

# Ability WA Services Guide (Easy English Copy)

Effective from September 2021



# Welcome

**Thank you for choosing Ability WA to provide your services.**

It is with great pleasure that we welcome you to Ability WA.

We are thrilled to have you join our family.

Understanding how we work together to build positive relationships is Ability WA's main priority. This service guide has been developed to ensure we provide you with all of the information you need to ensure we meet your needs and goals.

Our ongoing commitment to you is to provide easy to understand information about our services. In doing so, we would welcome any feedback from you to tell us where we can improve and give us the opportunity to make changes. You will find out how to do this on page 19

Sincerely

A handwritten signature in black ink, appearing to read 'Jacquie Thomson', with a stylized flourish at the end.

Jacquie Thomson  
Chief Executive Officer

## Your Welcome Pack

The welcome back contains:

- Our Service Guide
- Your Service Agreement/s
- Our Commitment to each other
- Consent Forms

## About this Service Guide



### What is in this guide?

- How to contact us
- Our Ability WA Commitment
- Our Strength based approach
- Our Eligibility Criteria | Who we can service
- Services we have
- Our Service Agreements
- Billing of services
- Our cancellation charges
- Our travel charges
- How to exit our services
- Keeping your information private
- Consent
- How you can give us feedback about our services



## How to Contact Us

You can phone or email us on:



1300 106 106



[ndis@abilitywa.com.au](mailto:ndis@abilitywa.com.au)

You can follow us on social media or learn more about who we are on our website [www.abilitywa.com.au](http://www.abilitywa.com.au)

## How We Like to Contact You



We like to email you about new programs and services we have to offer.

If you would like us to contact you in a different way, please call us on 1300 106 106 and to let us know.



You will get emails from [info@abilitywa.com.au](mailto:info@abilitywa.com.au). Please check these emails are **not** going to your junk email folder.

### HARD WORDS found in this Service Guide:

Term	Definition
<b>Eligibility Criteria</b>	What a person needs to be able to access our services and programs.
<b>Early Intervention</b>	A type of therapy service for 0-6 year old's.
<b>Complex Needs</b>	A person with multiple, challenging needs. Someone with complex needs may have trouble walking and talking, and living alone.
<b>Expert</b>	A person who has special skills and knowledge in something.
<b>NDIS</b>	National Disability Service Insurance Scheme

<b>NDIS Plan</b>	Your plan documenting types of supports, products and services you need and how they will be paid.
<b>Service Agreement</b>	A written document between you and Ability WA telling you what services we will deliver, how they will be delivered and how they will be paid for.
<b>Transition</b>	Moving from one service provider to another.
<b>Notice</b>	A period of time given before you have to leave somewhere.



## Our Ability WA Commitment

In 2020, our Customer Advisory Council wanted to ensure that our Customers and our staff made a promise to one another about how we work together and treat each other. Out of this discussion with our customers and staff came our “Ability WA Commitment”.

This simple, but critical document is signed by our customers on entering our services and our staff when they commence working with us. You will be kindly asked to sign this when you join our organisation. An Easy English version of our commitment is available and will be talked through with you.

### Our Commitment to you is that:

- We will be respectful and compassionate.
- We will be welcoming and professional.
- We will listen to your questions, concerns and suggestions and respond in a timely manner.
- We will provide easy to understand information about our services.
- We will provide you with appropriately trained and qualified staff.
- We will provide our services in environments where you feel safe.
- We will treat you as an individual.

### Your commitment to us:

- You are honest and respectful.

- You are open to discussing how best to meet your needs and goals.
- You are willing to tell us where we can improve and give us the opportunity to make changes.



## Our Strength based approach

*"What's more, we discovered that people have several times more potential for growth, when they invest energy in developing their strengths instead of correcting their deficiencies."*

Tom Rath (2017)

At Ability WA, we believe that by really understanding your strengths and interests, we can achieve amazing things together. This means building on your existing skills rather than only working on the challenges you may have. This positive focus keeps the excitement and motivation alive as we work together to achieve your goals

## Our Eligibility Criteria

### Who we can service?

We service people of any age. This includes babies, toddlers, teenagers, adults and older people.



We service people who have a disability and trouble with:

- Moving their body
- Learning new skills
- Communicating

We are experts in **early intervention** and working with people with **complex needs** of any age.

We also support people who have challenging behaviours.

# Services

Below is a list of services we have at Ability WA:

## Therapy Services



- Physiotherapy (helps you to move better)
- Occupational Therapy (helps you take part in everyday life)
- Speech Pathology (helps you to communicate better and/or to eat and drink safely)
- Dietetics (helps you to be healthy)
- Social work (helps you to work better with others)



## Equipment Solutions



- Our *expert* therapists can:
  - Help improve your sleep
  - Help you to move more easily with the use of wheelchairs and walkers
  - Help you to communicate with the use of communication devices

## Positive Behaviour Supports



- When a person is in pain, hurt or upset, or does not feel understood, they may put themselves or others in danger.
- We can support people who have challenging behaviours that effect their daily lives.

## Home and Living Services



- We can:
  - Help you to go shopping
  - Take you to appointments



- Help you attend activities/hobbies you enjoy
- Help improve your personal care skills.
- Help you find a place to live if you need a break from home.
- Help you find a place to live if you want to practice living on your own.
- Help find a place to live if you are waiting for a Specialist Disability Accommodation to be built.
- Help you to live on your own in your own house.
- Help you find a house to share with others with the same needs.

### Employment Services



- We can help you to find work in an open employment, but you must be the right person for the job.

### Enterprise Services

- We help you to learn work readiness skills in a helpful work place, so you can achieve your work goals.

### Support Coordination Services



- Our team:
  - Helps you to look after your NDIS funding
  - Helps you to plan your services for the year.
  - Shows you other services you may need in your community.



# About your Service Agreement



## What is a Service Agreement?

A service agreement is a written, legal document between you and us, telling you:

- What services Ability WA will provide for you.
- How these services will be provided.
- How these services will be paid for.



This Service Agreement is **not** the same as your agreement between NDIS and you.

You can use Ability WA for **all** of your services or just **some** of our services.



When you get your NDIS funding, it will have a start date.

It is important to have a service agreement ready to go when your NDIS funding starts so you can start using our services.

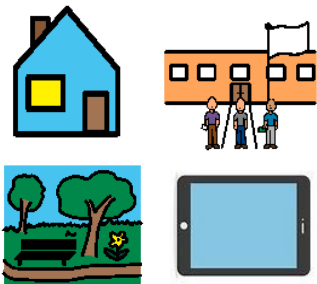
## How are Ability WA services provided?



### Direct services

These are services where we see you face to face. You can choose **where**, **when** and **how** you would like your services to happen.

### Places can include:



- One of our Ability WA work places
- In your Home
- At school
- In the community
- At work
- Through Teletherapy

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### Times can include:

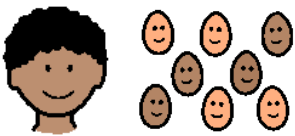
You and your key worker will choose **how often** you would like to be seen to achieve your goals.

For **example**:

- Once a week
- Once a month
- Every day for a week.

A service can be **given**:

- On your own with a therapist or key worker.
- In a group (if this is available).



### Indirect services

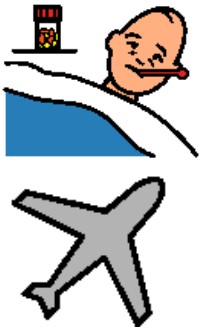
These are services that are **not face to face**, but still help you to reach your goals and are **billable**. Indirect services can be:

- Helping others to help you in person or over the phone
- Finding or making resources for you
- Developing programs for you
- Checking and re-writing your plans
- Writing reports
- Travelling to you to provide a service



We will talk to you about this type of work before it is billed.

## A break or change in service



There will be times when we cannot give a service to you such as:

- When a staff member is sick
- When a staff member is leaving
- When we don't have enough staff.

You may be asked to:



- Choose a different a service.
- Choose a different day or week.
- Have a different staff member see you.
- Have a break from one service and have a different service until we can see you again.



## Prices and Billing

The prices for our services can be found on our website [www.abilitywa.com.au](http://www.abilitywa.com.au).

Click on 'Our Services' then 'Service Agreement and Rate Schedules'.

When a service has been done, we will bill the NDIS or your plan manager, and they will pay us. **You do not need to do anything.**

30  
days

If you are looking after your own NDIS funding and plan, we will send you a bill. The bill will need to be paid **within 30 days.**



If you have any questions about our billing, please call 1300 106 106 and ask to speak to our Finance Department.

## Cancellation of Appointments



If you cannot make an appointment, please call us on **1300 106 106 to cancel.**

48  
hours

If you cancel a service **before 48 hours** of your appointment you will **not be billed.**

If you cancel a service **within 48 hours** of your appointment or **do not attend** your booked appointment, you will be **billed** for this service.



We know that there are times when you cannot cancel an appointment in time, such as if you are in hospital. Please speak with a manager to discuss this cancellation.

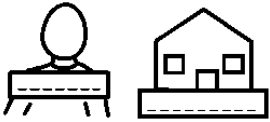
## Travel Charges



If a staff member travels to your home, school or a community location to meet you for an appointment, this travel will be **billed**.

We will talk to you about this before you sign your Service Agreement.

## Privacy of your information



Ability WA respects the privacy of all your personal information. We will collect and safely store your personal information to provide services for you.

If you would like more information, please ask to see our Privacy Policy.

## Consent

### What is informed consent?



Consent is when you give permission for an activity or procedure to go ahead. We will give you information about what the activity of procedure before you give your permission.

### When will I be asked to give consent?

You will be asked to give your consent when you start services with Ability WA. We will ask for your consent each year.



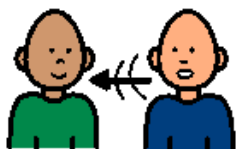
### Do I have to give consent?

You **do not** need to give consent for an activity at any time.

Please speak with a staff member if you would like to stop or change your consent for any of our services or activities.

## Types of Consent

### Communication Consent



This is related to the Ability WA information you would like to receive and information that may be important for you to know about our services



### Information Consent:

This consent is related to how your information is used within and external to Ability WA



### Services Consent

Consent for Ability WA to be able to deliver the services you have chosen to you



### Activity Consent

Your consent to participate in activities that are outside your usually planned activities.



## Exiting our Services

### How do I stop or exit services with Ability WA?

You can exit Ability WA services at any time. You can tell us by:

- Calling our Customer Contact Team on 1300 106 106.
- Speaking with a staff member at Ability WA.
- Sending an email to a staff member at Ability WA.



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You must give Ability WA 14 days' notice for exiting:

- Therapy Services
- Employment Services
- Short and Medium-Term Accommodation Services

- Opportunities programs
- Support Coordination Services

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You must give Ability WA 30 days' notice for exiting:

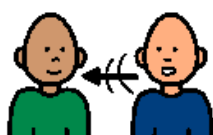
- Home and Living Services
- Shared Independent Living Services



If you exit our service, we will write reports about the services you received and your progress. This is required by the NDIS.

The report will be given to you and your new service provider for a safe and easy transition.

Any report writing **will be billed** from your NDIS plan.



We are happy to speak directly to your new provider to support a safe and easy transition.

This service will also be **billed** from your NDIS plan.

## What happens if Ability WA need to stop services with me?

Ability WA care about your safety and ours.

We have the right to stop your services if:

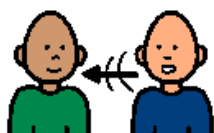


- We feel we cannot provide the support you need.
- We feel at risk of harm or distress.
- You do not follow our policies.
- You are unable to pay for your services.

We will give you **2 weeks' notice**.

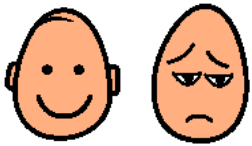
If you live in our **group homes**, we will give you **90 days' notice**, and all personal belongings must be taken away within 7 days.

You can get legal support if it is needed.



We will talk to you about how we can help you transition to a new provider.

# Feedback

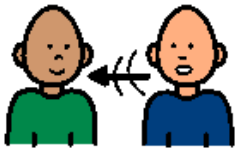


## We like to hear from you about our employees and our services.

You can tell us what you like or don't like about our services.

We can then make changes to be better.

## How can you give us feedback?



- Speak to a staff member or manager.
- Call us on 1300 106 106 and ask to speak to a manager.
- Email us at [feedback@abilitywa.com.au](mailto:feedback@abilitywa.com.au)
- Write us a letter and send to: PO Box 61, Mount Lawley WA 6929.
- Go to our website [www.abilitywa.com.au](http://www.abilitywa.com.au) and click on 'Feedback'.

If you would like to talk to **someone else** about our services you can:



- Call the NDIS on 1800 035 544.
- Visit [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- Go to our website [www.abilitywa.com.au](http://www.abilitywa.com.au) to find a list of advocacy agencies who can help you to give feedback.