



**COULFUL
SUPPORT**

**PARTICIPANT
FOLDER**



SOULFUL
SUPPORT



MISSION

To empower NDIS Participants and their support network with navigating a dynamic and evolving system with confidence and creating a foundation for sustainable growth.

VISION

To build a stronger, more inclusive and resilient NDIS Community where every client feels confident navigating their journey toward their goals.

VALUES

Collaboration: Recognising and valuing everyone's contributions.

Communication: Prioritising transparency in every interaction.

Empowerment: Supporting you to make informed choices with confidence.



Welcome to the start of your **Soulful Support** journey.

Here at **Soulful Support** we understand that not all people are the same and not all NDIS plans are the same. We aim to meet you where you are at in your life to explore how your NDIS plan can better empower you and improve your quality of life.

We are here to support you no matter where you are on your NDIS journey.

What to expect from **Soulful Support**?

Personalisation – Together we will creatively utilise your NDIS funds and create a plan that is personalised to what you need. We will take into consideration your formal and informal support networks, while looking for ways to increase your quality of life.

Respect of Individuality – We recognise each human being's value and encourage everyone we support to exercise their autonomy and to make their own decisions around how they want their life to be, providing guidance along the way.

Team Work & Reflective Practice – Within a team, we all have valuable contributions to make. Regular check-ins will provide opportunities to talk about how we are progressing, what is working and what is not working. This ensures that we're all on the same page.

Open and Honest Communication – We all have different communication needs and styles, which we respect. By communicating openly and honestly, we're ensuring that we're able to get the job done.



Client Charter – Rights & Responsibilities

At **Soulful Support** we acknowledge that it is your decision to work with us, YOU are the reason that we do what we do. Our Client Charter is the foundation of our commitment to you and what guides our practice.

The type of support and service we provide to our clients may look a little different for each person, as we aim to uphold person centredness at all times. What may work for you may not work for someone else.

What we will do:

- Treat you with **respect** and **dignity**
- **Listen to you**, provide you with advice and guidance and put in place the agreed supports
- Be accessible and **easy to get in contact** with
- Ensure that our communication methods meet your needs
- Be transparent and **provide as much clarity** as possible in everything that we do
- Encourage you to make **your own choices** and decisions
- Take **your feedback** on board (we also encourage anonymous feedback)
- Keep you up to date with changes to the NDIS and assess and address how such changes may impact your access to supports
- Respect your right to intimacy, sexual expression and relationships
- Create personalised emergency management plans to ensure your safety at all times
- Provide you with a list of advocates and other key contacts
- **Make you smile**

What we hope from you in return:

- Be **polite** and **respectful**
- Work in **collaboration** with **Soulful Support**
- Inform us if you need to cancel or postpone any of the supports you receive as soon as you can
- Talk to us if you are unhappy with any aspect of our service to you and the supports you receive (this can also be done anonymously)
- Tell us if your contact details change
- Tell us if your circumstances change so we can respond accordingly



Feedback Form - Honesty is the best policy.

At Soulful Support we are continually growing and responding to the needs of our clients. Your feedback is important to us. You can use this form to provide your feedback regarding Soulful Support's services. If you wish to be contacted in regard to your feedback please provide your details below.

You can provide **anonymous feedback**, which means you do not have to give your personal details. Even though we cannot reply directly to you, we will try our best to make things better.

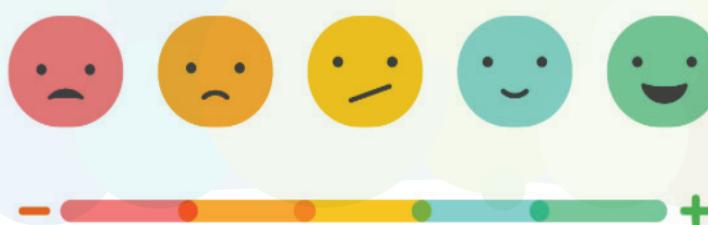
Name: _____

Email: _____

Phone: _____

What can we do better? / What is working well?

If you prefer to circle a face below to provide your feedback please do so



Feedback form can be sent via post, email, or handed directly to your co-ordinator.
You can always have an advocate help you with this.

Email: info@soulfulsupport.net.au | Postal Address: PO Box 1172 Windsor VIC 3181

Advocate details are available at the end of this document.



Privacy Policy – Keeping your information safe

We know how important it is for you to feel safe when sharing your private information. We may need to know some things about you to help connect you with supports and services that meet your needs. There are laws to make sure your information is kept private and safe.

We need your permission to collect and share information about you. You don't have to give permission or you may limit who we speak to about you. The more information you share with us the better we can support you . We will only ask for information if we need it and will tell you why we need it.

We will protect your information and will only use it to help you work toward achieving your goals. We will only share your information if:

- You give permission to share it for specified purposes;
- We are very worried about your safety; and/or
- If the law requires us to share it.

We will work through the consent forms that need to be signed with you.

If you wish to withdraw your consent for us to speak to other agencies or people on your behalf. please contact us about this.

You can request your personal file from Soulful Support at any time by calling or emailing us.



Incident Management – Feeling and Being Safe

Here at Soulful Support your safety is very important to us and we will work hard to ensure that we deliver safe services.

Sometimes accidents happen, people make mistakes or treat other people inappropriately, these are called 'incidents'.

We can work together to try to prevent incidents from happening, but if something does happen we will work together to address the matter and minimise the risk of future incidents happening again.

You can help prevent incidents happening too by acting safely and treating other people with respect.

We all have a responsibility to look after one another to make sure that we are all safe, Soulful Support works hard to keep everyone safe which includes you and your formal and informal supports.

We will need to complete a risk assessment with you, to mitigate any risks. We will also need to complete an emergency disaster and crisis management plan to ensure that you and all your supports are as safe as possible, and that there is a plan if something goes wrong.

We think about how accidents can happen and how to prevent them which is called 'risk management'. We will complete a risk assessment with you to make sure that you and any supports we arrange to be in your home are as safe as possible and that there is a plan to follow if something goes wrong.

In the unlikely event that something does go wrong, we must:

1. Tell the NDIS Commission;
2. Investigate and address the incident;
3. Implement actions to ensure that the incident doesn't happen again; and
4. Talk about the incident and any actions taken with the person who was hurt.

If you don't feel safe talking to us at Soulful Support, please tell someone else. You can talk with your family and friends, or an advocate. You can also contact the NDIS Commission — they make the rules and help NDIS participants when people break the rules.



For further information on how we may best help you, please contact:

Soulful Support

Mobile: 0480 329 024 or 0412 541 627

Email: info@soulfulsupport.net.au

Website: www.soulfulsupport.net.au

Postal Address: PO Box 1172 Windsor VIC 3181

Soulful Support ABN: 64 522 067 042

If you are unhappy with the way that we have responded, please contact the below agencies who can support you.

The NDIS Commission

Call: 1800 035 533

The National Disability Insurance Agency (NDIA)

Call: 1800 800 110

Web: ndis.gov.au

Victorian Advocacy League For Individuals With Disability (VALID)

Call: (03) 9416 4003

Email: office@valid.org.au

Web: www.valid.org.au

The Disability Services Commissioner

Call: 1800 677 342

Web: www.odsc.vic.au

If you are deaf and/or find it hard hearing or speaking with people who use a phone, the National Relay Service (NRS) can help you, it is a 24-hour service.

Web: nrschat.nrscall.gov.au/nrs/internetrelay

Voice Relay Number: 1300 555 727

TTY: 133 677

If English is not your first language and you need support, we will arrange an interpreter for you via the **Translating and Interpreting Service (TIS) 131 450**