

**Arthritis ACT Social Support Services Information Sheet**

## What is the role of a Social Support Worker?

A Social Support Worker is someone who can attend someone’s home to provide highly personalised and considerate support to anyone with medical conditions and disabilities who need help with everyday living.

## Arthritis ACT Social Support Workers are:

Experienced in working with people with disabilities and various medical conditions. Have respectful, patient, supportive natures who enjoy working with and helping others. Have good communication and interpersonal skills.

Hold a Working With Vulnerable People Card (ACT)

Have a Driver’s Licence, a car, obtained CPR and first Aid Certificates

Fully vaccinated against Covid-19, practice according to Covid-19 infection prevention guidelines.

## How can an Arthritis ACT Social Support Worker help?

* Travelling to your home and providing assistance and supports with your daily activities (paying bills, filling in forms, applying for services, budgeting, purchasing equipment aids)
* Support with shopping, meal planning, preparation and cleaning up
* Working with you and allied health workers to help you remain active
* Assisting you to attend social outings or activities
* Support to go to medical appointments, plan reviews etc
* Working with your family and others as needed
* Ensuring that you always have choice and control over how you want to engage with us

## What Social Support Services do not include.

* Cleaning (Arthritis ACT is not registered to provide cleaning and not insured to do so) it is a specialty of its own and must be performed by qualified cleaners.
* Heavy physical work such as moving furniture, gardening or household maintenance.
* Doing everything for you or acting as a personal assistant.
* After hours’ social support.
* Work outside their expertise. Social support workers are trained to perform support services in a safe and efficient way. This may not be how someone wants a task done.

## What Arthritis ACT Expects of Clients:

* Respectful, polite and courteous behaviour towards social support workers and other staff (rude or aggressive behaviour and offensive language will not be tolerated).
* Provide at least 24 hours’ notice of cancellation of a social support service or you will be billed for a minimum of 2hours social support.
* 2 days’ notice to book a new social support.
* Let your support worker know if the social support is not meeting your needs.
* That you inform your support worker if you are having a Covid-19 Test or in isolation as per ACT Health Covid-19 Response requirements.

## To Book, Change or Cancel a Social Support Service:

* Please contact the following as soon as possible:
1. Your Social Support worker.
2. **The Arthritis ACT Office- hours are 9am-5pm Mon – Thursday and 9am-4pm Fridays. A 24hr answering machine is attached to 6251 2055.**

## If Your Support Worker has to Cancel or Change a Service Booking.

* Social support worker or support coordination staff will notify you as soon as possible of inability to provide a service (eg: due to worker illness, Covid -19 isolation, carers leave).
* Notify you if a social support worker has tested positive to Covid-19 and discuss the risk of exposure to you and if you need to have a Covid-19 test and isolate.
* Arthritis ACT will try to find alternative support for you, but this depends on staff availability.
* Notify you in advance of planned leave.

## Fees and Charges that apply to Social Support Services.

* Social support service fees are charged according to the current NDIS Service Priceguide
* **A minimum charge of 2 hours’ social support applies to all social support services** (eg: if a social support service is for 45 mins you will be billed for 2 hours).
* **If your social support service requires transport, a travel cost will apply** (eg: 16km of travel to and from your home to shops would be $12.48 plus a minimum of 2 hours’ social support)
* **Cancellation** of a social support service with less than 24hours notice will incur a fee of 2 hours social support.
* **If you are self-managing**, invoices will be sent to you and payment is requested within 7 days.
* **If you are Plan Managed** the bill will be sent directly to your plan manager for payment of services and expected to be paid within 7 days.

## To Make a Complaint.

Please discuss any issues/complaint(s) with your social support worker. If you feel you cannot discuss these with them contact the Arthritis ACT Support Services Coordinator.

**Linda Spurrier** Ph. **6251 2055** or **1800 011 041**

(reception staff will pass on your details and you will be contacted as soon as possible)

**email**- linda@arthritisact.org.au

Alternatively, you can contact the NDIS Commission via pH: 1800 035 544 (free from landlines)

or TTY 133 677. Interpreters can be arranged.