

## CONTACT US

1300 30 555 6

Suite 3, Level 1, 146-150 Gordon Street,  
Port Macquarie NSW 2444

[info@wempower.com.au](mailto:info@wempower.com.au)

[www.WEmpower.com.au](http://www.WEmpower.com.au)

# WEmpower

WHERE CARE LEADS TO **EMPOWERMENT**

# Welcome Pack

**WEMPOWER SERVICES**

SSRC

SSRC

SSRC

SSRC

SSRC

SSRC



# SPECIALISED SUBSTITUTE RESIDENTIAL CARE

Specialised Substitute Residential Care is an arrangement between a parent and an organisation for a child to receive care away from their usual home for 3 or more nights in any 7-day period. The care must be for respite or behaviour support, or funded by the National Disability Insurance Scheme.



## Types of care

Specialised substitute residential care includes:

- stays of 3 or more nights within a 7-day period in a group home, respite, hotel or Airbnb environment (days do not need to be consecutive)
- short-term accommodation through the National Disability Insurance Scheme
- overnight stay of 3 or more nights with another family in a 'host family' arrangement
- longer-term residential care
- camps of 3 or more nights that focus on respite or behaviour support
- bail assistance program.
- Specialised substitute residential care can be a one-off arrangement made in an emergency or involve frequent or long-term care.

## What must VOOHC agencies do?

VOOHC agencies are required to:

- Register with the Office of the Children's Guardian to provide or arrange VOOHC in NSW
- Follow the Child Safe Standards
- Meet Minimum intake, assessment, interagency and case planning requirements
- Involve children and young people and their families in care planning and decision-making
- Make children and young people and families aware of how they can make and resolve complaints about VOOHC
- Provide culturally appropriate services
- Enter basic information about children and young people and their care onto the VOOHC Register
- Arrange for children and young people in VOOHC for more than 90 days in any 12-month period to have their care supervised
- Ensure children and young people in VOOHC for more than 180 days in any 12-month period have an approved case plan which is renewed at least once a year



**Specialised Substitute Residential Care is regulated under the Child Safe Scheme and monitored in NSW by the Office of the Children's Guardian.**

The Child Safe Standards guide VOOHC agencies to be child safe:

1. Child safety is embedded in organisational leadership, governance and culture
2. Children participate in decisions affecting them and are taken seriously
3. Families and communities are informed and involved
4. Equity is upheld, and diverse needs are taken into account
5. People working with children are suitable and supported
6. Processes to respond to complaints of child abuse are child focused
7. Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training
8. Physical and online environments minimise the opportunity for abuse to occur
9. Implementation of the Child Safe Standards is continuously reviewed and improved
10. Policies and procedures document how the organisation is child safe



# ABOUT US

WEmpower Services main goal is to support the needs of our NDIS participants and their families. We aim to ensure flexibility in allowing our participants and their families as much or as little involvement as they desire. Our caring and understanding staff are highly experienced in working with individuals and families from all walks of life and have qualifications across a broad range of disability service. Our focus is maintaining and increasing the independence and well-being of people with disabilities and their families.

Empowering individuals by supporting independence, fostering community inclusion and providing compassionate resources

OUR SERVICES AIM TO ENSURE OUR PARTICIPANTS AND FAMILIES FEEL EMPOWERED BY:

- Promoting mutual respect & trust
- Striving to provide quality support and assistance
- Strengthening families, support networks and community engagement
- Fostering decision making and choice
- Developing resilience and independence
- Working with culturally and linguistically diverse backgrounds



**WEmpower**

WHERE CARE LEADS TO **EMPOWERMENT**

# ABOUT OUR SERVICE

- Office Open from 8:00am to 3:00pm Monday to Friday
- Support services provided 24/7.
- Safe, friendly and caring environment.
- Qualified/Experienced Support Workers of varied ages, experiences and backgrounds who are committed to improving the life of our Service Users.
- Professional personal care tailored to individual needs
- In-Home Care
- Respite
- Overnights & Weekend Supports
- Child Friendly Respite Drop-in Centre provides the opportunity for many activities such as:
  - Art & Craft
  - Games Room
  - Fully equipment Kitchen for cooking experiences



Registered  
NDIS  
Provider

## OUR MISSION

Our mission is to contribute to the well-being and health of our community and to inspire hope. To offer the best care to all through evidence-based and integrated clinical practices.

## OUR VISION

Our vision is to be the unmatched leader in enhancing personal care quality and providing value-based and person-centered care to the communities we serve.

**WEmpower**

WHERE CARE LEADS TO **EMPOWERMENT**

## IN-HOME SUPPORT WORKERS

We offer highly experienced support workers who provide direct care to support users in a rostered setting either in the support user's own home or family home.

In a family home setting, we collaborate with the family and offer support and resources to maximise independence. When supporting out of the family home, we help to identify the best community living option that maximises independence and choices.

Our in-home support is tailored to individual needs and may include:

- **Daily assistance** with personal activities and household tasks such as cleaning and meal preparation.
- **Transport** to community activities, medical appointments and other transportation needs.
- **Personal care** such as personal hygiene, bathing, dressing and grooming.
- **Continence support**, and other tasks as requested by you.
- **Social and community assistance** such as sourcing and engaging in community and recreational activities.
- **Improving health and wellbeing** through exercise, physiology and education.

## RESPITE CARE

Sometimes caregivers need a little support as well. WEmpower vicesort Services encourages maintaining a healthy life balance for support users, their families and their caregivers. We offer respite services that are as simple as a few hours in a day to regular planned occurrences and emergency situations.

Our respite support workers can provide:

- **Emergency care** both in home and community based when the unexpected happens.
- **Holidays** pre-arranged trips and vacations. One-on-One only.

## COMMUNITY ACCESS AND SOCIAL INCLUSION

Participating and being included in social and community activities can greatly improve wellbeing and feelings of independence.

Community engagement activities may include:

- **Recreation** including adaptive sports and hobbies.
- **Social connection** such as meeting new people, joining a club or team, visiting friends or relatives.
- **Life skills** may include classes, courses or workshops.
- **Personal goals** that improve independence.
- **Health and wellbeing** such as exercise, alternative therapies and religious/cultural services and events.







## FAQ'S

### WHEN IS WEMPOWER SERVICES OPEN?

Our office is open:  
Monday to Friday from 8.00am to 3.30pm.  
(except public holidays)

### WHAT DAYS DO YOU PROVIDE SERVICE?

24 hours a day, 7 days a week including  
public holidays.

### DO I HAVE ACCESS TO INFORMATION HELD ABOUT ME AND MY CHILD?

Children and their parent(s) have the right to ask the Children's Guardian to access information held about a child on the SSRC Register or to correct information. You can make this request to WEmpower Services as the Principal Care Agency. The Agency must then allow a child or their parent(s) at their request, to access information the Agency holds about them, unless the Agency believes this would jeopardise a child's safety, welfare or wellbeing or place any person at risk of harm.

### HOW DOES THE SETTLING IN PROCESS WORK?

We work with Families, and other Services to individually tailor care to each participant. We give you the opportunity to meet our Support Workers before they provide support and take into account your preference for support.

### HOW WILL I KNOW WHAT MY CHILD HAS BEEN UP TO IN CARE?

Shift Notes are recorded by our Support Workers during each shift. Often we also have photos (when allowed), of your child's or young person's activities. They can be made available to the family and other support services if requested and with your approval. In addition we are happy for you to ring us at any time to answer any questions or provide updates.

### HOW ARE OUR SERVICES PAID FOR?

The services that we provide to your family are funded by the Government via your NDIS Plan or Emergency Respite Funding. SSRC/Respite Services are fully inclusive. NDIS Services cover all of your assessed needs. However, additional activities such as Sport, Tickets and other Leisure Activities may incur an additional charge.

### IS MY INFORMATION SHARED WITH OTHER ORGANISATIONS?

Chapter 16A of the Children and Young Persons (Care and Protection Act) 1988, and sometimes requires organisations to share information about children and young people, irrespective of their client's consent. It takes precedence over the protection of confidentiality or individual's privacy because the safety, welfare & wellbeing of children & young people is paramount.



# WHY SHOULD YOU PICK US?

- We ensure that our services are always provided in a professional manner, and in an environment that is safe and friendly
- We provide services 24 hrs a day, 7 days a week, 365 days of the year.
- We tailor our services to your individual needs.
- We are a Registered SSRC Provider with Quality Staff. You receive Professional Personal Care from Support Workers who are passionate about improving the life of participants.
- We have a user Friendly Respite Unit and Drop-In Centre available which includes:
  - Arts & Crafts Activities
  - Games Room
  - Fully Equipped Kitchen for Cooking Opportunities
- As part of the Intake and Assessment process , we will inform children and their parent(s) in a manner and language they can understand about:
  - SSRC Processes
  - Why information is collected
  - What information is held

