



AUTISM ABILITIES

Empowering and supporting autistic people to live life well.



- **NDIS Support Coordination**
- **NDIS Specialist Support Coordination**
- **Positive Behaviour Support (PBS)**
- **Education, Training and Workshops**





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Autism Abilities Acknowledgment



Welcome to Autism Abilities

Thank you for choosing Autism Abilities. We are a team of dedicated and caring professionals who are passionate about empowering and supporting autistic people to live life well.

As an autism-specific service we understand that the needs of each person on the spectrum are as individual as they are, and this knowledge informs and inspires us in our work every single day.

Autism Abilities is an inclusive, neurodiversity-affirming organisation. Diversity and inclusivity are important to us, and we are committed to ensuring our workplace and services reflect this.

Autism Abilities acknowledges the traditional owners of the land on which we live, work and travel and pays respect to their Elders past, present and future. We are committed to the cultural safety of children from culturally &/or linguistically diverse backgrounds and to providing a safe environment for children and young people with disability.

Everyone is welcome at Autism Abilities regardless of their background, race, culture, religion, gender identity or sexual orientation.

OUR CURRENT SERVICES

- NDIS Support Coordination
- NDIS Specialist Support Coordination
- Positive Behaviour Support (PBS)
- Education, Training and Workshops

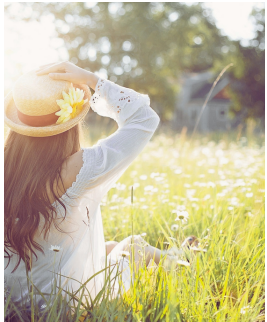


OUR VALUES (OR, WHAT'S IMPORTANT TO US)



Be knowledgeable

- We are an autism-specific service - autism is our thing.
- We are NDIS nerds and we really know our stuff.
- We love learning and enjoy exploring topics of interest through our passion projects.
- We share our knowledge and learning freely.
- We foster a culture of learning and development to keep our skills and knowledge current.



Be inspiring

- We strongly value the unique perspectives of autistic and neurodiverse people
- We encourage everyone to be their authentic self.
- We see ability not disability.
- We always ask ' Why not?' And ' What if ?'
- We strive for amazing outcomes.
- We love to help others dream what's possible.



Be memorable

- We do what we say we will.
- We really listen.
- We always ask ' What else can I do?'
- We understand that the smallest thing on our to-do list may be the most important thing in someone else's life.
- We will always try to go the extra mile.



Make things happen

- We are outcomes driven people.
- We think outside the box.
- We challenge assumptions.
- We persevere and persist.
- We are problem-solving, solution focused people.



Come from the heart

- We consider it a huge privilege to do the work we do.
- We love what we do and we genuinely care.
- We are passionate about empowering and supporting autistic people and their families.
- We bring empathy, compassion and respect to every aspect of our work every single day..

HOW TO MAKE A REFERRAL

Making a referral is easy, you can do any of the following:



PHONE

0481 112 928



REFERRAL FORM

autismabilities.com.au/make-a-referral



EMAIL

hello@autismabilities.com.au



If you need an interpreter, the Translating and Interpreting Service (TIS National) is available (24 hours, 7 days) for callers who speak other languages, just call 131 450.

Talk to your NDIS Planner or Local Area Coordinator (LAC)

If you would like to nominate Autism Abilities as your preferred provider you can let your NDIS Planner or Local Area Coordinator (LAC) know and they will send a Request for Service to us directly.

BECOMING A PARTICIPANT

Service Agreements



Before we start working with you, we will ask you to sign our Service Agreement. This is an important document that describes how we will work together, what services are required, and information about fees and costs including travel.

The Service Agreement will be sent to you by email and can be easily signed and returned electronically.

The service agreement must be returned before service can begin. If you have any questions about anything in your service agreement, please do not hesitate to ask we will be happy to help.

INFORMED CONSENT

At the start of service we will ask you for your written consent to allow us to obtain and release information about you as may be necessary during the normal course of service.

This includes sharing information about you with other people such as other services you attend, your doctor, and your family or carer. Information can be written, spoken and can include recorded material, videos or photographs.

YOU CAN CHOOSE TO GIVE CONSENT FOR AUTISM ABILITIES TO SPEAK TO ALL RELEVANT PEOPLE OR YOU CAN SPECIFY WHO YOU GIVE CONSENT FOR US TO OBTAIN/RECEIVE INFORMATION FROM/TO.

EXTERNAL AUDIT

As an NDIS registered service, Autism Abilities is required to undertake external audits. As part of this process we will provide your contact information to our external auditors, they may contact you while conducting the audit to ask you about your experience as a client of Autism Abilities.

Please tell us if you **do not** want to be included in the external audit.

CHILD SAFE ORGANISATION

Autism Abilities is proud to be a child safe organisation.

We create a culture, adopt our strategies and take action to promote child wellbeing and prevent harm to children and young people.

Please refer to our website for our policy at www.autismabilities.com.au



OUR SERVICES

Support Coordination

As a Support Coordination client of Autism Abilities, we will work with you and/or the important people in your life to help you understand what you can and can't do with your NDIS plan. We can also help you find services, supports and resources and make sure everything is working well for you.

Support coordination requirements are different for everyone.

Some of the things that your support coordinator can help with are:

- Helping find really good services and supports included mainstream and community supports as well as funded ones.
- Making sure there is enough money in the plan for the supports you need.
- Helping to resolve problems and issues that may be preventing you from living life well.
- Planning to ensure continuity of critical supports in the case of emergencies.
- Understanding service agreements.
- Preparing for plan reviews to ensure successful positive outcomes.
- Surviving the plan review process.
- Helping you with mainstream supports such as health, education, housing.
- Regular, respectful communication in the way that works best for you.

Specialist Support Coordination

Specialist Support Coordination may be funded in your plan when additional support is needed, such as when there is a large care team or for a specific requirement, such as help with SDA Housing applications. Support coordination is charged at a higher rate.

Whatever we do you can always expect us to:

- Be inclusive
- Support and encourage you to be your authentic self
- Offer choice and control
- Adopt a person-centred approach to our work
- Be courteous & respectful
- Do what we say we will
- Be available and responsive

POSTIVE BEHAVIOUR SUPPORT (PBS)

What is PBS?

Positive Behaviour Support (PBS) is a person-centred, evidence-informed approach that aims to increase quality of life and reduce restrictions for people with disabilities.

Your PBS Practitioner will work closely with you, your family, and your support team. They will develop a Positive Behaviour Support Plan (BSP) with you including strategies that aim to improve quality of your life and reduce restrictions whilst also safeguarding your rights and dignity.

NDIS Funding for Positive Behaviour Support

Funding for Positive Behaviour Support (PBS) services is listed as 'Improved Relationships' (CB Relationships) in your NDIS plan.

If your NDIS plan doesn't include Improved Relationships funding and you require this service, we may still be able to assist. A funding request report can be completed. This involves a PBS Practitioner working with you, your family and support team, they will conducting observations to prepare a report and recommendations for the NDIS that will demonstrate the need for PBS funding. This work can be undertaken through the Capacity Building - Improved Daily Living budget in your NDIS plan.

More information about PBS can be found on our website

Autism Abilities



POSITIVE BEHAVIOUR SUPPORT (PBS)

What does a PBS Practitioner do?

Positive Behaviour Support (PBS) practitioners work closely with the person, their family and support network to determine why behaviours of concern happen and develop plans for positive change.



Our PBS practitioners will;

- work to build trust with the participant, their family, and their support team.
- collect information, through conversations and observations, from the person and their team about the best way to support them.
- gather data about the behaviours of concern to identify patterns and understand the function of the behaviour;
- work with the person and their multi-disciplinary teams (that might include teachers, therapists, support workers, and medical practitioners) to develop meaningful goals.
- work with the person and their team to develop an effective Positive Behaviour Support Plan;
- coach those supporting the person in implementing positive strategies.
- work towards reducing and eliminating the need for restrictive practices; and
- provide reports and letters of support to the NDIS to ensure that the participant can get the funding they need.



Our PBS practitioners will never;

- recommend or endorse punishment in any form;
- recommend or endorse unnecessary restrictive practices;
- attempt to make participants mask autistic traits or suppress stimming behaviours that help them stay regulated; or
- assume that behaviours happen because of something 'wrong' with the person rather than because of things in their environment that can be changed.

OTHER SERVICES

Therapeutic Services

Autism Abilities will be expanding our range of services to include the following:

- Speech pathology
- Occupational Therapy
- Psychology

If you are interested in any of these services - please email us your expression of interest to hello@autismabilities.com.au or give us a call.



Education, Training and Workshops

Autism Abilities offers a range of workshops and training including Positive Behaviour Support workshops for parents and carers.

Check for upcoming sessions on our website: autismabilities.com.au

PARTICIPANTS RIGHTS- WHAT YOU SHOULD EXPECT

Person-centred supports and practices:

- We work in partnership with you with a clear focus on your needs and preferences
- The provision of supports is responsive to your needs and preferences
- We engage with your family, friends and communities as directed by you

Your individual values and beliefs:

- We have awareness and respect for your culture, diversity, values and beliefs
- We adapt our service to meet your needs in accordance with your values and beliefs

Access supports free from violence, neglect, abuse or exploitation:

- We have policies, procedures and practices to protect you from experiencing violence, neglect, abuse or exploitation including staff training and incident management procedures
- We can provide information and support to find an advocate to help you if you are experiencing violence, abuse, neglect or exploitation (refer to Important Contacts page – the Disability Advocacy Finder)

Dignity and privacy:

- Our service is delivered in a respectful way
- We value your personal information and the information you share with us
- We abide by our privacy policy to ensure your information is secure
- We request your consent to share and/or obtain information from others

Independence and informed choice:

- We provide information and answer any questions (in your preferred method of communication) to help you decide whether to use a service (including ours);
- We explain the benefits and risks of service options under consideration;
- We respect your autonomy and right to intimacy and sexual expression;
- We give you time to consider options before making decisions;
- We encourage you to have an advocate and support you to find one

**REFER TO THE IMPORTANT CONTACTS PAGE - FOR THE NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE
1800 880 052
& DISABILITY ADVOCACY FINDER**

NDIS CODE OF CONDUCT

The NDIS Code of Conduct promotes safe and ethical service delivery by setting out expectations for conduct of NDIS providers and workers.

The NDIS Code of Conduct

Act with respect for individual rights to freedom of expression, self-determination, and decision making in accordance with relevant laws and conventions

Take all reasonable steps to prevent and respond to sexual misconduct

Respect the privacy of people with disability

Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability



Provide support and services in a safe and competent manner with care and skill

Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability

Act with integrity, honesty, and transparency

Autism Abilities is fully compliant with the NDIS Code of Conduct.

EMERGENCY PLANNING

As an NDIS registered service Autism Abilities is required to:

1. ensure continuity of your critical supports before, during and after an emergency or disaster;
2. work with you to undertake risk assessments and include preparedness strategies
(NDIS Legislation Amendment (Quality Indicators) Guidelines 2021)

This means that as a client of Autism Abilities we will work with you to:

1. Identify your strengths and support needs in everyday life
2. Know your level of preparedness and learn about your disaster risk
3. Make a plan for how you will manage your support needs in an emergency
4. Communicate this plan with the people in your support network and address gaps through collaboration

The amount of time and funding this process takes will vary according to your individual circumstances.

If you do not wish Autism Abilities to assist with this, you can opt out of the process by sending an email to hello@autismabilities.com.au or speaking with your support coordinator.



CONFLICT OF INTEREST

Autism Abilities provides a range of services to NDIS participants including Support Coordination,, Specialist Support Coordination, Positive Behaviour Support Services, Workshops, training and education programs. <https://autismabilities.com.au/>

Autism Abilities will always have clear, transparent communications with you and present a range of choices of service providers. We will not seek in any way to influence you to select a specific service provider, including Autism Abilities. Our Conflict of Interest policy can be found on our website www.autismabilities.com.au

AT AUTISM ABILTIES, WE WILL ALWAYS:

- Act in the best interest of each person we are privileged to work with
- Ensure you are informed, empowered and able to exercise genuine choice and control
- Ensure we do not (by act or omission) constrain, influence or direct your (or your families) decision-making by limiting your access to information opportunities, and choice and control
- Ensure that advice given to you about support options, including those not delivered directly by Autism Abilities, is transparent and promotes choice and control
- Ensure that in discussion about choice and control of service providers it is made clear to you that you can choose any alternative service provider without any consequence to the service you receive from Autism Abilities

All our clients are treated equally, and no-one is given preferential treatment above another in the receipt or provision of supports. Further information about Autism Abilities conflict of interest policy is available on our website and can be provided upon request.

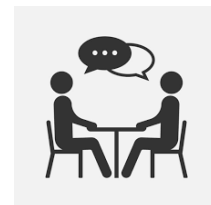
FEEDBACK AND COMPLAINTS

Autism Abilities values your feedback – in fact, we LOVE to hear from you

If you are not happy with any aspect of our service and would like to give us feedback or make a complaint you can let us know by following the below steps.

COMPLAINT STEPS:

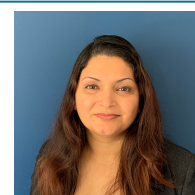
Step 1 Talk to the person involved - your support coordinator or PBS Practitioner



If you cannot work it out together, go to the next step

Step 2 Contact the leadership team

Positive Behaviour Support: Dr Rucha Joshi, Practice Lead
Phone: 0479 064 449 / Email: rjoshi@autismabilities.com.au



Support Coordination: Claire Kilner, CEO
Phone: 0466 817 770/ Email: info@autismabilities.com.au



If you cannot work it out together, go to the next step

Step 4

Contact the NDIS Quality and Safeguards Commission

Should you not want to contact our office directly or you are not happy with the outcome you can contact the NDIS Quality and Safeguards Commission directly:



Telephone: 1800 035 544 (free from landlines, interpreters can be arranged)
National Relay Service and ask for 1800 035 544
www.ndiscommission.gov.au/about/complaints-feedback/complaints

Any complaints will be taken with the seriousness they deserve and dealt with in accordance with our complaints management policy. This means we will tell you what we will do and do so in a timely manner.

IMPORTANT CONTACTS



<p style="text-align: center;">AMAZE Peak body for ASD in Victoria</p>	<p style="text-align: center;">Phone reception 03 9657 1600 Autism Advisor Service 1300 308 699 Email: info@amaze.org.au Fax: 03 9639 4955</p>
<p style="text-align: center;">Beyond Blue A helpline that can provide support and treatment advice to help manage depression.</p>	<p style="text-align: center;">Phone 1300 22 4636</p>
<p style="text-align: center;">Carer Gateway Carer Gateway is an Australian Government program providing free services and support for carers.</p>	<p style="text-align: center;">Phone 1800 422 737</p>
<p style="text-align: center;">Disability Services Commissioner The Disability Services Commissioner is an independent agency that helps resolve complaints raised by, or on behalf of, people who receive disability services in Victoria.</p>	<p style="text-align: center;">Free call: 1800 677 342</p>
<p style="text-align: center;">Lifeline Australia A national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services.</p>	<p style="text-align: center;">Phone 13 11 14 text: 0477 131 114</p>
<p style="text-align: center;">National Disability Insurance Scheme</p>	<p style="text-align: center;">National Disability Insurance Scheme Information Line 1800 800 110 NDIS Speak & Listen (hearing or speech loss) 1800 555 727 NDIS Translating & Interpreting (free of charge translator or interpreter) 131 450 National Relay Service 1800 555 727 then ask for 1800 800 110.</p>

IMPORTANT CONTACTS



<p>National Disability Abuse and Neglect Hotline Free, Australian-wide independent and confidential service for reporting abuse and neglect of people with disability.</p>	<p>Phone (free call) 1800 880 0529 9am to 9pm weekdays 10am to 4pm (weekends and public holidays)</p>
<p>NDIS Quality and Safeguards Commission National independent agency to improve the quality and safety of supports and services</p>	<p>Phone 1800 035 544 (free call from landlines) or TTY 133 677</p>
<p>The Disability Advocacy Finder People with disability who need someone to speak up for them can use Ask Izzy to search for independent disability Advocacy providers in their area.</p>	<p>https://askizzy.org.au/disability-advocacy-finder</p>

If it's an emergency, don't wait - call 000 for police, fire and rescue or ambulance



AUTISM ABILITIES:

EMPOWERING AND SUPPORTING AUTISTIC PEOPLE TO LIVE LIFE WELL

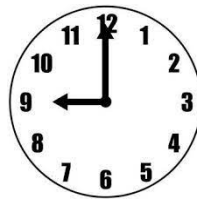
 0481 112 928 / 1300 324 917

 WWW.AUTISMABILITIES.COM.AU

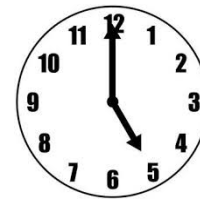
 HELLO@AUTISMABILITIES.COM.AU

 AUTISM ABILITIES | FACEBOOK

OFFICE HOURS



9:00 AM



5:00 PM

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