



Participant Welcome Pack

Beyond Barriers Australia

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Introduction

Welcome to Beyond Barriers Australia! We are so happy to have you on board.

Beyond Barriers Australia is here to support you to live the life *you* want. We work alongside you, listen to what matters most to you, and help you make choices that suit your needs, values, and lifestyle. Our team is caring, respectful, and always ready to help.

Inclusions in this Welcome Pack

We made this welcome pack to provide some helpful information you might wish to refer to later on. In this pack, you'll find information about:

- Who we are and what support we provide
- Our contact details and opening hours
- Information about important policies and forms
- Other useful resources to help you get started

We know that starting a journey with a new service provider can be daunting and overwhelming, so we hope that the information in this pack can help to answer questions and can be referred back to throughout the course of our work with you.

As always, if you have questions or would like to discuss information included in this pack, or information about our services in general, please feel free to reach out to one of the team and they will be happy to assist.

About Beyond Barriers Australia

Beyond Barriers Australia is a company made up of a team of Support Coordinators and Social Workers. We provide supports under the National Disability Insurance Scheme (NDIS).

Contact Information

Beyond Barriers Australia will provide you with direct contact details for your assigned practitioner. If that practitioner goes on leave or is unavailable they will provide you with alternative contact details for someone else in the team to assist you during that time.

The general contact details for Beyond Barriers Australia are:

Phone: 0439 439 907

Email: admin@bbaustralia.com.au

Opening Hours

Beyond Barriers Australia is open Monday - Friday from 9:00am until 5:00pm.

We are closed on Public Holidays.

Monday: 9:00am - 5:00pm

Tuesday: 9:00am - 5:00pm

Wednesday: 9:00am - 5:00pm

Thursday: 9:00am - 5:00pm

Friday: 9:00am - 5:00pm

Each practitioner has separate availability and working days. Your allocated practitioner will let you know what their working hours are and who you can contact if they are unavailable.

Information about our Services

Support Coordination

A support coordinator is a member of your care team who provides coordination services that are funded by the NDIS. Their role is to:

- Coordinate your supports;
- Help you to achieve your goals as set out in your NDIS plan;
- Help you to engage with other service providers;
- Help you to budget your NDIS funding;
- Help you to build your capacity and understanding of the NDIS system;
- Support you when meeting with NDIS representatives and partners.

Support coordination looks different for everyone and depends on needs and preferences. Support coordination work varies person to person depending on how much funding the NDIS allocates for this role, and also what expectations or approaches Participants and families would like us to take. Some people have very regular contact with their support coordinators, others don't feel that this is needed and prefer check ins along the way. Sometimes this fluctuates and changes over the life of the plan and depends on what is happening at different points. You can let us know along the way how you'd like our role to look.

NDIS can also fund a Specialist Support Coordinator, which is usually a highly skilled Support Coordinator with a background in an allied health profession. This type of support coordination is usually funded when there are complexities or higher risks around people and some additional help is needed to navigate and mitigate them. This might include working across different systems, including other government agencies.

Support Coordination Funding

The NDIS fund support coordination in some NDIS plans (see image 1.1 for what it looks like). Support coordination is its own category in the Capacity Building section of an NDIS plan, meaning that this funding can only be used for support coordination services. This means that support coordination is specifically included in the plan, and you don't need to sacrifice other services to pay for this service.

Support Coordination and Psychosocial Recovery Coaches:

Supports to help you understand your plan, connect to NDIS supports and mainstream services. Psychosocial recovery coach support is tailored to people with psychosocial disability, with a focus on coaching and collaborating with other services.

Support Coordination to support connection, engagement and coordination with chosen service providers.

Image 1.1 - A snapshot of how Support Coordination looks in an NDIS Plan

Social Work

A Social Worker is a professional who provides therapeutic and practical support. Social Work may be funded by the NDIS or accessed through other ways like another system or privately, depending on your needs.

Their role is to:

- Help you build coping skills, resilience, and confidence;
- Support you to navigate systems such as health, housing, justice, and child protection;
- Advocate for your rights and promote access to services where barriers exist;
- Apply evidence-based strategies and therapeutic frameworks to improve wellbeing;
- Connect you with services, resources, and supports in your community;
- Work alongside you, your family, and other professionals to achieve your goals.

Social work looks different for everyone. Everyone has unique needs, strengths, and circumstances, and Social Workers adapt their approach to suit what matters most to you.

Forms and Policies

Privacy and Confidentiality Policy

We follow strict privacy laws (*Privacy Act 1988*) and NDIS Quality and Safeguards Commission principles when handling your personal information. All information is stored securely and only accessible by our team. We only collect information relevant to your support, including identifying details, assessments, NDIS plans, living arrangements, personal preferences, and cultural considerations.

Your information is usually only shared with your consent, except when we are legally required to share it or when there's risk of serious harm, abuse, or neglect to you or others. Some providers like NDIS, Housing SA, and Centrelink may have their own consent forms which we need to complete with you if you'd like us to speak with them.

You can request to see your personal information under the *Freedom of Information Act 1982* by contacting Tiffany Kelly at tkelly@bbaustralia.com.au or 0439439907. You have the right to have a copy of any forms or documents that you sign. You may automatically be given a copy of them, so if you'd like to opt out of that, let us know.

Feedback and Complaints Policy

You have the right to make a complaint at any time about any person within Beyond Barriers Australia. We can hear complaints about your experiences with services, a billing issue, a staff member's conduct, a breach of your rights, or any other concerns you may have.

Feedback and complaints can be addressed to any of our staff members. You are welcome to provide feedback in any of the following ways:

- Verbally, either in person or over the phone
- In writing, either via email, SMS, or using the Feedback and Complaints Form (in appendix)
- Anonymously, via the Anonymous Feedback Survey found on our website (<https://docs.google.com/forms/>)

If you don't want to share your identity when making a complaint or providing feedback, we encourage you to use the anonymous survey.

If you don't feel comfortable providing feedback or complaints directly to any of the staff members for any reason, you can complain to:

- The NDIS Quality and Safeguards Commission
 - 1800 035 544 (free call from landlines) or TTY 133 677
 - National Relay Service: ask for 1800 035 544
 - Auslan Services Australia Telephone 1300 AUSLAN
 - [Online Complaint Form](#)
- The professional body overseeing the person the complaint is about.

All feedback and complaints shared with us will be handled respectfully. Sometimes we may ask to speak with you further about the complaint if we need more information. You are welcome to have a support person present at any time if you wish.

Incident Management Policy

Sometimes things don't go as planned - that's just life! If anything happens during your support that concerns you or affects your safety, we have a clear process to manage it. This could be anything from a minor injury, equipment breaking, communication mix-ups, or more serious issues.

When an incident occurs, our staff will report it straight away and fill out an incident form. We'll investigate what happened, make sure you're safe and supported, and work out how to prevent it happening again. You'll be kept in the loop about what we're doing to fix things, and we can help you connect with an advocate if you want one.

Some incidents are so serious that we're legally required to report them to the NDIS Quality and Safeguards Commission. These include things like serious injuries, abuse, neglect, or unauthorised use of restrictive practices. We take these very seriously and will report them even if we've already dealt with the issue internally. This extra step helps keep everyone in the NDIS system safe.

The most important thing to know is that we're committed to learning from any incidents to make our services better and safer for everyone.

Advocacy

You are entitled to access an advocate to assist with communication with Beyond Barriers Australia, including assisting in raising concerns/incidents, managing complaints. See below list of external disability advocacy bodies.

Advocacy organisation	Email Address	Phone Number
Citizen Advocacy South Australia	office.citizenadvocacy@gmail.com	(08) 8410 6644
Disability Advocacy & Complaints Service of SA	admin@dacssa.org.au	(08) 7122 6030
Independent Advocacy SA	indepadv@internode.on.net	(08) 8232 6200
Brain Injury SA	info@bisa.org	1300 733 049

Entry and Exit Policy

You have the right to choose your support providers, and that includes the right to change providers whenever you want. We respect this completely and will do everything we can to make any transitions as smooth as possible.

Starting with a new provider can feel overwhelming, so we take it step by step. We'll have an initial chat in a way that works best for you (face-to-face, phone, video call, or email) to gather some initial information about the support you're requesting, some brief information about your situation, and to arrange a time to properly talk through all of the information. We may then meet with you for a scheduled time so we can get to know you, your goals, and what support you need. If you're coming from another provider, we can arrange a handover with your permission to make sure we understand your situation and don't miss anything important.

If you choose to move to another provider, just give us two weeks' notice if possible, and preferably in writing. We can help you find a new provider if you'd like, and we'll offer to do a

proper handover to make sure your new team knows everything they need to know. We'll wrap up any outstanding work and make sure your transition goes smoothly.

Emergency and Disaster Policy

We know that emergencies can happen anytime - from fires and floods to medical incidents or power outages. Some people can be more vulnerable during emergencies, we take safety planning seriously and want to make sure you're prepared.

Our workplace has clear emergency procedures, evacuation plans, and all the safety equipment we need. All our staff are trained in first aid and emergency responses, and we practice emergency drills regularly. If you need extra support during emergencies because of your disability or where you live, we'll work with you to create a personal Emergency and Disaster Management Plan.

If we think you'd benefit from having an emergency plan, we'll sit down with you (and your family or support people if you want) to figure out what support you'd need during different types of emergencies. This might include things like personal care, medication, mobility equipment, communication needs, or even pet care. We'll review this plan every year or if your situation changes.

Remember: Always call 000 first

The most important thing to remember is that in any emergency, your first call should always be to 000 for police, fire, or ambulance. Our emergency plans are there to help coordinate the extra support you might need, but they're not a replacement for emergency services. We're here to help implement your plan and support you through any emergency situation.

Conflict of Interest Policy

We're committed to making sure all our decisions are fair and in your best interests. Sometimes situations can arise where someone's personal interests might conflict with what's best for you - we call these conflicts of interest. This could be things like staff having family connections, financial interests, or working for other organisations that might influence their decisions about your support.

All our staff must declare any potential conflicts when they start working here and whenever new ones come up. We keep a register of these conflicts and make sure they're managed properly so they don't affect the quality of your support. For example, if one of our staff also works somewhere else and knows you through that other service, we'll make sure they don't work with you through Beyond Barriers Australia to avoid any confusion or unfair influence.

We also have strict rules against sharp practices – basically any unfair or unethical behavior that takes advantage of people. This includes things like pressuring you into services you don't need, misleading you about what we offer, or trying to influence your choices unfairly. We're here to support your choices, not to push our own agenda or take advantage of you in any way.

The bottom line is that we want you to have complete confidence that we're acting in your best interests, not our own.

Support Planning Policy

Your support plan is the roadmap for your time with us, and the most important thing to know is that you're in the driver's seat. We work with you to create a plan that reflects your goals, your preferences, and what you want to achieve. This isn't something we do to you or for you – it's something we do with you.

We'll sit down together and talk about what you want to work towards. These might be goals from your NDIS plan or completely different things that matter to you personally. We'll also chat about your strengths, how you like to communicate, who you want involved in your support, and what might help or get in the way of reaching your goals. If there are any risks we need to think about together, we'll discuss those too and figure out how to manage them safely.

We believe you have the right to make your own decisions, even if they involve some risk. If you choose to do something that might be a bit risky but won't cause serious harm to you or others, we'll respect that choice and help you think through ways to stay as safe as possible. We call this dignity of risk – it's about balancing safety with your right to live your life the way you choose.

Your plan isn't set in stone. We'll review it at least once a year, but we can change it anytime your circumstances change, you achieve a goal, or you want to try something new. Life changes, and your plan should change with it.

Rights and Responsibilities

Your Rights

- Be treated with respect and dignity, make your own choices and decisions, and participate fully in community life
- Privacy and confidentiality of your personal, medical, and financial information, including on social media
- Choose who can speak and act on your behalf, with our support to appoint an advocate or representative if you wish
- Practice your culture and express your diversity in your own way
- Be safe and receive professional support from staff who follow proper rules and boundaries
- Express your sexuality and gender identity as you choose
- Make informed choices and have control over your supports
- Access services that uphold your legal and human rights
- Express yourself freely and make your own decisions
- Receive support that respects your culture, values, and beliefs
- Have your dignity and privacy respected
- Get help making informed choices to maximize your independence
- Be free from violence, abuse, neglect, exploitation, or discrimination
- Receive well-managed, professional services with proper oversight
- Work with qualified, competent staff who provide person-centered support
- Control how your information is shared between providers
- Choose not to provide certain information when allowed by NDIS rules

Your Responsibilities

- Treat our staff with respect and help maintain a safe, harassment-free workplace
- Follow the terms of your service agreement with us
- Understand that your needs and services may change over time

- Take responsibility for your actions and choices, including those that may involve some risk
- Behave appropriately, including around sexual expression, with staff discussing any concerns respectfully
- Let us know about any problems with staff or services
- Share relevant information to help develop and review your support plan
- Take care of your health and wellbeing as much as you're able
- Give us at least 24 hours' notice if you won't be home for scheduled services
- Understand that staff can only provide the agreed hours and tasks in your service agreement
- Help with safety assessments of your home environment
- Manage pets during service visits
- Provide a smoke-free environment for staff
- Pay agreed fees for services
- Give written notice when possible before ending services
- Let staff know if you want to opt out of any particular service

Resources

Easy Read Forms and Policies

- Service Agreement
- Consent to Share Information
- Feedback and Complaints Policy
- Privacy and Confidentiality Policy
- Incident Management Policy
- Conflict of Interest Policy
- Support Planning Policy
- Emergency and Disaster Policy

Support Options

EMERGENCIES	
Support or Service	Contact
Emergency Services - Police, Fire, Ambulance	000
Non-urgent Police attendance	131 444
Mental Health Triage	13 14 65
Beyond Blue	1300 22 4636 Chat Online
Kids Helpline	1800 55 1800 Chat Online
Suicide Call Back Service	1300 659 467 Chat Online or Video Chat

ACCOMODATION AND SUPPORT	
Support or Service	Contact
Carer Gateway and Carers SA	1800 422 737
Domestic Violence Crisis Line	1800 800 098

Homeless Connect SA	1800 003 308
Vinnies Men's Crisis Shelter	8231 2250
Vinnies Women's Crisis Shelter	1800 003 308 (referral through Homeless Connect)

ESSENTIAL ITEMS AND FINANCES	
Support or Service	Contact
Affordable SA	1800 025 539
Mob Strong Debt Helpline	1800 808 488
National Debt Helpline	1800 007 007
Foodbank	8351 1135

Appendix

Feedback and Complaints Form

if you wish to remain anonymous, you can omit personal and/or identifying details

Today's Date:		Participant Name:	
		Participant NDIS Number:	
Representative Name (if applicable):		Relationship to Participant:	
Phone:		Email:	
Does the Participant know about this feedback or complaint? ☐ Yes ☐ No		This matter relates to: ☐ Complaint ☐ Feedback	

What is your feedback or complaint about?

Please provide Beyond Barriers with some details to help us understand what has happened. You may want to explain situations or decisions that have occurred. You may wish to provide details of people or services, or times relevant to your feedback or complaint.

What outcome/s would you like:

Please advise if there are specific things that you would like to occur from here.

Supporting Evidence:

If you have any supporting documentation that you wish to be considered, please list details here.

Would you like assistance to make a Complaint to another Agency?

- ☐ Yes, I would like to be supported to lodge a Complaint to an external agency.
☐ No

I give Beyond Barriers permission to share my complaint and relevant supporting information, to:

- ☐ The NDIS Commission
☐ Another Agency that is supporting me

Please name the agency and contact person here:

Beyond Barriers Australia thanks you for your feedback!

To submit this form, please email it to admin@bbaustralia.com.au or deliver it in person.