

Australian Support Workers

Your Path to Wellbeing

Australian Support Workers is committed to fostering client wellbeing journey. Our staff members, known as mental health support workers, are focused on client improved wellbeing, and work with you regularly to help you attain client personal wellbeing objectives.

The Scope of our Support:

Our dedicated support workers at Australian Support Workers are invested in helping clients reach goals. This entails a comprehensive range of collaborative activities based on client preferences. Perhaps assistance to participate in community activities, or they might fancy recreational pursuits such as a stroll in the park or a library/art gallery visit. A simple chat over a coffee or tea discussing feelings? That works too! It is up to the client and support worker to determine how best to utilise your time together.

However, there are certain things we cannot assist with, like personal care services including showering and dressing, housekeeping, and medication management. We also refrain from running errands on client behalf but encourage doing these activities together.

Keys to a Fruitful Collaboration

We are committed to implementing practices that promote a constructive working relationship: Mutual Respect We operate under a "person-centred approach", viewing clients as the expert of their own life.

We respect client decisions and strive to help them feel confident in making them. We ask that, in turn, extend respect to support worker by refraining from aggressive or abusive behaviours, which could result in a premature termination of an appointment.

Appropriate Boundaries:

Despite the potential for a close connection with your support worker, we emphasise that our service is professional in nature. Therefore, our staff are allowed to communicate with clients only during business hours and generally limit communication outside appointment times to appointment scheduling.

Ensuring Safety:

While your support worker can meet you at your home, any safety risks could necessitate an abrupt end to the appointment, with billing continuing for the entire scheduled time. Safety risks could include, for instance, someone under the influence of drugs or alcohol at client's residence, the presence of weapons, or other potential hazards.

Appointment Scheduling and Cancellations It is customary for the client and support worker to set up a consistent weekly appointment schedule. Although the initial plan is set during the Service Agreement meeting, clients are welcome to suggest modifications subsequently.

Minimum Appointment Duration:

The minimum appointment time is two hours, which includes at least 15 minutes of non-face-to-face work. Therefore, a 2-hour appointment will see support worker with clients for 1 hour and 45 minutes. Subject to funding and the support worker's availability, appointments can be extended beyond 2 hours.

How about Shorter Appointments? Clients are welcome to conclude the appointment early. The support worker will then utilise the remaining time for other tasks or travel. The NDIS will still be billed for the entire appointment duration.

Cancellation:

As life can necessitate a change in support needs with limited notice NDIA/NDIS have given a seven day cancellation requirement. This allows support workers time to fill this cancelled shift time with work. As this allows them to be paid a reliable income. So under seven days notice of a cancellation will be billed at the same rate as the shift.

Billing:

We will bill under core support for daily assistance or community engagement codes. If you require regular longer shifts we will communicate with your support coordinator and/or plan manager. This will allow you to be sure you will your funds will last the life of the plan.

The aim of the NDIS is to give you choice and control of your supports and what this will look like. We have warm friendly staff ready to work towards your goals.

We will charge your plan managers each week at the high intensity support.

01_400_0104_1_1	Assistance With Self-Care Activities - High Intensity - Weekday Daytime	Hour	\$70.85	\$99.19	\$106.28
04_400_0104_1_1	Access Community Social and Rec Activ - High Intensity - Weekday Daytime	Hour	\$70.85	\$99.19	\$106.28

SERVICE AGREEMENT

ABN 17667077821

Australian Support Worker Network

admin@australiansupportworkernetwork.com.au

www.australiansupportworkernetwork.com.au

A copy of your NDIS plan can be attached to your file. Your information is secured on our server.

NDIS participant:	Name: NDIS number:	
Agreement start date:		
Consent to share information:	Person/organisation	
Consent notes	Y/N	
Support information	Preference ie female, older worker	
Funding Details	Support purpose	Support Category
Budget type	Core supports	Support worker high intensity
Budget Amount	ie 8 hours per week	\$15,000 pa
Estimate needs	Hours:	\$
Expected NDIS plan review	Date:	
Quote for this NDIS plan	Office to complete	
Additional Funding		
GST statement	For the purposes of GST legislation, a supply of supports under this service agreement is supply of one or more of the reasonable and necessary supports specified in the statement of supports included. Under subsection 33 (2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's plan currently in effect under section 37 of the NDIS Act.	

Confirmation

I have received a copy of the service guide and understand:

- My rights and responsibilities
- How my information is collected and stored
- How and what fees are charged by ASWN in relation to my services
- When and how I need to pay for my services
- How I can provide feedback

Statement of agreement: I agree to Australian support worker network providing me with NDIS funded services as per the above details. I accept ASWN's term of service, as described in the Service Guide.

Signature: _____

Signature time/date: _____

Help lines

Emergency and Crisis Support Services

Australian Support Workers is not equipped to function as an emergency service provider. However, below are a list of services that can be accessed during such moments.

Helplines

Helplines are excellent resources to reach out to when you're feeling unwell and need someone to converse with. Some of the helplines at your disposal are:

- Lifeline: 13 11 14
- Suicide Call Back Service: 1300 659 467
- Beyond Blue: 1300 22 46 36

Crisis Assessment and Treatment (CAT)

Often referred to as "the CAT team" or "mental health triage," these services specialise in handling mental health crises.

There are multiple CAT services available across Melbourne:

- Box Hill / Ringwood East: 1300 721 927
- Dandenong / Clayton: 1300 369 012
- Prahran: 1300 363 746
- Fitzroy: 1300 558 862
- Moonee Ponds / Sunshine / Coburg / Epping: 1300 874 243
- Heidelberg: 1300 859 789

- Frankston: 1300 792 977
- Hoppers Crossing: 1300 657 259

Emergency Services

In cases of extreme emergencies, you can dial 000 for assistance from police, ambulance, or fire services