



*Helpful Connections*

THErapy AND  
BEHAVIOUR SUPPORT

# Welcome

## Information Pack



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Gunaikurnai

# Table of contents

Welcome	01
Growth & Direction	02
What We Value	03
Support & Services	04
Other Supports	07
Quality & Commitment	09
Capacity Builders	10
Important Information	11
It's OK to complain	12
Translation	14
Contact	15





Founded in 2023, Helpful Connexions is a client-centered, low-demand disability support provider dedicated to delivering high-quality, personalized care. We specialize in therapeutic, behaviour and capacity building supports that respect individual needs and preferences.

At Helpful Connexions, we focus on putting the pieces together, creating tailored support that empowers individuals to live fulfilling lives. Led by an active director, we uphold strong governance and compliance while fostering meaningful connections. Through partnerships and growth, we continuously expand our capacity to provide flexible, compassionate, and effective support

We look forward to supporting you on your journey to greater independence and well-being.

# Welcome

## to Helpful Connexions

# Growth

As Helpful Connexions grows, our main focus is supporting you to grow too. We are committed to delivering high-quality support services that exceed expectations, ensuring you receive the care and guidance you need. Through strong partnerships, we continue to expand our capacity and range of services, always striving to create meaningful, person-centered support that empowers you to thrive.

## Direction

To achieve this, we are committed to sustainable growth, expanding our services to include welfare support, social work, positive behavior strategies, early intervention, support coordination, and more. By continuously evolving, we ensure individuals receive the highest quality care, tailored to their unique needs, while upholding our commitment to excellence and compliance.

# What We

# Value



At Helpful Connexions, our values are centered on empowering choice, fostering respect, promoting inclusion, ensuring quality, and building strong partnerships committed to support individuals in achieving their full potential.

- **Choice and Control:** Empowering individuals to make informed decisions about their care and support, ensuring they have control over their therapeutic journey.
- **Respect:** Providing person-centered services that recognize the unique needs, preferences, and rights of each individual.
- **Inclusion:** Promoting an inclusive environment where all clients are respected and supported to fully participate in their communities.
- **Quality and Safeguards:** Upholding the highest standards of care, ensuring services are safe, effective, and compliant with NDIS and all other regulatory bodies.
- **Partnership and Collaboration:** Working alongside clients, families, and other service providers to create tailored solutions that support long-term growth and independence.

# Social Work

Helpful Connexions Social Work provides professional, compassionate support to individuals and families, focusing on empowerment and positive outcomes. Our social workers are dedicated to understanding the unique needs of each client, offering tailored solutions in areas such as welfare, mental health, family dynamics, and disability support. With a person-centered approach, we work collaboratively with clients to enhance their well-being, navigate complex systems, and build sustainable solutions for a better future. Through advocacy, guidance, and support, we aim to help individuals achieve their goals and thrive in their communities.



## Support Coordination

# Support & services

At Helpful Connexions, our Support Coordination services are designed to help individuals navigate and make the most of their NDIS plans. Our experienced and qualified coordinators work closely with clients to understand their unique needs and goals, connecting them with the right services and supports. We assist in managing and coordinating services, ensuring that clients receive seamless care and have access to the resources they need to live more independently. Through clear communication and advocacy, we empower individuals to make informed decisions and achieve positive outcomes in their NDIS journey.

# Behaviour Strategies

At Helpful Connexions, our Behaviour support approach is focused on a low-demand, relationship-based model, rather than traditional ABA methods. We believe in fostering trust and understanding, creating an environment where individuals feel supported and empowered to make positive changes. This approach is proven to be effective in promoting self-regulation, reducing challenging behaviours, and enhancing overall well-being. By focusing on individual strengths and needs, we build strong, supportive relationships that encourage positive growth and lasting change. We also offer Positive Behaviour Support through our Sub-Contracting Partner Positive Caring Services

## Key Worker

As early intervention key workers at Helpful Connexions, we are committed to providing timely, effective support to individuals and families at critical stages of development. Our qualified team members, who are active members of their respective professional associations, bring expertise and best practices to every intervention. We focus on early identification and tailored support to address challenges, promote positive growth, and help individuals reach their full potential. By working collaboratively with families and other professionals, we create a strong foundation for long-term success and well-being.

Support  
& services

# Therapeutic Counselling

We offer counselling that is flexible and easy to access. You can pay privately, or use funding through Carer Gateway or services like The Orange Door and DFFH. We work mainly with children, young people, and families involved in child protection, including foster care and kinship care. We understand how complex these situations can be. Our focus is on helping people feel safe, build stronger relationships, and better understand and manage emotions. We work alongside carers and families in a practical, down-to-earth way that fits into everyday life.

## Other

### Services & Assessments

These assessments standalone tools that independently evaluate functional, adaptive, and mental health capacities. Each generates a comprehensive written report with statistical data and insights, informing caregivers, allied health professionals, and educators. These reports are essential for tracking progress, guiding interventions, and supporting NDIS or clinical decision-making. However, there are no additional charges if they are used in a session without a written report

# More

## Services & Assessments



The **PEDI-CAT** assesses functional abilities in children and youth (0-20 years) across all settings. Its adaptive format provides precise reports, guiding caregivers, allied health professionals, and educators in planning effective interventions.

**Costs: 4 hours**

Functional  
Capacity  
Assessments

A comprehensive **Functional Capacity Assessment (FCA)** includes at least three of the assessments mentioned above, along with additional observational and complementary information. A partial FCA typically provides an update of circumstances with only one assessment included.

**Costs: 4-14 hours**

## ABAS-3

The **ABAS-3** assesses independent functioning (0-89 years) across home, school, and community. Its detailed report provides statistical data, guiding caregivers, allied health professionals, and educators in planning effective interventions and support strategies.

**Costs: 4 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.**

# Quality & Commitment



## Documentation

Upon commencement of your service with Helpful Connexions, we will require you have completed the following documents:

- Tell Us About You Form
- Helpful Connexions Service Agreement
- Initial Assessment including Estimate of fees and Support Plan
- Privacy Consent Consent to Share Information Form
- Acknowledgment of Our Policies Form
- Attending Court Policy (if required)
- You will also receive in your Welcome Pack:
  - Feedback and Complaints
  - Incident Management
  - Privacy and Confidentiality
  - Rights and Responsibilities

# Capacity Builders

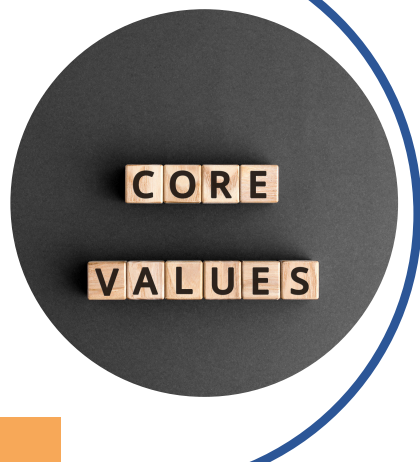
At Helpful Connexions, we can provide therapeutic capacity-building strategies that align with the NDIS framework. We are committed to empowering individuals by fostering independence, self-determination, and long-term growth. Our focus is on helping each individual thrive, build essential skills, and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

## Capacity Building Strategies:

- Emotional Regulation - Teaching personalized coping strategies and relaxation techniques to manage stress.
- Self-Awareness - Identifying strengths, values, and thought patterns for personal growth.
- Communication Skills - Enhancing assertiveness, boundaries, and social confidence in different environments.
- Problem-Solving - Guiding structured decision-making and goal-setting for informed choices.
- Self-Management - Creating self-care routines and time management strategies.
- Behavioral Change - Identifying barriers, reinforcing positive habits, and overcoming challenges.
- Capacity Building & Self-Efficacy - Promoting independence, resilience, and confidence.
- Trauma Support - Providing psychoeducation, grounding techniques, and emotional processing.
- Social & Community Participation - Encouraging inclusion, peer support, and engagement.
- Career & Life Planning - Exploring career interests, strengths, and education/training opportunities.
- Daily Living Skills - Supporting budgeting, routine management, and advocacy coaching.

Navigating Emotions, Formal Systems, & Relationships - Developing strategies for everyday interactions.

# Important Information For You



## 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@hcswh.com.au](mailto:hello@hcswh.com.au) or 0459 846 130

## Keeping it Right

Your information is important for us to provide quality support, and incorrect details may impact our ability to do so. Please make sure to provide accurate information and help us keep it up-to-date. If any of your personal details, such as your address, phone number, service provider, or emergency contact, change, please let us know. We will also regularly review and update your information to ensure it remains current.

# Keeping it Yours

## Freedom of Information

As a participant, you are entitled to request access to your information at any time. If you would like to access your information, please provide a written request to [Hello@hcsw.com.au](mailto:Hello@hcsw.com.au)

Disability advocacy is acting, speaking or writing to promote, protect and defend the human rights of people with disability. The Australian Government, and some state and territory governments, fund independent advocacy to help people with disability who face complex challenges or are unable to advocate for themselves, and do not have family, friends or peers who can support them as informal advocates, to access advocacy support. An independent advocate, in relation to a person with disability, means a person who:

- is independent of the organisations providing supports or services to the person with disability; and
- provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them; and
- acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights; and
- is free of relevant conflicts of interest (not family, friends or paid provider).

To find the locations and contact details of government-funded independent advocates near you, go to <http://disabilityadvocacyfinder.dss.gov.au>.



# 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, advocate, 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)

## Translator

Australian Government Translating and Interpreting Service | [www.tisnational.gov.au](http://www.tisnational.gov.au)

This service is available to all non-English speaking clients. The following services are available, immediate phone interpretation, pre-booked phone interpreting or on-site interpreting. For more information, please see contact information below:

- Immediate phone interpreting (available 24/7): 131 450
- ATIS phone interpreting (available 24.7): 1800 131 450
- Pre-booked phone interpreter bookings: 1300 655 081
- [tis.prebook@homeaffairs.gov.au](mailto:tis.prebook@homeaffairs.gov.au)
- Free interpreting service enquires: 1300 575 847  
[tis.freeinterpreting@homeaffairs.gov.au](mailto:tis.freeinterpreting@homeaffairs.gov.au)

# How to Contact Us

Name	Role	Contact
Rachel Hall	General Manager Social Worker	0477 279 122 Rachel@hcsw.com.au
Shannon Butler	Support Coordinator/ Psychosocial Recovery Coach	0456 242 697 Shannon@hcsw.com.au
Mikaela Beresford	Admin Practitioner	0475 780 890 Hello@hcsw.com.au
Emily Caldwell	Support Coordinator/ Psychosocial Recovery Coach	0455 278 634 Emily@hcsw.com.au

## Welcome

Feel free to visit us anytime at our Office  
Suite 1/81 Queen Street, Warragul 3820  
Directly opposite the Warragul train station.