



# Welcome information pack



Bunurong Country

# Helpful Connexions

## We Come to You!

- Mobile services across Melbourne, western suburbs & Gippsland

## You Come to Us

- Warragul
- other locations (Just ask us).

## Who We Are

- Started in 2023 with 20 years experience.
- Expert team with lots of skills

## How We Help

- Therapy
- Behaviour support
- Building life skills
- NDIS support

## Using This Booklet

- Click on **underlined, bold blue** words for more info!

# What we Value

- **Choice & Control** – You make the decisions about your care.
- **Respect** – We listen, understand, and support your unique needs.
- **Inclusion** – Everyone deserves to feel welcome and valued.
- **Quality & Safety** – We provide top-quality, NDIS-compliant care.
- **Partnership** – We work with you, your family, and other supports to help you grow.



# Who we are

## Rachel Hall

- Owner/Director and Senior Practitioner
- Social Worker and Autism Behaviour Specialist
- Social Work Registration: 487619
- Bachelor of Social Science (Welfare)
- Dip of Financial Counselling & Community Development

Rachel is a social worker with 15+ years of experience. She supports people with disabilities to build independence and manage emotions, using a strengths-based, low-demand approach tailored to their needs.

**PHONE:** 0475 780 890

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

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

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

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

Your Practitioner is

# Capacity Builders

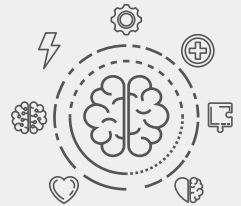
- **Feelings** – Learn ways to stay calm and manage stress.
- **Self-Awareness** – Know your strengths and what matters to you.
- **Talking** – Speak up and set boundaries.
- **Routines** – Make daily life easier.
- **Good Habits** – Build helpful routines.
- **Confidence** – Learn new skills and be independent.
- **Tough Times** – Find support for big feelings.
- **Friends & Community** – Join in and feel included.
- **Work & Learning** – Explore jobs and skills.
- **Daily Skills** – Manage money and speak up.
- **Understanding People & Systems** – learn rules and relationships.



# Support & Services

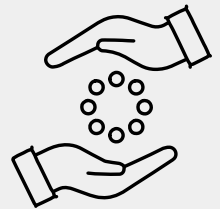
## Social Work

**Social Work** supports people with, mental health, family, and disability needs. We listen, guide, and use capacity building ways to find solutions



## Welfare

Provide support with routine, strategies, and counseling, focusing on care, respect, and advocacy. members of the **Australian Community Welfare Association.**



## Support Coordination

**Support Coordination** helps people use their NDIS plans by finding the right supports to create independence.



# Support & Services

## Hoarding & Attachment

We know hoarding is linked to strong feelings about things. We offer support to help with emotions and build healthier habits. Learn more here: [Hoarding](#).



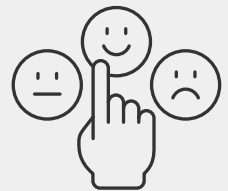
## Key Worker

[Key workers](#) help young families during important times. We offer early intervention and tailored support for your child.



## Behaviour

We focus on understanding difficult behaviors taking the time to learn what's behind the behavior and to find better ways to manage and improve it.



# Other Services & Assessments

## ABAS-3

Looks at how well someone manages everyday tasks at home, school, or work. **Costs: 4 hours.**

## SDQ

**The Strengths and Difficulties Questionnaire**

Checks feelings, behaviour, and getting along with others. **Costs: 2 hours**



## WHODAS 2.0

WORLD HEALTH ORGANIZATION  
DISABILITY ASSESSMENT SCHEDULE 2.0

**WHODAS 2.0** Looks at how health conditions affect daily life and independence. **Costs: 2 hours**



**Support letters** Explain what help a person needs and why. **Cost: 1 hour**

Functional  
Capacity  
Assessments

Shows what support a person needs for daily life, work, and social activities. **Costs: 4-14 hours**



Measures how children do daily activities, move around, and take care of themselves. **Costs: 4-14 hours**



# Quality

Starting services with Helpful Connexions, you'll need to complete the following forms:

- Tell Us About You Form
- Helpful Connexions Service Agreement
- Initial Assessment, Fee Estimate & Support Plan
- Privacy & Consent to Share Information Form
- Acknowledgment of Policies Form
- Attending Court Policy (if required)

You can find all our policies here or email us at [hello@hcswhelpfulconnections.com.au](mailto:hello@hcswhelpfulconnections.com.au) for more information.

## Translation Services

- NDIS [languages page](#)
- 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 keep your details up to date. Let us know if your address, phone number, provider, or emergency contact changes. We review and update information regularly.

## Keeping it Safe

We store your information securely following NDIS and Australian data laws. For more details, please contact us at [hello@hcswh.com.au](mailto:hello@hcswh.com.au) or 0459 846 130

## Keeping it Yours

You can request access to your information anytime by emailing [Hello@hcswh.com.au](mailto:Hello@hcswh.com.au)

Disability advocacy protects the rights of people with disabilities. Independent advocates help with decisions, voicing needs, and gaining control. They are not linked to service providers, family, or friends. You can find an advocate at this link **[Disability Advocacy Finder.](#)**

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

# It's ok to Complain

If something's not right, speak up, it helps improve support for everyone – it's not causing trouble. The National Disability Services (NDS) offers easy [resources](#)

## To Helpful Connexions

To give Helpful Connexions feedback or make a complaint, please contact on 0459 846 130, write to us at [Hello@hcsw.com.au](mailto:Hello@hcsw.com.au) or or PO Box 353, Gembrook, 3783, Victoria.

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 make a complaint.

- Phone: 1800 035 544
- Online complaint form:

[www.ndiscomission.gov.au](http://www.ndiscomission.gov.au)



Thank you for choosing Helpful Connexions.  
We committed to supporting you.

## 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)