**WELCOME
PACK**

July 2026





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# Welcome

Welcome to Eyecare Support Worker Services Pty Ltd, the disability service that puts you first and aims to create opportunity, promote independence and progression in a safe and non-discriminative environment.

At Eyecare Support Worker Services Pty Ltd, our direction is led by your choice, needs and goals by providing key disability services to those who seek support.

This handbook is a guide created for you so you can learn more about the disability services that are available to you and how we can help you. Find out all you need to know about us, what we do, the services we offer and most importantly, how we will work with you to meet your needs to the highest standards.

Welcome to the Eyecare Support Worker Services Pty Ltd family!

# About Us

## **Our Mission**

Eyecare Support worker Services Pty Ltd will work in partnership with the community, other Service Providers and government to strive for excellence in meeting the holistic needs of our clients through the provision of high-quality supportive, recreational, cultural, sporting and welfare programs.

## **Our Values**

Eyecare Support Worker Services Pty Ltd wish to stand out from the other agencies in providing care at the highest level. We wish to empower the Participant to have a voice, and to stand up and be heard. We value our staff and train them to always put the Participant first and ensure that their needs are first and foremost met.

**Respect**

We will listen to you, hear what you say, encourage independence, and respect your decisions, opinions, and views.

**Honesty**

We will be trustworthy, tell the truth, keep our promise to you, and always provide the highest quality care possible.

**Confidentiality**

We believe privacy and confidentiality are of the utmost importance for you and the organisation.

# Eyecare Support Worker Services Pty Ltd’s Disability Service

At Eyecare Support Worker Services Pty Ltd, we pride ourselves on the personal, client-focused and high-quality service that we provide. We follow the NDIS Practice Standards and Quality Indicators to maintain excellent results for both you and us.

Our disability services have been formed from these Standards, so therefore we believe it is important not only to tailor our services to meet your needs but to provide the highest quality services in cooperation with those Standards so you can truly get the most from Eyecare Support Worker Services Pty Ltd and know exactly what you can expect from us.

At Eyecare Support Worker Services Pty Ltd, we would like to make a difference in the lives of those with a disability and make life easier, fairer and get people involved and participating within their communities

We will do our best to give you a personal and individualized experience, and you will be treated fairly throughout your time with us, choosing to do the things that are important to you.

With your help, we can become the best Service Provider, learning from the Participant, and continuously working to improve our services to meet your needs and goals.

#

# Our Services

**Assistance with Daily Personal Activities (High-Intensity) -** to enable people with more complex needs to live as autonomously as possible – support is provided by personnel with additional experience/qualifications.

**Assistance with Life Stage Transitions and Support** –including mentoring, peer support, individual skill development, and decision-making to support people to make transitions on their terms and in a way that meets their goals and aspirations

**Assistance with Daily Personal Activities** – to enable people to live as autonomously as possible – such as personal hygiene, dressing, medication assistance, financial management, communication skills and lifestyle mentoring.

**Assistance with Travel and Transport** –provision of travel arrangements and support for people to access essential services.

**Community Nursing Care** – this includes providing specialist care in the home for those who require a higher level of care and attention.

**Assistance with Daily Tasks in a Group or Shared Living** – arrangements to assist individuals with or to supervise tasks of daily living in a shared living environment, which is either temporary or ongoing and designed to develop the skills of the individual to live as autonomously as possible.

**Innovative Community Participation** – where individuals are supported to participate in mainstream community-based activities that are open to all members of the community.

**Assistance with Household Tasks** – such as meal preparation and delivery, house or yard maintenance, cleaning and laundry.

**Interpreting and Translating** – assisting people so that they can communicate independently when engaging in essential personal, social or community activities where mainstream translation services are not available.

**Participation in the Community** – including supported shopping, medical appointments, sporting and recreational events, social activities, visiting or making new friends, travel and transport and building confidence and social skills.

**Specialist Disability Accommodation (SDA)** - provision of disability accommodation specifically designed and developed to meet the needs of people living with a disability.

**Support Coordination** – time-limited support that focuses on addressing barriers and reducing complexity in the support environment while assisting the person in connecting with support and building capacity and resilience.

**Group and Centre-based Activities** – such as social outings and group and social activities on Eyecare Support Worker Services Pty Ltd’s premises.

# Your Rights

At Eyecare Support Worker Services Pty Ltd, it is important to us that you know and understand your rights, we are here to support you and to provide encouragement, guidance and assistance in any choices that you make. People with a disability have the right to respect, dignity and to full participation in society. You will offer a service that allows you to maximize your choices for social participation and cultural inclusion.

We respect your right to privacy and confidentiality of any personal information or records and will uphold your right to make decisions. This also includes medical treatment or other interventions.

It is also your right to try new things, we will assist where we can. Ensuring that you are assisted fully, kept safe from harm in which ever activity you choose to engage in.

We welcome your right to talk freely and express your thoughts, opinions and choices. Eyecare Support Worker Services Pty Ltd will listen to you and support the choices you make, and we will include your family, carers or advocate when you want them to be included.

**You have the right to access support that:**

* promotes, upholds and respects your legal and human rights;
* respect your culture, diversity, values and beliefs;
* respect and protect your dignity and right to privacy;
* are free from violence, abuse, neglect, exploitation or discrimination; and
* allow you to exercise informed choice and control.
* tell you about and uphold your rights;
* provide support in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making;
* support you to make informed choices, exercise control and maximize your independence in relation to the supports we provide;
* respect your autonomy, including your right to intimacy and sexual expression;
* provide you sufficient time to consider and review your support options and seek advice, if required, at any stage of our service delivery;
* support you to access an advocate (including an independent advocate) of your choosing;
* support you to engage with your family, friends and chosen community in the ways you want to;
* treat you fairly, with courtesy, dignity and respect and without discrimination;
* give you information about our services and associated costs, as well as other support options, within and outside [Business Name];
* involve you in decisions about your supports, as well as our programs and policies;
* provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
* protect your personal information and only use it for the right reasons;
* support you to provide us with feedback on our service, including complaints;
* promptly address enquiries and complaints about the supports you are receiving;
* support you to connect with other services, including advocates, interpreters and translators, if needed;
* support you to have a person to speak on your behalf for any purpose; and
* provide safe and appropriate services that are culturally relevant and support your needs and goals.

**As our participant, we ask that you:**

* provide us with information that will help us to best support you;
* tell us if things change or if you cannot keep an appointment or commitment;
* act respectfully and safely towards other people using the service and towards our staff;
* provide us with feedback about our service and how we can improve;
* promptly pay the agreed fees associated with your services; and
* tell us as early as possible if our services are not required.

**Ways we do this include:**

* delivering services in a way that respects individuals’ personal, gender, sexual, cultural, religious, or spiritual identity;
* employing and developing a diverse and culturally competent workforce;
* working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery; and
* using a strengths-based approach to identify individual participant needs and life goals, particularly with recognizing the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

## **Advocacy**

Eyecare Support Worker Services Pty Ltd fully supports your right to have independent advocates support you in your interactions with us. If you’d like help finding an independent advocate, speak to one of our friendly staff.

Alternatively, you can use the Disability Advocacy Finder, which is available online at https://disabilityadvocacyfinder.dss.gov.au/disability/ndap.

## **Participation & Inclusion**

At Eyecare Support Worker Services Pty Ltd, we aim to help people understand their rights, including being a valued member of their community. We will provide assistance and support when needed for all Participants who wish to partake and actively be involved with the community. We can assist you to develop connections and support you in maintaining these connections.

We want you to make the most of the service and to not only take part but feel included as a valued member. It is your right to decide when and how you do this, as well as it being your right to decide when and how you have contact with your family and friends.

Eyecare Support Worker Services Pty Ltd will support you and help you to take part within the community of your choice whilst getting to know you and the things you like to do.

We promise to work with you, your family, carers or advocates if you choose so, as well as with organizations within the community if that is what will help you.

We at Eyecare support Worker Services Pty Ltd are:

**LOOKING OUT FOR YOU**

At Eyecare Support Worker Services Pty Ltd, we will respect your cultural background and understand the needs and requirements that may come with it. We will support you to engage in community cultural events, and if required, support you in your own community engagements, such as sorry business, or family interactions.

## **Individual Outcomes**

At Eyecare Support Worker Services Pty Ltd, you can make your own choices about what you want to do and set your own goals. We will support the choices you make, and during this, we will be there every step of the way to reach that goal.

By working with you independently, we can assist you in reaching your goals, and we will offer guidance to help you recognize your strengths and weaknesses so you may learn and develop skills to help you achieve those goals and set even more.

By recognizing where you need extra support, we can communicate with other service Providers, We will work collaboratively with any services you may already engage in, and this will ensure that all your needs are met.

We will respect your right to seek support from others, whether that is your family, friends, or an advocate of your choice.

At Eyecare Support Worker Services Pty Ltd, we will work fairly with you as an individual regardless of age, gender, cultural background or sexuality.

##

## **Service Access**

You have every right to seek and find the service you need and have access to the support you require fairly and equally.

Feel free to ask about using any service; if it is unavailable, the reason will be clearly explained to you. We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At Eyecare Support Worker Services Pty Ltd, your feedback and opinions about our services are important, and we make improvements based on your ideas. We understand that everyone communicates in different ways, and we have a variety of ways you can communicate with us safely in private and without discrimination.

Eyecare Support Worker Services Pty Ltd will not limit any of your supports due to a dignity of risk or choice that has been made by you. We will continue providing you with care and support until it is safe for you to transition to a new provider. We will do our best to effectively

minimize any possible hazards and risks and work with your new provider to ensure these risks are being proactively managed. We will ensure your health and well-being is upheld to the highest standards.

**Services and supports may be withdrawn by Eyecare Support Worker Services Pty Ltd if any of the following events occurs:**

(a) The Participant moves away from the service area Eyecare Support Worker Services Pty Ltd operates in.

(b) The Participant's NDIS funding is cut

(c) The Participant’s support plan or the services provided by Eyecare Support Worker Services Pty Ltd are no longer able to meet the person’s needs or assist in achieving chosen goals.

(d) The Participant and/or their support network fails to communicate and provide information pertaining to changes to support needs.

(e) The Participant transfers to another service provider.

(f) The Participant passes away.

(g) The Participant is unable or unwilling to work towards agreed goals.

(h) The Participant is unwilling to meet the reasonable conditions required in their support plan that impacts the safe delivery of services being provided and the health and safety of Eyecare Support Worker Services Pty Ltd staff.

(i) The Participant is in breach of the terms of the Services Agreement

(j) The Participant fails to comply with the Policies and Procedures of Eyecare Support Worker Services Pty Ltd.

(k) Changes to the Participant’s condition leads to care and services beyond the capacity Eyecare Support Worker Services Pty Ltd can provide

(l) There has been no contact between the Participant and Eyecare Support Worker Services Pty Ltd for a period of 2 months.

(m) The Participant and/or family member/carer engages in Behaviour which is unacceptable to Eyecare Support Worker Services Pty Ltd, such as violence, abuse, aggression, theft, or property damage or poses a risk to the safe delivery of services to the Participant or the health and safety of Eyecare Support Worker Services Pty Ltd staff.

(n) The Participant ignores risk management procedures in accordance with the Eyecare Support Worker Services Pty Ltd Work Health and Safety Policy.

(o) The Participant fails to pay fees due and payable to Eyecare Support Worker Services Pty Ltd by the due date for payment in accordance with the Services Agreement. and

(p) Either party gives at least four weeks’ notice to the other party in writing in relation to the termination of the Services Agreement.

# Individual Plans

At Eyecare Support Worker Services Pty Ltd, we tailor our plans when working with you so they are person-centered and individualized. We record and monitor your goals and aspirations to work with you using different strategies so you can achieve them.

We will offer you guidance and assistance when you need it so you can achieve your goals, and we will work closely with you, your carers or family members to give direction to make sure we are all working towards the same goals.

We do this by laying out an individual plan for you, this is subject to change depending on its purpose or its level of achievement but in essence, your goals represent independence, providing meaning and satisfaction.

**Individual plans focus on the following:**

* The individual
* They are flexible and subject to change depending on progress and other factors
* Personal goals and aspirations
* Unique skills and Strengths
* Promoting and supporting independence

**Individual plan structure:**

Individual plans are set once per year unless flexibility is needed, in which case they are changed more frequently. Plans are changed following a meeting that takes place at Eyecare Support Worker Services Pty Ltd.’s location with yourself and all involved in the process such as

* Team
* Key Leader
* Worker
* Your carer, family member or advocate

# Working With You

We have lots of ways of communicating with you through our regular newsletter, face-to-face meetings, annual personal development meetings and occasional surveys for your feedback on our services. Let us know how we can improve, Plus, we will work with you on a day-to-day basis through the services you choose.

##

## **Opportunity**

Opportunities are provided by the governing body for participants to contribute to the governance of the organization and have their input into the development of organizational policy and procedures relevant to the provision of support and the protection of participant rights.

If you would like to be a part of our decision-making and contribute to our team, let us know!

# Service Management

As a community-focused organization, we will always endeavour to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and ensure positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of services from your feedback, good working processes and excellent communication between the team and clients are all keys to our service management.

Being responsive to your feedback and as well as the opinions of other people with disabilities, families and carers can help us to continuously improve our programs and maintain the high-quality service that we offer.

At Eyecare Support Worker Services Pty Ltd we have a board comprised of people who possess the skills and experience to fulfill the company’s responsibilities and who monitor the effectiveness of the organization’s governance, Policies and Procedures, internal reviews for all staff and then make the necessary changes as needed.

**Did you know Eyecare Support Worker Services Pty Ltd Welcomes Volunteers?**

We embrace volunteers and encourage the involvement of friends, families and people in and around our community.

It is important for us that our clients have access to a range of different programs and workshops while getting to know people within the community.

This is also a great way to share activities with friends and family to partake in hobbies and interests of your choice, whether it is learning to cook or getting out and enjoying sporting activities locally.

We would love to hear from you or anyone you know who would like to volunteer. This is one of the best ways to get to know Eyecare Support Worker Services Pty Ltd and discover what we are all about.

**Get involved today with:**

* Outings
* Arts and Crafts
* Sporting Activities
* Hobbies

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# Privacy and Dignity

Eyecare Support Worker Services Pty Ltd values and respects the privacy, confidentiality and dignity of our participants, their families, and our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

Eyecare Support Worker Services Pty Ltd will only collect information necessary for safe and effective service delivery. We will only use the information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent. Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorized by law. You may access the information we hold about you, including updating or correcting it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

We understand that your privacy is important to you. The following information outlines how we protect your privacy and confidentiality, and manage your personal information.

Before we collect personal information, we take reasonable steps to ensure that you know what the information is for. We will not use personal information for another purpose unless

* it is related to the original collection purpose
* we believe it necessary to reduce or prevent a serious or imminent threat to an individual’s life, health or safety
* there is a serious threat to public health or public safety
* the information relates to existing or anticipated legal dispute resolutions proceedings between Eyecare Support Worker Services Pty Ltd and the individual
* it is required or specifically authorized by law, or required for the prevention, detection, investigation, prosecution or punishment of criminal offenses or breaches of the law.

**Your personal information is used to**

* provide information about our organization, services and supports
* process employment applications and provide offers of work
* process service applications and service requests
* send details about our activities, research or events
* undertake research or conduct surveys
* invite you to participate in our activities
* administer and manage our services and supports
* process payments
* answer enquiries and deliver services
* provide services in line with client requests
* meet quality service requirements
* resolve complaints and other issues
* meet the regulatory requirements to operate
* report to funding and government agencies

#

# Feedback and Complaints

It is important to us that you feel free to tell us what you think about the services we offer, and we promise to listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer. Your feedback, whether good or bad, can only help us improve our services, and we welcome it without discrimination or negative consequences. We will keep you informed throughout the complaints process and inform you of the outcome and the reason behind it. We are prepared to then change the way the service is run to continuously improve.

You have every right to seek support from another person, whether that means a family member, a carer, a support person such as the Ombudsman, a layer or an advocate. Whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.

Complaints and Feedback can also be lodged anonymously, all you need to do is fill out either of the forms below and send it via mail to **7 Arbutus Street Treeby, WA, 6114** or Email to **anita.connolly@esws.au**

You will find both a Feedback Form and Complaints Form in your pack for you to utilize. You can also ask us for a copy of either form at any time.

# Incident Management

During the process of service delivery, different types of events may occur which affect you. Events may have a positive, negative or neutral influence on you. Some of these events will meet the definition of a ‘participant incident’.

If an incident occurs your health, safety and well-being and other involved parties are paramount. Appropriate incident response is critical. This includes:

* **Immediate response**

This involves ensuring the immediate safety, health and wellbeing of participants and other involved parties, obtaining medical attention, notifying the Police and other emergency services as appropriate, preserving evidence, accessing specialist victim and support services as required and contacting the nominated key support person.

* **Ongoing support**

These responses involve supporting participant wellbeing by ensuring a safe and secure environment, whilst also providing and managing any rehabilitation, counseling or other support they may need in the future in response to the incident.

When an incident involves misconduct by a staff member to a child, service providers must consider requirements under the Reportable Conduct Scheme to notify the Commission for Children and Young People.

All actions to manage and respond to an incident will be undertaken in a way that is respectful of the person, culturally appropriate, and empowers individuals to make their own choices and decisions wherever possible.

Actions taken by Eyecare Support Worker Services Pty Ltd in response to an incident will include the participant or key support person acting in the participant’s interests in the following activities:

* recognizing and acknowledging the impact of the incident on the participant
* assuring the participant that the incident will be taken seriously and dealt with in a fair and equitable manner
* educating participants about their rights and considering their wishes
* keeping the participant informed of the progress, outcome and any follow-up of incidents
* identifying an advocate or key support person if appropriate, and keeping them informed throughout the process
* involving the participant in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required
* ensuring the participant has the opportunity to provide feedback on the response to the incident
* ensuring that personal and sensitive participant information is appropriately managed and secured to mitigate the risk of privacy breaches.

#

# Glossary

Words and what they mean

**Achieve** – Successfully bringing about or reaching a desired objective.

**Advocate** – A person who speaks for and puts a case on someone else's behalf.

**Community** – A group of people living in the same area or having a particular characteristic in common.

**Client** – A person or organization using the services of a professional person or company.

**Decision** – The process of coming to or bringing a resolution in the mind.

**Goal** – The object of a person's ambition or effort; an aim or desired result.

**Government** – The group of people with the authority to conduct the policy, actions, and affairs of a country or state with authority.

**Independent** – Not requiring or relying on others for care or livelihood.

**Information** – Facts provided or learned about something or someone.

**Management** – The process of dealing with or overseeing things or people.

**Needs** – Physiological or psychological requirements for the well-being of a being.

**Privacy** – Freedom from unauthorized intrusion. The state of being apart from observation.

**Problem** – A question raised for inquiry, consideration, or solution. A source of complication, difficulty or distress.

**Program** – A plan or system under which action may be taken toward a goal.

**Respect** – Due regard for the feelings, wishes, or rights of others.

**Skill** – A learned power of doing something competently. A developed aptitude or ability.

**Staff** – A group of people who work for an organization.

**Standard** – Something established as a point of reference for quality, quantity, or value.

# Notes

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# Key Services and Contacts

From time to time, you may need to seek another service for support, advice or assistance, so here is a list of some key contacts for you, just in case.

**Blind Citizens Australia**

**Tel:** (03) 9654 1400

**Email:** bca@bca.org.au

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind or vision impaired with disability-related issues in the three main category areas of Social Security, disability services and disability discrimination.

**Culture, Ethnicity and Health**

**Tel:** (03) 9418 9929

**Email:** enquiries@ceh.org.au

Culture, Ethnicity and Health provide services to ensure that people from a non-English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural and religious needs.

**Information on Disability Education and Awareness Services**

**Tel:** 1800 029 904

**Email:** ideas@ideas.org.au

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

**National Disability Insurance Agency**

**Tel:** 1800 800 110

**Website:** https://www.ndis.gov.au/form/contact-form.html

**Disabled People’s Organizations Australia**

**Website:** http://dpoa.org.au/contact/



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