

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

H A N D B O O K

# PROGRAM GUIDE

S U P P O R T   W O R K E R   P R O G R A M S



**PEARSONS**  
Services



## *We focus on ability, not disability*

Pearson's Services are committed to providing a quality service. All programs and services are provided in a manner that upholds a client centred approach, and encompasses the principles of dignity, independence, integration, and equal opportunity.

### **Our Mission Statement**

Our mission is to provide a range of high quality services in Southern Adelaide that exceed participants expectations. By utilising a holistic client centred approach, while meeting all legislative and regulatory requirements.

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### **Our Vision**

Our vision is for Pearson's Services to be a leading advocate for people with disabilities, to focus on 'ability, not disability', and to work together with our local community in whatever way is required.

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### **Our Values**

**Inclusive:** Accessible, welcoming, and flexible.  
**Collaborative:** Supporting, empowering, and connecting.  
**Respectful:** Listening, learning, and responding.  
**Integrity:** Open, honest, and accountable.  
**Quality:** Professional, reliable, and transparent.

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We are an Equal Employment Opportunity (EEO) employer and are committed to building a workplace culture that values diversity and inclusion. We welcome, actively support and promote the employment of people with disability, Aboriginal and Torres Strait Islander, LGBTIQA+, Culturally and Linguistically Diverse (CALD) backgrounds and other diversity groups.



# Support Provided

**Pearson's Services support staff can provide support and assistance in various environments. We provide one-on-one support seven days a week, assisting with:**

## **Accessing the local community and attending events or social outings, including:**

- Going on a day trip.
- Getting ready for the day.
- Helping with shopping, food preparations, and meals.
- Attending appointments.
- Going to sporting events.
- Cooking classes.
- Individual and group fitness classes.
- Going to, for example: a movie, footy, a band performance, the art gallery.

## **Functional skills and daily living skills development programs (in conjunction with therapist support):**

- Budgeting program.
- Money management.
- Traffic training.
- Developing cooking skills.
- Catching public transport.
- Functional Math program, including telling the time, scheduling, money skills, and organisation.
- Social skills.
- Literacy program.
- Shopping, banking, and outings.

## **Support with challenging behaviours (we provide mentors who work directly with our behavioural team, and can train other staff to implement the positive behavioural support plan) including:**

- Implement strategies to help minimise challenging behaviour.
- Follow a positive behaviour support plan.
- Collect data and evidence to provide to behaviour practitioners.

## **Domestic assistance, including:**

### **House Cleaning**

- Regular clean.
- Declutter and spring clean.

### **Simple Home Maintenance**

- Installing window locks.
- Changing batteries on smoke detectors.
- Changing light globes.
- Small painting jobs.
- Changing washers on taps.

### **Gardening**

- Lawn mowing.
- Weeding.
- General yard clean-up.



## Farm & Animal Experiences

**Ideal for clients who love animals and respond to the often-instant bond between a human and an animal, or who love to get out into nature.**

### Animal Experiences

Come and meet some of our animals at the Pearson's Farm. We have cows, sheep, ponies, horses, alpacas, and goats, and many more. You name it, we have it. As part of your mentoring experience you can enjoy a session at the farm.

### Farmer for the morning/day

Come and learn how to be a farmer; care for and feed the animals, collect the eggs; and/or help in the veggie garden.

### Learn about how to care for chickens

Anyone can have a couple of chickens in the back garden. Learn how to care for some chickens; collect their eggs and build a pen for them.

### Growing your own veggies in one square metre

Have your own spot in our veggie garden. Learn when to plant and what to plant. Or replicate it at home and let us teach you how to do it.

### Cooking - from the garden to the plate

Walk around the farm and collect eggs and veggies to make a delicious lunch, afternoon tea, or dinner.

*\$5 additional charge applies for ingredients.*

### Come for a walk, stay for afternoon tea.

Relax amongst our beautiful views of the rolling green hills and valleys, sit next to our animals and watch their day-to-day life.

**To find out more about our 2 farms in Clarendon and Myponga, visit our website at:**

[www.paahs.com.au/services/pearsons-farm](http://www.paahs.com.au/services/pearsons-farm)





## Support Worker & Allied Health Assistant

**Using allied health assistants and support workers is an excellent opportunity to build capacity and reach your goals.**

The terms support worker and mentor are often used interchangeably, and cover a wide range of workers with different roles and responsibilities. Basically, a support worker often takes care of personal daily care activities, whilst a mentor generally provides more targeted activities. At Pearson's Services, we have mentors who specialise in certain areas, such as those who have skills/qualifications in music, or as a swimming or riding instructor, gardener, and more. These types of workers can work independently of a therapist, and the funding comes from the Core line in your NDIS plan.

An allied health assistant (AHA) comes from the therapy line in your NDIS plan. An AHA must be supervised by a registered allied health professional (therapist), and receive ongoing supervision and support from the therapist to ensure the program they are providing is optimised and targeted. Think of the session that they provide almost like a second therapy session (i.e. a practice session).

**The benefits of having an AHA assist with the therapy program can include:**

- Optimising the funding in your plan. An AHA is less than half the rate of a therapist.
- Meeting goals faster by holding a second session.
- Taking the load off by having a second person to conduct a home/clinic program. This can free up some time.

*Ultimately, the therapist is responsible for the safe and effective delivery of the therapy program, and will discuss with you how often they need to monitor and adjust the program with the AHA.*

# Program Overview

Engaging with allied health assistants, mentors and/or support workers, is an excellent opportunity to build capacity and reach your goals.

## The First Step

We will set up a meeting with you and one of our team at O'Halloran House in Hackham. We will listen to your choices as to what you would like, and then we will start to develop an individualised program just for you, to suit you and your needs. We will go over the service agreement and arrange to do a home visit with you.

## Home Visit

At your home visit we will gather all the information we need to enable us to put together a comprehensive support plan, and discuss different mentors that may suit your choices and needs.

## The Matching Process

We will ring you to discuss who may be a good fit, and send you the worker's bio or direct you to our website for further information.

## Meet and Greet

We can arrange a one hour meet and greet, either at O'Halloran House in Hackham, at a coffee shop or at your house. This is the time to have an informal chat about the role, and what you would like.

## Setting up Services

We will do our best to set up services within 5 business days. However, this can depend on several factors, such as the area you live in; the number of hours you require, and the complexities. It is also important that we get a good fit for you and so sometimes it may take a little longer.

## Follow Up

Following on from your first shift, we will ring you to find out how things went, and ask if you have any feedback you would like to share with us.

## Invoicing

Pearson's Services process claims and invoices on a weekly basis. We pride ourselves on transparency with the people we support. Therefore, if you have a query, please contact us right away. For those self-managing their NDIS plans, payment is due within 7 days from the date of issue. Mentors and support workers are billed under the Core Support category within the NDIS Plan. Whilst an allied health assistant comes out of the therapy line, CB Daily Activities (therapy).

## Cancellations

For cancellations with less than 48 hours notice, we do charge for the session. Please email: [mentoring@pahs.com.au](mailto:mentoring@pahs.com.au) to cancel a shift. For late cancellations, please ring 08 8322 2792.

## Feedback and Complaints

Pearson's Services encourages feedback to assist us in developing the best positive outcomes for the people we support. You can provide feedback by phone, email, in person, or online. Whether you are wanting to make a comment, provide a criticism, offer suggestions, or would like to share some accomplishments - we would love to hear from you.

**Contact us by Phone: 8322 2792**

**Email: [mentoring@pahs.com.au](mailto:mentoring@pahs.com.au)**

Our complaints and feedback form is on our website. It is also included in our welcome pack in your first initial meeting, or you can request one at any time from our admin staff. Alternatively, you can contact the National Disability Insurance Agency by phone or visit their website for more information on the complaints process.

**Telephone: 1800 800 110**

**Website: [www.ndis.gov.au](http://www.ndis.gov.au)**

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