaints seriously and want to make things right.



## Contact Sense of Care

Telephone: Agnes Simon M 0490 723 381

Email: [feedback@senseofcare.com.au](mailto:feedback@senseofcare.com.au)

Website: [www.senseofcare.com.au/feedback](http://www.senseofcare.com.au/feedback)

Post: PO Box 191, Emerald Vic 3782

# Your Feedback & Complaints



- If you are not happy with how we handle your complaint, you can contact someone else for help:

## **Commonwealth Ombudsman - Disability Services**

Telephone: 1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)



## **NDIS Complaints**

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Website: [www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints)

## **NDIS Quality & Safeguards Commission**

Telephone: 1800 035 544

Website:

[www.ndiscommission.gov.au/contact-us/makeacomplaint](http://www.ndiscommission.gov.au/contact-us/makeacomplaint)

# Your Privacy & Confidentiality



- Sense of Care follows privacy rules to keep your personal information safe and private.
- We collect, use, and share your information only for necessary reasons and according to the law.
- Your privacy and dignity are important to us, and we always respect them.
- We may ask you to sign a Service Agreement to use and share your information as needed.
- Our Privacy and Confidentiality Policy and Procedure explains how we handle your information. You can ask for a copy at any time.
- Your Service Agreement also includes information about your privacy.
- We work hard to protect your information and keep it confidential.
- If you have any questions about your privacy, feel free to ask us.

## **Your Privacy Officer is Garry Bartlett**

and can be contacted via:

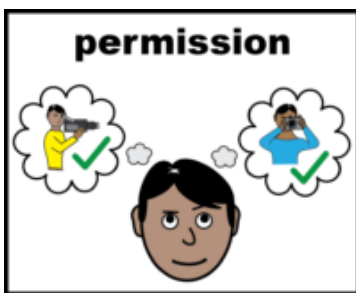
Telephone: 0481 210 7 44

Email: [garry@senseofcare.com.au](mailto:garry@senseofcare.com.au)



# Your Privacy & Confidentiality

## Consent



- Consent means giving permission or saying it's okay for something to happen.
- If you are not sure what consent means, ask a team member or advocate to explain it.
- You can change your mind and withdraw your consent anytime.
- We will usually write down your consent in your support plan.
- We will always ask your permission and tell you why we need to share your information with staff or another service provider.
- If you're not sure about giving consent, ask your advocate for help.
- If you can't make decisions, we can talk to your family or advocate to help you.
- If you don't have family, we'll find someone you trust to make decisions with you.

## Requesting Access to Personal Records

- You can ask to see your personal information at any time.
- To see your information call us or write an email.
- When you ask to see the information, we will work quickly to get you the information you want. It should take about 7 working days.

# Your Advocacy & Informal Supports



- At Sense of Care, we know life is easier when you have support from people you trust.
- You don't have to do things alone.

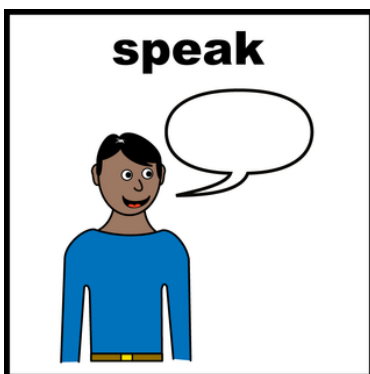
Who can support you?

- Advocates – professionals who speak up for your rights and help you be heard.
- Carers, family, or friends – people you trust who know you well.



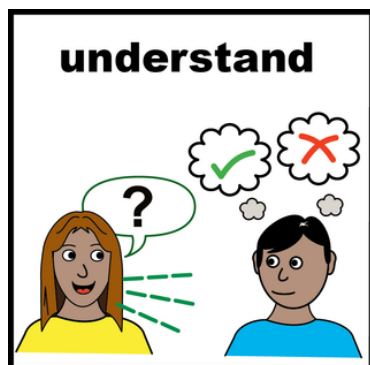
How they can help:

- Speak up about your wishes and goals.
- Help you understand information and make choices.
- Share what they see in your day-to-day life.
- Come with you to meetings or reviews.



Important:

- You can ask for an independent advocate at any time.
- Our team can help you connect with advocacy services.
- The choice is always yours. You decide who is involved and when.



# Cultural Safety & Inclusion



- At Sense of Care, we want everyone to feel safe, respected, and included.
- We value your culture, identity, and beliefs.

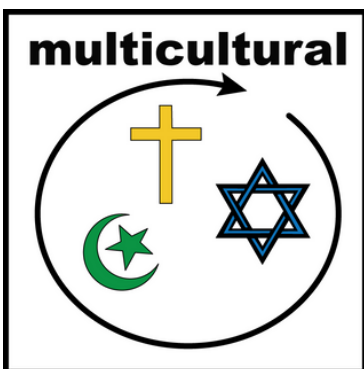
Our Commitment:

- Aboriginal and Torres Strait Islander Peoples – We respect Traditional Owners of the land and support cultural safety.
- CALD Communities – We respect your language and culture. We can arrange interpreters through TIS National if you need.
- LGBTQIA+ People – We provide a safe space where your identity is respected.



What we do:

- Listen to your needs and preferences.
- Give information in ways that work best for you (Easy Read, large print, translations).
- Train our staff in cultural safety and inclusion.
- Our goal: Everyone who uses Sense of Care feels they belong, are valued, and can get support without barriers.



# Our Reporting Requirements

## Incident Management



Keeping everyone safe is very important, especially people with disabilities who might be more at risk. To make sure you are safe and well, the Sense of Care team follows a step-by-step plan for handling incidents:



### Step 1: Preventing Harm

- We do our best to stop anything bad from happening.
- If we see any risks of harm, we tell you.
- We check things to make sure they're safe and don't let harm happen.



### Step 2: Keeping Safe Right Away

- If someone is hurt or in danger, we call '000' for help.
- We make sure everyone is safe, including ourselves.
- We use our first aid training and call for more help if needed.



### Step 3: When Someone Tells Us Something

- If someone tells us about a problem, we complete a report.
- We stay calm and explain what we'll do next.
- We only report the information if required.

# Our Reporting Requirements

## Step 4: Keeping Evidence Safe

- We keep the evidence of what happened safe.



## Step 5: Writing it Down

- As soon as we know about a problem, we tell our manager.
- We write down exactly what we saw and who else saw it.
- We give our notes to our manager so they know what happened.
- We won't talk to the person who might have caused the problem right away.



## Step 6: Telling the Right People

- If someone with a disability was hurt, we tell the police if it was a crime.
- We help you talk to the police if you want to.



After we handle the problem, we want to know what you think:

- Could we have stopped the problem from happening?
- Did we handle the problem well?
- What can we do to stop it from happening again?
- Do we need to tell other people about it?
- We'll also give you a report about what we found and what we did.



# Our Reporting Requirements

## Reportable Incidents



- When something bad happens, we have to tell the NDIS Commission. This is to keep everyone safe and make sure things are done right.
- For something to be told to the NDIS Commission, it has to meet two criteria:
- The thing that happened must match what's written in the NDIS rules.
- It must be related to the support or help the provider gives.
- Most things that need to be told have to be done within 24 hours of the provider finding out. If it's about a kind of treatment that wasn't allowed, they have 5 days to tell.
- Before telling others, we will ask if it's okay with you. But if we need to tell the police or others by law, we will let you know. This is to keep everyone safe.



## Our Zero Tolerance Commitment

- Sense of Care promises to always notice, talk about, and act when something goes wrong with how people with disabilities are treated.
- We promise to do this as individuals and as a group, to always be watching and improving how we protect people's rights.



# Our Emergency and Disaster Response



Our planning makes sure we can keep helping you during emergencies and disasters.

Remember, our plan doesn't replace the usual emergency services like the SES.

The Sense of Care Response Plan includes:

## Before - Finding Who Needs Help

- We figure out who needs extra help.
- We see how much help they need and how they like to communicate.
- We keep a list of their details, who to contact in an emergency, and what they need.



## During - Our Plan in Action

- We see how many of our team can help and give more help to those who really need it.
- We change our plan based on what's happening and talk to the participants.

## After - What We Do Next

- When things go back to normal, we make sure everyone gets the right support.
- If some of our team can't work for a while, we'll hire new people to help.
- We ask participants if they're happy with how we helped them.



# Our Emergency and Disaster Response

## Training and Testing



- We practice our plan a lot during training to make sure it works well.
- We have different plans for different emergencies like natural disasters or if someone on our team needs help.
- We ask participants for their opinions when we make these plans.

## Types of Emergency and Disaster Plans

- Natural disasters, job safety, financial crises, cyber-attacks, and team member personal emergencies.



Our way of doing things puts your safety first.

We work together with other emergency services and always get ready to help during tough times.



# Your Key Contacts

Agnes Simon (Director) – Sense of Care	T: 0490 723 381 E: <a href="mailto:agnes@senseofcare.com.au">agnes@senseofcare.com.au</a>
Sense of Care Accounts	T: 0490 723 381 E: <a href="mailto:accounts@senseofcare.com.au">accounts@senseofcare.com.au</a>
Sense of Care Feedback and Complaints	T: 0490 723 381 E: <a href="mailto:agnes@senseofcare.com.au">agnes@senseofcare.com.au</a> W: <a href="http://www.senseofcare.com.au/feedback">www.senseofcare.com.au/feedback</a>
National Disability Insurance Agency	T: 1800 800 110 E: <a href="mailto:enquiries@ndis.gov.au">enquiries@ndis.gov.au</a> W: <a href="http://www.ndis.gov.au">www.ndis.gov.au</a>
Disability Services Commissioner	T: 1800 677 342 / TTY: 1300 726 563 E: <a href="mailto:complaints@odsc.vic.gov.au">complaints@odsc.vic.gov.au</a> W: <a href="http://www.odsc.vic.gov.au">www.odsc.vic.gov.au</a>
National Disability Abuse and Neglect Hotline	T: 1800 880 052 W: <a href="http://www.jobaccess.gov.au">www.jobaccess.gov.au</a>
NDIS Quality and Safeguarding Commission	T: 1800 035 544 E: <a href="mailto:feedback@ndiscommission.gov.au">feedback@ndiscommission.gov.au</a> W: <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a>
National Relay Service	T: 1800 555 677
Office of the Public Advocate	T: 1300 309 337   TTY: 1300 305 612 E: <a href="mailto:publicadvocate@justice.vic.gov.au">publicadvocate@justice.vic.gov.au</a> W: <a href="http://www.publicadvocate.vic.gov.au">www.publicadvocate.vic.gov.au</a>
Translating and Interpreting Service	T: 1314 50 W: <a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a>

# Your Key Contacts

Victoria Legal Aid

T: 1300 792 387  
W: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

Victorian Mental Health Commissioner

T: 1800 246 054  
W: [www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)

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

T: 1800 655 570  
E: [office@valid.org.au](mailto:office@valid.org.au)  
W: [www.valid.org.au](http://www.valid.org.au)

Disability Services  
Commissioner

T: 1800 677 342 / TTY: 1300 726 563  
E: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)  
W: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

1800 RESPECT

T: 1800 737 732 (24 Hours)  
W: [www.1800respect.org.au](http://www.1800respect.org.au)

Carer Gateway

T: 1800 422 7.37 (Free Call)  
W: [www.carergateway.gov.au](http://www.carergateway.gov.au)

Lifeline

T: 13 1114 (24 Hours)  
W: [www.lifeline.org.au](http://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

