



**chosen  
family**



**CLIENT  
HANDBOOK**

## What Can Chosen Family Support Workers Help With?

### *Community & Leisure*

- Community outings
- Outdoor activities (hiking, walking, festivals)
- Transport to appointments and social events

### *Household & Personal Care*

- Laundry and household organization
- Decluttering
- Meal preparation and cooking
- Shopping and running errands
- Watering plants
- Showering, bathing, grooming, toileting, continence support
- Mobility assistance and bed care

### *Practical & Social Support*

- Maintaining family and friend relationships
- Creating new friendships and social connections
- Attending medical and hospital appointments
- Finding employment and managing finances
- Budgeting and banking

### *Health & Wellbeing*

- General health and wellbeing support
- Exercise and meal planning

### *Administrative Support*

- Completing documents (care plans, risk assessments, service agreements)
- Transport to medical and social appointments

### *Respite Services*

- Providing breaks for primary caregivers
- Engaging in leisure activities

## What Services are Offered by Chosen Family?

- Community Outings and Adventures
- Household Harmony
- Personal Care with a Smile
- Building Connections
- Practical Support
- Health & Wellbeing
- Creative & Fun Activities
- Skills Training
- Respite Services
- Carers You Can Trust
- Accommodation Options
- LGBTQIA+ Services
- Support Coordination

## What are Chosen Family's Vision, Mission, and Values?

### *Vision*

Dismantle oppressive systems and foster community values.

### *Mission*

Replenish imagination, co-design the future, and disrupt the disability sector with family and community values.

### *Values*

- **Equity:** Address systemic biases and inequalities.
- **Belonging:** Create a culture of inclusion.
- **Tenderness:** Approach individuals with care and compassion.
- **Flexibility:** Adapt services to meet diverse needs.

## How To Register with Chosen Family?

1. Complete Enquiry or Referral Form.
2. Receive a callback from our intake team.
3. Sign Service Agreement & Schedule of Supports.
4. Confirm Meet and Greet Dates.
5. Have a Meet and Greet.
6. Setup regular shifts or respite.

### *What to do if you have an invoice or claiming issue?*

Preferably, please contact our Accounts Manager via email on: [accounts@chosen.family](mailto:accounts@chosen.family). Or call our accounts team at Clear Path Accounting at (02) 4739 2700. Please note our accounts team is available Monday to Friday, 9am to 5pm.

### *How do I contact Chosen Family?*

- **Phone:** (02) 4713 1801
- **Text/SMS:** 0482 077 797

### *How to Endorse Chosen Family as Your Provider (NDIA Managed)?*

1. Call NDIA at 1800 800 110.
2. Verify your identity with your NDIS number and your Date of Birth.
3. Provide:

<b>Provider Name:</b>	Chosen Family Pty Ltd
<b>Provider Number:</b>	405 014 6042
<b>ABN:</b>	40 660 703 122

### *Consent and Documentation*

We gather and store this information to tailor our support to your needs and to share it with approved organisations as required. You have the right to withdraw or modify your consent at any time. If there are individuals you prefer not to include in your support network, please inform us, and we will update your profile accordingly.

In cases where the participant is unable to consent, written consent will be obtained from their nominated guardian. Verbal consent may also be documented when necessary.



To provide you with effective support and develop a comprehensive support plan, we collect your consent through the following documents:

- Referral Form
- Service Agreement
- Schedule of Supports
- Risk Assessment
- Safe Environment Checklist
- Support Plan
- Personal Emergency Plan
- Social Media Consent Form

### *Other Documents (if possible):*

- Behaviour Support Plan
- OT Functional Capacity
- Mental Health Care Plan
- Hospital Discharge Summary or Health Summary

### *Privacy and Confidentiality Policy*

**Chosen Family Pty Ltd** is committed to protecting your privacy and ensuring compliance with the Privacy Act 1988 and the Australian Privacy Principles (APPs). Our policy is designed to meet our legal and ethical obligations, placing your rights and safety at the forefront.

### *Changing Your Information or Removing Consent*

To change your information or withdraw consent, please contact our Office Team:

- **Email:** [info@chosen.family](mailto:info@chosen.family)
- **Phone:** (02) 4713 1801
- **Text:** 0482 077 797

### *Confidentiality*

We ensure that your information is accessible only to authorized personnel and is protected throughout its life-cycle. Confidential information is handled with the utmost care and marked appropriately. Document retention is in line with NSW legislation, and after seven years from the end of your support, your information will be securely destroyed or deleted.

### *Money Handling*

Support workers are prohibited from providing financial advice, which is a criminal offence. Ensure you have a debit card with sufficient funds for planned activities. Support workers will provide receipts for any transactions made during your bookings.

## *Getting Started with Chosen Family Pty Ltd*

To request support, you can:

- Call or email our office.
- Visit us on-site.
- Submit a general inquiry via our website - [www.chosen.family](http://www.chosen.family)

## **About Our Services**

### *Withdrawal of Support*

We may withdraw or temporarily suspend support under certain conditions. These will be communicated clearly and professionally.

### *Dignity of Risk*

Participants have the right to make their own choices, including taking reasonable risks. We support informed decision-making and respect your right to dignity of risk without denying access to supports.

### *Service Provider Transition*

If you choose to stop receiving support, we will assist in transitioning to another provider, ensuring a smooth process with proper planning and risk assessment.

### *Independence and Decision-Making*

Participants will be encouraged to make informed decisions about their services and daily activities. We support and respect your choices, including taking risks, provided you are informed of the potential consequences.

### *Guardianship*

Participants, their families, carers, and advocates will be involved in developing and reviewing support plans through our communication channels.

## **Complaints and Feedback**

To provide feedback or make a complaint:

1. Contact us via email, phone, or text.
2. You may also contact the NDIS Commission directly or use our feedback form on our website.
3. We will review your complaint, update relevant parties, and resolve the issue as promptly as possible.

## *Useful Contacts:*

- **NDIS Commission:**  
1800 035 544, [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)
- **National Ombudsman:**  
1300 362 072, [www.ombudsman.gov.au](http://www.ombudsman.gov.au)
- **Human Rights and Equal Opportunity Commission:**  
1300 656 419, [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)
- **National Disability Abuse and Neglect Hotline:**  
1800 880 052, [hotline@workfocus.com](mailto:hotline@workfocus.com)
- **Intellectual Disability Rights Service:**  
1300 665 908, [intakejas@idrs.org.au](mailto:intakejas@idrs.org.au)
- **People with Disability Incorporated:**  
1800 422 015, [pwd@pwd.org.au](mailto:pwd@pwd.org.au)
- **Australian Federation of Disability Organisations:**  
1800 219 969, [office@afdo.org.au](mailto:office@afdo.org.au)
- **National Disability Advocacy Program:**  
1800 643 787, [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)
- **Multicultural Disability Advocacy Association:**  
1800 629 072, [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au)

## *Advocacy*

Participants have the right to involve an advocate to support their interests and decision-making. Advocates can be family members, friends, professionals, or formal advocacy services. We will support participants in accessing advocacy services and ensure timely and transparent communication with their nominated advocates.

## *Improving Our Services*

**Chosen Family Pty Ltd** is committed to being the best and most compliant community access and camps disability support provider. Your feedback is crucial in helping us enhance our services.

## *How to Provide Feedback*

- **Feedback Forms:** Available on our website and via the link below.
- **All Feedback is Valuable:** Feedback is reviewed by our Leadership Team to help us continually improve. [www.chosen.family](http://www.chosen.family)

## Responsibilities of Chosen Family Staff

1. Support clients to live actively and engage in their community.
2. Approach individuals from diverse backgrounds with creativity and respect.
3. Use positive behaviour strategies and a trauma-informed approach.
4. Assist with personal care, meal preparation, and appointments.
5. Maintain progress notes and good record-keeping.
6. Communicate effectively, both in writing and verbally.
7. Provide care and compassion with transferable skills.
8. Respectful personal care and domestic duties.
9. Complete all required documents as per management and external stakeholders.

## Ensuring Qualifications of Support Workers

To ensure your safety, we request the following from support workers:

1. Updated resume
2. Working with Children Check (Service NSW)
3. NDIS Worker Check (Service NSW)
4. Police Check (if applicable)
5. Relevant qualifications
6. Current location
7. Driver's License
8. Visa details (if applicable)
9. Immunisation record
10. NDIS Worker Orientation Module: 'Quality, Safety, and You'
11. Experience with high-behaviour participants (beneficial but not essential)

## Employer Questions

- Do you have a current Police Check (National Police Certificate)?
- Do you have a current Working With Children (WWC) Check?
- Which First Aid accreditations do you hold?
- Do you have a current Australian driver's license?



## Professional Boundaries

### *Key Aspects:*

- **Privacy:** Respect clients' privacy; avoid seeking irrelevant personal information.
- **Confidentiality:** Keep client information confidential; share only with permission.
- **Duty of Care:** Protect clients from harm based on their needs and limitations.
- **Friendships:** Support clients' social networks without becoming friends.

### *Ethical Standards:*

- Uphold privacy, confidentiality, duty of care, and professional relationships.

### *Challenges and Rewards:*

- **Complexities:** Navigating family dynamics, mental health issues, and systemic inequalities.
- **Rewards:** Witnessing growth and resilience, celebrating supportive relationships.
- **Impact and Growth:** Disability support work as a calling with significant impact on individuals' lives.

## The Social Work Model for People with Disability

**Chosen Family's Commitment:** We adhere to the social model of disability, focusing on removing societal barriers rather than addressing impairments. This model fosters greater independence, choice, and control by:

- **Attitudinal Barriers:** Addressing discrimination and low expectations.
- **Environmental Barriers:** Ensuring accessible environments.
- **Institutional Barriers:** Advocating for inclusive laws and policies.
- **Communication Barriers:** Providing accessible communication methods.

**Chosen Family's Approach:** We are dedicated to removing barriers and promoting inclusivity, enabling equal opportunities and empowering individuals with disabilities.



## Client & Staff Guidelines

- **Canceling, Shift Extensions and COVID notifications:** Notify Rostering management ASAP if a shift is canceled or if you cannot make it. This can take place via:
  1. **Text/SMS:** 0482 077 797
  2. **Phone:** (02) 4713 1801
  3. **Email:** [info@chosen.family](mailto:info@chosen.family)
- **Professional Boundaries:** We encourage you to not share contact details of social media, or personal numbers with staff.
- **COVID Policy:** Notify management immediately if tested positive.