

# NDIS Disability Supports Your Way



Registered  
NDIS Provider



**ABSOLUTE**  
— CARE & HEALTH —

# How can we **support you?**

We know how important having the right Support Workers can be to help you achieve your goals. That's why we take a really personalised approach with a commitment to supporting you, your way.

## **It's your life. We're here to help you live it, love it, own it.**

We provide a range of core and capacity building supports across activities of daily living and social and community participation as well as community nursing for Participants requiring clinical services.

We ensure that clinical expertise is integrated into our team and in particular into our initial programme establishment where Participants have more complex or more clinically focussed support needs due to an injury or disease related disability. See page 3 for more information on our team's expertise.

We also offer a Lead Support Worker model for Participants with large programmes where a number of Support Workers are involved, or where their support needs are more complex.

A photograph of two men. In the background, a man with short dark hair wearing a white polo shirt is smiling and looking towards the camera. In the foreground, a man with a beard and dark hair, wearing a blue Under Armour tank top, is performing a bicep curl with a black 10kg dumbbell. He is also smiling at the camera. Another 10kg dumbbell is visible in the background, held by the man in the white shirt.

**We support you**  
to achieve your NDIS goals.

# Services & support

## Everyday life and day-to-day activities



### Self-care

- Bathing and grooming
- Continence
- Undertaking therapy routines



### Personal domestic activities

- Cooking, laundry
- Organising the home
- Hobbies
- Planning
- Assistance with phone calls
- Assistance with completing forms
- Assistance with sourcing/researching community activities and events



### Community access\*

- Accessing local services
- Group and centre-based activities
- Going to appointments
- Shopping
- Excursions and recreational activities

\*Mileage costs apply for travel in our Support Worker's car.

## Nursing services



### Nursing care

- Wound care
- Medication administration and injections
- Catheter changes and bowel care
- PEG feeding
- Cervical collar care
- Stitches and staples removal
- Nurse assessments and regular health & vital signs monitoring
- On-site specialist training for our support workers

**We support clients who are NDIA managed, plan managed and self-managed.**



# About Absolute

**Our dedicated NDIS team includes experienced disability support practitioners and registered nurses to ensure we provide each Participant with the right mix of knowledge and expertise for them.**

Our NDIS supports are backed by a team with over 20 years' experience providing direct disability support, coordination of supports, NDIS planning and NDIS plan reviews.

This team works alongside Support Workers, Participants, their families, significant others, Support Coordinators, nurses and therapists to ensure a holistic approach to support.

Our Clinical Nurse Consultant for Complex Care, who is an integral part of our NDIS team, has over 50 years' experience providing clinical care in hospitals, rehab units, community rehab, community nursing services, and is an accredited educator.

This role is vital in particular for Participants with significant injury or disease related disabilities whose support involves a level of more clinical complexities.

Alongside our direct Support Workers, we also have an experienced clinical team of Registered and Enrolled Nurses who support participants requiring clinical services as a direct result of their disability.

## Our values

**Above & beyond.** *Everyday.*

We go all out to truly delight our customers, our team members and our stakeholders.

**Create belonging.** *Everywhere.*

We bring people together. We work as a family with colleagues, clients and stakeholders.

**Re-imagine.** *With purpose.*

We use initiative, innovation and inquisitiveness. No matter how big or small the challenge.

**We get you.** *Absolutely.*

We truly empathise. We ask ourselves what others are feeling and we actively seek to understand.



# Supporting our Support Workers

**We foster a close-knit team of people and shared values at Absolute.**

We value a sense of belonging and believe in bringing people together as one Absolute family.

Our culture of support is focussed as much on our team as on the people we support so that those who work for Absolute also have truly great experiences in their roles, everyday.

Our new Education and Development Framework has been designed to support our workforce to further develop their knowledge and skills, continuously improving the level of support they provide and opening new opportunities and pathways for them.



**It's the close-knit team of people at Absolute that makes us stand out from the rest.**



# Training & development

## Disability Support Worker Complimentary Learning Pathways

Our ongoing training and education programme enables our Disability Support Workers to refine and enhance their current skills, expand their knowledge and understanding of Disability Supports and acquire new skills through a combination of classroom learning, practical skills days and online modules.

This programme includes a range of modules and DSWs can complete them all or select the ones they need to refresh or upskill in.

Where needed, on-the-job training tailored to specific Participants' needs may also be provided by our Clinical Nurse Consultant for Complex Care whose role is to provide an additional level of oversight and expertise for Participants who have complex or high-level support needs.

## Carer Transition Programme

We offer the same disability support education programme to our staff who have a Certificate in Individual Support or Aged Care. This provides these carers with the opportunity to complement their existing qualification with further skills and knowledge to provide disability supports fostering independence and capacity building.

In this way, we can enable dedicated, skilled workers who have experience providing in home support to the elderly and to those suffering or recovering from illness or injury, to gain an additional level of knowledge and understanding to successfully provide support to NDIS Participants.

**Our mission is to make care  
and support an absolutely  
positive experience.**



# Client's story

**We will go above and beyond for you, to make it happen your way.**

*"Mary's support has been life changing for me. Being hearing impaired and a lipreader who has been blinded by the wearing of masks in the community, Mary has acted as my eyes and ears and has helped me understand complex issues with Govt organisation over phone, and by my side in person as my advocate.*

*Mary is very professional, but most importantly she is patient and kind with a caring holistic approach to my disablements which has gone a long way to help ease my stress and anxiety during the lengthy extreme on off isolation periods from COVID directives.*

*Mary is a real asset to Absolute Care & Health."*

♥ K.H



# Get your **support up and running**

**Getting your supports set up can usually be completed within a week.**

For Participants who require urgent support, we can often provide a rapid response. For some Participants who have very specific Support Worker requirements or complex needs that require training of Support Workers, it may take a little longer for us to get supports up and running. We will work closely with you every step of the way.

**1**

## **Complete intake form**

Call us on **1300 030 032** to discuss your needs and/or complete our intake referral form attaching any current reports.

**2**

## **Receive confirmation**

We will confirm that we can provide services based on intake information.

**3**

## **Assessment**

Within 1-7 days, we will:

- Carry out an initial Assessment with you face to face and complete a Home Safety Check.
- Confirm we can provide services based on these.
- Propose suitable Support Workers from our team based on the information and preferences gathered from you during the Assessment and intake form.
- Complete a Service Agreement with you.

**4**

## **Service commencement**

You will start receiving your supports.

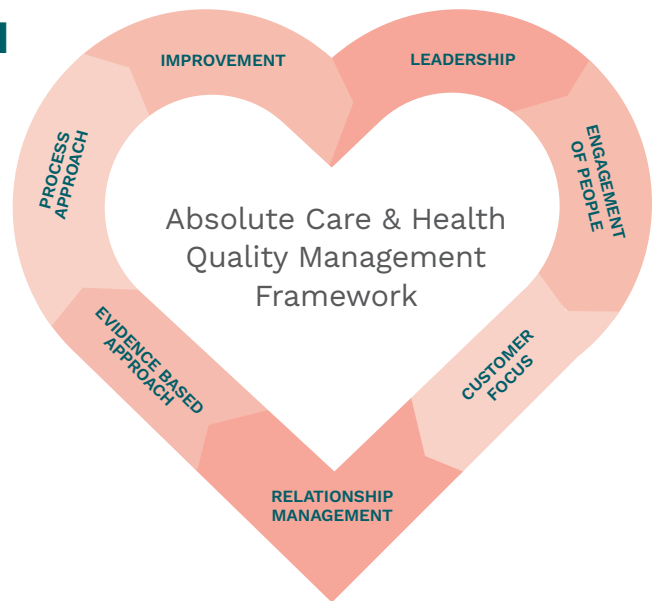
# Our **commitment**

## Safety, quality improvement and client experience

Absolute Care & Health is driven by measures of health and safety, quality, service innovation and continuous improvement, and client experience.

If you would like to find out more about our approach to quality support, please contact our Director of Clinical Service Innovation & Governance at

[feedback@absolutecarehealth.com.au](mailto:feedback@absolutecarehealth.com.au)



## NDIS code of conduct



**Respect**



**Competent service delivery**



**Act with integrity**



**Respect privacy**



**Quality services**



**Stop sexual misconduct**



**Prevent violence, neglect, abuse and exploitation**

Absolute Care & Health is proud to be a Certified NDIS provider, with all the assurances and commitments that brings.

The NDIS Code of Conduct underpins our supports at every level throughout the organisation.

Should you ever feel that we may not have acted in accordance with the Code, we encourage you to report this to us at [feedback@absolutecarehealth.com.au](mailto:feedback@absolutecarehealth.com.au)

# Frequently asked questions

1

## **Do you support Participants with a psycho-social disability?**

We are not an accredited Mental Health organisation, but we are able to provide disability supports that are not clinical in nature and that focus on the participant's functional ability, including supports that enable them to undertake activities of daily living and to participate in the community and social and economic life.

We are mindful that it is vital that support workers have appropriate and relevant experience and skills when supporting a Participant with a mental health or psychosocial diagnosis, so we consider each situation individually to determine whether we have appropriate support workers available. We do this through an initial assessment with our Clinical Nurse Consultant - Complex Care who will assess the level and type of skills and experience needed to support the participant safely and to a high level.

We cannot guarantee that we will be able to support these Participants until the initial assessment is complete.

2

## **Do you support Participants with a behavioural support plan?**

Unfortunately we are not currently able to support Participants who have been assessed as requiring a Behavioural Support Plan.

This is because we don't have many support workers with specific behaviour support experience to effectively and safely support a Participant with a BSP. There are also additional requirements for providers when BSPs are in place, particularly with regard to restrictive practices, which we are not currently set up to meet.

3

## **Do you support children?**

Yes, we can support children of any age provided with have suitable support workers available with appropriate child-care experience. We provide support for children with their activities of daily living, personal care and community access (so long as they don't need to be transported in a car, due to child car-seat requirements). We are not registered for Early Childhood Intervention activities.

4

## **What happens if the Home Safety Check (OHS assessment) finds there are safety issues in the Participant's home?**

We will discuss any issues with you in the first instance. Often there is simple remedial action which can make the home safe such as a deep clean, repairing broken or unsafe items like windows or a floorboard, removing trip hazards etc.



# It's your life

Live it. Love it. Own it.

Like to talk about it? **Absolutely.**  
Please call us on

## 1300 030 032



Level 3, 199 Toorak Rd South Yarra VIC 3141  
[refer@absolutecarehealth.com.au](mailto:refer@absolutecarehealth.com.au)  
[absolutecarehealth.com.au](http://absolutecarehealth.com.au)

  
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