

What Ability

Participant and Family Handbook



In this handbook you will find information about your rights, privacy, and everything you need to know to start your journey with What Ability!

AAMI

Harvey Norman

OPTUS

Shaw and Partners
Financial Services

 **Tyrepower**



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Overview



What Ability is excited to have you on board! We have created this handbook to let you know a little more about our service and what you can expect as a member of the What Ability community.

We want to unleash your true potential... and make sure you have fun doing it!

This handbook can be read along with our Participant and Family Handbook, Policies and Procedures and Specialised Substitute Residential Care (SSRC) Policies and Procedures for voluntary out-of-home care.

If you have any questions or require additional information, please contact our friendly staff at our Head Office or visit our website.

Contact

National



1300 358 714



info@whatability.com.au



<http://www.whatability.com.au>

NSW

What Ability Head Office
Suite 1.03/7, Eden Park Dr, Macquarie Park
NSW 2113

QLD

QLD Office
Suite 11A Portal East, 2994 Logan Road,
Underwood QLD 4119

WA

WA Office
Shop 9, 7-11 Hutton Street, Osborne Park 6017

VIC

VIC Office
Suite 10, 79-83 High St, Kew VIC 3101



About What Ability



What Ability is a nation wide NDIS-registered support service, specialising in short duration community-access activities and residential short-stay camp experiences. Our support workers, some of whom are professional athletes specialise in making your recreation and leisure activities, social, exciting and above all FUN!

What Ability's founder, Steve Dresler saw the benefits first-hand of athletes working in the support worker role, directly providing supports to participants. Having faced early retirement from a career in rugby league due to injury, Steve's original vision was to make a positive impact amongst his peers through building an inclusive community connecting professional athletes with people living with disabilities.

What Ability's mission is to make happiness come first for people living with a disability. We support people with disabilities to have an active recreation, leisure and social life, supported in this by enthusiastic, knowledgeable and capable support workers. We provide person-centred supports in locations within the community with a focus on participants choosing the activities they wish to do and having fun in the process.



Supports



Available from What Ability

What do we mean when we say happiness comes first? We facilitate fun in the safest possible way!

What Ability provide community-based recreation and leisure activities in NSW, QLD, VIC and WA. These activities are:

- Community Access Bookings
- Short Term Accommodation
- Respite
- Behaviour Support Plan development and implementation (via What Ability's Specialist Behaviour Support team)





Community Access Bookings



Once you complete the onboarding process you will be allocated a Regional Manager. Your Regional Manager will reach out to you to introduce themselves and assist you with the services and supports you choose to access from What Ability.

What Ability aims to confirm your bookings at least one month in advance, so as to assign a preferred Support Worker. However, we understand changes and extra bookings can be required at times, so please reach out to your Regional Manager and they will endeavour to fulfil your request within a reasonable timeframe.





Camps (S.T.A)



What Ability camps provide participants with 1:1 funding, support in a relaxed environment. A camp stay may be two nights and three days, or longer, and includes non-stop fun! During camps, participants have the opportunity to build meaningful friendships and develop independence through fun-filled social opportunities. What Ability is a Child-Safe Organisation that proudly holds additional Child-Safe Registrations. We are here to support participants who choose to join camps, ensuring everything aligns with all relevant Out-of-Home and Child-Safe Standards requirements.

For participants, the camp experience is aimed at:

- Providing social opportunities
- Facilitating interactions and engagement with others of a similar age and interest
- Supporting development of meaningful friendships
- Increasing independence in self care skills
- Exposing participants to new and different age appropriate activities they don't normally have the opportunity to access





Activity Planner



Our state-based, monthly activity planners ensure that our participants have the chance to experience new things and make new friends every day at What Ability. Each participant can choose whether to follow the activity planner or to do something else they like!

Head to our activity planner page (link below):

<https://whatability.com.au/services/activity-planners-2/>

There you can see what suggested adventure you have for the day, whether it's bushwalking, swimming or another fun activity.

Our team go above and beyond each month, organising a fantastic lineup of planned group activities to bring everyone together. From outdoor activities to competitive bowling, there is something for everyone to enjoy. Each activity has been designed to

SCAN QR CODE TO
GO TO ACTIVITY
PLANNER!





Activity Planner



All activities during both community-access bookings and camps are tailored to each participant's wishes, goals and needs. Activities during community access bookings can vary from swimming, bush walking, park and beach experiences, visiting recreation centres e.g. Flip-Out, and indoor activity facilities e.g. iFly. You chose, and we will do all we can to accommodate your request.

What Ability is able to support all participants whether their NDIS funding is Self-managed, Plan Managed or NDIA managed. In addition we are also able to support participants who are NOT NDIS funded, however a doctor/therapist referral is required, and GST will be included in pricing in this circumstance.





BSP Plan Development



What Ability's Specialist Behaviour Support Team

What Ability's team of Specialist Behaviour Support Practitioners (SBSP) assess the influences and reasons causing a participant's behaviours of concern, and design interventions to both increase a participant's quality of life and reduce (and attempt to eliminate) the participant's challenging behaviours.

SBSPs conduct assessments, including functional assessments to inform the development of a participant's Behaviour Support Plan (BSP), which may include a range of components such as improvements in the physical environment, communication approaches, stimulus management, and ways to teach new behaviours that are more functional or socially acceptable than some existing behaviours. Two very common components are measuring behaviours to assess change in behaviour and developing the skills of those within the participant's support network.

Behaviour support strategies are developed in a collaborative process with all key relevant stakeholders, including the participant, family members, and direct support staff. The participant's BSP is underpinned by person-centred practice and behavioural science, and seeks to protect and give expression to a person's human rights. Regulated restrictive practices may be used within a BSP once authorisation for these has been obtained through the relevant State-based authorisation process.

SBSPs are required to educate and train the staff of the service provider implementing the participant's BSP, and must meet all requirements detailed in the Specialist Behaviour Support Module within the NDIS Practice Standards (2021).



The NDIS Code of Conduct

The NDIS Code of Conduct promotes a safe and skilled workforce providing supports to participants funded by the NDIS.

The seven elements of the NDIS Code of Conduct are intended to ensure all staff have the right capabilities and the right attitudes to provide high quality, safe supports for people with disabilities, at all times. The Code of Conduct applies to the staff of all Registered NDIS Service Providers. These elements are:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Respect the privacy of people with disability.
- Provide supports and services in a safe and competent manner, with care and skill.
- Act with integrity, honesty and transparency.
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.



What to expect from us



You will be treated as an individual, with dignity and respect at all times. What Ability has a Zero Tolerance policy towards the abuse, neglect, and exploitation of people with disability. We have developed a range of safeguarding and response systems to ensure that we constantly working to are minimise the risks to participants of violence, abuse, neglect, exploitation or discrimination and we respond to any incidents of this kind quickly and professionally.

Honesty and transparency

We value honest and transparent relationships and feedback from participants and families about our services through inviting all participants/families to attend regular Parent Morning Tea's, where participants, families, carers, support coordinators and plan managers can attend our State offices in person to:

- Hear current information about What Ability
- Meet our management and service delivery staff
- Provide feedback on your experiences using our services
- Learn about what we are doing to continually improve our supports to better meet the needs of participants.

You can also provide feedback to us at any time through completing and submitting one of our online feedback forms, available on our website.



What to expect from us



Our Capable, Competent, Confident and Friendly Support Workers

We uphold high standards in our support workers to ensure they are capable, trained and friendly. The training/education our staff complete includes the following:

- Epilepsy Essentials
- First Aid/CPR certificate
- NDIS Orientation Module
- NDIS Worker Check
- NDIS Safe & Enjoyable Meals Module
- NDIS Supporting Effective Communication Module
- NDIS New Worker Induction
- Working with Children Check
- Two professional references check

Where applicable:

- Safety Intervention training
- Behaviour Support training
- Medication assistance training
- Midazolam administration training

Transportation

What Ability can provide transport to and from activities for participants either using a vehicle provided by What Ability or their own personal vehicle. These vehicles are validated for roadworthiness.

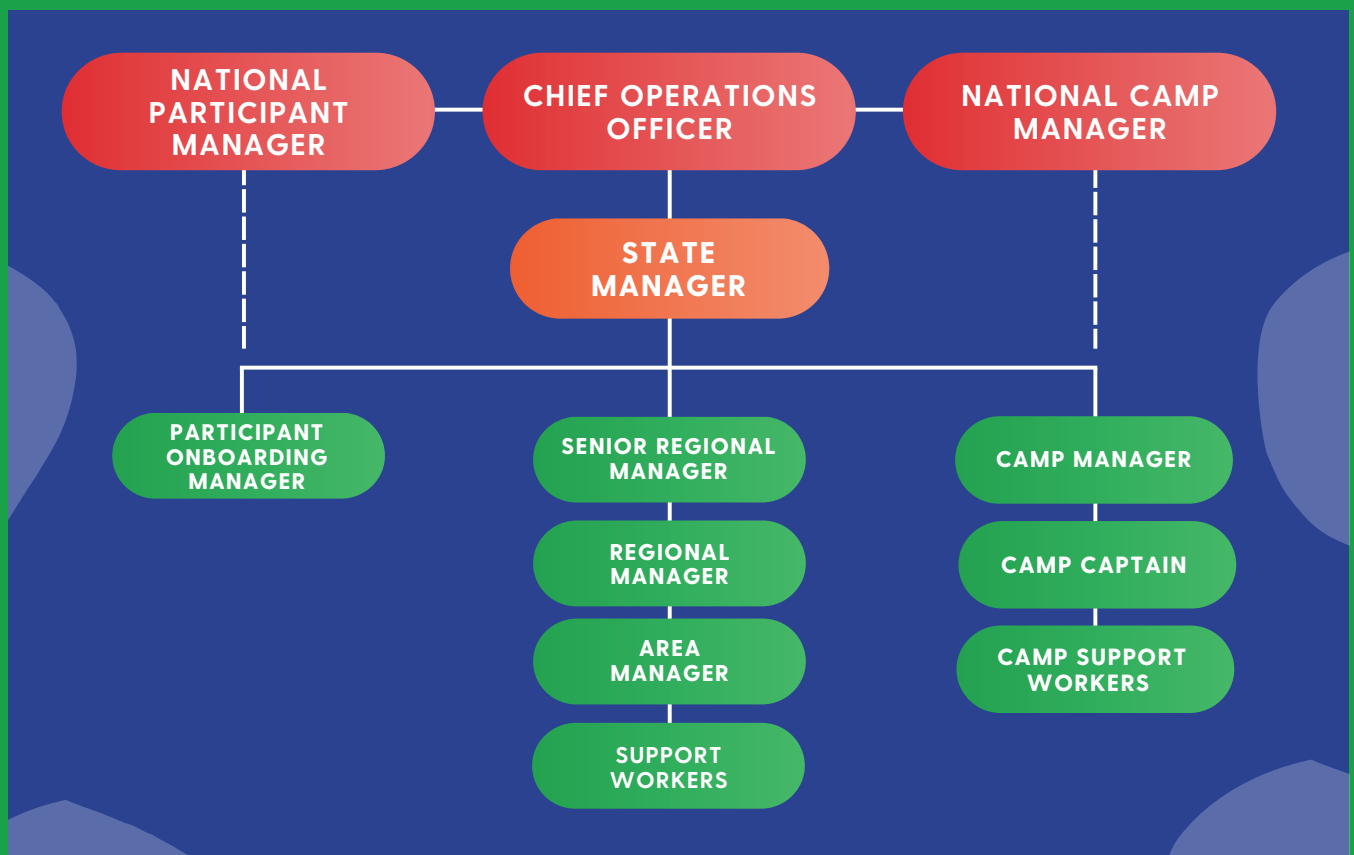


Organisational Structure

Service Delivery

What Ability defines the roles and responsibilities of its staff clearly and builds a team of competent, capable and confident Support Workers for each participant, to ensure their experiences with What Ability are enjoyable, safe and fun!

The diagram below shows the structure of our Service Delivery Team in each State, which is supported by the National Support team, based in our Head Office in Sydney.





Executive Leadership



What Ability's Executive Leadership Team (ELT) are experienced industry leaders, united in their passion to provide high quality supports and services to participants. The ELT demonstrates a strong commitment to the safety of both participants and Support Workers, to communicate effectively and gather feedback from participants and families to continuously improve our current services, and to offering new services and supports to participants.



Chief Executive Officer
jared@whatability.com.au



National Compliance Manager
tyrone@whatability.com.au



National Camp Manager
olivia@whatability.com.au



Chief Operating Officer
nick@whatability.com.au



Chief Marketing Officer
lucy@whatability.com.au



National Participant Manager
jess@whatability.com.au



Participant's Rights



Participants accessing supports provided by What Ability have the right to:

- Be respected as an individual
- Their dignity, privacy and confidentiality being upheld at all times
- Participate fully in the lifestyle of their choosing in their community
- Be informed about available services/programs provided by What Ability
- Opportunities to contribute to the governance of What Ability and have input into the development of organisational policy and processes relevant to the provision of supports and the protection of participant rights
- Be supported in their autonomy, choice and decision making
- Be supported to understand under what circumstances supports can be withdrawn
- To be informed in what circumstances the personal information we gather (with your consent) could be disclosed, including that the information could be provided without the participant's consent if required or authorised by law.
- Not have their access to required supports be withdrawn or denied solely on the basis of a dignity of risk choice made by the participant
- Have services and supports that match their ongoing needs, goals, wishes and aspirations
- Have services and supports provided by appropriately qualified, competent, capable staff
- Be consulted about their needs and preference



Participant's Rights



- Request to have change their service provider, and be assisted in any transition process
- Have someone speak on their own behalf, if they so choose
- Have control over their own lives and have a say in the provision of services that affect them including participating in decisions concerning the type of support/assistance provided and how their supports are provided
- Appropriate support/assistance that is flexible in response to their changing needs and priorities
- Access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age
- Expect support/assistance that is safe, reliable, of high quality and culturally and linguistically sensitive and responsive
- Review any information about them held by What Ability in their files (and to amend any incorrect information)
- Express grievances and seek redress without fear of it affecting decisions relating to the supports they receive and be assisted where through this process (as necessary)
- Be provided with information by What Ability on how to give feedback or make a complaint, including to external agencies e.g. the NDIS
- Access and involve an advocate of their choice, if they choose to do so
- Have easy access to a complaints process where their complaints is heard, investigated and responded to in a fair and objective manner, in line with the NDIS Practice Standards
- Refuse a service/support, where service refusal will not prejudice their future access to services/supports provided by What Ability



Pricing



What Ability follows the latest NDIS price guide for 1:1 support. The following prices are current as of 1 July 2025 and are subject to change:

- Weekday Daytime: - \$70.23/hr
- Saturday: - \$98.83/hr
- Sunday: - \$127.43/hr
- Public Holiday: - \$156.03/hr
- Transport - \$1.00 / km

What Ability predominantly claims from:

- Core Support - Assistance with social and community participation.
- Capacity Building - Increased social and community participation.

Please reach out to your Regional Manager if you would like more information around line items or to discuss if there is a possibility to utilise other line items if need be.

Expenses

As per the NDIS price guide standards, it is the participant's responsibility to pay for themselves for all activities and also the costs for the Support Worker, if the activity does not accept the companion cards.

Activities for the day can be discussed with Support Worker prior to your community-access booking, to ensure all parties understand the the costs for the day.



Pricing



Cancellation of Scheduled Supports/Services

What Ability's current Cancellation Policy is available on our website and in your service agreement. This document provides specific information regarding your obligations in relation to cancellation/rescheduling of bookings. By providing adequate notice to us of a cancellation, this allows us to manage our team effectively and enables us to be flexible if you wish to re-schedule a booking.

Community Access Bookings

If at all possible, please provide 24 hrs notice of cancellation or wish to change a scheduled community access booking.

If a participant is unwell and will not be able to attend their scheduled booking, please endeavour to provide What Ability with as much notice as possible if the participant needs or wishes to cancel a scheduled community access booking.

Camps

If at all possible, please provide 7 days notice of cancellation or wish to change a scheduled camp booking.

Please contact your Regional Manager as soon as possible to advise them of this with reasonable notice. In this way, we can cancel/reschedule your booking at your request.

If your support worker does not arrive

If the scheduled support workers does not arrive for the booking, please go onto the Supportmate app, click on company contacts and call Regional Manager or 1300 358 714. If they are unavailable, please call the relevant State Manager. get team to check.



Pricing



Cancellation of Scheduled Supports/Services

If What Ability needs to cancel your booking?

What Ability will do our very best to contact you as soon as possible if there are any changes or cancellations required to any scheduled bookings. What Ability will endeavour to find an appropriate support worker to fulfill the booking, ensure they have read the participant's Support Plan and have received all required training prior to the booking proper hand over from Support Workers who have previously provided supports to the participant.

What Ability prioritises the safety of participants at all times, therefore unfortunately, in some circumstances a cancellation of service may occur if there is any risk of this nature identified. If this were to occur, participant will not be charged in these circumstance.

Booking Circumstances change

If there is a change of circumstances for an booking, for example if there needs to be a change to the location of the participant's pick up/drop off during a booking, What Ability will contact the participant/family regarding any changes, to discuss how to best move forward.

If your NDIS funding circumstances change

If you find yourself in a situation where your funding from the NDIS is amended or reduced, What Ability can provide the following documentation to help with a change of circumstance or early review etc.

- Supporting Letter - What Ability can write a supporting letter explaining how What Ability is helping participant reach their Community Access/Social related goals
- Quotation: What Ability can provide a quote for evidence of the funds needed to help participant's reach social and community access goals.



Supports Provided by What Ability



Participants able to access supports provided by What Ability must have a permanent disability. This implies that the person's disability is lifelong and significantly inhibits their ability to perform everyday tasks with varying degrees of assistance required. The impact of a person's disability is assessed on their functional capacity, taking into account the person's communication, social and mobility needs, as well as their capabilities for self-care.

Another prerequisite to access supports provided by What Ability is the need for ongoing support. Participants must demonstrate that the funding provided through the NDIS will help maintain or improve their skills and independence. For those with a permanent disability, it must be shown that their quality of life would significantly benefit by the supports provided.

What Ability only provides supports which are approved and externally certified through the NDIS Quality and Safeguards scheme. What Ability does not, and will not provide any supports which are outside the current scope of supports What Ability's is certified to provide under our current NDIS registration.

Any requests by participants/families for What Ability to provide supports we are not currently approved to provide will be politely declined.

Previous acceptance by What Ability to provide supports does not entitle any participant automatic access to the same services/supports at a later date.



Consent



What Ability requests, both at the commencement of supports and then on an annual basis that you give your permission (otherwise known as your consent) to enable What Ability to assess, plan and provide the supports you need to enjoy the activities you choose to do. We are required to obtain your consent to do the following:

- To collect, use and retain your personal information (including recorded material in audio and/or visual format), or to disclose this information (including assessments) to other parties to enable an assessment to be undertaken which is an important step in the development of your Support Plan
- To communicate information about your support with your support network, other providers and relevant government agencies
- To assist you in taking your medications
- To assist you in the handling of your money and/or property
- In order to implement your Behaviour Support Plan (if appropriate)
- In order to write your Behaviour Support Plan if appropriate

In line with the Privacy Act 1988, including the Australian Privacy Principles, our Consent policy details the processes we follow in order to ensure we meet our legal and ethical obligations, and ensure put your right to privacy first!



Consent



What Ability requests and documents your consent through the following steps:

1. The Sign Up form

- Collects permission to gather and store your personal information
- Gathers information to make effective assessment on support needs and develop a Support Plan

2. The Consent form

- Outlines reasons for the collection, use and retention of a participant's personal information
- Obtains permission to share information
- Collects third party consent for person/s or organisation/s who are approved to communicate with What Ability for specified purposes
- Collects your consent for What Ability staff to assist you in taking your own medications
- Collects your consent to assist you in the handling of your money and/or property

3. Social Media Publicity Consent Form

- Collects your consent to be included in social media activities and posts



Consent



Amending or Withdrawing Your Consent

Participants can access or correct their personal information, and withdraw or amend their prior consent at any time.

We review all participant consents asked of you (at least) annually, or in any instance where your circumstances may have changed. In doing so, we ask if you wish to withdraw or change your consent for any reason. If you do want to withdraw or change your consent, your Regional Manager is able to assist you in this process. You can contact your Regional Manager via phone (1300 358 714) or email (info@whatability.com.au) to discuss what you would like to happen.

Participant Support Networks

If you choose not to include a particular person as part of your support network for any reason, your choice to do so will be documented on your profile, and your wishes in this regard will be upheld at all times.

Substitute Decision Makers for Consent

Where any participant is unable to provide consent themselves for any reason, we will request written consent from your nominated legal guardian/person responsible. In some instances, verbal consent may be provided. In this instance, your verbal consent will be documented on your profile.



Eligibility and Registration

To assess if What Ability is able to provide the supports you need and the activities you wish to undertake, you can complete our Sign Up form (either online or over the phone) and attend a “Meet & Greet” with one of our Onboarding Managers.

Enquiries about the suitability of our supports and services to your needs can be made via the following:

- A general enquiry via the Contacts page or Sign Up form available on What Ability’s website (whatability.com.au)
- Phone or email request / 1300 358 714 / info@whatability.com.au
- An in person on-site visit to the What Ability office in your State

What Ability Onboarding Documentation

If you choose to commence accessing supports provided by What Ability, you will need to provide the following information and documentation to us:

- Consent Form (completed to enable What ability to begin the assessment and Support Planning processes)
- Social Media Publicity Consent Form (your choice if you want to be part of our social media posts)
- Your Medication Information
- Behaviour Support Plan (If applicable)
- Healthcare Management Plan (If any supports are required to manage any potential health issues)
- Service Agreement (negotiated with What Ability and signed when everyone agrees on the supports you need and the services to be provided)
- What Ability will collaborate with the participant and/or their guardian to develop a tailored Support and Respite Plan which includes overview of support needs, Emergency and Disaster procedures, mealtime management support.



Your Service Agreement

To finalise the onboarding process and formally document your agreed support needs, the supports to be provided by What Ability, costs and any conditions to the agreement, you or your legal guardian/person responsible need to complete and sign your Service Agreement (if you choose to do so).

At What Ability there are no lock-in contracts!

We want you to get the support you need, when you need it. What Ability prefers to have a signed Service Agreement with participants/families in order to be able to provide support.

If you are an NDIS participant, your Service Agreement is perpetual and continues indefinitely without the need for annual renewal. However, What Ability will provide you with a Schedule of Supports to review and consent to, which aligns with your NDIS plan periods.

You can always call your Regional Manager via phone (1300 358 714) or email (info@whatability.com.au) for any clarification you require or if your circumstances change.

What ability will work with participants /families to ensure their understanding of a participant's Service Agreement and any conditions to the agreement, using the language, mode of communication and terms the participant/family are most likely to understand, including making the Service Agreement available in translated, easy read and pictorial



Your Support and Respite Plan

After giving your consent to do so, What Ability will develop your tailored Support Plan, in collaboration with you. Your Support Plan is focused on community access activities (bookings) and residential camps (if applicable), and includes all relevant information about you to inform our staff what supports you need and how to provide them.

This includes (but is not limited to) preferred activities, any behavioural supports, medication assistance, dietary requirements and mealtime supports, emergency and disaster management strategies and any other relevant information.

To enable you to understand your Support Plan, What Ability will make your plan available to you in the language, mode of communication and terms you are most likely to understand.

Assisting Participants to Take Their Own Medications

What Ability staff can provide assistance to you to take your own medications, if you provide your consent for our staff to do so.

Education in medication assistance is provided to new staff as part of their orientation/ induction and all staff undertake an online learning module related to participant's medications as part of their ongoing mandatory education.

Each participant's support needs related to medication assistance are documented within their Support Plan. Accompanied by a medical practitioners document

What Ability meets all required elements within the NDIS Practice Standards (2021) related to Medication Management.



Effective, Person-Centred Communication

What Ability enables and supports person-centred communication with participants and families, at all times. This includes ensuring any information or communication with you is made available to you using the language, mode of communication and terms you are most likely to understand, including information related to:

- The supports and services available to you from What Ability (and any access/entry criteria, including any associated costs)
- Information about What Ability's confidentiality policies
- Support of your active decision-making and individual choice
- Ensuring your understanding of your Service Agreement and any conditions included in this agreement
- Ensuring you have access to your Support Plan in the most appropriate format to enable your understand of this important document

Confidentiality

Each participant's right to confidentiality of their personal information is protected by What Ability's Confidentiality policy. All participants are advised of this policy during the onboarding process. What Ability ensures that your information is available only to those authorised to have access to it. Your right to confidentiality will be upheld by What Ability



Choice and Decision Making

Each participant accessing What Ability's supports are enabled to participate as fully as possible in making choices and decisions about the events and activities in their daily life, in relation to the services and supports they require. Participants are encouraged and supported to exercise their right to make informed decisions and choices about the individual services they receive, the activities they would like to participate in and the lifestyle they would like to follow.

Duty of care issues are a consideration when supporting participants to make decisions to take risks. An informed decision is one made after the participant has all the relevant available information about the options and about any the risks involved in undertaking an activity. Staff members will support and respect informed decisions made by participants.

Dignity of Risk

Dignity of risk refers to the concept of affording a person the right (or dignity) to take reasonable risks, and that the impeding of this right can limit personal growth, self-esteem and the overall quality of life. In Australian law, every person has the right to make their own choices. This means that everyone can choose to take certain risks, to learn from their mistakes, and to choose how they want to live.

Planning and service delivery takes into account the participant's right to the dignity of risk in decision-making. The participant is supported to make informed choices about the benefits and risks of the options under consideration. If required, risks are appropriately managed using our risk management policy and framework.

What Ability staff support and enable participants in their choice and decision making, including their right to make dignity of risk choices. Access to supports available and provided by What Ability will not be withdrawn or denied solely on the basis of a dignity of risk choice made by the participant.



Participant Support: Money & Property

We request your consent in order for What Ability staff to assist you in handling your own money and property. If consent is given, any assistance you need from staff in this regard is included in your Support Plan.

What Ability has a Money Handling policy and procedure in place, to ensure you receive appropriate support from staff and are able to spend your own money safely. Support Workers undertake education and training in money handling and What Ability conducts internal audits to observe staff assisting participants to spend their own money.

The support you need could for example be to assist you to pay for your ticket for bowling, purchasing food for lunch or topping up your transport card to use public transport.

Participants will not receive financial advice from any What Ability staff member at any time, under any circumstances.

On your community access booking we recommend you have a debit card that has funds accessible which are adequate for the activities planned. Your support worker is required to provide receipts for all monies spent at the conclusion of your booking.



The Process of Making a Complaint

There are three steps you need to follow in order to lodge a complaint with What Ability of any nature. These are set out below.



Making a Complaint About What Ability

What to do if you're not happy (including complaining directly to external agencies e.g. directly to the NDIS)

The purpose of our Feedback and Complaints Policy is to detail how you are able to provide feedback and make a complaint about any aspect of What Ability and the process that we will take to address and/or respond to the complaint without prejudice.

What Ability is committed to managing complaints in an accountable, transparent, timely and meaningful way and in the most direct way possible.

We support and encourage the rights of our participants, their families/carers and stakeholders to lodge and pursue any complaint in relation to any aspect of What Ability or its operations.



Step 1:

- Contact the National Participant Manager (NPM) or a member of the Support Squad, if you are comfortable to do so on 1300 358 714
- You also have the right to contact the NDIS commission directly. Those contact details are provided in the “Useful Contacts and Services” section (below).
- If you wish to make a complaint and are uncomfortable talking to a manager at What Ability, you can access the complaint form on the What Ability website.

Step 2: What Ability will internally review the feedback/complaint. All relevant parties will be involved in an investigation of the issues identified and all parties will be updated accordingly on progress and any findings made.

Step 3: All stakeholders will be advised on the resolution of the complaint. Further steps may be taken if necessary.

What Ability anticipates that most complaints/feedback will be able to be addressed and responded to by the people directly involved or at a support worker/middle management level, with only the most serious or unresolved complaints being dealt with by the National Compliance Manager, National Participant Manager and/or the relevant State Manager.

However, where complaints require extensive investigation and/or a more formal review, we will ensure that the appropriate resources are allocated to this task as a priority, to ensure that complaints are thoroughly managed and investigated. If required, What Ability will refer to, or seek guidance from external agencies, such as the NDIS Commission or the relevant State or Commonwealth Ombudsman.



*SCAN TO ACCESS
FEEDBACK AND
COMPLAINTS!*



Incident Management



What Ability is committed to providing a safe environment for all participants, personnel, contractors and visitors. What Ability has in place a formal process to report and investigate all workplace accidents/incidents and near miss occurrences. This includes all participants, staff and visitors. The process includes identifying contributing factors of the accident/incident or near miss and making the necessary recommendations and service improvements to prevent a recurrence.

When an incident occurs during a community access booking or camp, What Ability's management are informed and take any immediate actions that may be required, and contacts the Participant's relevant contact person to inform them of the incident.

All incidents are reported and documented to ensure our records detail all of the factual information about what has occurred. What Ability's Support Workers are supported through the incident process by their Regional Managers.

The National Team reviews all incidents and conducts in-depth investigation of all critical adverse events, to better understand the circumstances under which the incident occurred, and to work together to improve our systems and processes to reduce the likelihood of a similar incident occurring again.

What Ability provides education and training to all new staff in incident management during their induction/orientation and provides ongoing education on this topic as part of the Support Worker Workshop program to enable all Support Workers to confidently manage any incidents which occur whilst providing support to participants.

What Ability's Incident Management Policy and Procedure details our system for the management of all incidents, and is available via the policies and procedures link located at the bottom of the front page of What Ability's website (www.whatability.com.au)



Improving our Support

What Ability strives at all times to provide safe, high quality supports to participants whilst providing community access bookings and camp experiences.

Your feedback provides us with information which is essential to us in order to understand the current safety and quality of the services we provide, and also as valuable information to inform service growth and development.

What Ability encourages our staff and participants/families to provide feedback after community access bookings and camps to hear about your experiences and to ensure that we are providing the best possible supports and services to our participants and families.

Feedback forms are available on our website and also available via the link below:
<https://whatability.com.au/services/need-support/feedback-and-complaints>

All feedback you provide is recorded and reviewed by the What Ability National Team and Executive Leadership Team as we strive to improve our services every day.



Withdrawal of Support

What Ability may need to choose to withdraw or temporarily stop a participant's access to supports for the following reasons:

- Relocation to an area outside What Ability's area of service delivery
- Where the support schedule and service is no longer able to meet the participant's needs or will assist in achieving their chosen goals
- Transfer/transition to an alternative service provider
- The participant is unwilling to meet the reasonable conditions required in their Support Plan and thus affecting the safe delivery of a service to the participant and the work, health and safety of staff
- Approvals not being provided within an agreed timeframe by participant/person responsible e.g. consents, Support Plan confirmations etc. to enable safe supports to be provided
- Changes in the participant's status and/or condition resulting in the support they require exceeding the training, skills and/or expertise What Ability staff can provide
- There has been no contact between the participant and What Ability for a period of 3 months (following multiple prompts to do so by What Ability)
- The participant and/or family member/carer engages in behaviour that is unacceptable to What Ability such as violence, abuse, aggression, theft or property damage
- The participant has perpetrated a criminal or other act of a serious and reportable nature



Transition to Other Providers

If you are transitioning to access What Ability's services from a school setting, or from another disability service provider, we need your consent to contact that provider e.g. school, NDIA or other services in order to ensure a smooth transition happens, and we can develop a Support Plan for you that meets your needs. All information we receive from any previous provider, for example your support requirements, schedules, plans, and person-centered goals assists significantly in this process.

If you choose to no longer access What Ability to provide your supports, we will ensure your transition to any alternate provider occurs in a professional, planned and collaborative manner, including the identification and documentation of any risks associated with the transition to the provider.

Exit planning is an integral part of the transition process and is conducted in close consultation with you, and where appropriate your family, carer and any other important people from your support network, in collaboration with the alternative service provider of your choice.

Emergency and Disaster Management

What Ability has an organisational Emergency and Disaster Management Plan which details the actions to be taken by management and staff in the event of any actual or potential emergency and/or disaster situation. This plan is regularly reviewed by the Executive Leadership Team and staff receive education both during their induction/orientation and ongoing education on this topic as part of the Support Worker Workshop Program.

Participant Support Plans include person-centred supports related to the support of a participant in the event of any emergency or disaster situation. Support plans are reviewed by participants/families, including review of the risk management strategies in the plan related to emergency and disaster management situations.



The What Ability Foundation



What Ability Foundation is a Not-For-Profit Charity, on a mission to unlock experiences for Aussies living with a disability! The Foundation partners with experience providers across sport, live entertainment, adventure, hospitality and dining to gift experiences to families at no charge.

From Tenpin Bowling to Go Karting or your local zoo, the Foundation could unlock your next family pass! These experiences can be used and enjoyed by the participant and their whole family as well.

To unlock your first experience made available by the What Ability Foundation, you will need to sign up as a Foundation member.

To do so, click the link/QR Code below!



SCAN THE QR
CODE TO
REGISTER NOW!





Key Links

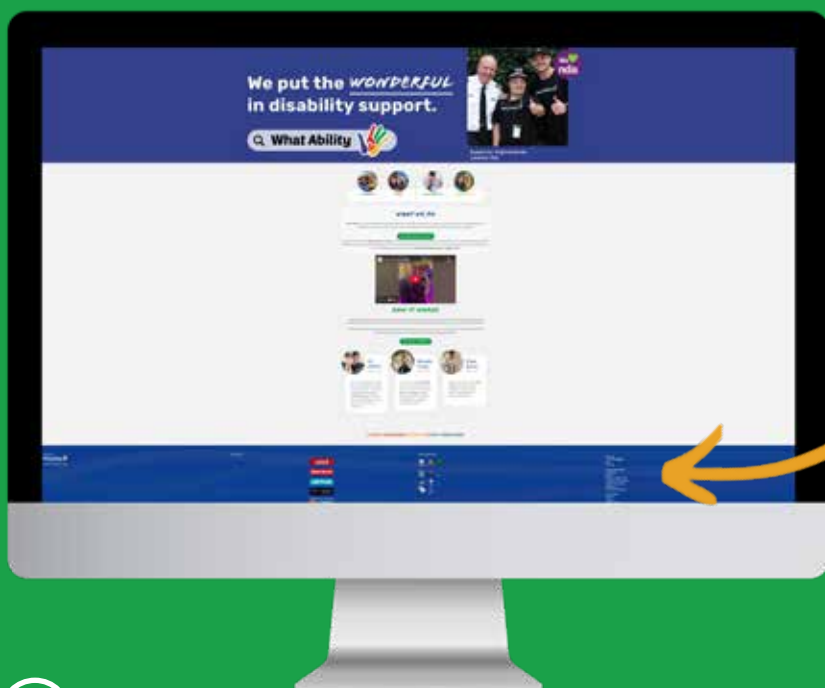


At the bottom of the front page of What Ability's website (www.whatability.com.au) you will see listed a number of links e.g. Feedback and Complaints, Policies and Procedures and our Participant Handbook.

The Policies and Procedures link will take you to our current policy and procedures document, and the Feedback and Complaints link takes you to a form which prompts you how to make a complaint to What Ability about your supports, services and/or experiences when accessing our services.

Hard copy versions of our Policies and Procedures document can also be provided, translated into your preferred language.

To file feedback or make a complaint directly to the NDIS you can also use the following link: <https://www.ndis.gov.au/contact/feedback-and-complaints>.



Services and Support

- 1:1 Support
- Camps
- Behaviour Support Plan
- Feedback and Complaints
- Policies & Procedures
- SSRC Policy
- Participant Handbook



FAQS: Your bookings



1. How do I make my booking?

To make a booking, message or email your Regional Manager. Once a booking has been made, you will be able to see shifts on the Supportmate Client app on the App store or on the Google Play store.

2. What does a booking look like?

You can see details about the booking on the Supportmate Client homepage.

3. How to view the photo album

Click on the Supportmate burger icon on the top left of the homepage. From there, select 'Photo Album.'

4. How to view documents

In Supportmate click on the burger icon, and select 'My Documents'

5. How to provide feedback

There are numerous ways to provide feedback. For example;

- **Via the Supportmate app:** Click on the burger icon and from there click 'Feedback'. You can give two types of feedback; feedback on the carer and on the company. Type in your feedback in the notes section.
- **Via our website:** <https://whatability.com.au/>
- **Via the NDIS:** <https://www.ndis.gov.au/contact/feedback-and-complaints>

6. Support Worker Information

You can see details about the Support Worker on the Supportmate Client homepage.

Your Supportmate App

Home page

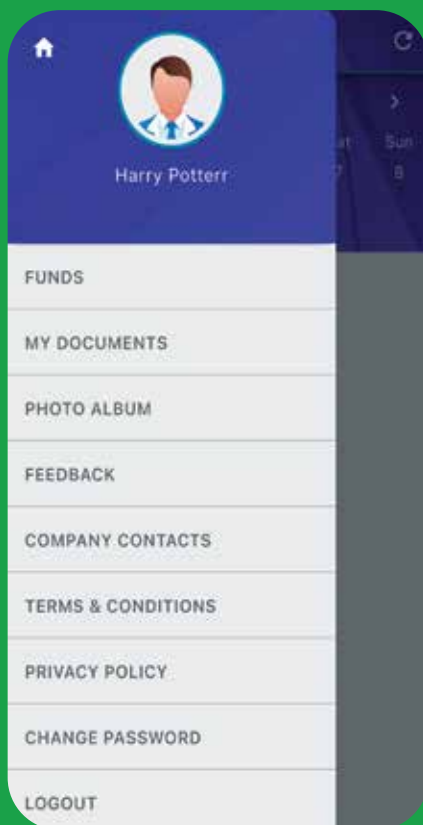
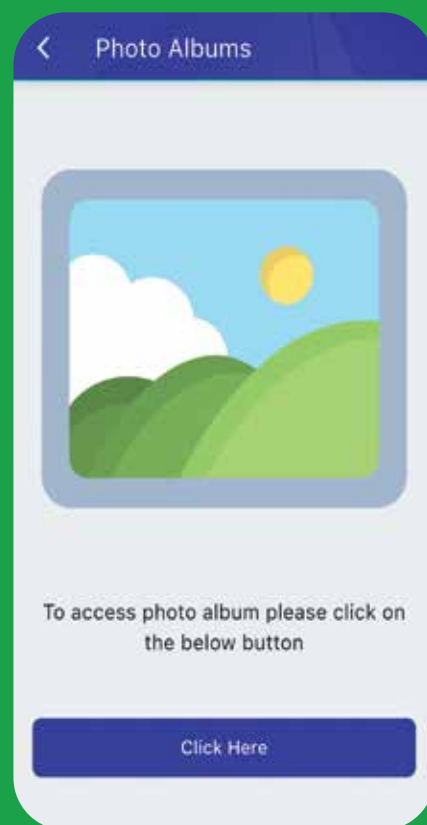


Photo albums page



Your Supportmate App

Feedback page

< Add Feedback

☒ Carer ☐ Company

Select a Carer

Notes

0/1000

Submit

Company Contacts

< Company Contacts

Name
Jess White

Designation
National Participant Manager

Contact Number
0415918588

Email
jess@whatability.com.au

Your Booking/s

≡ Shifts

< June 2025 >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
2	3	4	5	6	7	8

Gerard Stevens | Tue, Jun 3

Community Access

09:00 AM - 03:00 PM

No Break

Shift Address: What Ability, Roseby Street, Drummoyne NSW, Australia

Supporting and Enabling Advocacy for Participants



What Ability acknowledges that any participant has the right to seek the support and counsel of an advocate or external advocacy agency to help with all aspects of services provided by What Ability or from any other service providers.

An advocate is a person, who with the agreement and authority of the participant represents their interests.

Whenever possible participants will be supported and encouraged to self-advocate, but whenever required, we will facilitate access to any level or type of advocacy required or requested by the participant.

What Ability will ensure that advocates are identified and their contact details documented within the individual record of each participant.

Any communication with a nominated advocate will be undertaken in a timely, open and transparent manner and consistent with the approval of each participant. Information on the role and services offered by advocacy agencies will be readily available to participants and supported by What Ability to enable access by participants or their families if required or requested.

Consistent with ethical practice, staff of What Ability should not be identified as an advocate for any participant of What Ability in any aspects of service delivery, between the participant, What Ability or any third-party person/organisation.

It is acknowledged that at times, What Ability staff will be asked to attend meetings in a professional capacity to present information on behalf of the participant or organisation. In these circumstances it is expected that this representation will be restricted to the management team positions and be undertaken consistent with the scope of their position within the organisation.

We will not disclose any information about the participant to an advocate when the person is not present, unless we have the participant's expressed permission to do so. If a participant wishes What Ability to disclose information to an advocate, they will be required to disclose this information and instructions in writing.

Participants may choose to use an advocate:

- Any time they wish to communicate with us
- At initial consultation
- During interviews and reviews

An advocate may be a family member, a friend, another professional or a formal advocacy service.



Useful Contacts and Services

Intellectual Disability Rights Service (IDRS)

A community legal centre specializing in legal and rights issues for people with a disability.

2C/199 Regent St REDFERN NSW 2016

Free call: 1300 665 908

Website: www.idrs.org.au

Email: intakejas@idrs.org.au

People with Disability Incorporated

For people with a disability who wish to make a complaint about their rights being infringed. Free call: 1800 422 015

TTY: (02) 9318 2138

TTY: 1800 422 016 free call

Website: www.pwd.org.au

Email: pwd@pwd.org.au

Australian Federation Of Disability Organisation

Free call: 1800 219 969

Website: www.afdo.org.au

Email: office@afdo.org.au

National Disability Advocacy Program

Website: www.dss.gov.au

Free call: 1800 643 787

Email: disabilityadvocacy@dss.gov.au

Multicultural Disability Advocacy Association

MDAA Head Office

Free call: 1800 629 072

Address: 10-12 Hutchinson Street, Granville NSW 2142

Postal: PO Box 884, Granville NSW 2142

Email: mdaa@mdaa.org.au

Disability Advocacy (DA)

Find your local advocate: www.dana.org.au/find-an-advocate

Telephone contact: 1300 365 085

Provide individual advocacy services to people with a disability who have serious and urgent problems.

Indigenous Disability Advocacy Service (IDAS)

Telephone Contact: 1300 114 327

Provide individual advocacy services to Indigenous people with disabilities, their families and carers who have serious and urgent problems.

Intellectual Disability Rights Service (IDRS)

Telephone Contact: 1800 666 611

The IDRS provides telephone advice on a range of legal issues and representation in priority areas such as criminal law, care and protection and guardianship

There are a number of disability advocacy services in each State. Your Regional Manager can assist you to identify and contact a local, State-based advocacy service if you wish to access one.



Participant Handbook brought to you by

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