



Welcome Booklet

Welcome

Welcome to Speaking On The Spectrum Supports!

We are excited to be working with you! If you have any questions, you can chat to us by:



Calling on 0403 516 094



Emailing us at admin@sotss.com.au

We want to communicate with you in a way that you understand.

We can organise interpreters and advocates that can assist if you can't understand us or we can't understand you

Our Process

To help provide you with the right answers to your questions, we will ask you questions. Some of those questions are in the Client Intake Form we have provided you.

If you would like us to help you with any of the forms, we can arrange a time to meet with you.

We may discuss the terms of a Service Agreement at the meeting too.

After the meeting, SOTSS will check your information you have told us to make sure we are able to help you.

If we can help, we will complete and sign a Service Agreement.

If you are happy with the terms of the Service Agreement, we will ask you to sign the Service Agreement and return it to us.

Once we both sign it, an agreement between us is formed and we will begin support planning.

Support Planning

Once you have signed the Service Agreement, we will undertake an assessment with you to understand your needs, strengths and goals.

You will be fully involved in the assessment and may involve an advocate, your family and any people you want in the process.

After that, we will develop a Client Support Plan.

You will be asked to sign your plan to show that you agree with it. Your plan will also be reviewed regularly to ensure it is meeting your needs.

Your Rights and Choice

You have the right to:

- Respect for your human worth and dignity
- Freedom of expression, self-determination and decision-making
- Realise your potential for physical, social, emotional and intellectual development
- Full participation in society equal to other people, according to your individual and cultural needs and preferences
- Autonomy including your right to intimacy and sexual expression
- Information and support to understand and exercise your legal and human rights
- Privacy of your personal information and sensitive information
- Raise concerns and be supported to formalise complaints

We will talk to you (and any representatives, carers and family where appropriate) to ensure and promote that you make all decisions in relation to your services and supports

We provide you with enough time to make decisions that affect your life and we help you make good choices, but the choices are yours to make.

Conflict Of Interest

If we are permitted to provide you with Support Coordination as well as other supports, a conflict of interest may arise.

You will always be informed of other alternative providers available to provide necessary support, enabling you to exercise choice and control in the support you receive from SOTSS and others.

To ensure that any conflict of interest is managed, where SOTSS provides Support Coordination services, we will endeavour to provide 3 quotes from other provider (if possible), in addition to our own.

It is then your decision if you would like to choose services and support from SOTSS or another provider.

Your decision to choose an alternate provider will not affect any services or support provided by SOTSS at all.

Matching

We will try our best to match the right staff member to meet your needs and goals. When matching, we consider your personality, language, culture, personal preferences and skill requirements.

Our Staff

SOTSS employs qualified and experienced staff to deliver supports and services to NDIS participants. Each staff member is trained in the NDIS modules and in Infection Control as well as meets the standard with all safety checks.

Our staff undergo regular training and upskilling to ensure their knowledge is up to standard and to expand their skill set.

Exiting Service

You can terminate our services at any time and in accordance with the terms of our service agreement. We will support you to find other services if you require assistance.

Privacy

We respect your right to privacy.

We use your personal information in line with Australian Privacy laws.

Your personal information allows us to perform our work.

We may at times disclose personal information where it is necessary to provide supports or services or where it is required by law.

SOTSS protects your personal information.

You have the right to request access to the personal information that SOTSS holds about you and you can update or change personal information as required. Just let us know!

Feedback and Complaints

We want to hear your feedback!

If you feel comfortable, you are encouraged to raise any feedback, concerns or complaints with us first, as this is often the best way to have your issue resolved quickly.

You can make a complaint:

- In person to the Director, Head of Support or Staff Member
- By calling us on 0403 516 094
- By emailing us at admin@sotss.com.au

You can make a complaint to the NDIS Commission by:

- Calling 1800 035 544 (free call from landlines)
- Calling the National Relay Service 133 677 (interpreters can be arranged)
- Visiting the NDIS Commission website and completing a complaint contact form:
www.ndiscommission.gov.au/about/complaints

The NDIS Commission can take complaints about:

- Services or support that were not provided in a safe and respectful way
- Services and supports that were not delivered to an appropriate standard

We will resolve all complaint promptly in accordance with our Feedback and Complaints policy.

Incident Management

If you observe or are the subject of an Incident that does or could cause permanent or temporary detriment to you or another person, you must report the incident to us.

There will be no negative consequences from reporting incidents.

You will be protected from any adversity resulting from reporting or alleging that an incident occurred.

Incidents are managed in accordance with our incident management and reporting policy.

We also follow strict procedures in relation to reporting Reportable Incidents to the NDIS Commission and other external bodies (as applicable)