



## **Service Guide**

### **Who we are**

AdaptCare is a provider of experienced support workers located in Melbourne. Our team is small and dedicated so as to give our best in every situation, and gives our participants the capacity to build a working relationship with our support workers.

### **Our workers**

- Have experience working with participants
- Have or working towards a certificate or degree in community services, disability and the mental health field
- Have an NDIS workers screener clearance or current police check
- First aid Certificate

### **How we work**

AdaptCare support workers can help you in your daily and long term goals, and build a team that is person centred. Whether this is help in practical daily living, such as attending appointments or finding the right forms for a licence, to helping those who are looking to get out in the community and participate in social events. How this is done is totally up to you, whether you like going to the pool for exercise or having a BBQ in the park, our support workers are here to find out what your next steps are and help you achieve them.

### **How we work alongside Support Coordinators and supporting parties**

AdaptCare uses a note taking system called Airtable, which provides a calendar view of all sessions worked and the attached notes. This we share when consent is given with Support Coordinators and involved parties. Airtable is easily accessible and gives a level of transparency to the sessions worked and how the supports are on a day-to-day basis, while also providing an ongoing communication between the support workers as to progress in our goals.

AdaptCare has follow up procedures in place to ensure our supports are matching the needs of the participant. Regular check-ins with a participants support coordinator, allied health professionals, housing supports and family is an integral part of how we can continue to change alongside our participants.

### **The cost of those supports**

We charge at the NDIS line rate as of July the 1st 2022

They are kept updated in the NDIS Support Catalogue, which you can find at the NDIS website: [www.ndis.gov.au](http://www.ndis.gov.au).

### **How else we bill the NDIS**

If your support worker drives you somewhere in their car, we will bill the NDIS \$.90 per kilometre out of your NDIS funding. Other transport fees are billed at their actual cost, such as myki fees, parking fees etc.

### **When and how your service agreement will be reviewed**

This service agreement can be amended and reviewed at any time on request of the participant.

A yearly review of the agreement can take place when the participant receives a new plan from the NDIS.

### **What to do if there is a problem**

Any feedback is greatly appreciated as it helps us improve our service. It means a lot to hear that we are doing well, and it is equally important to hear about how we could do better.

- 1. You can submit feedback directly to us (you can remain anonymous if you like)*

The contact person is: Kale Thompson

Their phone number is: 0499 824 651

Their email is: [kale@adaptcare.net](mailto:kale@adaptcare.net)

- 2. You can talk to the NDIS Commission:*

The contact is: The NDIS Commission

Their phone number is: 1800 035 544

Their website is: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## **Participants responsibilities under the service agreement**

- 1. Cancelling an appointment*

To cancel an appointment, please contact your support worker by calling or texting them.

If you give us less than 48 hours notice before the appointment, we will charge the NDIS for the time, so that your support worker can still be paid for the time. This is in line with the NDIS cancellation rules.

- 2. Please avoid aggressive and abusive behaviour, as this can lead to early termination of an appointment with your support worker.*

Your support worker can meet you in public or in your home, although if there is a risk to their safety they may need to cut the appointment short, though you will still be billed for the whole appointment.

## **Your provider's responsibilities under the service agreement**

1. *To provide the care outlined in this agreement, and make sure the participant is happy and confident in the services given*
2. *To inform the participant of any changes that have occurred to the agreement*
3. *Healthy Boundaries*

It is important to remember that while you may become closely acquainted with your support worker, we are working with you as part of a professional service. With that in mind, our staff can only communicate with you during business hours. Also, our staff are directed to limit communication outside of appointment times to just organising appointments.

### **Privacy**

*AdaptCare collects:*

- Your name, date of birth, NDIS number, and ways to contact you
- Information we receive from your other service providers
- Your service needs, preferences, and funding details
- Information that might affect your, or other people's health, safety, or wellbeing
- Details about the services we provide you

We won't share any information about you with anyone other than the people that you give us consent to speak to, such as your support coordinator.

### **How you or your provider may change or end the service agreement**

Your Service Agreement with us is not a lock in contract. You or AdaptCare can cancel it at any time, and there is no cancellation fee.

If you want to cancel your service, or put it on hold, let us know. Also, if you want to increase or decrease hours, simply let us know as well.