

# CLIENT HANDBOOK

A division of Mental health Disability Community Care  
I-Care



## Index

### KOOBOR CARE AUSTRALIA CLIENT HANDBOOK CONTENTS

Page	Contents
P 2.	<b>How to contact Koobor Care Australia</b>
P.3	<b>Acknowledgment</b>
P 4.	<b>About Koobor Care Australia</b>
P 6.	<b>Privacy, confidentiality, complaints, and feedback</b>
P 8.	Mission Statement
P 9.	Mental Health engagement
p 10.	How our clients come to Koobor Care Australia
p13	Group Activities
p18.	Live Art
p 23.	Exit Melbourne

p 24. Voluntary Work Placements  
p 26. Wellbeing  
p 27. Work Health and Safety  
p.28. Thank You



## How To Contact

Email [Philip@meddicare.com.au](mailto:Philip@meddicare.com.au)

Phone (61) 425 756 956

Write PO Box 7063  
Croydon South  
Vic 3136

[www.kooborcareaustralia.com.au](http://www.kooborcareaustralia.com.au)

# ACKNOWLEDGEMENT

Koobor Care Australia acknowledges the Traditional Owners of the lands on which our services are located. We honor the strength and resilience of aboriginal and Torres Strait Islander people pay our respects to all elders, past and present



## About Koobor Care Australia .

It was an idea by the founder of Koobor Care Australia, a nurse with years of experience both in hospitals and in the community, working with all types of disabilities. Since then, Koobor Care has reached an important landmark, and objectives by supporting clients in their homes and in the community.

Koobor care Australia is a registered NDIS provider.  
# 4050054631



We support the

ndis

Koobor Care Australia respects your privacy. We do this by collecting the information that NDIS requires. The data released in full compliance in full compliance to state and federal privacy legislation. Koobor Care Australia will provide an Independent Advocate.

**PRIVACY AND  
CONFIDENTIALITY  
AND  
ADVOCACY**



**KOOBOR**  
**CARE AUSTRALIA**

## **COMPLAINTS AND FEEDBACK**

A complaint is, by definition, a statement that something is unsatisfactory or unacceptable.

Koobor Care Australia will work with you as a client to improve the service provided to you and other participants.

Please call 0456438 470  
Monday to Friday  
from 9.00 am-5 pm.

Thank you for contacting  
Koobor care Australia.



## **DEDICATED AND PASSIONATE**

Koobor care Australia staff are passionate, dedicated, and trained to engage with participants no matter your circumstances.

Our staff has achieved remarkable results with our clients.

Koobor Care Australia staff look forward to engaging with carer's, clients and guardians.



**KOOBOR  
CARE AUSTRALIA**

# MISSION STATEMENT



Koobor Care Australia philosophy is to support participants suffering from mental health and disabilities, to live a fully as any other person in the community. Koobor Care Australia through the Innovative Community Participation Supports clients through friendship and group interaction which will contribute in overcoming social barriers isolation.



# MENTAL HEALTH ENGAGEMENT



**Koobor Care has a significant role in Mental Health Centres, supporting clients, and keeping clients engaged with their treating teams. Koobor care is working towards eroding stigma and promoting the independence of the participants.**



**Koobor Care Australia encourages self-worth, building self-esteem through supported voluntary programs, involving working with the public in a public environment.**

How do our clients come to us?

Our clients come to our organisation from:

National Insurance Scheme (NDIS)

Road injury

Self Referral

Work cover

Other

Short engagement for supported holidays.

Please call our team to enquire about your potential needs 0456438 470

## Supports offer by Koobor Care Australia



**Innovated participation in the community.**  
**Specialist positive behaviour support.**  
**Supportive employment.**  
**Home modifications.**  
**Wellness and well being.**  
**Home tutoring.**  
**Group Activities.**  
**Community care nursing.**  
**Early childhood support, home tutoring and psychology.**

## Other services Offered by Koobor Care Australia



Home Assistance a domestic assistant the clients



with the home tasks



cooking



food prep



shopping



transportation to appointments

Singing Groups



# BOWLING





# BADMINTON



## **WHERE IS KOOBOR CARE AUSTRALIA NOW?**

**Koobor Care Australia** is taking more clients through referrals. By taking on more staff and increasing their scope of practice through training and experience.

Clients have already taken holidays, with planning in progress for a cruise and interstate holidays.



Koobor Care Australia take Clients for within Victoria, interstate holidays, and a cruise planned for next year.



## Live Art

We travel to various places in Melbourne to see displayed art, where it is displayed either in general public viewing or other art exhibits.



Art and craft is so much fun

Exceptional art and craft days

# Art Groups



We run an informal art group for enjoyment

Fun days are good  
join us and enjoy  
these days as well.



All participants had a great day

## EXIT MELBOURNE METRO

Innovated Community Participation by getting out of the city metro environment. Allowing being at one with the native bushland and smelling the fresh air and getting closer to nature has proven an excellent harmonizer for clients.



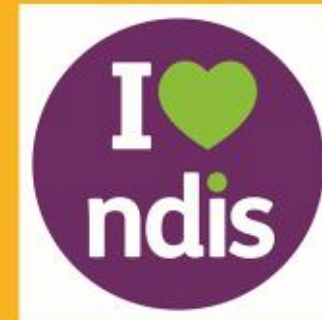






## GARDENING PROJECTS

Various gardening opportunities for volunteers



Koobor care offers a gardening project in a public environment. This opportunity provides outcomes in community social participation, learning about gardening, working, and enjoying other participant's company, and developing self-esteem with employer expectations leading to pathways of paid employment.

**I love ndis**

Personal training and wellness

**AN INVITATION TO JOIN OUR KEEP FIT PROGRAM**

Personal Trainer will work with you individually or with other participants, to show you how to keep and stay fit.

This can be through face to face in groups or through video link in your own homes doing live workouts, at your own pace.

Wellbeing and mindfulness

Workplace violence is defined as 'any incident where an employer or worker is abused, threatened or assaulted in situations relating to their work' and includes issues such as sexual harassment, bullying and challenging client behaviours.



Some infectious diseases, such as hepatitis B and C, or HIV/AIDS, can be transmitted when infected blood meets the bloodstream of another person e.g. from a cut or needle-stick injury. Others, such as gastroenteritis and hepatitis A, are spread when faecal contamination of hands, food or other objects enters the mouth and tract of another person.

Infection such as COVID-19 & influenzae from an infected person sneeze.  
Cough into crook of your elbow and thorough hand washing 20 seconds.



We always ask all clients to be respectful to our valued staff in behaviour and in hygiene matters.

# WORK HEALTH AND SAFETY (WH&S)

Please respect our staff, as we appreciate you.

*Dear Client*

*Thank you for reading our client Handbook,*

*Written sincerely to convey how the dedicated staff is working with our clients.*

*We hope that we can engage with you, whether you are the prime carer, client, or family.*

*Yours sincerely*

*Philip Wood*

*Founder of Koobor Care Australia*