



2018 / 2019 SERVICE HANDBOOK

Give a Care 
Your life. Your choice.



Our Founder

Jeff's Story

Jeff is passionate about self-advocacy for people living with a disability and is a member of various advisory groups and committees to provide a voice for others. Jeff has been nominated and short listed for a number of prestigious awards including:

The Victorian Disability Awards for Emerging Leader 2017; and The 2017 National Disability Award.

A Personal Journey...

One morning in August 2007 at age 38, I woke up feeling sick and called an ambulance. I ended up having a major stroke, which blew up my cerebellum – a small region in the lower part of the brain that plays an important role in fine motor control.

For the next five months I was moved around to different hospitals. Eventually I was told I would be moving to a large share house. Instead I was moved to a 100-bed aged care nursing home in the Yarra Valley. My family had taken my car and had complete control of my finances. It felt like I was left with nothing and I felt trapped.

In December 2008 I finally moved to a supported housing facility in Beaumaris, where I live today. I spent the next four years frustrated and struggling with disability service providers. To me it seemed like they just took my funding and didn't really care about me as a person. No one was stepping up. I had to do something. **So in 2013, I started Give a Care.**

Give a Care has been truly fantastic for me. It has helped me have real choice and control over the support I receive, which in turn has aided my recovery and helped me better manage my life in so many ways. My vision for Give a Care is to give other people living with a disability the chance to share my experience of what it's like to have real choice and control over the types of support they receive.

We have recruited enthusiastic and energetic staff who are ready to provide high-quality, respectful care and support coordination. **We truly do Give a Care, and our client's needs always come first.**

Founder & CEO, Jeff Shaw



Transport Services

Transport options suited to your needs.

We have our own specialised transport van to utilise for group activities and custom event programs. We also utilise the services of Peninsula Transport Assist.

- Wheelchair access
- Fitted support bars
- Travel support & assistance
- Transport to local events



Support Coordination

Empowering people living with a disability.

Support coordination is an NDIS capacity building support to assist in implementing all supports in a participant's plan. We can assist you:

- Work towards your goals
- Understand your NDIS plan, participant portal and support categories
- Choose your preferred providers
- Arrange assessments or referrals, and more



Your Daily Living

Support for you to live the life you choose at home, in the community, at school or at work.

We provide one-on-one support 7 days a week.

- Getting ready for your day
- Household chores
- Help with shopping
- Food preparation and meals
- Getting to appointments
- Travel support
- Assistance with technology



Your Healthy Lifestyle

Individually or in a group, we will work with you to build and maintain a healthy lifestyle.

Simply tell us what you're interested in and we will support you to make it happen.

- Taking part in sports of your choice
- Going to cooking classes
- Participating in fitness classes
- Individual training / fitness goals
- Learning to swim
- Relaxing with yoga or meditation



Your Community Activities

Joining a social group or
community activity.

We will help you find the
right activities or community
events and support you to be
active in your community.

- Volunteering
- Community garden
- Join a book club
- Take part in art classes
- Local community events
- Life saving clubs
- Youth groups



Your Special Interests

Whatever your interests, we will support you to make it happen.

We believe making time to have fun is important to everyone. We will be there to have fun with you.

- A day at the footy
- Going to a musical
- Catching a live band
- Festivals with friends
- Visiting an art gallery
- Seeing the latest movie
- Reading at the Library



TAC & WorkSafe

We are a TAC and WorkSafe Victoria accredited provider, ensuring our clients are in the best quality care when needed.

If you have experienced an injury at work or in a car accident, we can provide Support Care Services, Community Access Support, Domestic/Home Services and Garden Maintenance as approved by your insurer, TAC or WorkSafe.

We understand that WorkSafe and TAC can sometimes be confusing, so we're here to help make it a little easier for you by taking care of the paperwork and letting you focus on your recovery.

For short or long term injuries, we will work closely with you, the TAC or WorkSafe to plan your goals and provide the services you need.

For more information on claim types visit the TAC website: tac.vic.gov.au or WorkSafe: worksafe.vic.gov.au

Care Advisors and Support Coordinators

Our Care Advisors' primary role is to act as an intermediary between you the client and your support workers to ensure you get the best possible service from us.

Our Support Coordinators work with you and your support network by listening to your needs, answering any questions and resolving any issues that may arise regarding your care.

Our team will contact you regularly to ensure you are happy and to discuss your needs and hours. You may contact our care advisors via: info@giveacare.com.au or call 0447 277 123

Private Care

Give a Care also work with clients who need to self fund their own care, who may not have enough funding or may suffer from an illness not classified as a disability.

Examples of the services we offer are:

- Bathing, cleaning, toileting, cooking, feeding and general house duties
- We provide one-on-one support 24 hours a day, seven days a week
- Running errands with you or on your behalf, such as banking, visiting the post office, library or any other responsibilities
- Social outings such as going for lunch, attending community activities or whatever else you're interested in.



Qualified Disability Support Workers

At Give a Care, we have found that aligning support workers with clients based on common interests and experience is the best way to build trust and ensure enjoyment is had whilst providing an expert level of care.

We also ensure we have a variety of support workers with different working availabilities to also accommodate after hours and weekend requests. Our support workers can help with bathing, feeding, medications, errands, outings, cooking, light cleaning duties and other needs as required. The option to include after hours, weekend or overnight support workers is also available, providing our clients with a full range of support services.

Simply visit the services page on our website to book a support worker or email us at bookings@giveacare.com.au

Steps we take with You

- STEP 1** What are your goals in your NDIS Plan?
We will discuss your goals and what's important to you.
- STEP 2** Are there support needs in your plan where Give a Care can help?
Your NDIS Plan has a lot of flexibility and this can be explored.
- STEP 3** What daily living, healthy lifestyle, community activities or special interests are relevant to you?
We will have a discussion on the range of daily living options, recreation activities, community connections and upcoming events that may interest you.
A support worker will be matched accordingly, then it's totally up to you on how you would like to proceed.
- STEP 4** We agree on the type of support, days and hours which fits you and your plan.
- STEP 5** Your new support worker will support you as required, on the days and hours agreed upon.
It's important your support worker is a good match for you. We have support workers with a range of expertise and skills. We are confident there's a good match for you!
- STEP 6** We will review your supports with you every 6 months, or more regularly as your needs change.
- STEP 7** We provide feedback of your goals and outcomes.

Our Social Media

Follow us on Social Media to stay up to date on NDIS updates, local events and activities in your community.



Facebook

@giveacare



Linked In

@company/giveacare



Instagram

@giveacaredsp

Clickability

Clickability is an Australian Disability Service directory that features ratings and reviews from the people who actually use the services. Clickability is a platform for people to share their experience of different services. The comments and reviews published can be anonymous and service providers are not privy to the author of the review if you choose to stay anonymous.

Reviewing us also does not affect your funding in any way, and as a third party service, Clickability regards itself as fair and impartial. Fact checking is completed by Clickability to ensure that reviews are coming from clients, their support workers or parents.

Privacy

At Give a Care, your privacy is very important to us. Your information is not sold or distributed to any third parties. Your email is added to our client newsletter, however you can unsubscribe your email address and data at any time. You can contact us for more information about your health records.

Invoicing

We process claims and invoices on a fortnightly basis. Provided we are given 24 hours notice of any cancellations, no fee will be charged. We pride ourselves on exceptional transparency with the people we support, so if you have a query please contact us right away.

Give a Care does not monitor the amount participants have remaining in the NDIS plan - it is the participant's responsibility not to overspend.

Feedback

Give a Care encourages feedback to assist us in developing our service to provide the best positive outcomes for the clients we support. Clients can provide feedback by phone, email, in person or online. Whether you are wanting to make a comment, provide a criticism, offer suggestions or would like to share some accomplishments - we would love to hear from you. **Contact us by:**

Phone: 0447 277 123

Email: info@giveacare.com.au

In Person: to any staff member

Online: giveacare.com.au

Complaints

Give a Care will respond promptly to any complaints we receive and aim to provide resolution to you as soon as possible. You can also contact the Disability Services Commissioner at any time for advice or to report a complaint on **1800 677 342** or email: complaints@odsc.vic.gov.au

Rights to an Advocate

Give a Care encourages people with disabilities to have an advocate who can help speak on their behalf should they choose to. Give a Care will work together with client's chosen advocate to ensure that the client's needs and wants are met.

Victorian Disability Rights

Give a Care is guided by Victoria's Charter of Human Rights and Responsibilities

- Your right to recognition and equality before the law
- Your right to life
- Your right to protection from torture & cruel, inhuman or degrading treatment
- Your right to freedom from forced work
- Your right to freedom of movement
- Your right to privacy & reputation
- Your right to freedom of thought, conscience, religion & belief
- Your right to freedom of expression
- Your right to peaceful assembly & freedom of association
- Your right to protection of families & children
- Your right to taking part in public life
- Cultural rights
- Property rights
- Your right to liberty & security of person
- Your right to humane treatment when deprived of liberty
- Rights of children in the criminal process
- Your right to a fair hearing
- Rights to criminal proceedings
- Rights not to be tried or punished more than once
- Retrospective criminal law

A full copy of the charter is available at:
humanrightscommission.vic.gov.au/the-charter

Service Fees 2018 / 2019

We try and make our claims and invoicing as clear and transparent as possible and are always happy to answer any queries you may have.

One on One Support

Daytime weekdays	6am - 8pm	\$48.14 (Per Hr)
Weekday evenings	8pm -12 midnight	\$52.79 (Per Hr)
Saturday		\$66.77 (Per Hr)
Sunday		\$85.45 (Per Hr)
Public holiday		\$104.08 (Per Hr)

Group Support

Group Bookings		1:02	1:03
Daytime weekdays	6am - 8pm	\$26.96	\$19.90 (Per Hr)
Weekday evenings	8pm -12 midnight	\$29.56	\$21.82 (Per Hr)
Saturday		\$37.39	\$27.60 (Per Hr)
Sunday		\$47.85	\$35.31 (Per Hr)
Public holiday		\$58.28	\$43.02 (Per Hr)

Rates may vary depending on services requested. Prices are inclusive of GST.

Establishment Fees

Up to 20 hours a week	\$250.00
More than 20 hours a week	\$500.00
Travel Charges	\$1.20 (Per Km)

Minimum shift is 3 hours. One off payment made at time of first invoice.

Support Coordination and Connection

Support Connection	\$58.92
Support Coordination	\$96.04

Prices are inclusive of GST.



Client Testimonials

Here at Give a Care we do our best to match you with like minded, helpful and professional Carers who support you and your choices.

Here are some of our client care stories and experiences...

Client 1.

"Thank you so much for your support the last two weeks, I have really appreciated it and the support workers that have been here have been fantastic."

Client 2.

"I wanted to send through some feedback for Management and the Care Advisor regarding Support Worker Anna, she is excellent!! Very nice, friendly, helpful and professional. I would definitely refer Give a Care to other people and will report back to my LAC that the support worker and all of Give a Care have been fantastic to deal with. Thank you!"

Client 3.

"Sam is lovely and very helpful. She is a good driver and navigator. It was great to have someone to do what I needed to do. Very happy with your choice of support worker."

Client 4.

"Give a Care has been really great in providing support for my son. I haven't had any issues with their services and they are always really professional and approachable."



PHONE: 0447 277 123

EMAIL: info@giveacare.com.au

POSTAL: PO Box 7063 Beaumaris Vic 3193

WEBSITE: giveacare.com.au

FACEBOOK: facebook.com/giveacare



USEFUL RESOURCES

NDIA ndis.gov.au

Department of Health and Human Services dhhs.vic.gov.au

Disability Advocacy Network Australia dana.org.au



Give a Care acknowledges and recognises the Traditional Owners of the land upon which we live and work, and we pay our respects to their Elders both past and present.



Give a Care is working towards Rainbow Tick accreditation. Rainbow Tick accreditation provides assurance to LGBTI consumers and staff that an organisation will be responsive to their needs.

GaC delivers individualised, consumer – directed care and support services within and across Local Government Areas in Melbourne Victoria, to children and adults with a disability, and frail, older people, within their own home/s. The services delivered can be to clients who can be compensable or non-compensable.