



Be One Care
You are never alone, at Be One Care for you!

PARTICIPANT HANDBOOK

Welcome To Be One Care



WWW.BEONECARE.COM.AU

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WELCOME MESSAGE

Welcome to Be One Care!

We are delighted to welcome you to the Be One Care community.

At Be One Care, our focus is on people. We are a disability support provider that is passionate about delivering high-quality, person-centred services that make a real difference in people's lives. Whether you're a participant looking for support or a staff member joining our team, you are now part of an organisation built on trust, integrity, and inclusion.

We understand that every individual is unique. That's why we tailor our supports to meet each person's goals, preferences, and lifestyle. Our dedicated team works closely with participants and their families to ensure services are not only professional and reliable but also empowering and respectful.

Our values of Respect, Compassion, Integrity, and Excellence guide everything we do. From daily living assistance to building social connections, we are here to walk alongside you, helping you live a life of your choosing with dignity and independence.

For new staff, we're excited to have you on board. You are joining a supportive, collaborative environment where your contribution truly matters. We are committed to your growth, development, and wellbeing, and together, we will continue to create positive outcomes for those we support.

Thank you for being part of the Be One Care family. Let's work together to build a more inclusive and caring future.



WELCOME
TO BE ONE CARE

VISION

MISSION

Vision

To be a trusted and leading provider of disability services that transforms lives through dignity, respect, and inclusion.

We envision a world where every individual—regardless of ability—has the opportunity, support, and encouragement to thrive, participate fully in society, and pursue their personal goals and aspirations.

Mission

At Be One Care, our mission is to deliver personalised, culturally safe, and empowering support services to people living with disability.

We are driven by the following principles:

- **Person-Centred Care:** We honour the choices and preferences of every participant, placing them at the heart of everything we do.
- **Cultural Respect:** We embrace diversity and provide services that reflect the cultural values and backgrounds of those we support.
- **Empowerment & Independence:** We support participants to develop skills, gain confidence, and live as independently as possible.
- **Community Engagement:** We work in partnership with families, carers, and the wider community to build strong support networks and meaningful connections.
- **Quality & Accountability:** We are committed to continuous improvement, transparency, and meeting the highest standards in care and service delivery.



Company Values



Compassion

We are committed to delivering care with genuine empathy, kindness, and emotional intelligence. Compassion means taking the time to truly listen and understand each participant's unique experiences, challenges, and needs. We believe that compassionate care builds trust, promotes emotional well-being, and fosters meaningful, supportive relationships.



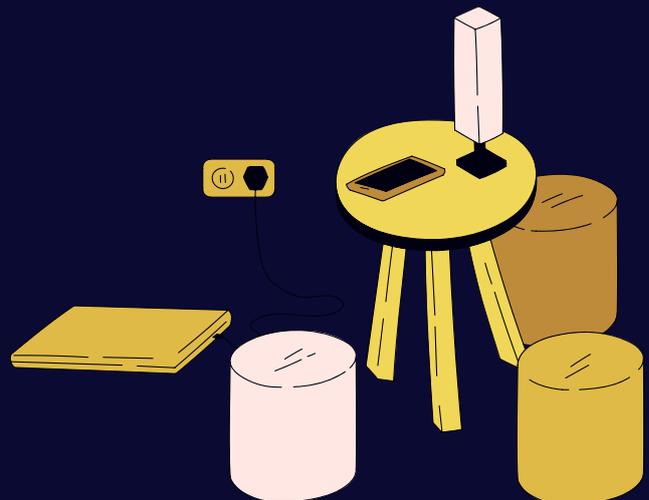
Integrity

At Be One Care, we uphold the highest standards of honesty and ethical conduct in every aspect of our work. Integrity means being transparent in our communications, accountable for our actions, and consistently doing what is right—even when no one is watching. We build trust through reliability and a steadfast commitment to ethical and respectful care.



Respect

We treat every participant with dignity, honor their autonomy, and value their individuality. Respect means recognizing each person's rights, choices, and cultural background. We foster an inclusive environment where everyone feels valued, heard, and empowered to live life on their own terms.



OUR SERVICES

At Be One Care, we are committed to delivering personalised, participant-focused, and high-quality disability support services. We operate in full compliance with the NDIS Practice Standards and Quality Indicators to ensure exceptional outcomes for those we serve.

Our services are carefully designed to meet your unique needs while maintaining the highest standards of quality and integrity. We believe in transparency and empowering you with a clear understanding of what to expect when you engage with us.

Our goal is to enhance your quality of life by providing support that promotes independence, dignity, and active participation within your community. We are dedicated to delivering respectful, tailored care that reflects your preferences and goals. Your input is invaluable to us as we continuously refine our services to better serve you.

Our Core Services Include:

- Support Coordination & NDIS Plan Management
 - We assist you in navigating the complexities of the NDIS, coordinating your supports, managing your plan's financial and administrative aspects, and advocating on your behalf to resolve any challenges. Our goal is to maximise your access to the right services that align with your aspirations.
- Personal Care & Wellbeing
 - Our compassionate team supports daily personal activities including hygiene, grooming, medication management, and complex care needs. We also promote your physical and mental wellbeing through personalised wellbeing activities and lifestyle mentoring to enhance your quality of life.
- Home & Daily Living Support
 - We provide practical assistance with household tasks such as cleaning, cooking, shopping, and home maintenance. Alongside this, we deliver skill development programs focused on building independence in everyday living, empowering you to confidently manage daily routines.
- Community Inclusion & Social Engagement
 - We facilitate your participation in community events, social groups, recreational activities, and skill-building opportunities. These services are designed to strengthen social connections, boost confidence, and enhance your engagement within your community.
- Travel, Transport & Employment Assistance
 - Our support includes assistance with travel and transport to access essential services safely and independently. Additionally, we provide guidance and support for accessing and maintaining employment, helping you achieve your vocational goals.
- Supported Independent Living & Shared Accommodation
 - For those requiring ongoing support, we offer personalised care in independent or shared living environments, ensuring your safety, comfort, and wellbeing with flexible support tailored to your lifestyle.

YOUR RIGHTS

At Be One Care, we are committed to ensuring that all clients are treated with dignity, respect, and fairness. Here are some key rights that you have as a client:

1. Right to Respectful Care

You are entitled to receive care that is considerate, professional, and responsive to your needs.

2. Right to Privacy

Your personal information and health records will remain confidential.

3. Right to Informed Consent

You have the right to be fully informed about your care plan and any changes.

4. Right to Participation

You can actively participate in decisions about your care and treatment.



5. Right to Voice Concerns

If you have any concerns or complaints, you are encouraged to voice them freely and openly

6. Right to Freedom of Choice

You have the right to choose the care providers you wish to work with and the services you want to receive

7. Right to Access Information

You are entitled to access the information in your care plan, medical records, and any other relevant information



YOUR RESPONSIBILITIES

- **Provide Accurate Information**

You are responsible for providing accurate and honest information about your health and personal needs.

- **Follow the Care Plan**

We ask that you follow the care plan that has been agreed upon, including medication schedules and appointments

- **Maintain a Safe Environment**

You are responsible for ensuring a safe and comfortable environment for yourself and the care staff.

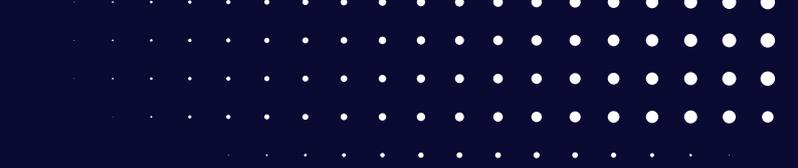
- **Respect Others**

Please treat our staff with the same respect and courtesy that you would expect.

- **Communicate Changes**

Inform us immediately if your care needs change or if you experience any issues with your care plan.





DIVERSITY & INCLUSION

At Be One Care, we are dedicated to creating an inclusive, respectful, and culturally safe environment for every individual we support. We embrace and celebrate diversity in all its forms, ensuring that each participant is valued, respected, and supported in a way that honors their unique identity and life experiences.

Diversity includes, but is not limited to, culture, ethnicity, language, gender identity, sexual orientation, age, disability, religion, and socio-economic background. We recognize that every participant brings their own perspectives and preferences, and we tailor our services to reflect and respect these differences.

Inclusion is a collective commitment. We expect all members of the Be One Care community—participants, families, and staff—to treat each other with kindness, respect, and dignity. This foundation of mutual respect underpins the high-quality, person-centered care we provide.

Our dedication to diversity and inclusion is reflected in:

- Delivering participant-centered care that honors each person's cultural values, traditions, and preferences.
- Providing ongoing staff training in cultural awareness, inclusive practices, and effective communication across diverse communities.
- Implementing policies and procedures that promote fairness, equity, and accessibility for participants of all backgrounds and abilities.
- Encouraging open, respectful communication, where participants and families can provide feedback and contribute to continuous service enhancement.

At Be One Care, we believe that diversity strengthens our care. We are proud to offer services that respect and support the individuality of every participant, building a community where everyone feels welcomed, heard, and empowered.



PRIVACY & CONSENT

Your privacy is our highest priority. At Be One Care, we are committed to safeguarding your personal and medical information in full compliance with all relevant laws and regulations. We follow strict confidentiality protocols to ensure that your data remains secure and protected at all times.

We collect personal information that is necessary to provide your care, including

- Personal identification details (name, address, etc.)
- Medical history and current health conditions
- Care preferences and needs
- Emergency contact information

Your Consent

We will always ask for your informed consent before collecting or sharing any personal information. You have the right to withdraw your consent at any time. If you have any concerns about your privacy or consent, please contact us.

Advocacy

Be One Care firmly supports every client's right to have a voice in their care and to be treated with fairness, respect, and dignity. We encourage you to speak up if you believe your rights are not being upheld or if you are dissatisfied with any aspect of your care.

You also have the right to involve an advocate—whether a trusted friend, family member, or an external organization—to assist you in making informed decisions about your care. Should you wish to appoint an advocate, we are here to provide guidance and information on how to proceed.

INCIDENT REPORTING, INVESTIGATION, AND NOTIFICATIONS

At Be One Care, we understand that during the delivery of services, various events may occur that impact you positively, negatively, or neutrally. Some of these events may qualify as a 'participant incident.' Our top priority is your health, safety, and wellbeing, as well as that of any other parties involved. Effective incident management is critical and includes the following:

• Immediate Response

We ensure your immediate safety and wellbeing by providing prompt medical assistance, contacting emergency services if necessary, preserving any evidence, accessing specialist support services, and notifying your nominated key support person.

• Ongoing Support

We commit to maintaining a safe and secure environment while offering any necessary rehabilitation, counseling, or support tailored to your needs as a result of the incident.

In cases where an incident involves staff misconduct towards a child, we adhere strictly to the relevant reporting requirements and notify the appropriate authorities in line with child protection laws.

Our approach to incident management is always respectful, culturally sensitive, and empowering. We encourage your involvement and decision-making throughout the process wherever possible.

When responding to an incident, Be One Care will:

- Acknowledge the impact of the incident on you
- Assure you that the matter will be handled seriously, fairly, and transparently
- Inform you of your rights and respect your wishes
- Keep you updated on the progress, outcome, and any follow-up actions
- Involve your advocate or key support person, where appropriate
- Provide opportunities for you to share your account of the incident, with support if needed
- Invite your feedback on how the incident was managed
- Protect your personal and sensitive information, ensuring confidentiality and privacy



Feedback & Complaints

At Be One Care, we are committed to continuously improving the quality of our services. Your feedback—whether it's a compliment, a complaint, or a suggestion—is extremely important to us.

If you have something to share, whether positive or constructive, we want to hear from you. Your insights help us grow and ensure we're providing the best care and support possible.

We are here to listen and ensure your voice is heard.

Complaints and feedback may also be submitted anonymously via email at **support@beonecare.com.au** or post it to **24 Ordsall Approach, Brabham WA 6055**

If you are not satisfied with the outcome of your feedback or complaint with Be One Care, you may escalate your concerns to the following independent external agency:

NDIS Quality and Safeguards Commission

<https://www.ndis.gov.au/contact/feedback-and-complaints-form>

Key Services & Contacts

At times, you may need to access additional support, advice, or services. Below is a list of key contacts to assist you when needed:

Kin Disability Advocacy for Diverse Communities *(Formerly Ethnic Disability Advocacy Centre)*

- Tel: (08) 9388 7455
 - Email: admin@kinadvocacy.org.au
 - Website: www.kinadvocacy.org.au
 - Address: 320 Rokeby Road, Subiaco WA 6008
- Provides individual and systemic advocacy for people with disability from diverse cultural and linguistic backgrounds in Western Australia.

People with Disabilities (WA)

- Tel: (08) 9420 7279
- Email: info@pwdwa.org
- Website: www.pwdwa.org/index.html

Advocacy WA

- Tel: (08) 9721 6444
 - Email: admin@asw.org.au
 - Website: www.advocacywa.org.au
 - Address: 99 Victoria Street BUNBURY 6230 WA
- Provides individual advocacy for all people with disability living in the South West Region.

Personal Advocacy Service

- Tel: (08) 9275 5388 Email: admin@asw.org.au
 - Email: admin@paswa.org.au
 - Website: www.paswa.org.au
 - Address: 28 Holdhurst Way MORLEY 6062 WA
- Citizen advocacy for people with intellectual disability living in the Metropolitan Perth area

Sussex Street Community Law Service Inc East Victoria Park

- Tel: 0429 611 435
 - Email: sscls@sscls.asn.au
 - Website: www.sscls.asn.au
 - 29 Sussex Street EAST VICTORIA PARK 6101 WA
- Individual advocacy and Legal Advice and Community Legal Education on Disability Discrimination for all people with disability living in the North West Metro Perth, South Metro Perth and WA State





**THANK
YOU**

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