

Provider Name GSC- Galit Support Coordination (REGISTRATION NUMBER 4050051478)

WELCOME HANDBOOK

GSC essential information

M: [0432 124 699](tel:0432124699)

E: galit@gscr4u.com.au

W: www.gscr4u.com.au

Operating hours:

Monday to Thursday 9:00- 5:30,

Friday 9:00-2:00

Not available on Public Holidays

Not available on Jewish New Year and Passover

Welcome to GSC Support Coordination services

This handbook will provide you with information regarding GSC- Galit Support Coordination/Specialist Support Coordination services. I am committed to providing you with the highest quality services. This handbook will be provided on our first meeting and highlights:

- About Galit Sarig
- What is Support Coordination
- Person Centered
- Privacy and Confidentiality
- Complaints and Feedback process
- Advocacy
- Your Rights
- My Responsibilities
- Occupational Health & Safety
- Incident reporting

Introducing GALIT SARIG Support Coordination Services

I am a qualified Social Worker who holds a Bachelor and Master's degree in social work. I am a member of the Australian Association of Social Workers. I have been working in Community Services for the last 30 years, 17 of which have been in the Disability Sector. I formed my business in a part time capacity in 2017 to assist families with preparing for NDIS. I assisted families in getting ready for pre-planning meetings through helping them to develop their short- and long-term goals and ensuring their active involvement in all decision-making. Since December 2016 I have been providing support coordination and specialist support coordination as well as managing a large team of NDIS support coordinators.

I have an extensive knowledge of the 2006 Disability act and NDIS reform, including the NDIS system, the practice standards, resources, and implementation of participant's plans.

I have gained the knowledge and expertise to offer Support Coordination and Specialist Support Coordination Services as a provider.

During my years at the Disability Sector, I have been working with people with different types of disabilities and abilities adults and children and their families. Disabilities such as intellectual impairment, autism, Acquired Brain Injury (ABI), people that are recovering from stroke) people with physical disability, living with amputation and Mental health issues.

My top priority is providing services to assist you with greater independence and improved well-being. I work with you to meet your requirements, wishes and goals. I am excited to utilize my knowledge and skills for the benefit of my participants and their families.

Description of Support Coordination Services

The NDIA define Support Coordination as:

“Assistance to strengthen participant's abilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. This includes resolving points of crisis, developing capacity and resilience in a participant's network and coordinating supports from a range of sources”

Within the allocated support coordination hours detailed in your NDIS approved plan, a Support Coordinator can assist you with:

- Addressing barriers to participation
- Resolving service delivery issues.
- Regular active management and ongoing adjustment of supports due to participant's changing needs.
- Management of multiple/complex supports from a range of providers which intersect with mainstream services.
- Crisis resolution and developing resilience.
- Regular monitoring and outcome reporting for the participant/NDIA
- Helping you to prepare for your next NDIS scheduled meeting or unscheduled plan review

- Specialist support coordination is delivered by a specialist support coordinator. Specialist support coordinators should be appropriately qualified and experienced to deliver the expert approach which is needed to address a participant's complex support needs and/or risks in their environment.
- Specialist support coordinators should be appropriately qualified and experienced to deliver the expert approach which is needed to address a participant's complex support needs and/or risks in their environment.
- Psychosocial disability recovery coaching :A recovery coach is an NDIS funded worker that has mental health knowledge. A recovery coach we will: spend time with you, and people important to you, to get to know you and understand your needs. We will help you to find out about different services and supports, and how these can help you.

Through your approved NDIS plan, a participant purchases a number of support coordination hours for the duration of the plan. These hours include all email, phone and face-to-face contact as well as all work undertaken on your behalf, e.g., liaising with all other providers on your behalf. I will inform you if you are exceeding or likely to exceed your allocated support coordination hours before your plan end date, allowing for adjustments to be made if required.

Please refer to the Service Agreement for details regarding fees and payment methods.

Person – centered support

I believe that any individual has the right to determine the direction of their life based on their own strengths, abilities, networks, and preferences in order to meet their set goals.

I'm committed to embedding a person-centered approach to all services I personally deliver.

I am directed by the following guiding principles:

1. You are the center of the work, and you will be communicated and consulted with for any decision-making and planning regarding your support.
2. Human Rights are guiding any action I take to support you.
3. Personal priorities and strengths: support will be provided to ensure services are responsive and personalised to your wishes, aspirations and strengths.
4. Partnerships: Family, significant stakeholders and service providers who have a commitment to better your life will be actively involved in the implementation of your NDIS plan.

Privacy and Confidentiality

Personal information is any information about you. It may range from every sensitive (e.g. medical history) to everyday (e.g. address). All information I collect, and hold is reasonably necessary for implementation your NDIS plan and provide you with services.

I am committed to protecting all personal information that I collect and use in accordance with the Commonwealth Privacy Act 1988, the Victorian Information Privacy Act 2000, and the Privacy Principles under those Acts, the Victorian Health Records Act 2001 and the Health Privacy Principles under that Act.

You will be requested to sign a consent form that allows me to collect information regarding you, in aim to implement your NDIS plan and to assist you achieving your goals. The

information can be used without your consent only if authorised by law and authorised NDIS auditors

Complaints and Feedback process

We are driven to provide you with the highest quality services. As one of our participants, we are always interested in hearing your input and feedback on any aspect of my work so we can continue to improve our services and ensure your needs are met. You are encouraged to come forward with any issues of concern and any complaints will be addressed fairly and professionally.

Once we receive your feedback, we'll acknowledge receiving your feedback and have a discussion regarding the concerning issues. Where applicable we'll conduct a meeting between yourself, your nominee person and me to discuss the matter and ensure a satisfying solution is in place.

You can lodge your feedback in any way that suit you:

You can call us on 0432 124 699

You may choose to email us on: galit@gscr4u.com.au

You can ask someone you trust to speak with us.

Feedback:	Acknowledge	By phone call, an email, or a text message
Complaint	1 business day	A complaint can be provided by the phone call or filling a form. Pls advise what suit you better Specify the urgency of the feedback. Concern regarding safety or issues connected to your direct care- will be dealt on the day. – No urgent matter will be dealt within 2 business days
Complement	2-3 business day	By phone call, an email, or a text message
Suggestion/Continuous Improvement	2-3 business day	By phone call, an email, or a text message

If you're unhappy with the result it is your right to make a complaint to the:

Disabilities Commissioner of Victoria

The Disability Services Commissioner is an independent statutory body that provides a free and confidential service. Their work is guided by clear values.

Address:

**Disability Services Commissioner
Level 30, 570 Bourke Street,
Melbourne, Victoria, 3000 Australia**

- Phone for enquiries or complaints: **1800 677 342**
- Email for enquiries or complaints: complaints@odsc.vic.gov.au
- Email feedback to: feedback@odsc.vic.gov.au
- Speak & Listen users: 1800 555 677 then dial 1800 677 342

Complaints to the NDIS Commission can be lodged:

- online at www.ndiscommission.gov.au; and
- by phone on **1800 035 544**
- **National Disability abuse and Neglect hotline**
- By the phone **1800 880 052**
- TTY users **133677**

Help Lines

White Ribbon Australia

- by the phone **1800 737 732**

Advocacy

It is your right to have an advocate act on your behalf with regards to any concerns you may have. An advocate can be someone you already know. Alternatively, if you require assistance locating an independent advocate, you can contact the following services:

- **Disability Rights Victoria: 9489 2999**

These services are free, independent, and confidential.

Disability Advocacy Network Australia (DANA) - www.dana.org.au

Your Rights

As one of my participants you have the rights to:

- Be treated with respect, courtesy, and dignity.
- Be involved in all decision-making and prioritise your NDIS goals.
- Feel safe in seeking clarity or confirmation.
- Have a high level of privacy and confidentiality in relation to your personal Information
- Receive support to maintain your independency
- Gain assistance to build your capacity and strengthen your abilities
- Address any barriers, and resolve service delivery issues
- Provide feedback on any areas in relation to your services and have your concerns or complaints addressed in a fair manner
- Access services that recognise your unique individual, cultural, religious, and social needs.

- Access a safe environment free of any risk of violence, abuse, neglect, exploitation and discrimination.

My Responsibilities

Within your allocated support coordination hours that are outlined on your NDIS approved plan

I am Responsible for:

- tell you about and uphold your rights.
- treat you with fairly, with courtesy, dignity, and respect and without discrimination.
- respect your autonomy, including your right to intimacy and sexual expression.
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making.
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide.
- provide services that consider and respect your lifestyle, cultural, linguistic, and religious background and preferences.
- support you to access an advocate (including an independent advocate) of your choosing.
- support you to engage with your family, friends and chosen community in the ways you want to.
- Explaining you your NDIS plan and ensuring that you have a clear understanding of what your funding can be used for
- Assisting you to build your capacity and strengthen your abilities
- Using your NDIS funding to achieve your goals
- Addressing any barriers, resolving service delivery issues and crisis resolution
- Regular and ongoing adjustment of supports due to your changing needs.
- Regular monitoring and outcome reporting for the participant/NDIA
- Liaising with all other providers on your behalf
- Informing you if you are exceeding or likely to exceed your allocated support coordination hours before your plan's end date, allowing for adjustments to be made if required.
- Seeking regular feedback from you and the key people in your life
- Providing services that recognise your unique individual, cultural, religious, and social needs.
- Providing a safe environment for you, clear from any risk of violence, abuse, neglect exploitation and discrimination
- Maximising the usage of your funding
- Support you to be involve in decisions about your supports and your activities.
- You will be presented with a range of choices about providers of supports and staff will not seek to influence you to select GSC over other organisations.
- protect your personal information including photos and videos and only use it for the right reasons.

- support us to support you by providing us with feedback on our service, by email a phone call or filling a survey form.

Occupational Health & Safety

Occupational Health & Safety (OH&S) legislation requires that I maintain and provide a safe work environment for all service users, stakeholders and myself and will comply with the requirements of the Victorian Occupational Health and Safety (OH&S) Act 2004 and associated regulations. I will be providing Support Coordination and Specialist Support Coordination in my home-based office. Most meetings and services will be provided in the participants' homes, activities-based locations, and other places in the community. If you identify any risks, such as a faulty electrical appliances/equipment or other hazards such as slippery steps or uneven floor surfaces, please notify me and I will action any correction required.

Incident Reporting

GSC has a moral, ethical, and legal responsibility to ensure all participants are safe and takes proactive steps to protect them from harm.

The GSC incident management system identifies, assesses, manages, and resolves incidents that occur in connection with providing supports or services to a person or child with disability and have, or could have, caused harm to them. The system is appropriate to the business' size and the classes of NDIS supports it provides.

GSC will provide support and assistance to people and children with disability affected by an incident (including information about access to advocates such as independent advocates), to ensure their health, safety, and wellbeing.

An incident report is a form to document all workplace or activities, illnesses, injuries, near misses and accidents. An incident report will be completed at the time an incident occurs no matter how minor an injury is.

Every long journey starts with the first step.

I wish you an inspiring journey and great success working on your NDIS goals.

*Best of Luck
Galit Sariq*