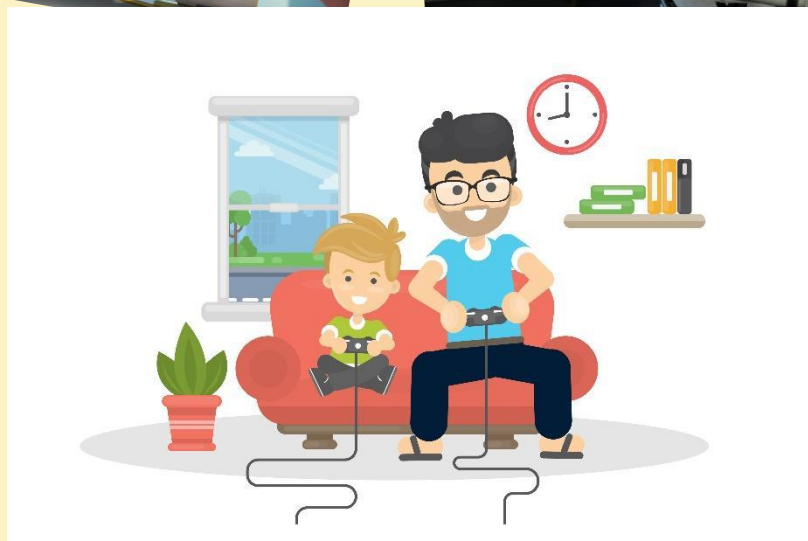




Social Support Online

ONLINE DISABILITY SUPPORT
SERVICE



Helping to develop social skills and make new connections



SOCIAL SUPPORT
ONLINE

www.socialsupportonline.com

contact.ssonline@gmail.com

Ph: 0458 075 190



1.

WHAT WE DO

Social Support Online provides online based disability and social support through 1 on 1 or group sessions with our Support Workers. We use online activities focusing on co-operation and communication-based games to help build meaningful relationships, accomplish specific NDIS developmental goals, or just offer friendly support. Our games and activities prioritise teamwork, problem solving and social development.

We cater for a range of needs including but not limited to: Autism/A.S.D, anxiety, depression, hearing/voice/speech disorders, social or developmental disorders, intellectual or learning impairments, brain injuries, strokes or even those just struggling to make friends.

Some of the common NDIS goals or developmental needs our service can help with:

- Maintaining positive relationships
- Developing communication skills
- Emotional regulation
- Engaging in a community
- Improving age appropriate social skills
- De-escalation and anger management

2. HOW IT WORKS

Initially:

Clients/guardians can book an initial meeting with our lead support worker who will get to know their specific NDIS goals and establish a starting point for their continued support. This consultation is free of charge and will take place through the online communication platform 'Discord' which allows for secure audio and video calls. This program is also used for all future support sessions and is the main communication medium for our support. Over the phone technical assistance is also provided at all stages of set-up and continued service.

After the consultation, our team will find specific games/activities we believe best suit the particular goals of the client, while also taking into consideration the client's personal interests. We will then guide the clients in the installation of 'Steam', our game library platform, if they don't already have it.

Session Information:

A standard 1 on 1 session is conducted with the client and their support worker using 'Discord' for communication and 'Steam' to access games. The session will largely consist of the pair working through selected cooperation and communication-based games and activities as they focus on building a positive relationship and achieving the client's specific NDIS goals.

This progress will be reflected upon at the end of each session and outcomes will be logged to track the client's continued progression and personal improvement.

Group sessions are conducted under the supervision of at least one support worker, depending on size, and are closely monitored to ensure positive interactions between clients. These sessions help our clients develop and maintain meaningful relationships with their peers as well as improving their social skills, teamwork and emotional regulation in a safe and welcoming environment.



3.

OUR TEAM

At Social Support Online we place value in ensuring our staff are qualified and capable of delivering support to the highest standard. Our employees are rigorously vetted to guarantee we maintain a friendly, professional, and well-trained team.

All our support workers have the following qualifications:

- Child Safe Environments training
- State Relevant Working with Children Check
- State Relevant Disability Services Employment Check
- First Aid certificate

We also encourage additional training to ensure our support workers can offer service of the highest level:

- Positive Behaviour Support
- Management of Actual or Potential Aggression (MAPA)
- Understanding Autism and Effective Strategies Training

4. PRICING INFORMATION

Each session is booked in 30-minute intervals with a minimum of 1 hour per session.

Bookings and calls can be made between the hours of **8am to 8pm** on any day.

Standard weekday rate for support is **\$54.50 p/h**.

Group sessions rate is **\$54.50 p/h** for every support worker present and is split evenly between participants.

NDIS participants can fund their support using their Capacity Building or Core budgets of their NDIS plan. Games used for support can also be charged to the Capacity Building budget of the NDIS plan under the “Innovative Community Participation” section or “Consumables” in the Core budget.

Pricing is based on NDIA pricing guidelines. Weekends and public holidays may also incur additional fees due to penalty rates.