

ACCESSING HEARTBEAT SERVICES IS EASY

Call 98912255

WE ENCOURAGE YOU TO CONTACT HEARTBEAT IN A VARIETY OF WAYS, WHICHEVER BEST SUITS YOU! THIS COULD BE IN PERSON, VIA TELEPHONE, WEBSITE, FAX/EMAIL OR WRITE A LETTER. IF YOU ARE VISUALLY IMPAIRED OR NEED AN INTERPRETER PLEASE LET US KNOW SO WE CAN HELP YOU.

YOU CAN REQUEST A MEETING WITH US AND CHOOSE THE LOCATION AND TIME OF THE MEETING THAT BEST SUITS YOU AND YOUR FAMILY. A HEARTBEAT REPRESENTATIVE WILL MEET WITH YOU AND/OR FAMILY/ADVOCATE AND DISCUSS YOUR GOALS AND PLANS.

AT THIS MEETING YOU WILL BE PROVIDED WITH INFORMATION OF YOUR RIGHTS & RESPONSIBILITIES, WE WILL ASK FOR YOUR CONSENT AND TO SIGN A FORM. WE WILL EXPLAIN HOW TO CONTACT HEARTBEAT & WHO YOU CAN CONTACT, HOW AND WHEN. WE WILL IDENTIFY YOUR GOALS & CORE NEEDS AND LET YOU CHOOSE A RANGE OF SUPPORTS. WE WILL SHOW YOU HOW TO PROVIDE FEEDBACK OR RAISE CONCERN. WE WILL ASK YOU ABOUT PREFERENCE FOR A SUPPORT WORKER.

TOGETHER WE WILL PLAN YOUR WAY FORWARD WITH OUR COMPANY AND WORK ON A SERVICE AGREEMENT, WHICH BOTH PARTIES AGREE UPON, WHICH WILL FOCUS ON THE BEST POSSIBLE OUTCOMES FOR YOU WITH YOUR SUPPORT TO BE PROVIDED BY HEARTBEAT.

YOUR SAFETY AND THE SAFETY OF ALL OUR WORKERS IS VITALLY IMPORTANT TO US. SO WE CONDUCT A WORK HEALTH AND SAFETY RISK ASSESSMENT WITH YOU TO ENSURE WE KEEP YOU AND OUR WORKERS SAFE.

YOUR SUPPORT PLAN WILL BE DEVELOPED WITH YOU FOCUSING ON YOUR GOALS, FUTURE PLANS AND BUDGET.

WE WILL CONTACT YOUR FUNDING BODY AND CREATE THE AGREED SERVICE BOOKINGS. WE WILL THEN SET YOUR SERVICE BOOKINGS UP IN OUR SYSTEM.

STAFF ARE THEN SELECTED TO WORK WITH WHO BEST MATCH YOUR PREFERENCES. YOU CAN MEET WITH YOUR CARER PRIOR TO SERVICE COMMENCING IF YOU WISH. SOMETIMES YOU MAY REQUEST A STAFF INDUCTION AS A HANDOVER WITH NEW WORKERS.

YOUR SERVICE PROVISION WILL COMMENCE WHEN YOU AGREE TO START. WE WILL BE IN REGULAR COMMUNICATION WITH YOU AND OUR STAFF TO MAKE SURE YOU ARE HAPPY WITH SERVICES. WE LOVE FEEDBACK FROM YOU. WE WILL DELIVER AN IN-HOME FOLDER FULL OF INFORMATION FOR YOU.

APPROXIMATELY 1 MONTH AFTER YOUR SERVICES HAVE COMMENCED YOU WILL BE ASKED TO PROVIDE FEEDBACK. THIS SURVEY IS NOT COMPULSORY, HOWEVER THE FEEDBACK YOU PROVIDE WHETHER GOOD OR BAD HELPS US TO IMPROVE OUR SERVICES TO YOU, YOUR FAMILY AND OUR COMMUNITY.

DURING OUR WORK TOGETHER PLEASE LET US KNOW IF YOU NEED TO CHANGE SOMETHING. WE TRY OUR BEST TO BE FLEXIBLE AND AS RESPONSIVE AS WE CAN WITH YOUR SERVICE BOOKINGS AND REQUESTS. IF YOU NEED A FORMAL REVIEW WE CAN REQUEST THIS WITH YOUR FUNDING BODY IF APPLICABLE.

EVERY 12 MONTHS WE WILL WORK WITH YOU AND CONDUCT A FORMAL REVIEW OF THE SERVICES AND SUPPORTS THAT WE HAVE PROVIDED. WE BOTH WILL MAKE ANY CHANGES WE CAN TO FURTHER IMPROVE OUR SUPPORTS SERVICES TO YOU. WE TRUST THAT YOU WILL HAVE THE CHOICE AND FULL CONTROL WORKING WITH THE HEARTBEAT TEAM.

