




Your

2017-18 Service Handbook

Give a Care

Your life. Your choice.





Jeff is passionate about self-advocacy for people living with a disability and is a member of various advisory groups and committees representing people with a disability.

Jeff has been nominated for a number of awards including:

- *The Victorian Disability Awards for Emerging Leader; and*
- *The 2017 National Disability Award*

A Note

From Our Founder

... a personal journey

One morning in August 2007 at age 38, I woke up feeling sick and called an ambulance. I ended up having a major stroke, which blew up my cerebellum - a region in the lower part of the brain that plays an important role in fine motor control.

For the next five months I was moved around to different hospitals. Eventually I was told I would be moving to a large supported share house. Instead I was moved to a 100-bed aged care nursing home in the Yarra Valley. My family had taken my car and had complete control of my finances. It felt like I was left with nothing and I felt trapped.

In December 2008 I finally moved to a supported housing facility in Beaumaris, where I live today.

I spent the next four years frustrated and struggling with disability service providers. To me it seemed like they just took my funding and didn't really care about me as a person. No one was stepping up. I had to do something.

So in 2013, I started **Give a Care**.

Give a Care has been truly fantastic for me. It has helped me have real choice and control over the support I receive, which in turn has aided my recovery and helped me better manage my life in so many ways.

My vision for **Give a Care** is to give other people living with a disability the chance to share my experience of what it's like to have real choice and control over the types of support they receive.

Over the last twelve months we have recruited enthusiastic and energetic staff who are ready to provide high-quality, respectful care and support.

We truly Give a Care, and our client's needs come first.

Jeff Shaw





Your Daily Living

Support for you to live the life you choose
at home, in the community, at school, or
at work.

We provide one-on-one support seven
days a week.

- getting ready for your day
- household chores
- help with shopping
- food preparation and meals
- getting to appointments
- travel support
- assistance with technology



Individually or in a group, we will work with you to build and maintain a healthy lifestyle.

Simply tell us what you're interested in and we will support you to make it happen.

- taking part in sports of your choice
- going to cooking classes
- participating in fitness classes
- individual training for your fitness goals
- learning to swim
- relaxing with yoga or meditation



Your

Community Activities

Joining a social group or community activity.

We will help you to find the right activities or community events and support you to be active in your community.

- volunteering
- community garden
- join a book club
- take part in an art class
- local community events
- life saving club
- youth groups



Your

Special Interests

Whatever your special interests are, we will support you to make it happen.

We believe making time to have fun is important to everyone. We will be there to have fun with you.

- a day at the footy
- going to a musical
- catching a live band
- festival with your friends
- visiting an art gallery
- seeing the latest movie



How We Can Help

Give a Care has its own specialised transport for our clients to utilise when needed.



Our support workers are committed to empowerment and advocacy. **These are some of our client-care stories.**

‘John’* has a disability. On Monday mornings, our support worker goes to University with John and takes notes for him. On Thursdays, the support worker helps John at work and prepares his lunch. John can enjoy life and go through his days with ease with the assistance of his **Give a Care** support worker.

‘Jessie’* is 20 and has Down Syndrome. Jessie wants to go out with her friends without her parents accompanying her. Jessie has developed a great friendship with her **Give a Care** support worker and her support worker accompanies her to the movies and sometimes to parties with her friends. Jessie’s life has changed, giving her independence and her parents’ minds are at ease because they know she is being well cared for.

Our support workers take a client-centred approach.

**Out of respect for the privacy of our clients and support workers, these case studies are not based on real people.*

What our clients are saying about us...

I have enlisted **Give a Care** as a NDIS Provider for certain items within my NDIS plan and before that under a state based disability funding package.

What makes **Give a Care** stand out for me, is the voice of the person with the disability is put first, considered properly and listened to. So much so, that the emphasis is not on the old way is good enough; but instead what is possible? Can it be done differently? What do you think?

The combination of people who (area) highly motivated staff (with) expertise, people who have a stake in the disability space and people with energy who want to see you do better, all make **Give a Care** stand out. People get back to you, options are outlined, systems are streamlined and easy.

My disability and preferences for things to occur in the manner I need is paramount to me. With this in mind, **Give a Care** tailor things to my understanding, to my disability and the flexibility needed and to my satisfaction.

GAC Client

Give a Care *is guided by* Victoria's charter of human rights + responsibilities

-  Your right to recognition and equality before the law
-  Your right to life
-  Your right to protection from torture and cruel, inhuman or degrading treatment
-  Your right to freedom from forced work
-  Your right to freedom of movement
-  Your right to privacy and reputation
-  Your right to freedom of thought, conscience, religion and belief
-  Your right to freedom of expression
-  Your right to peaceful assembly and freedom of association
-  Your right to protection of families and children
-  Your right to taking part in public life
-  Cultural rights
-  Property rights
-  Your right to liberty and security of person
-  Your right to humane treatment when deprived of liberty
-  Rights of children in the criminal process
-  Your right to a fair hearing
-  Rights in criminal proceedings
-  Right not to be tried or punished more than once
-  Retrospective criminal laws

A full copy of the charter is available at:

<http://www.humanrightscommission.vic.gov.au/the-charter>



Your

Access to Our Services

Want to know more
about how we can meet
your needs?

Phone: 0447 277 123

Email: info@giveacare.com.au

Online: www.giveacare.com.au

 www.facebook.com/giveacare

Face-to-face: We can organise a time and
place that suits you

Registered & Accredited NDIS Provider.



The

Steps We Take with You

Give a Care

Your life. Your choice.



STEP 1 What are your goals in your NDIS Plan?

We will discuss your goals and what's important to you.

STEP 2 Are there supports needs in your plan where Give a Care can help?

Your NDIS Plan has a lot of flexibility and this can be explored.

STEP 3 What daily living, healthy lifestyle, community activities or special interests are relevant and interesting to you?

We will have a discussion on the range of daily living options, recreation activities, community connections and upcoming events that may interest you.

Then you make the decision, it's totally up to you.

STEP 4 We agree on the type of support, days and hours which fits you and your plan.

STEP 5 Your new support worker will support you as required, on the days and hours agreed upon.

It's important your support worker is a good match for you.

We have several support workers with a range of expertise and skills. We are confident there's a good match for you!

STEP 6 We will review your supports with you every 6 months, or more regularly as your needs change.

STEP 7 We will provide feedback of your goals and outcomes.

Service Fees

Give a Care fees adhere to the fee structure outlined in the **National Disability Insurance Scheme (NDIS)** guidelines. Clients new to the NDIS may be subject to an establishment fee. These fees are updated on a regular basis. Please check the **Give a Care** website for the latest fees.

One-on-one support

For those who would like **one-on-one support** with self-care activities and access to community, social and recreational activities:

Daytime weekdays (6am - 8pm)	\$44.72/hour
Evening weekdays (8pm - 12 midnight)	\$49.04/hour
Saturdays	\$62.03/hour
Sundays	\$79.38/hour
Public Holidays	\$96.69/hour

Group-based support

For those who would like **group-based support** with access to community, social and recreational activities:

Daytime weekdays (6am - 8pm)	\$22.35/hour
Evening weekdays (8pm - 12 midnight)	\$24.52/hour
Saturdays	\$31.02/hour
Sundays	\$39.69/hour
Public Holidays	N/A

Invoicing

We process claims and invoices on a fortnightly basis, and claim for services if support is cancelled with less than 24 hours notice. We pride ourselves on exceptional transparency with the people we support, so if you have a query please contact us right away. For those self-managing we send invoices on a weekly basis with payment due within 14 days of invoice issue.

Give a Care does not monitor the amount participants have remaining in their NDIS plan - it is the participant's responsibility not to overspend.

Feedback

Give a Care encourages feedback to assist us in developing our service to provide the best positive outcomes for the people we support. People can provide feedback by phone, email, in person, or online.

Whether you are wanting to make a comment, provide a criticism, offer suggestions, or would like to share some accomplishments - we would love to hear from you. Contact us by:

Phone: 0447 277 123

Email: info@giveacare.com.au

Online: giveacare.com.au

In person: To any staff member

 www.facebook.com/giveacare

Complaints

Give a Care will respond promptly to any complaints we receive, and we aim to provide resolution to you as soon as possible.

You can also contact the **Disability Services Commissioner** at any time for advice, or to report a complaint, on 1800 677 342 or email complaints@odsc.vic.gov.au.

Right to an Advocate

Give a Care encourages people with disabilities to have an advocate who can help speak on their behalf should they choose to. **Give a Care** will work together with the client's chosen advocate to ensure that the client's needs and wants are met.



www.giveacare.com.au

Phone: 0447 277 123

Email: info@giveacare.com.au

Postal: PO BOX 7063 Beaumaris VIC 3193

[f www.facebook.com/giveacare](https://www.facebook.com/giveacare)

Registered & Accredited NDIS Provider.



*Give a Care is working towards Rainbow Tick accreditation.
Rainbow Tick Accreditation provides assurance to
LGBTI consumers and staff that an organisation
will be responsive to their needs.*