



UPCARE



SERVICE HANDBOOK 2019

**CARE PROVIDERS.
CARE GIVERS.**



THE UPCARE STORY

Upcare was founded by a registered nurse and a qualified naturopath with a combined 26 years of experience in the field of health care. Over those years, they saw first-hand how many people living with a disability were overwhelmed by the challenge of finding the help they needed to live more independently. Creating a care plan was one thing – but putting all the right pieces in place to make it succeed was something else altogether.

That's why Upcare is dedicated to helping people make the most of their care plan by providing personalized advice, support and services. We understand how the system works, and as a registered NDIS provider, we ensure you receive the high standard of care to which you are entitled. We want you to achieve your goals and will do everything in our power to get you the right tools, services and support to make it happen.

Everybody needs a helping hand at some time or another, and we're here for people with a disability who want to live life to the fullest.



UPCARE DISABILITY SERVICES

Upcare's mission is to assist people with disabilities enhance their lives through the provision of inclusive supports and services that are as individual as our clients. Our goal is to remove existing barriers to lifestyle, education and vocational opportunities so that people with a disability can live, work and play as active members of their community.

Upcare coordinates the services that are included in an NDIS care plan. We make sure everyone who has a role to play in enhancing the life of a person living with a disability is pulling together to achieve both short and long-term objectives.

THERAPEUTIC SUPPORTS

Therapeutic supports provide skills that improve independence and promote positive changes that help people with disabilities become fully active participants in their community.

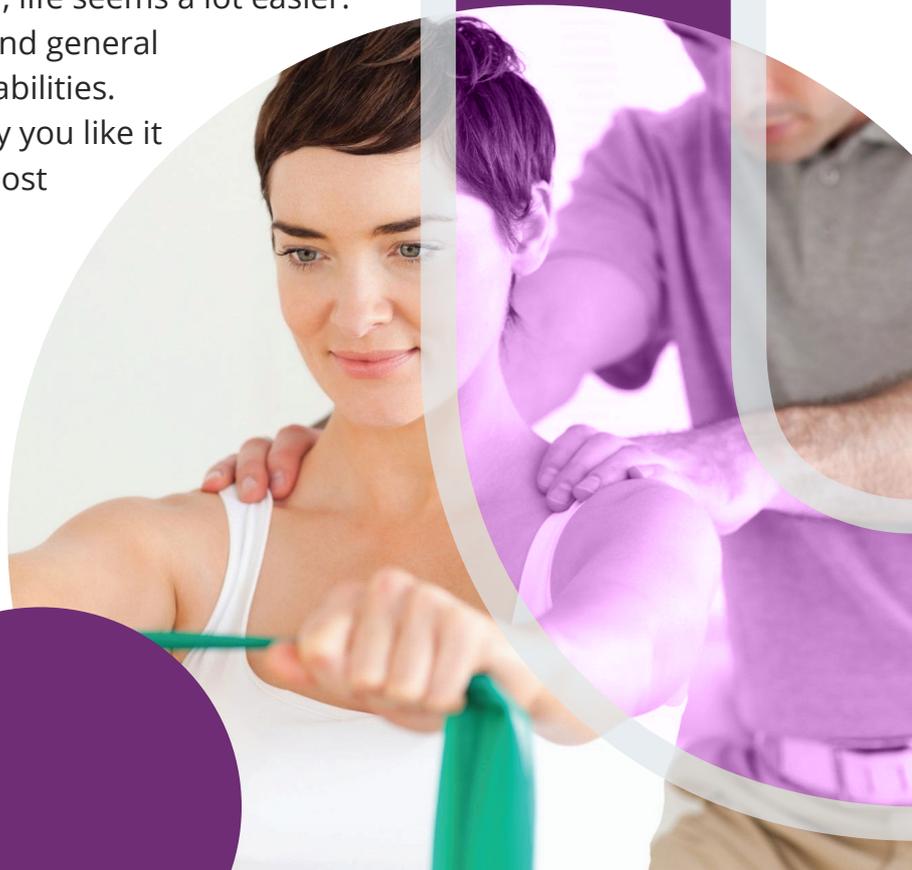
The NDIS covers many types of therapeutic supports including behavioural, communicative and interpersonal interactions. Upcare provides a wide range of these therapeutic supports delivered by:

- Audiologists
- Counsellors
- Music Therapists
- Occupational Therapists
- Podiatrists
- Rehabilitation Counsellors
- Social Workers
- Art Therapists
- Dieticians
- Orthoptists
- Physiotherapists
- Psychologists
- Speech Pathologists

HOUSEHOLD TASKS ASSISTANCE

When your house and garden are in order, life seems a lot easier. For some, washing the floors, gardening and general maintenance are simply beyond their capabilities. Upcare helps you keep your home the way you like it and takes the worry out of daily chores. Most importantly, our assistance promotes independent living, self-confidence and general well-being.

Whatever is needed, Upcare is there to help make life easier. We have highly experienced cleaners and gardening maintenance teams ready and able to assist. Depending on your needs, we can organise anything from an hour a day to several hours a week.



EXERCISE PHYSIOLOGY PERSONAL TRAINING

Exercise is important in improving mobility, fitness and wellbeing. These services help meet individual goals and enhance independent living.

Upcare understands the importance of fitness in the lives of people with disabilities and we've engaged the most qualified experts in their field to provide you with professional care. We support people with disabilities in identifying their needs and match clients with our most suitable therapists to attain defined goals.

INNOVATIVE COMMUNITY PARTICIPATION

Being part of the community is important to everyone's wellbeing. Upcare helps people with a disability find activities they'll both enjoy and have the capacity to achieve. What do you have a passion for? What will make your life more purposeful? How about:

- Joining a community garden
- Exploring local youth groups
- Discovering a challenging new sport like horse riding or competing in a marathon
- Pursuing a hobby that you're passionate about
- Taking cooking or art classes
- Going to local community events
- Becoming a volunteer





At Upcare, we talk to our clients about their interests and the types of activities they want to participate in. Then we help make it happen by building community connections and providing unwavering support.

COMMUNITY NURSING CARE

The NDIS funds the community nursing care it deems necessary and reasonable as a core feature of any care plan. All community nursing care provided by Upcare is performed by registered nurses in your own home. We aim to provide the best care possible and our nurses engage in a thorough assessment of your needs and the level of support you require.

Contact us to see how we can help tailor services that match your personal requirements.



ASSISTIVE PRODUCTS HOUSEHOLD TASKS

Assistive products help make life easier around the house. Upcare can source all of the following:

- Clocks
- Cleaning aids
- Cooking aids
- Products that help with washing dishes
- Doorbells
- Alarms
- Environmental control units
- Programmable memory aids

ASSISTIVE EQUIPMENT RECREATION

When your plan is approved for specific assistive equipment and aids for recreational or sporting activities, Upcare can help to supply you with the following products:

- Audio visual gaming
- Special wheelchairs for racing
- Specialist aids for your arms
- Hand prosthetics
- Tricycles
- Quadricycles

ASSISTIVE PRODUCTS PERSONAL CARE & SAFETY

Assistive products for personal care help with comfort and safety around the home and reduce the likelihood of accidents and injury. These products include:

- Equipment for the bathroom and toilet
- Pressure mattresses
- Specialised beds
- Products to meet continence needs
- Specialized clothing



HOME MODIFICATION

There's nothing more frustrating than a home that's not well-adapted to independent living.

Funding is available for modifications to a home that is a primary place of residence where a person with a disability intends to continue living. If you are renting, you will need written permission from the homeowner before the NDIS will approve modifications to the property.

Upcare has partnered with reputable companies in the building trades and can help with your application for building modifications. We plan and coordinate all the services you'll need to ensure the best possible results.

Certain criteria must be met before the NDIS will approve funding. The modifications must represent good value for money, for example, and the NDIS will consider:

- Whether there are lower cost alternatives to modifying your home that will achieve the same outcomes (for example assistive technology)
- The cost-effectiveness of modifications compared to other alternatives such as moving to a property that already has the access you require
- How long you will stay at the property after modifications are completed and whether this is an adequate length of time to offset the modification costs





SUITABILITY FOR MODIFICATION

Before home modifications can be included in your plan, the home must be suitable for the type of modifications contemplated. The owner of the home must also first give permission for modifications to their property before the plan can proceed. Finally, a qualified occupational therapist must also certify that these modifications are required to meet current and future needs.

Where proposed modifications are extensive, you may also receive funding for a project manager and a building surveyor.



INTERPRETER TRANSLATOR

English may be your second language, or you may not speak any English at all. This can make it difficult to navigate the complexities of engaging suitable service providers. Upcare can provide an interpreter/translator in the language of your choice to ensure you understand the issues being discussed and any proposed solutions.

Please contact us to discuss your linguistic requirements.



PERSONAL MOBILITY EQUIPMENT

For assistance with moving about the home or throughout the wider community, Upcare offers assistance with the following equipment to break-down mobility barriers:

- Scooters
- Car pads, boards and slide sheets
- Wheelchairs
- Hoists and slings
- Walkers with wheels
- Walking frames



CUSTOM ORTHOTICS

Upcare provides custom orthotic devices in partnership with a range of high-quality providers. We can assist with capacity building to further independence and promote life skills.

Orthotics address particular conditions or injuries, relieving pain and giving people the ability to live life to the fullest by realigning the foot and addressing posture issues.

We help with the assessment of individual needs and match people with the right provider. Several fittings or adjustments of orthotics may be required, and we'll be there to provide support when it comes to learning how to use these life-changing aids.

Contact us for more information and find out how we can bring you the right orthotics to increase mobility and stay active.

UPCARE SUPPORT WORKERS

Our support workers are as diverse as our clients, and we take the time to find the right match. We look for shared interests and experiences so that the highest level of care also includes enjoying each others company.

Our fully qualified and experienced support workers are available at all hours, including evenings and weekends, to help with:

- Outings
- Special occasions
- Fitness activities
- Hobbies and recreational activities

OUR SOCIAL MEDIA

You can connect with Upcare via our Facebook or Instagram page



CREATING A RELATIONSHIP THAT WORKS

Making the decision to bring Upcare onboard is an important first step in getting the most out of your care plan. Here's where we'll go from there:

1. We'll talk about the goals identified in the NDIS plan. Which ones are the most important? Which are the most challenging?
2. We'll identify the support needs itemized in the NDIS plan and let you know exactly what we can do to meet them
3. We'll get to know you – what you're passionate about, what you're interested in, what you like to do (and what you don't)
4. We'll match you with a qualified support worker who shares some of your interests – someone who we're sure you'll enjoy having around and who will look forward to spending time with you in return
5. We'll get you and your support worker to agree on what type of support will be provided, on how many days and for how many hours, in accordance with your care plan
6. We'll give you feedback along the way and ask you to do the same, even if it's less than wonderful. That way, we can make any necessary adjustments to ensure everything is working just the way you want it to

Upcare is all about forging relationships built on trust, honesty and commitment. We wouldn't have it any other way.



PRIVACY STATEMENT

Maintaining client privacy is a top priority at Upcare. We will never sell or distribute your personal information to any third party. We adhere to all laws and regulations governing the collection, use and storage of personal data, and follow industry-leading standards to keep your information secure. Contact us if you have any questions or concerns about your personal information, health records, or how we protect your right to privacy.

INVOICING

All Upcare clients are issued with an invoice on a weekly basis. If anything doesn't look right, we encourage you to give us a call. We want you to be completely satisfied with our services, and that includes understanding exactly what you're being billed for.

If you need to cancel a service, we require 24 hours notice. As long as you let us know within that timeframe, you will not be invoiced.

Please note that you are responsible for monitoring the spending allowances in your NDIS plan. If you go over your limits but continue to use our services, you will still be invoiced accordingly.



FEEDBACK COMPLAINTS

We want to hear from you – whether you feel like giving us a pat on the back or an earful. We can't fix a problem if we don't know about it, so please reach out if anything is troubling you or you'd like to get something off your chest. We'll do whatever we can to fix the issue and believe that talking things out is always the fastest way to move from problem to solution.

The Disability Services Commissioner is also there for you if you need advice or want to lodge a complaint (even though we hope you'll raise it with us first).

You can call them at 1800 677 342 or email: complaints@odsc.vic.gov.au

ADVOCATES

Sometimes, people with a disability prefer to have an advocate speak on their behalf. Upcare is happy to work with anyone nominated by a client to represent them and is committed to doing whatever we can to make all communications clear, complete and accessible.



VICTORIAN DISABILITY RIGHTS

Victoria's Charter of Human Rights and Responsibilities sets out the basic rights, freedoms and responsibilities we all enjoy as residents of Victoria. It protects twenty fundamental human rights which Upcare takes very seriously.

At its core, the Charter promotes and protects the values of freedom, respect, equality and dignity. These protections apply to everyone, regardless of ability, and prohibit discrimination. This principle guides us in all that we do to assist people living with a disability.

SERVICE FEES

Upcare follows the fee structure contained in the National Disability Insurance Scheme (NDIS) guidelines. These fees are subject to regular updates and clients who are new to the NDIS may also be levied a once only establishment fee. The fee we invoice is \$250 for up to 20 hours of services per week and \$500 for over 20 hours of services per week.

For more information on the NDIS fee structure please visit www.ndis.gov.au.

CLIENT TESTIMONIALS

"In January we contacted Upcare for physiotherapy treatment for our daughter. We are very happy with the service provided so far and we have been able to get treatment for her much quicker than with out previous provider. Thank you Upcare" – P.B.

"We have used Upcare for our son who has a disability and has required regular occupational therapy and speech therapy sessions to assist his daily life. Upcare have been very supportive and the treatment our son has received is of a high standard" – S.E.





A FINAL WORD

We know that dealing with the NDIS can be confusing, discouraging, frustrating and time consuming. It's a complicated system and can at times seem anything but user-friendly. We also know that ultimately, you just want the best care for yourself or a loved-one living with a disability.

Finding a service provider in your area may have been a challenge, or perhaps you couldn't find anyone who could accommodate your particular needs. We understand how to implement NDIS plans because that's what we do – every day. We deal with real people, just like you, and find the right support to meet their individual needs. Whether that means physical equipment, companionship or a helping hand around the house, that's what we're here for.

You don't need to struggle with ways to make your NDIS plan work when that's what we do best. Just give us a call.

Upcare Pty Ltd is a
NDIS Accredited Service Provider



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ACKNOWLEDGEMENT OF TRADITIONAL OWNERSHIP

Upcare acknowledges and recognises the traditional custodians of the land upon which we live and work and pay respects to Elders past, present and emerging. Under the steel and concrete, it always was and always will be Aboriginal land.



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