



INSTILLING HOPE AND SHAPING FUTURE

Hope Circle is registered NDIS provider who supports NDIS participants with complex needs: -

- ✓ Intellectual disability
- ✓ Autism
- ✓ Acquired Brain Injury
- ✓ Mental Health
- ✓ Neurological disability
- ✓ Alcohol or substance misuse
- ✓ Forensic issues
- ✓ Dual Diagnosis/co-morbidity

Hope Circle is registered to provide the following NDIS/Agency managed services:

- ✓ Supported Independent Living (SIL), 24x7 Daily Tasks and Shared Living
- ✓ Respite Support: Short Term - Accommodation (STA) and Medium-Term Accommodation (MTA)
- ✓ Specialised Behaviour Support
- ✓ Social and Community Participation
- ✓ Assistance with Daily Living (In-home support)
- ✓ Transport Support
- ✓ Individual and Group Activities (activities and skill-building), 1:1 Community Engagement or Group Activities
- ✓ Specialist Support Coordination

About Us

Hope Circle is a registered NDIS provider who provides tailor-made support to help individuals achieve their NDIS goals and aspirations.

We provide support to individuals with multiple disabilities (examples include mental health, personality disorders, behaviours of concern, emotional regulation, etc.) We focus on a holistic model of care and skill development. Our team has rich working experience with complex individuals (multiple diagnoses)

Our Beginnings:

Our journey began in 2010-2011 when the founding members observed a gap in the service delivery for people with complex disabilities.

Due to a lack of understanding of the complex nature of the disabilities, people had not been able to get the right support to address their complex needs.

By 2020, Hope Circle officially came into existence with an intention to provide holistic support to people with complex disabilities.

Hope Circle works with the individual to set up tailored supports, when and how the individual would like them to be delivered. We provide services in all Adelaide metropolitan areas and Melbourne metropolitan areas.



Our Core Beliefs

- ✓ **Safeguarding:** We develop and review our policies and practices to ensure the safeguarding of vulnerable and complex clients.
- ✓ **Practice Leadership:** We contribute to quality and outcome frameworks and evidence-based practice
- ✓ **Innovation:** We improve practice through innovative development of partnerships and service models to improve workforce capacity.
- ✓ **Specialist Consultation Support:** We partner with specialists (clinical and forensic psychologists) for clinical supervision and input to assist our team.
- ✓ **Cultural Connection:** We partner with local indigenous people to get cultural advice to better support the indigenous people in our care.
- ✓ **Workforce Capability Development:** We have a strict policy for all staff to keep their training up-to-date to better support the people in our care. Hope Circle aims to build the capability of the disability support worker through access to Hope Circle's ongoing portal training, on-the-job training, supervision, and resource and client-specific training.
- ✓ **Monitoring and Review:** We collect, monitor, analyse and report on data that helps establish best practices, such as Restrictive Practice Authorisation (RPA).

Hope Circle management ensure the current workforce (staff/employees) are updated with all the mandatory training and are supervised by their manager. Any gap in skill levels is discussed with the staff member in order to develop a skill development plan for the staff member.

Services Offered by Hope Circle

Hope Circle is registered to provide the following NDIS/Agency managed services:

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- ✓ **Specialised Behaviour Support**
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- ✓ **Assistance with Daily Living (In-home support)**
- ✓ **Transport Support**
- ✓ **Individual and Group Activities (activities and skill-building), 1:1 Community Engagement or Group Activities**
- ✓ **Specialist Support Coordination**
- ✓ **Therapy Services**

Our Strengths

- ✓ Committed Leadership Team
- ✓ Experienced and Highly Trained Staff
- ✓ Positive Attitude
- ✓ Responsiveness
- ✓ Flexibility
- ✓ Commitment to Ongoing Internal Training for Our Staff
- ✓ Robust Operations Management and After-hours Support
- ✓ Successful Working Strategies with Complex Need Participants

What differences does Hope Circle bring to the disability sector

- ✓ We have an open-door policy for everyone including clients and staff.
- ✓ Transparency about service delivery and reporting.
- ✓ Cost effective services that are goal oriented.
- ✓ Continuous training and development for our staff which leads to better service delivery.
- ✓ We safeguard the rights of vulnerable people in our care.
- ✓ We advocate for clients who require funding for their required supports.

Hope Circle Service Delivery Framework

The Hope Circle Service model is based on the UN Convention on the Rights of Persons with Disabilities (CRPD) and focuses on the holistic model of support to improve quality of life.

1. Active Support

Hope Circle focuses on creating a positive thriving environment in which to grow. We believe every individual, regardless of their disability, has strengths. We focus on an individual's strengths in order to build new skills and to create more independence. Our philosophy is to promote equal human rights and inclusion in the community for people with disabilities.

- ✓ “Do it with you” in order to learn new skills while maintaining existing skills.
- ✓ Empowering you to do things for yourself, when possible, rather than a staff member doing it on your behalf.

2. Person-Centred Approach

✓ Acknowledging what is important for the individual:

- Person-centred planning:
- Listening and learning about what the individual wants from their life.
- Helping the individual consider what they want now and in the future.

✓ Strength-based approach: operates on the assumption that people have strengths and resources for their own empowerment.

✓ Skill development

- What does a person wish to learn?
- What motivates them to learn?
- How can you provide the opportunities needed?
 - ✓ What is the skill?
 - ✓ How would the individual be included in the decision-making process (informed decision-making principles)?
 - ✓ Is there any conflict with the person's preference and organisational protocols and procedures?
 - ✓ Is the person at risk? If yes, describe.
 - ✓ How will issues of trust, confidentiality, privacy and culture be addressed?



✓ Designing a task analysis

- Break down the complex task into small manageable steps.
 - ✓ Example: teaching someone to brush their teeth
- Do not attempt to teach more than 6 steps in a day.



✓ Role modelling

- What worked well?
- What did not work well?
- What could you do differently?



3. Positive Behaviour Support Approach

(Proactive and Reactive Strategies)

In South Australia, one in five people lives with a mental illness. This number is significantly higher for people with intellectual disabilities. Mental illness can remain undiagnosed because communication difficulties often make it harder for the person with an intellectual disability to describe their feelings, concerns, experiences, and fears.

Hope Circle provides support to people with disabilities and complex needs (those who demonstrate behaviours of concern).

Hope Circle recognises that people with disabilities can learn new skills to help them become more independent and can learn to manage their behaviour in a more socially acceptable way.

Hope Circle works on a strength-based approach and acknowledges that every individual, regardless of their disability, has strengths.

Hope Circle has wealth of experience providing support to people with psychosocial disabilities and have many success stories supporting people with behaviours of concern.

Our Behaviour Support Framework

- Person-centered approach
- Involvement of all stakeholders allows for accurate information collection
- Evidence-based assessments
- Promoting and safeguarding equal human rights
- Least restrictive practices approach (must be authorised)
- Planning and developing a PBS Plan
- Training staff
- Implementation of Plan
- Monitoring and review of Plan



4. Culturally Appropriate Support

Indigenous Australians (Aboriginal and Torres Strait Islander people)

Hope Circle acknowledges ATSI people are the Traditional Custodians of the land on which we work and live and recognise their continuing connection to land, water and community. Hope Circle pays respect to Elders' past, present and emerging.

- Census data shows that Aboriginal and Torres Strait Islander people have higher rates of disability than non-Indigenous people across all age groups.
- Children under the age of 14 are more than twice as likely to have a disability, and Aboriginal and Torres Strait Islander people aged 35–54 are 2.7 times as likely to have a disability as non-Indigenous people of the same age.
- The data reflects the greater need for culturally appropriate support for our indigenous Australians. Aboriginal and/or Torres Strait Islander peoples with a disability often face multiple barriers to meaningful participation in their own communities as well as the wider community.

Hope Circle's Approach to Support Indigenous Australians:

- Staff have Indigenous cultural awareness.
- Recruitment of Indigenous staff.
- Partnering with Indigenous organisations for cultural consultancy.
- Acknowledging the complex social health challenges and disadvantages experienced by many Aboriginal people.
- Delivering the services through partnerships with Aboriginal communities and organisations.
- Involve Aboriginal people with a disability in the planning of support and decision making.
- Promoting least intrusive and earliest effective support to maximise quality of life and reduce secondary impacts



CALD (Culturally and Linguistically Diverse)

Australia is one of the most ethnically diverse societies in the world, with more than 25% of Australians born overseas and approximately 15% born in non-English speaking countries.

This highlights the importance of providing culturally and linguistically appropriate services in disability services sectors.

Hope Circle acknowledges that one size does not fit all.

Every individual's needs are different and require a unique approach which must be culturally appropriate for a better outcome.

We as an organisation promote fairness and hire our workforce based on their merit and compassion to support people. The reason behind the success of Hope Circle is our diverse workforce.

5. Quality Management

✓ Our quality of service makes us a unique disability support organisation in Adelaide and Melbourne. In order to maintain the quality of the services offered by Hope Circle, we abide by the following framework.

- I. Rigorous staff recruitment procedures.
- II. Continuous training and development of staff.
- III. Involvement of Participant/Legal guardian/other stakeholders in service design and delivery.
- IV. Easy to understand documents to provide a better understanding of service provision to the participants.
- V. Access to feedback forms.
- VI. Regular feedback from the participant regarding the quality of service.

6. Feedback and Management

Hope Circle receives regular feedback from participants and support staff. Hope Circle has a separate independent team that provides feedback to management.

Based on the feedback received, the Hope Circle management team makes decisions in order to maintain the quality of the services.



For Testimonies, please visit our website

Good News Stories

Do you have a success story to share? We are very keen to hear back from you! Your feedback helps us in our work supporting individuals and helping them achieve their goals.

Kind regards,

Hope Circle

Management Team

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