

ALL ABOUT THE DISABILITY COMPANY AND WHAT WE OFFER OUR CLIENTS

OUR MISSION

The Disability Company is committed to creating a culture of excellence. This is achieved through our dedication to inclusion, participation and empowerment.

WHO WE ARE

The Disability Company can be best described as “a tailor-made approach to caring”. Working hand in hand with the NDIS rollout in Victoria, and following the NDIS structure for support delivery, The Disability Company works in a range of services to best support you in your journey.

It is our belief that a one-size-fits-all approach should never be regulated to disability support. We aim to have as many unique approaches to disability support as we have clients. People vary vastly in all sorts of wonderful ways. We are fostering a culture that celebrates the individual and appreciates all those little nuances that really make you who you are.

As a company our goal is quite simple. We want to create an organisation that people love working for and provide services that our clients can't keep quiet about. It's in everything we do. From the first phone call to the last service we ever provide you, we are always thinking about how to improve your experience.

VISION STATEMENT

To become the leading provider in the areas of quality service delivery, carer work satisfaction, and life fulfilment for our clients. Through investing in the growth, happiness, and development of our people, we create a culture of fulfilment that leads to excellence in all its forms.

The Disability Company is intentional about becoming a culture influencer for positive change. Overturning old prejudices and misconceptions about people living with disabilities in society.

OUR SUPPORT WORKER STAFF

The Disability Company ensures we have staff who are current with their necessary certifications and choose Support Workers who are enthusiastic about supporting our clients to achieve their goals.

Our support workers go through thorough interviewing and screening inclusive of the all regulatory support worker exclusion programs. We have a zero-tolerance policy on any criminal or inappropriate behaviours. We hand pick our staff and provide free in-house training to ensure that expectations of the highest standard of care are always met for our client's needs, growth and well-being.

Once a client has chosen their carer via profile and/or meet and greets, the carers are introduced to our client's contacts/safety plan/support plan/daily routine/schedule/client risk assessment before performing any shifts. We also have a comprehensive shift note/routine system that our carers fill out every shift which monitors our client's progress and changing needs.

While we offer staff to be available for 24/7 shift capacity in line with NDIS requirements - We do arrange staff for engagement for a minimum of 2hrs where required.

PRICING STRUCTURE

Our pricing structure is currently in-line with the NDIS recommended fees for Support Work and related items. Please also see our service agreement for the terms of engagement of the Disability Company support staff and related items.

Here is a snapshot of some of what we offer to our clients:

Our clients can receive a choice of supports: Community access, Capacity building and full assistance with Supported Independent Living, inclusive of cleaning and yard maintenance.

DAILY PERSONAL ACTIVITIES (ASSIST PERSONAL ACTIVITIES)

Assistance with Self-Care Activities-Standard

The support worker will attend the home and depending on the needs of the participant, may help the participant with showering and personal hygiene tasks, assist with preparation of meals, planning future meals, food shopping, assisting the participant with house cleaning, helping the participant schedule appointments, attend appointments, run errands & general domestic activities.

Assistance with Personal Domestic Activities

Assist participant to undertake and/or develop skills to maintain their home environment. These activities can include, however are not limited to, cleaning, meal planning and preparation, grocery shopping, mowing lawns, weeding & maintaining vegetable gardens.

HIGH INTENSITY DAILY PERSONAL ACTIVITIES (ASSIST INTEGRATE SCHOOL/ED)

Assistance with Self-Care Activities – Complex

Assisting with, and/or supervising, personal tasks of daily life to develop skills of the participant, to live as autonomously as possible. Generally, the support staff will require a higher level of qualification and there will be management plans in place to be able to best assist the participant.

These supports are either performed at the participant's home or in the community, to help them to maintain involvement in school or other community-based activities. The self-care activities are generally personal hygiene tasks including showering, toileting, shaving etc.

If the participant lives independently, they can also assist with general tasks of daily living including coordinating and attending appointments, house cleaning, meal preparation and food shopping.

PARTICIPATION IN COMMUNITY, SOCIAL AND CIVIC ACTIVITIES

Access Community, Social and Recreational Activities

Provision of support to enable a participant to engage in a community, social and/or recreational activities that are of specific interest to the participant.

In most cases the support worker picks up the participant from their home and takes them to the activity and helps them be actively involved in the activity. The participant is generally assisted home and can request the support worker stay with the participant to provide further social interaction or assistance with self-care activities.

ASSISTANCE WITH TRAVEL/TRANSPORT ARRANGEMENTS

Specialised Transport to School/Educational Facility/Employment/Community

The shift duration generally only covers the duration of the travel required. The staff member that is completing the shift is generally a trained support worker and can assist if there are behaviours of concern or special mobility assistance requirements.

Transport

Assistance with transport for clients unable to drive independently.

These supports can assist the participant to either access the community for daily needs, including but not limited to accessing the supermarket, day services, community activities & social events.

HOUSEHOLD TASKS

House and/or Yard Maintenance

These activities can include and are not limited to mowing, weeding, planting plants, watering, fixing fences and gates, installing letterboxes and general yard maintenance.

House Cleaning and Other Household Activities

These activities include but are not limited to vacuuming, doing dishes, washing clothes, mopping floors, cleaning bathrooms & toilets. These are done separately to the participant, not involving them in the completion of these domestic duties.

ASSISTANCE WITH DAILY LIFE TASKS IN A GROUP OR SHARED LIVING ARRANGEMENT

Assistance in A Shared Living Arrangement

Daily living support provided in a shared living arrangement. This rate is paid by the hour for one-to-one assistance, divided by the number of people supported.

Depending on the level of care required for the participants, these shifts generally include assistance with personal hygiene tasks, assistance with domestic duties, and assisting with general duties including planning and coordinating appointments.

ASSISTANCE WITH DAILY LIFE TASKS IN SUPPORTED INDEPENDENT LIVING (SIL)

Supported Independent Living (SIL) – Complex, Standard and Lower Need.

These supports generally require a more qualified staff member and are there to allow a person with high care requirements to maintain their independent living situation in an SDA. The support worker is there to assist with personal hygiene tasks and domestic duties and coordinate and assist with general tasks of daily living when required.

SHORT TERM ACCOMMODATION AND ASSISTANCE

Integrated support for self-care, accommodation, food & activities in a centre or group residence for short periods

FOR FURTHER INFORMATION OR TO ARRANGE SUPPORT STAFF

CALL US ON: 1300 897 848

EMAIL US AT: SERVICES@DISABILITYCO.COM