

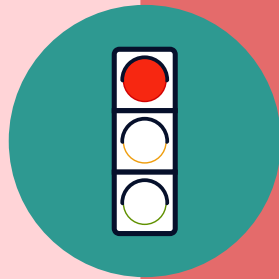
~~DISABILITY~~



HOW IT
ALL
WORKS

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URGENT (Immediate) - The On-Call Manager

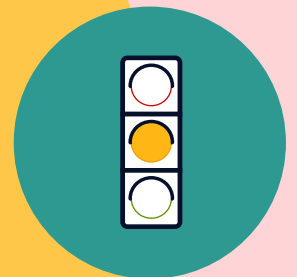
Something is happening that will impact you in the next 24-48 hours.

Please contact us at **0427 616 226 (option 1 during business hours)**, please leave a message if you can't get through, we will get back to you.

EMERGENT (Soon) - Rostering

You need some changes to your roster and these changes are 2 or more business days away.

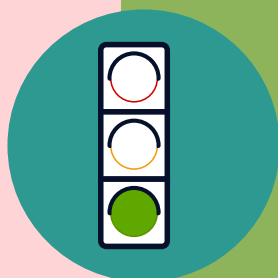
Please call us at **0427 616 226 option 2 or 3**, or email us at **rostering@sistersinthecity.com.au**



ADVICE OR SUPPORT (Not time sensitive)

My enquiry relates to my services and is not time sensitive but I need follow up.

Make contact via phone at **0427 616 226**, option 2 or 3, or email at **admin@sistersinthecity.com.au**



OVERVIEW OF PROGRAMS

Disability Support



Assistance to remain living in your own home by providing help with Hygiene, mobility, shopping, meals, housework, gardening, and access to the community.

Community Nursing



Assistance with disease prevention, maintenance and monitoring of chronic health conditions and support to remain healthy and independent in your own home.

Psychosocial Recovery Coaching



Assists in the design and implementation of a recovery plan to aid in restoring the confidence and health of people experience mental health challenges, to live a life of choice.

Support Coordination



Assistance to participants, families, and carers to understand and implement the funded supports in their NDIS plan and make links to their local community.

WELCOME TO SISTERS IN THE CITY PTY LTD

WE WANT YOUR EXPERIENCE WITH US TO BE A POSITIVE ONE AND WE STRIVE TO MAKE A REAL DIFFERENCE IN YOUR LIFE.

SISTERS IN THE CITY WORK WITH YOU TO CREATE A PROGRAM OF SUPPORT THAT WILL HELP YOU ACHIEVE YOUR GOALS.

“TOO OFTEN WE UNDERESTIMATE THE POWER OF A TOUCH, A SMILE, A KIND WORD, A LISTENING EAR, AN HONEST COMPLIMENT, OR THE SMALLEST ACT OF CARING, ALL OF WHICH HAVE THE POTENTIAL TO TURN A LIFE AROUND”.

Our Values

Sisters in the City is committed to providing non-judgmental support, honouring the ideal of supporting 'you to be yourself', with honesty, acceptance, fairness and total commitment to assisting you achieve your goals.

You, your family, pets and friends are all part of this journey and we want to work with all of the key people and elements that are a part of your life. Our holistic approach will prove to benefit the success of support plans we develop with you.

In our handbook we have provided information to help you communicate your thoughts, ideas, grievances and compliments to us.

Also, some of the policies that relate to our service commitment to you and our expectations of you.

YOUR RIGHTS

YOUR RIGHTS ARE PROTECTED BY LAW



You have the right to:

- A quality service that is right for you
- Choice and control
- Respect and dignity
- Safety
- Involve your family, friends, carers or others in the decisions around service provision
- Privacy and confidentiality
- Make a complaint and give feedback

You can find our policies around these matters in your SITC folder.

HOW TO RAISE CONCERNS

You can report any concerns:

- To your support worker
- Through our client portal using the online complaints form on www.sistersinthecity.com.au
- By calling us: 0427 616 226
- By emailing us: admin@sistersinthecity.com.au
- By writing to us at: 20602/6 Manning St, Milton Qld 4064

If you are not satisfied with our resolution, you can lodge a complaint to the NDIS Quality and Safeguards Commission 1800 035 544.

You can talk to an advocate;

<https://askizzy.org.au/disability-advocacy-finder>



YOUR RESPONSIBILITIES

YOUR RESPONSIBILITIES ARE

- To be clear about how you want to be supported
 - To respect the rights of others' privacy and safety
 - To help create a safe environment for all, free from dangerous obstacles, discrimination, harm and violence
 - To tell us as soon as there are changes in your needs or your circumstances
 - To, if appropriate, approve, authorise or pay invoices in a timely manner
-

“Sisters in the City have been extraordinary with providing flexible and professional care.” – Margaret

SAFETY

We want our support team to feel safe in the work environment in your home, it is therefore a necessity to conduct a home Workplace Health and Safety check prior to commencing services.

These are the things we check:

- Clear access to house / clear work space – no clutter-trip hazards
- Flooring -mats/rugs / power chords-trip hazards
- Lighting / ventilation
- Fire safety / exits
- Mobility equipment / safe condition e.g. Hoist

OUR PRODUCTS AND SERVICES



IN HOME CARE SUPPORT

Support services, including Nursing Care, provided to your home, at a time that suits you, with a qualified person matched to your needs.

All employees are interviewed and reference checked and supply criminal history checks.



MENTAL HEALTH SUPPORT

Our team can assist you in your journey towards mental health and wellbeing.

Recovery coaches and experienced personnel will give you the confidence to embark on a personal exploration of your capabilities.



NDIS GUIDANCE

Our team can help you navigate your approved NDIS plan, or assist you access funding to meet your needs.

The SITC team have extensive experience in disability services which will help in planning your NDIS journey.

WHO WE ARE

- We are a diverse group of passionate people working together to support people navigating a complex world of living with a disability.
- Our goal is to support people who are striving to be independent, individual and want to be supported by our team to grow personally.
- We are part of the LGBTQIA+ community and foster an inclusive sentiment among our network partners.
- We are particularly interested in providing Mental Health Support with targeted Recovery Coaching.



CONTACT US

20602/6 Manning Street, Milton, QLD, 4064

www.sistersinthecity.com.au | www.sistersinthecommunity.com.au

admin@sistersinthecity.com.au | 0427 616 226