

GOOD SUPPORT WORKER FACT SHEET

At The Companion Group we pride ourselves on having a trustworthy, reliable and compassionate team of Companions. It's important for us they are properly vetted and trained:

Things The Companion Group does to vet our support workers

- NDIS Worker Screening Check
- Working with Children Check
- 100 points of ID
- Valid driver's license
- NDIS orientation modules certificate
- Interviews and referee checks

Each new support worker goes through an induction process ensuring that they understand:

- NDIS code of conduct
- TCG code of conduct
- Education on restrictive practices

They must also sign off on:

- Employee Guide Handbook
- Confidentiality Agreement

A disability support worker can empower you to achieve your NDIS goals, but it's important to know that they vary. This fact sheet is designed to help you spot the good and bad traits.

A great support worker does things like:

- Encouraging and respecting your choices
- Building your independence
- Teaching you new skills
- Respecting your rights such as freedom of opinions
- Ensure the focus of the shift is on you, rather than them
- Providing you with support in the manner you choose
- Supporting you to reach your goals
- Support you to become more connected in your community
- Encouraging you to access things that interest you
- Be honest with you
- Be on time and not leave early (unless you ask them to)

A good support worker never:

- Has their friends or family in the workplace (wherever they support you)
- Asks for your phone number, or give you theirs
- Asks you for gifts, money or items
- Accepts gifts, money or items from you, unless both parties have discussed with management
- Asks you to cover for them so they can turn up late or not turn up at all.
- Visits you outside of their scheduled shifts
- Coerces you into booking more support hours you don't need
- Asks you to keep a secret from the office
- Engages in an unauthorised restrictive practice

WHAT TO DO IF SOMETHING ISN'T RIGHT

It's always ok to speak up if something doesn't feel right.
Below we have listed some options:

If you feel comfortable to talk to your support worker about it:

If you are comfortable, express your concerns directly to the support worker. For example, you could say, "Hey, I don't feel comfortable with you giving me your phone number."

If you don't feel comfortable talking to your support worker about it:

Reach out to the management of the provider employing the support worker. For instance, if the support worker is from The Companion Group, you can contact the Team Leader or Service Coordinator. They can provide feedback on your behalf or arrange a replacement with a new support worker.

If you don't feel heard or would like to take it further, you have more options:

How to make a formal complaint at TCG:

1. Visit our website
www.thecompaniongroup.org
2. Click on "Feedback and Complaints"
3. Fill out a form, with the option of being anonymous, and if you want to be contacted about the matter or not.

Alternatively, you can contact the director of operations:

saskia@thecompaniongroup.org
0448809455

Other ways to make a formal complaint:

Contact the NDIA Quality and Safeguards commission:

- visit one of their offices or talk to your NDIS planner, Local Area Coordinator or Early Childhood partner
- email feedback@ndis.gov.au
- use their online feedback form
- call them on 1800 800 110
- if you are deaf or hard of hearing, contact:
 - TTY on 1800 555 677
 - National Relay Service on 1800 555 727.
- for a free of charge translator or interpreter, call 131 450