



Information Pack for Participants and Families

Who is HomePlace?

HomePlace is a disability organisation. We are a registered provider with the NDIS. We started in 1989 to help people living with an intellectual disability to live as safely and independently as they can in places they are proud to call their home. We are a small organisation. We are proud of our size and our commitment to providing quality supports that enable participants to build confidence and live lives of meaning to them.

The 'HomePlace Way' is based on our team getting to know each person for the unique individual they are. Each participant's goals, interests, work, community activities, support needs, form a unique picture of how each participant wants to live their life on their terms.

We have a lot of experience in supporting people living with disability and a range of challenges that impact their life and independence. This includes people living with intellectual disability/cognitive issues, physical disabilities, mental and other health challenges.



When do we provide supports?

We provide supports every day of the week, and at all times of day and night. Our Senior Coordinators work with participants and their families or guardians/advocates and support coordinators to understand what supports participants need, when they need them, and the funding they have. A roster or 'schedule of supports' is designed for and with participants based on the unique picture of goals, interests, work, community activities, and type of support. The roster or schedule may also list support workers and the skills they need to have, and other support provided by family, friends and technology.



What supports do we provide?

We provide these NDIS-funded supports:

- Assistance with Personal Activities – High intensity
- Assistance with Life Stages
- Transition
- Personal Activities
- Assistance with Travel/Transport
- Daily Tasks/Shared Living
- Innovative Community Participation
- Development in Life Skills
- Household Tasks
- Participate in Community
- Group/Centre Activities

We often describe the supports we provide in two categories which include 'supported independent living' and 'lifestyle' supports.

Who will be in a participant's HomePlace staff team?

Each HomePlace staff team is formed individually for and with each participant. We build a team based on meeting and getting to know each person. We also meet with other key people in each participant's life, for example, each participant's family members and support coordinator. This is so that we can understand the complete picture of how each participant wants to live their life and

the range of supports they are having, including the support they have from other organisations and other people in their life. Our aim is to have staff in their team who 'match' well to the participant's personality, types of support they request, their interests and community connections. We welcome the involvement of participants and/or family members/guardians in decisions about their staff team.

From time to time, we provide placement experience for students completing training in disability support. Students are under a supervision program provided jointly by HomePlace and the student's training organisation.

We place a lot of importance on staff working with HomePlace values of:



Respect

For the unique identity of the individual



Safety

Protection against abuse, violence, neglect and exploitation.



Trust

Being honest and reliable



Partnership

Achieving outcomes by working together.



What are our fees?

All HomePlace supports are charged in accordance with prices listed in the NDIS Pricing Arrangements and Price Limits document that is current at the time of when supports are provided. This document is available at the NDIS website www.ndis.gov.au as well as on HomePlace's website www.homeplace.com.au. There will be some non face-to-face supports that participants also need to pay for. These non face-to-face supports include things like:

- writing reports for the NDIA so participants have the information they need at the time of NDIS plan reviews.

We provide quotes based on our understanding of what supports each participant wants us to provide and when, and this forms part of participant service agreements with us.



Participant rights and responsibilities

Making sure the rights of every person we support is at the core of HomePlace's values of Respect, Safety, Trust and Partnership. They are listed below:

- We will treat you with respect.
- You have the right to make decisions and choices about your life.
- We will be honest and fair when we work out if we can help you.
- We will explain when we can help you and when we can't help you.
- The help we give you should be right for you.
- We will try and understand your problems and how they affect your life.
- We will make sure you are involved in making decisions in how to solve your problems.
- You are part of the community, we will help you join in.
- It's ok to make a complaint if we did not treat you well or did not do our job well.



Making HomePlace supports better

What participants and families think of the support they receive from HomePlace is really important to us. Our most important goal is to provide quality supports that meet each participant's support needs, and that exceed NDIS practice standards. Sometimes we may not get things right. We need to know if this happens. We have a Feedback and Complaints pathway so that participants/family members/guardians can tell us if and how we can provide supports better. We also ask participants and families to participate in our 'HomePlace Listens' project. This is a project that we do every two years. We ask a Project officer, who works separately to HomePlace, to meet with participants and families, to find out what we are doing well, what we can do better, any ideas you may have for ways that we can improve, and also to find out whether participants' staff are working with them in a way that reflects our values.

We also ask participants to meet with an Independent Visitor from time to time. The Visitor will meet with a participant to hear how their supports are going in enabling them to achieve their goals, to see that they are safe and well, and also hear if they want their supports to be different in some way.



The Place I Call Home



Respect



Trust



Safety



Partnership



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