

# WELCOME TO ABLE AUSTRALIA



# Welcome to Able Australia

**Able Australia is a leading disability services provider supporting people with disability to live the life they choose. Our vision is to empower the people we support to live the life they choose. Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, kindness, respect and excellence every day.**

Able Australia acknowledges the traditional owners of the land where our services are located and recognises their continuing connection to country and community.

## Our Values

**Our values underpin everything we do.**

**Trust** - For more than 50 years we have been trusted to deliver high quality, reliable services safely to those we support.

**Respect** - We are respectful, upholding the human rights of everyone we support and work with.

**Excellence** - We strive for excellence in everything we do - from the services we provide, to the outcomes we support clients to achieve.

**Kindness** - We are kind and compassionate to all.

## Where are we located?

	VIC	TAS	QLD	ACT
Supported Independent Living	x	x	x	x
Specialist Disability Accommodation	x	x		
In-Home Support	x	x	x	x
Day Services	x	x		
Positive Behaviour Support	x	x	x	
Allied Health	x			
Deafblind Services	x			
Community Participation	x	x	x	x

## Our Services

### Supported Independent Living

Whether in your home or one managed by Able Australia, our skilled staff support you to have a home life you enjoy. We will also support you to access social programs, manage appointments and maintain your home.

### Day Programs

We offer programs at our day centres in Tasmania and Melbourne, as well as therapy programs in Melbourne. Our day programs include group activities that encourage making friends and independence. Our creative therapies give you the chance to express yourself in a safe environment.

### Community Participation

We work closely with you to create programs that include the community-based activities you

want to do. These activities take place in the community and may be with a group or one-to-one with an Able support worker.

### Deafblind Services

We provide specialist supports to people with dual sensory loss and impairment. Our services include support coordination, interpreting and communication guides. Our experienced allied health professionals offer deafblind consultancy services to you and your support networks to get the most out of your NDIS plan.

### Positive Behaviour Support

Positive Behaviour Support (PBS) is a client-centred, evidence-based approach used to support clients, families and staff to better understand each

other and work together. The purpose is to understand the functions behind participants' behaviours that can be harmful to the participant or others, and figure out how to change them. Our team is highly trained in skills teaching, reducing restrictive practices, and supporting staff and families.

### Specialist Disability Accommodation (SDA)

We have a range of Specialist Disability Accommodation (SDA) news builds, built to ensure you can live your best life. You can bring your own supports for your beautiful home. Our floor plans are open and welcoming, with a focus on easy access and outdoor living.

## Allied Health/Art Therapy

Able's Allied Health team provide therapeutic support to help you to reach your goals. We have a range of Allied Health services including Creative Arts Therapy, Deafblind Consulting, and Orientation and Mobility. Through individual and group-based therapy, we focus on areas

you want to develop including reflection, skill building, personal growth and processing complex emotions.

Using creative art, our therapists support you to explore your experiences and support your wellbeing



## What to Expect

### Freedom to Change or Stop Services

You can stop using our services at any time. We will assist you if you would like to change or stop services. Please speak to an Able team member if you ever want to talk about leaving Able Australia.

### Accessible Service

We provide accessible services and ensure they meet your needs, choices and requirements. When we are unable to meet any requirements, we will do our best to assist you in accessing the right services. We want you to feel safe and be free from discrimination when you receive our services. To make sure we can do this, you need to tell us if we are not meeting your needs.

We will also strive to make sure you can understand any information we send to you. If we send you information and you need it sent to you in a different way, please let us know.

### Effective Service Management

We will design an individualised program with you, for you, to help you meet your goals. Our staff are trained in person centred active support which will assist you in meeting your needs, wants and dreams.

You can ask for your program to be reviewed at any time and you are welcome to have any advocates, family members, carers or others come with you. When we look at your program, you can give any feedback you may have about how the program is going and how it can be improved.

### Quality Support

Able has a dedicated recruitment and training team that ensures all staff are highly skilled and receive regular training.

As well as skilled frontline staff, we have a team of experienced support staff who handle finance, IT, quality, innovation and communication to ensure you are well supported.

It's important that you tell us if your situation changes or you have any concerns about the way we work with you.

When we are working with you, we expect you to provide us with full and true information on your needs. If you don't tell us, we won't know how to best support you.

### Working Together

Able Australia has zero tolerance for aggressive or abusive behaviour at any time.

We expect our staff, clients and our client's loved ones to always act with kindness and respect. This includes respecting differences and diversity, having reasonable expectations of the service being provided and respecting the privacy of staff and other clients.

# How We Work

## Standards and Rights

Everyone who works at Able Australia follows the same rules. These rules are called 'standards' and are the same across all of our services in all states. The standards we follow are set out in the NDIS Practice Standards ([www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)). Having these standards makes sure we provide the best service and care, and that we operate in a way that follows our values and beliefs.

In keeping with Australia's commitment to the United Nations Convention on the Rights of Persons with Disabilities, Able Australia follows the NDIS Code of Conduct.

### In providing supports or services to people with disability, we will:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct
- Take steps to ensure secure tenure in our supported accommodation.

To view the rights which inform this code, please visit <https://bit.ly/1qmcT8Z>.

### We manage incidents in a way which keeps those involved informed:

- Our incident management policy and procedure are available on our website
- We report serious incidents to the Quality and Safeguard Commission and our Board
- If you or your loved one is involved in an incident, we will let you know
- We will also tell you how it was resolved or is being resolved

If you would like to report an incident, you can tell your service lead, or use the feedback button on our website.



## Diversity

Able Australia understands that everyone is different. There are lots of differences between people, like their:

- Culture
- Gender
- Sexuality
- Religion

We respect these differences and will work with you to make sure we meet any needs.

Please discuss any needs or wants you have with your Team Leader so we can assist you.

For a language interpreter, call the National Interpreter Service on 131 450. For Auslan, contact Able Australia on 1300 225 369.

## Advocacy

Able supports you to be independent and make decisions for yourself. We respect that you should make informed choices, take reasonable risks and learn from new experiences. We will always try to see risks before they happen, prepare for them and help you be safe, while also supporting your freedom of choice.

You may also choose to involve another person to help you make decisions or help you understand what is happening. This is called an advocate. Please talk to an Able team member if you would like an advocate.

## Protecting Your Information

We value and respect the privacy, confidentiality and dignity of our clients, their loved ones and our staff. We require key client information in order to provide the best support possible. Our policies and processes follow the law and we have rules in place to make sure personal information

is not shared. We have client information systems where all client information is stored and managed for accuracy and access security. If we need to share your information with others, we will make sure it's okay with you by asking you to fill out a form.

You are able to access and update your information at any time. You can:

- Call us on 1300 225 369
- Email us at [feedback@ableaustralia.org.au](mailto:feedback@ableaustralia.org.au)
- Send a letter to: Locked Bag 4000, Surrey Hills, VIC 3127

## Violence, Abuse, Neglect, Assault and Exploitation

No one should be abused, assaulted, neglected or experience violence. That includes clients, families, staff and volunteers. Abuse might be physical, sexual, emotional, verbal or some other kind of abuse. If someone is accused of abuse, we take it very seriously. If needed, police will be told. If you have any concerns or think abuse might be happening, please discuss it with someone from Able, a loved one, someone at the NDIS Commission ([www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)) or someone at the National Disability Abuse and Neglect Hotline ([www.jobaccess.gov.au/complaints/hotline](http://www.jobaccess.gov.au/complaints/hotline)).

## Restrictive Practice

A restrictive practice is any practice that limits the rights or freedom of a person with a disability, with the aim of protecting the person or others from harm. At Able, our aim is to not use restrictive practices. Sometimes this isn't possible, and we will always choose the least restrictive

option to support our client. We follow the NDIS Rules and state laws and work with our clients to increase their independence and reduce restrictive practices. For more information, go to the NDIS Commission website ([www.ndiscommission.gov.au/participants/your-rights/behaviour-support](http://www.ndiscommission.gov.au/participants/your-rights/behaviour-support)).

## Health and Safety

The safety of everyone is very important at Able Australia. This includes clients, staff and visitors. We try our best to notice risks and make sure all of our services are safe. If you see any risks, please tell us. We can work together to make things as safe as possible.

## Participation and Inclusion

We think it's important you are supported to do things in the community and join in on activities that you want to join in on. When we support you, we will work with you to understand what activities you want to do and support you to do them and have relationships with people you choose.

## Individual Outcomes

We will work with you to understand what is important to you, like your family or your hobbies. We will make a plan of support to make sure you achieve the things you want to achieve. We will check in regularly to see how your plan is going and change it if it needs to change.

# Feedback and Complaints

Able Australia welcomes any comments, feedback, complaints, suggestions or compliments regarding our services. The Quality Team is responsible for managing the feedback process and making sure feedback is forwarded to the relevant manager.

## What to do if you have feedback about Able Australia's services

We encourage all feedback from our clients and their loved ones. Your feedback helps us to improve. There are a number of ways to leave feedback.

You can:

- Talk with the person you have been working with, if you feel comfortable
- Talk to other members of Able Australia staff
- Call us on 1300 225 369.
- Email us at [feedback@ableaustralia.org.au](mailto:feedback@ableaustralia.org.au)
- Send a letter to: Locked Bag 4000, Surrey Hills, VIC 3127
- Complete the online Feedback Form available at [ableaustralia.org.au](http://ableaustralia.org.au)

We will work with you — and those important to you — to

respond to your feedback in the most appropriate way. Different types of feedback can be managed in different ways and the team member who is assisting you can provide you with information about the best way to go about submitting your feedback.

## When we handle feedback, our approach is to:

- Take action straight away if it appears that there is a high risk of harm, neglect or abuse
- Tell you we have received your feedback within one business day of receiving it
- Contact you or your representative within two business days to talk about your feedback. We may ask you for more information to help us better understand it
- Work with you to decide how we should respond to the feedback within five business days of it being made
- Resolve 90% of all feedback received within 21 days of receiving it. More complex feedback may take longer to address
- Keep you informed about the progress of your feedback at every stage

If you say it's okay, we will contact people within Able Australia who are related to the feedback, provide them with details of the feedback and ask them for comments.

We will let you know what they say about your feedback and discuss with you how best to respond to it.

## What happens if I'm not satisfied with the outcome?

If you are not happy with how we handle your feedback or the outcome, you can ask for a supervisor or manager to look at your feedback and how it was handled. If you are not happy with the way your feedback was managed, you may speak to the NDIS Quality and Safeguarding Commission. They can be contacted by mail, phone or email.

## NDIS Quality and Safeguards Commission

PO Box 210  
Penrith NSW 2750  
1800 035 544 / [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

# Contacting Able Australia

**National and Victorian Office**  
413 Canterbury Rd,  
Surrey Hills VIC 3127  
1300 225 369

**Hobart Office**  
Building Tech 2, 40-44  
Innovation Drive  
Dowsing Point TAS 7010  
(03) 6240 8654

**Launceston Office**  
QV Tower, Level 1,  
11 High Street  
East Launceston TAS 7250  
(03) 6240 8601

**ACT Office**  
(02) 5114 3400

**Access Your Information**  
Locked Bag 4000,  
Surrey Hills VIC 3127  
1300 225 369  
[feedback@ableaustralia.org.au](mailto:feedback@ableaustralia.org.au)

**Complaints**  
Locked Bag 4000,  
Surrey Hills VIC 3127  
1300 225 369  
[feedback@ableaustralia.org.au](mailto:feedback@ableaustralia.org.au)

# Important Contacts

**NDIS Quality and Safeguarding Commission**  
PO Box 210  
Penrith NSW 2750  
1800 035 544  
[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

**The Social Services Regulator - VIC**  
PO Box 1106, Collingwood,  
3066  
1300 799 470  
[enquiries@ssr.vic.gov.au](mailto:enquiries@ssr.vic.gov.au)

**The Office of Independent Regulator - TAS (for concerns regarding child services in Tasmania)**  
GPO Box 131, Hobart TAS 7001  
1800 754 728  
[contact@oir.tas.gov.au](mailto:contact@oir.tas.gov.au)

**NDIS**  
1800 800 110  
[enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

**Advocacy - VIC**  
Office of the Public Advocate  
(03) 9603 9500

**Advocacy - TAS**  
1800 005 131

**Speakout Advocacy**  
Hobart  
(03) 6231 2344

**Speakout Advocacy**  
Launceston  
(03) 6343 2022

**Advocacy - QLD**  
Queensland Aged and Disability Advocacy  
1800 818 338

**Advocacy - ACT**  
ACT Disability, Aged and Carer Advocacy Service  
(02) 6242 5060



**National Office**

413 Canterbury Road  
Surrey Hills VIC 3127  
T: 1300 225 369

**Able Australia Services**

ABN 83 024 339 234  
ACN 005 783 175

[intake@ableaustralia.org.au](mailto:intake@ableaustralia.org.au)  
[ableaustralia.org.au](http://ableaustralia.org.au)



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