



# Welcome information pack



Bunurong Country



We bring our services right to you across Melbourne, including the western suburbs and Gippsland. Prefer to meet in person? We have an office in Warragul, and we can also arrange to meet our regular clients in rooms right across Melbourne. Our goal is to make sure our support is super easy for everyone to get to.

Helpful Connexions started in 2023 with one main idea: to put you first. We're a disability support provider that focuses on what you need, without making things complicated. We're all about helping you with therapies, managing behaviors, and building your skills – always respecting what works best for you. Our team is really experienced; every one of us has at least four years of uni education, five years working in the field, and professional memberships. So, you can be sure you're getting smart, caring support.

In this interactive e-booklet, you'll spot lots of clickable links. When you see an [underlined, bold blue word, click on it](#), it'll take you straight to more info about our services, what we believe in, and how we do things. It's designed to help guide you on your journey.

# Welcome

## to Helpful Connexions

**PHONE:** 0475 780 890

**EMAIL:** [Hello@hcsw.com.au](mailto:Hello@hcsw.com.au)

**WEBSITE:** [Helpful Connexions.com.au](https://HelpfulConnexions.com.au)

**OWNER:** Rachel@hcsw.com.au

**ADDRESS:** PO Box 353, Bunurong, Victoria 3738

# What We Value



At Helpful Connexions, our values aren't just words – they're how we live and breathe. We're committed to helping you reach your dreams by putting these ideas first:

- **You're in Charge:** It's all about your choice and control. We empower you to make informed decisions about your care, so you can truly steer your own path.
- **Real Respect:** We provide personalized services that truly respect who you are, your unique needs, and what's important to you.
- **Everyone Belongs:** We champion inclusion, making sure all our clients feel valued and supported to be an active part of their communities.
- **Top-Notch Quality & Safety:** We're dedicated to quality and keeping you safe. Our services are always effective and meet all the strict standards set by the NDIS and other regulations.
- **Teamwork Makes the Dream Work:** We believe in strong partnerships and collaboration. We'll work hand-in-hand with you, your family, and other providers to build solutions that help you grow and become more independent over time.

# Support & services

## Social Work

Helpful Connexions [Social Work](#) team offers friendly, professional support for your wellbeing, mental health, family, and disability needs. A key part of what we do is building your capacity. This means we help you gain new skills and confidence to manage daily life, connect with your community, and work towards your goals. We'll listen, offer guidance, and work alongside you to find lasting solutions so you can thrive and achieve what matters most.

## Welfare

Helpful Connexions offers compassionate, professional help. We're all about empowering you, respecting your dignity, and advocating on your behalf – just like our social work you can expect ethical, high-quality, and client-focused services. Our Welfare Team are guided by the same values as social work – empowerment, dignity, and advocacy and are members of the [Australian Community Welfare Association](#).

## Support Coordination

At Helpful Connexions, our [Support Coordination](#) services help individuals navigate and maximize their NDIS plans. Our experienced coordinators connect clients with the right supports, ensuring seamless care and greater independence. Through advocacy and guidance, we empower individuals to make informed decisions and achieve their goals.

# Counselling

Life can be tough, and sometimes talking it through helps. At Helpful Connexions, we provide compassionate counselling for carers, survivors of family violence, and anyone needing support with emotional regulation. We use a gentle, personalized approach that understands your past experiences and focuses completely on you. Our goal is to help you feel heard, grow your resilience, and learn practical strategies to feel better and move forward.

## Key Worker

As early intervention key workers at Helpful Connexions, we provide timely, expert support to individuals and families at critical stages of development. Following [Early Intervention Association Victoria](#) principals we focus on early identification and tailored interventions to promote growth and long-term well-being.

## Behavioural Support

At Helpful Connexions, our [behaviour support](#) follows a [low-demand](#), relationship-based approach rather than traditional ABA methods. We prioritise trust, understanding, and individual strengths to promote self-regulation, reduce challenging behaviours, and foster lasting positive change

## Hoarding & Attachment

We recognise that hoarding is often linked to attachment and deep emotional connections to possessions. This guides our approach, focusing on compassion and support to address emotional needs and promote healthier relationships with belongings. More information can be found here [Hoarding](#)

# Capacity Builders

At Helpful Connexions, we can provide therapeutic capacity-building strategies that align with the NDIS framework. We are committed to empowering individuals by fostering independence, self-determination, and long-term growth. Our focus is on helping each individual thrive, build essential skills, and fully engage in their community, with the support needed to reach their full potential.

## Building Your Toolbox

This is all about helping you build up your skills and confidence in different parts of your life. We'll work on things like:

- **Handling Emotions:** Learning easy ways to cope with stress and big feelings.
- **Knowing Yourself:** Figuring out your strengths, what really matters to you, and how you tend to think.
- **Better Communication:** Getting better at speaking up, setting boundaries, and feeling comfy in social settings.
- **Solving Problems:** Breaking down tough situations and setting goals to make good choices.
- **Managing Your Day:** Creating routines that work for you and getting a handle on your time.
- **Changing Habits:** Figuring out what gets in your way and building up positive new routines.
- **Confidence Boost:** Helping you feel more independent, bounce back from setbacks, and truly believe in yourself.
- **Trauma Support:** Understanding past experiences, learning calming techniques, and processing tough emotions.
- **Getting Involved:** Encouraging you to join in, find friends, and be more active in your community.
- **Life & Career Plans:** Exploring what you're good at, what you're interested in, and opportunities for learning or work.
- **Daily Living Skills:** Getting support with budgeting, managing your daily chores, and speaking up for yourself.
- **Navigating Life's Ups & Downs:** Developing strategies for tricky emotions, dealing with official stuff and departments, and improving your relationships.

# Assessments & Reports

## ABAS-3

The **ABAS-3** or **Vineland** assesses independent functioning (0-89 years) across home, school, and community. The detailed report provides data to guide caregivers, professionals, and educators in planning interventions. **Cost: 4 hours.**

## SDQ

The **Strengths and Difficulties Questionnaire (SDQ)** assesses mental health in individuals aged 2-18, covering emotional symptoms, conduct, hyperactivity, peer issues, and prosocial behavior. It aids in intervention planning. **Cost: 2 hours**



## WHODAS 2.0

WORLD HEALTH ORGANIZATION  
DISABILITY ASSESSMENT SCHEDULE 2.0

The **WHODAS 2.0** measures health and disability in clinical and population settings. It evaluates cognition, mobility, self-care, social interactions, life activities, and community participation, guiding support planning. **Cost: 2 hours**



We provide **support letters** for various needs, including NDIS funding, school accommodations, medical requirements, and service access. These letters help advocate for necessary support, ensuring clients receive appropriate resources and assistance. **Cost: 1 hour**

## Functional Capacity Assessments

A comprehensive **Functional Capacity Assessment** This includes at least three of the assessments mentioned above (SDQ, WHODAS 2.0, ABAS-3/Vineland, PEDI-CAT), along with additional observational data. A partial Functional Capacity Assessment provides an update of circumstances with one assessment included. **Cost: 4-14 hours a this wide range suggests variability based on complexity**



Pediatric Evaluation of Disability Inventory Computer Adaptive Test

The **PEDI-CAT** assesses functional abilities in children and youth (0-20 years) across various settings. Its adaptive format delivers detailed reports to guide caregivers, professionals, and educators in intervention planning. **Cost: 4-14 hours**

# Quality & Committment

## Documents

To start things off smoothly when you start your service with us, we'll need you to complete a few important documents:

- Tell Us About You Form
- Helpful Connexions Service Agreement
- Initial Assessment (this includes your estimated fees and Support Plan)
- Privacy Consent and Consent to Share Information Form
- Acknowledgment of Our Policies Form
- Service & Safety Checklist
- Attending Court Policy (only if needed)



All of our policies can be found at this link [Forms and Policies](#) or email us at [Hello@hcsw.com.au](mailto:Hello@hcsw.com.au)

## Translation Services

Australian Government Translating and Interpreting Service

is available for non-English speaking clients. Services include immediate phone interpretation, pre-booked phone interpreting, and on-site interpreting.

For more information:

- Immediate phone interpreting (24/7): 131 450
- ATIS phone interpreting (24/7): 1800 131 450
- Pre-booked phone interpreter bookings: 1300 655 081
- Email: [tis.prebook@homeaffairs.gov.au](mailto:tis.prebook@homeaffairs.gov.au)
- Free interpreting service inquiries: 1300 575 847



# Important Information For You

## Keeping it Right

Please provide accurate and up-to-date information to help us deliver quality support. If any personal details, such as your address, phone number, service provider, or emergency contact, change, let us know. We will also review and update your information regularly.

## Keeping it Safe

### Privacy and Information Management

For information on how your private information will be stored as per NDIS and Australian Data storage legislation. If you need further information please contact via [hello@hcsw.com.au](mailto:hello@hcsw.com.au) or 0459 846 130

## Keeping it Yours

### Freedom of Information

You can request access to your information at any time by emailing [Hello@hcsw.com.au](mailto:Hello@hcsw.com.au).

**Disability Advocacy.** Disability advocacy defends the rights of people with disabilities. Independent advocates help people make decisions, voice their needs, and exercise control. They are not affiliated with service providers, family, or friends.

To find local advocates, visit [Disability Advocacy Finder](#).

For the full policy, please visit our website  
<https://helpfulconnexions.com.au/forms-and-policies>

# It's OK to Complain

It's important to speak up if something isn't right or if you're not happy with the service you're receiving. Making a complaint isn't about causing trouble—it's about helping improve services for everyone. Your feedback helps ensure fair treatment and better support.

If you need guidance, the National Disability Services (NDS) offers resources to help you understand how to make a complaint and your rights in the process at this link here: [NDS Complaint Resources](#)



## To Helpful Connexctions

If you wish to give Helpful Connexctions feedback or make a complaint, please contact on 0459 846 130 as we value your feedback. Or you can email us at [Hello@hcsww.com.au](mailto:Hello@hcsww.com.au) or write to us at PO Box 353, Gembrook, 3783, Victoria.



You can also use the camera on your phone by pointing it at this QR code or this link <https://forms.office.com/r/XRpzbvPwFY>

## To The NDIS Commission

Anyone can make a complaint to the NDIS Commission

- about a NDIS service provider. This includes a participant, their family members/friends, their NDIA appointed nominee, advocated, guardians or any other person who wishes to make a complaint.

- Phone: 1800 035 544
- Online complaint form: [www.ndiscomission.gov.au](http://www.ndiscomission.gov.au)

# Helpful Connexions

## Who we are

### Rachel Hall

Owner/Director and Senior Practitioner  
Accredited Social Worker and Autism Behaviour Specialist  
Master of Social Work. AASW Reg:487619  
Bachelor of Social Science (Welfare)  
Post Grad Family Violence  
Dip of Financial Counselling & Community Development

With over 15 years of experience, Rachel is passionate about capacity building and low-demand behavior support. She loves empowering people with disabilities - especially those with complex needs - to build independence and self-regulation. Rachel uses a strengths-based approach, working closely with clients, families, and other professionals to create personalized plans. She's great at reducing environmental demands and supporting individual autonomy, even with severe anxiety, ASD, or challenging behaviors, always tailoring interventions to your pace.

### Admin Practice Manager

Got questions? Our knowledgeable team members are ready to assist you. For fast answers about our services, bookings, or any other inquiries, just reach out to our Admin Practice Manager for direct support.

### Your Practitioner is



# Helpful Connexions

We're so glad you've chosen Helpful Connexions for your therapeutic and capacity building journey. Thank you for putting your trust in us – we're absolutely committed to providing the support you need every step of the way.

## Vital Support Services

- **Lifeline** (24/7 crisis support): 13 11 14 [www.lifeline.org.au](http://www.lifeline.org.au)
- **Ask Izzy** (Find housing, food, and support services):  
[www.askizzy.org.au](http://www.askizzy.org.au)
- **MoneySmart** (Financial guidance and support): 1300 300 630 [www.moneysmart.gov.au](http://www.moneysmart.gov.au)
- **VALID** (Victorian Advocacy League for Individuals with Disability): 03 9416 4003 [www.valid.org.au](http://www.valid.org.au)
- **Carer Gateway** (Support for carers): 1800 422 737  
[www.carergateway.gov.au](http://www.carergateway.gov.au)
- **Parentline** (Support for parents and carers): 1300 30 1300  
[www.parentline.com.au](http://www.parentline.com.au)
- **Kids Helpline** (24/7 support for young people aged 5-25):  
1800 55 1800 | [www.kidshelpline.com.au](http://www.kidshelpline.com.au)