



CLIENT HANDBOOK

Welcome

Hello! and a very warm welcome to My Care Match.

About Us

Founded in 2018, Autism Abilities is a registered NDIS provider offering a range of services including allied health supports (speech pathology, occupational therapy), positive behaviour support, and training.

In 2025, we expanded our commitment to quality care by launching My Care Match - a service dedicated to carefully matching people with skilled, compassionate support workers in their local area. My Care Match supports individuals with diverse disabilities and care needs, as well as seniors living at home, in aged care, or retirement villages. Whatever your support needs are and wherever you call home, we're here to help.

All our support workers are thoroughly screened, verified and selected for their skills, knowledge and genuine commitment to providing the highest standard of care.



This document contains important information about My Care Match.

Information contained in this document is subject to change.

You will be notified of any important changes by email as they occur.

If you have any questions, please don't hesitate to contact us.

contact@mycarematch.com.au 0481 112 928.

Thank you for choosing My Care Match.

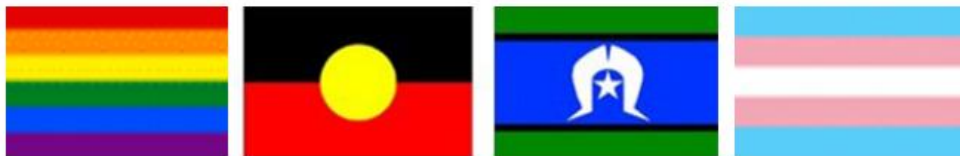
The Important of Values

At Autism Abilities, our five core values are:

- ✓ **Be Knowledgeable**
- ✓ **Be Memorable**
- ✓ **Be Inspiring**
- ✓ **Make Things Happen**
- ✓ **Come from the Heart**

These values are an important part of what makes Autism Abilities tick. They are evident in every aspect of our work, and we are deeply committed to ensuring our workplace and our services reflect this.

This means that every My Care Match support worker is a skilled, dedicated and caring individual who aligns with our five core values.



We acknowledge the traditional owners of the lands on which we live, work and travel and pay our respects to their Elders, past, present and future.

We are committed to the cultural safety of Aboriginal and Torres Strait Islander Children, the cultural safety of children from a culturally and/or linguistically diverse background, and to ensuring a safe environment for all children.

Everyone is welcome at My Care Match regardless of race, culture, religion, gender identity or sexual orientation.

Introduction

My Care Match makes finding the right support simple and stress free.

Through our extensive network of skilled support workers, we carefully match you with people whose experience, personality and interests align with your individual needs.

We know that the right 'fit' is about more than qualifications. That's why every support worker offers a free, no obligation, 30-minute meet and greet - either in person or online – so you can feel confident before moving forward.

You can also have confidence knowing that every My Care Match support worker has been thoroughly screened and verified. Our checks include:

- Photo ID
- At least 2 professional reference checks
- Certification and qualification verification
- NDIS Worker Clearance Checks (if working with people with disability)
- Working With Children Checks (if working with children)
- Child Safe Training (if working with children)
- Compliance with mandatory training requirements

We also take care of the invoicing and administration for you. For NDIS participants, as we're a registered NDIS provider, we can assist NDIA, plan or self-managed. Each week invoices are sent to you, your plan manager or the NDIS for completed shifts, and the support worker is paid the following week.

In short, My Care Match is here to save you time, give you peace of mind, and connect you with the right supports for you.

Thank you for choosing My Care Match, we look forward to supporting you on your journey.

How It Works

Registration

Simply complete the Client Registration Form on the My Care Match website to get started. Please tell us as much as possible about yourself, what you are looking for support with and what's most important to you in a support worker. This will help us find the best possible match for you.

Matching

Once we receive your registration form, we'll send you a service agreement and get started right away on finding great support worker matches in your area. We'll keep you updated throughout this process, so it's a good idea to keep an eye on your email for updates and potential match profiles.

If you see a support worker profile you like, simply let us know. We'll then ask them to contact you directly to arrange a meet and greet so you can decide together if it feels like the right fit.

If you don't receive a response within 48 hours, please let us know so we can follow up on your behalf.

Please note that meet and greets cannot proceed until the service agreement has been signed.

About Meet & Greet

A 'meet & greet' is a free, no obligation, 30-minute meeting between you and your potential new support worker. Typically (but not always) face-to face, this initial meeting allows you to:

- Establish an initial rapport or connection (or the potential for this)
- Discuss your support needs and expectations in detail
- Discuss and agree the details, including cancellation policy, kilometre claims, out of pocket expenses etc.
- Schedule the first shift!

Your Responsibilities

To help ensure a smooth start with your new support worker, please observe the responsibilities outlined below. As a client of My Care Match, you agree to:

- tell your support worker how you want your supports to be delivered to meet your needs
- treat your support worker with courtesy and respect
- provide a safe environment for your support worker
- talk to your support worker if you have any concerns about the supports being provided and/or contact Autism Abilities to discuss your concerns
- a minimum shift duration of 2 hours
- if you are self-managed pay invoices promptly to avoid a delay in payment to your support worker(s)

The responsibilities of your support worker(s) are:

Support Worker Responsibilities

Your support worker is expected to observe the following:

- shifts cannot be conducted in your support workers own home
- your support worker must be on time, prepared, well-presented and clean with good personal hygiene for every shift.
- under no circumstances should your support worker use their mobile phone for personal reasons during a shift. Unless it is needed for the support they are providing, their mobile phone should not be visible during a shift.
- your support worker is responsible for any expenses they incur for travel to/from shifts
- shift records including shift notes are submitted by your support worker as soon as possible after each shift.
- if an incident occurs during a shift your support worker will follow our Incident Management Policy and complete an Incident Report Form which will be followed up promptly by Autism Abilities staff in accordance with this policy.

Please let us know immediately if you are not satisfied or have any concerns about the conduct of your support worker.

My Care Match Fees & Pricing Structure

My Care Match has a simple, flat pricing structure that is designed so that support workers earn good rates, whilst offering value and affordability for clients.

My Care Match fee include:

- Access to our extensive network of support workers
- Screening and checking of support worker credentials, qualifications and references
- Matching service – linking clients with potential support workers in your area
- Payments and Claims – we invoice you, the NDIS or your plan manager (for disability clients), or your Home Care Package provider (for senior and aged care clients) and we make payments to support workers
- Comprehensive insurance cover for every shift
- Support from our experienced team in the event of any incidents

Tables 1 and 2 below provide a breakdown of the rates and fees for services current as of 1 July 2025. All rates are within current NDIS Price Limits (as of 1 July 2025).

The yellow column shows the client rate (what you will be charged per hour), together with the rate your support worker is paid and the My Care Match fee.

Table 1. Hourly fees and charges summary

Access community social and recreational activities

Description	Client rate \$	Support worker rate \$	My Care Match fee \$
Access Community Social and Rec Activ - Standard - Weekday Daytime (6am – 8pm)	60.00	48.00	12.00
Access Community Social and Rec Activ - Standard - Weekday Evening (8pm – midnight)	70.00	56.00	14.00
Access Community Social and Rec Activ - Standard - Weekday Night	72.00	57.60	14.40
Access Community Social and Rec Activ - Standard – Saturday	83.00	66.40	16.60
Access Community Social and Rec Activ - Standard – Sunday	83.00	66.40	16.60
Access Community Social and Rec Activ - Standard – Public holiday	83.00	66.40	16.60

Table 2. Hourly fees and charges summary
Assistance with Self Care Activities

Description	Client rate \$	Support worker rate \$	My Care Match fee \$
Assistance with Self Care Activities - Standard - Weekday Daytime	60.00	48.00	12.00
Assistance with Self Care Activities - Standard - Weekday Evening	70.00	56.00	14.00
Assistance with Self Care Activities - Standard - Weekday Night	72.00	57.60	14.40
Assistance with Self Care Activities - Standard – Saturday	83.00	66.40	16.60
Assistance with Self Care Activities - Standard – Sunday	83.00	66.40	16.60
Assistance with Self Care Activities - Standard – Public holiday	83.00	66.40	16.60
Assistance with Self Care Activities - Standard – Night-time Sleepover	295.00	236.00	59.00

Invoicing

Your support worker will send us their completed shift notes and hours each week.

You do not need to approve shifts, but you will receive a copy of the invoices for your records.

If you notice anything that is inaccurate, please let us know as soon as possible so this can be rectified.

Every Monday, Autism Abilities generates and sends out invoices, for NDIS participants, this may be to:

- You (for self-managed clients)
- your plan manager (for plan-managed clients)
- the NDIS (for agency managed clients)

For senior clients, invoices will be sent to your Home Care Package provider.

If you are a self-managed NDIS participant, please ensure invoices are paid promptly to avoid delay in payment to your support worker(s).

Autism Abilities sends payments to your support worker the following week.

Out of Pocket Expenses

It is important to discuss how out-of-pocket expenses incurred during shifts will be handled before they happen to avoid any misunderstandings or disputes.

In accordance with NDIS guidelines, NDIS funding cannot be used to pay for out-of-pocket expenses including food purchases, entry or admission fees, gym memberships etc.

You can apply for a Companion Card which will allow your Support Worker free entry into participating venues and events. The Companion Card program is administered by the State you live in.

Short Notice Cancellations

Please discuss and agree with your Support Worker(s) before your first shift, the expectations around what will happen in the event of a cancellation by either party, to avoid unexpected charges.

Under NDIS guidelines, support workers are entitled to charge for short notice cancellations - it is important to discuss this in advance, so you are both clear on when a shift will be charged if you cancel at short notice, for example if you cancel a shift within 24 or 48 hours.

Travel & Car Insurance

In accordance with NDIS guidelines a support worker is entitled to claim for travel costs (\$0.99c per kilometre). Additional costs incurred e.g., parking, toll fees etc. will not be charged to you as these are claimable as a business expense by your support worker.

Support workers who use their own vehicle to transport a client during a shift must have their own comprehensive insurance for business use purposes. Please check with your support worker directly and ask them to provide evidence of their cover.

Any incident or damage caused to the vehicle or any person travelling in it during a shift is not covered under Autism Abilities insurance.

Planned Leave

Please provide your support worker(s) with as much notice as possible if you have any planned leave or would like to take a break from your regular shifts to give them time to seek additional shifts.

Changing or adding shifts

Please also be courteous and let your support worker(s) know as soon as possible if you need to make a change to any upcoming shifts either by phone or text message (or the preferred means of communication between you).

Minimum hours, finishing early and overtime

The minimum shift duration is 2 hours. If a shift finishes prior to that two-hour mark, you should still expect to be charged the full two hours. If a shift finishes later than planned, the additional time will be added by your support worker when they submit their hours and shift notes.

Sleepover Shifts

Sleepover shifts include active support and passive support.

Active Support

Active support are the hours in which a support worker actively supports you during the night. For example, administering medication, assisting with personal care and toileting.

An hourly rate is charged for shifts when your support worker is active throughout the night, and doesn't have the opportunity to sleep.

Passive Support

Passive support are the hours in which your support worker is not actively required to support you during the night and can sleepover at your house.

Passive support is generally agreed on with the understanding that the support worker is 'on call' for light support throughout the night if needed.

Passive support is a fixed rate for the total eight-hour passive sleep session. Within those eight hours, up to two hours of active support is expected within the overnight fixed rate.

If your support worker ends up working more than two active hours during the shift, they are able to charge an hourly rate for those active hours.

As per the NDIS Pricing Arrangements, the third hour or additional hours a support worker actively works in this scenario, may be charged at Saturday rates during weekday overnight support sessions, or at applicable rates on other days such as Sundays and Public Holidays.

Sleepovers - general key points

According to the NDIS:

- Sleepovers can be delivered on a weekday, Saturday, Sunday or Public Holiday (basically, anytime)
- The support session needs to commence before midnight and finish after midnight on that day
- The support session is a continuous session of eight hours or more
- The support worker can sleep when they are not providing support.

Before and After Sleepover Shifts

If your support worker needs to actively support you before and/or after a sleepover shift, they will typically charge at their usual hourly rate for these hours.

For example, if support is provided before a sleepover begins, you will be charged the regular day or evening rate for those hours (depending on the time of the support).

If support is provided the following morning, preparing breakfast and assisting with showering, for example, then again you will be charged the usual hourly day rate according to whether it is a weekday, Saturday, Sunday or Public Holiday.

When arranging night-time sleep over support it is important to make sure you feel comfortable with your support worker and that you make it very clear to them about the expected duties and number of active hours anticipated.

By approaching a sleepover session this way, both you and your support worker will have clear expectations and safeguards in place.

Insurance

All shifts are covered by Autism Abilities' comprehensive professional indemnity and public liability insurance for peace of mind and protection should anything happen during a shift.

Please note that all shifts must be submitted to My Care Match, including hours/duration of the shift and shift notes, for the insurance policy to be valid. Any shifts conducted 'off-site' are not covered and will lead to termination of your contract.

Incident Management

Autism Abilities is committed to ensuring the safety and wellbeing of My Care Match clients and support workers. In the event of an incident occurring during a shift, your support worker will make a report in accordance with our Incident Management Policy.

Incident reports will be followed up by Autism Abilities in accordance with NDIS Quality and Safeguarding Requirements.

Full details of the Incident Management Policy and Incident Report forms are available in the Resources section on the My Care Match website.

Feedback & Complaints

If you are unhappy with the service you receive from your support worker and would like to give us feedback or make a complaint, please let us know.

You can contact us by email: contact@mycarematch.com.au or by phone **0481 112 928**.

If you do not want to contact us directly about your concerns or if you are still not satisfied, you can contact the NDIS Quality and Safeguards Commission to make a complaint:

NDIS Quality and Safeguards Commission

Telephone: 1800 035 544 (free from landlines, interpreters can be arranged)

National Relay Service and ask for 1800 035 544

<https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

More information about your rights, the NDIS Commission, choosing quality and safe supports and how to make a complaint are available on the My Care Match website.

This information is also available in Easy Read and Auslan formats through the following link: <https://www.ndiscommission.gov.au/document/1336>

Aged Care Quality and Safety Commission

For Aged Care and Senior clients, if you're not satisfied with our response to a complaint of feedback you have provided, you can make a complaint to the **Aged Care Quality and Safety Commission** either online or by calling 1800 951 822. Anyone can make a complaint and the service is free. You can complain anonymously, confidentially or openly. You can contact the Commission even if you have not spoken with your support worker or Autism Abilities first. Here is the link:

<https://www.agedcarequality.gov.au/>

Autism Abilities treats any complaints with the seriousness they deserve and in accordance with our Feedback and Complaints Management Policy.

Autism Abilities values feedback and complaints to support the continuous improvement of our services. Our Feedback & Complaints Policy helps ensure that all parties are provided with a transparent and accessible process for providing feedback, making complaints, and resolving issues related to My Care Match services, having regard to procedural fairness, confidentiality and privacy.

Importantly, any complaints in no way disadvantage or negatively impacts on your access to any of our services.

Performance Management

Autism Abilities expects a very high standard of conduct and performance from all My Care Match service users. In the event that the required standard is not being met or maintained, appropriate actions will be taken including removal from the service where appropriate.

Compliance & Safety

All My Care Match support workers have completed a thorough screening and verification process. Checks include:

- Photo ID
- At least 2 professional reference checks
- Certification and qualification verification
- NDIS Worker Clearance Checks (if working with people with disability)
- Working With Children Checks (if working with children)
- Child Safe Training (if working with children)
- Compliance with mandatory training requirements

Autism Abilities and all MY Care Match support workers are bound by the NDIS Code of Conduct.

You can learn more about the Code of Conduct in this short video produced by the NDIS:

<https://youtu.be/nFleHFazBul>

Safety and Risk

Home Visit Risk Assessments

Working in private homes involves some potential risk for a support worker. Autism Abilities take the safety and wellbeing of our support workers seriously.

Please take a moment to review and consider the General Principles of Safe Work Practice (below) and work with your support worker to help ensure a safe workplace is provided.

Safe Work Practice – General Principles

- ✓ Your support worker may request that your first shift occurs in a neutral location rather than in your private home.
- ✓ Please make sure your support worker knows if you have pets at home, what kind of pets they are, and make sure they are under control during every shift.
- ✓ Let your support worker know if you are expecting visitors.
- ✓ Let your support worker know of any risks or hazards in or around your home they should be aware of for example, firearms, drugs, aggressive animals.

- ✓ Immediately call Police on 000 if your safety is at risk
- ✓ Please share any concerns about safety with Autism Abilities.

Responsibilities of your Support Worker(s)

Your support worker(s) will:

- Perform all duties in accordance with the NDIS Code of Conduct, NDIS Practice Standards, Child Safe Standards, Code of Conduct for Aged Care, Aged Care Quality Standards, and as outlined in this document.
- Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, the Aged Care Act 2024, and Australian Consumer Law.
- Perform all duties with the utmost professionalism and care.
- Be on time, prepared, well-presented, clean and with good personal hygiene for every shift.
- Work with only one client at a time, not multiple participants (e.g. siblings).
- Undertake all tasks in accordance with your instructions and guidance.
- Request any essential documents required to help support you before your first shift (e.g. behaviour support plan)
- Exercise sound judgment, initiative, confidentiality, and sensitivity in the performance of their work at all times.
- Seek guidance from you in relation to the expected tasks if required.
- Be actively present and engaged at all times during a shift. Mobile phone use during a shift is prohibited unless it is required specifically for your benefit and to support or assist you.
- Make sure their vehicle is reliable, clean, has adequate fuel for the journey and has insurance for business purposes cover in place if they will be using it to travel with you during a shift.

Updates to these Terms and Conditions

This document may be updated at any time. We will take all reasonable steps to let you know about the changes if this occurs.

If you do not agree with changes to the terms and conditions, you can choose to close your account with us at any time and without penalty.

Thank you for taking the time to read this document.

Please do not hesitate to contact us if you have any questions – we are here to assist you.