GOODROSE

Participant Welcome Booklet

INTRODUCTION

Welcome!



Welcome to Goodrose!

We are thrilled to have you join our community. Our mission is to make the complex simple and help you get the most out of your NDIS plan.

At Goodrose, we believe every participant is unique, and we are committed to supporting you in a way that respects your goals, strengths, and aspirations.

This booklet is designed to guide you through what to expect when working with us, introduce you to your Support Coordinator or Psychosocial Recovery Coach, and explain the ways we work to ensure your experience is positive, safe, and empowering.

Our team is here to help you navigate challenges, celebrate successes, and make your NDIS journey as smooth and meaningful as possible.

Mission and Values of the Company

Mission

At Goodrose Support Coordination, our mission is to make the complex simple. We empower NDIS participants to confidently navigate their plans, build their capacity, and connect with the right supports. Guided by positive psychology, we focus on strengths, resilience, and practical solutions, helping every participant move closer to living their best life.



Values

At Goodrose, our work is driven by four core values: Service First, Accountability, Capacity Building, and Progress Tracking. These guide everything we do, from the way we engage with participants to the way we collaborate with providers.

We value efficiency and professionalism—making sure every interaction is purposeful, timely, and clear. We believe in working alongside participants, not just for them, so they always feel heard, respected, and in control of their journey.

Our team also embraces a strengths-based and solution-focused approach. By drawing on each participant's unique abilities and aspirations, we foster resilience, build confidence, and support meaningful progress. Above all, we value people—participants, families, providers, and our own team—because together, we create positive change.

What we offer

Goodrose is a disability support service committed to delivering high-quality care that goes beyond our clients' expectations.

We focus on holistic growth and building strong connections. Our goal is to create lasting positive change in people's lives, ensuring every person we support feels valued, understood, and empowered to live the life they choose.

We offer the following services to our clients:

- **Support Coordination**
- **Psychosocial Recovery Coaching**
- **Counselling**
- **Resilience Coaching**
- **Routine Building**

Documentation

1. Documentation Upon commencement of your service with Goodrose, please ensure you have completed the following documents:

- Goodrose Service Agreement
- Initial Assessment and Support Plan
- Participant Media Consent Form
- Participant Information Consent Form

You will also receive in your Welcome Pack:

- Feedback and Complaints form
- Incident Management
- Privacy and Confidentiality
- Rights and Responsibilities

2. Your Rights

At Goodrose, our aim is to always support your rights including your right to dignity, respect and to live free from abuse, exploitation, and violence. If you feel unsafe or unhappy with the service you are receiving, it is important to know that you can speak up about your concerns.

“

Every person's journey looks different

Forms & Services

Goodrose will always explain any forms or services being given to you so that you can make an informed choice with a full understanding of what is being provided to you. You have the right to refuse to sign or have an independent support person to assist you with making this informed choice.





Freedom of Information

As a participant, you are entitled to request access to your information at any time. If you would like to access your information, please provide a written request to hello@goodrose.com.au

Disability advocacy is acting, speaking or writing to promote, protect and defend the human rights of people with disability. The Australian Government, and some state and territory governments, fund independent advocacy to help people with disability who face complex challenges or are unable to advocate for themselves, and do not have family, friends or peers who can support them as informal advocates, to access advocacy support. An independent advocate, in relation to a person with disability, means a person who:

a) is independent of the organisations providing supports or services to the person with disability; and
b) provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them, the NDIS does not approve a support coordinator being an advocate; and
c) acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights; and
d) is free of relevant conflicts of interest

Privacy and Information Management

For information on how your private information will be stored and used please read the **EASY READ CONSENT FORM.**

How to make a complaint

A client can make a complaint to either Goodrose or the NDIS Quality and Safeguards Commission.

To Goodrose

To give Goodrose feedback or make a complaint contact:
- hello@goodrose.com.au or
- 0474 267 679

We value your feedback!

Translator and Interpreter Services
Australian Government Translating and Interpreting Service
www.tisnational.gov.au
For more information, please see contact information below:

To NDIS Quality and Safeguards Commission

Anyone can make a complaint to the NDIS Commission about an NDIS service provider.

This includes a participant, their family members/friends, their NDIA appointed nominee, advocate, guardians or any other person who wishes to make a complaint.

- Phone: 1800 035 544
- Online complaint form: www.ndiscommission.gov.au

Translator and Interpreter Services

Australian Government Translating and Interpreting Service www.tisnational.gov.au
For more information, please see contact information below:
- Immediate phone interpreting (available 24/7): 131 450
- ATIS phone interpreting (available 24/7): 1800 131 450
- pre-booked phone interpreter bookings: 1300 655 081 or tis.prebook@homeaffairs.gov.au



Checking in on your experience

At Goodrose, your voice matters. To make sure you're happy with your support and that we're meeting your needs, we occasionally send out short text messages asking for feedback. This is our way of checking in to ensure your coordinator is providing the quality service you deserve.



These check-ins are a great opportunity to:

- Share what's working well
- Raise any concerns or questions
- Make a complaint if something isn't right
- **Let us know if you'd like to swap to a different coordinator**

We understand that the fit between a participant and their coordinator is very important. If you ever feel that your coordinator isn't the right match, we are more than happy to assign you a new one. Sometimes it takes a little trial and error to find the best fit—and that's perfectly okay.

Our goal is to make sure you always feel comfortable, supported, and confident with the person coordinating your NDIS journey.

Your Support Coordinator or Psychosocial Recovery Coach

At Goodrose Support Coordination, we know that having the right support coordinator makes a big difference in your NDIS journey.

Who Your Coordinator Is

Your support coordinator is a trusted professional who works alongside you to help you understand, implement, and make the most of your NDIS plan. Coordinators are chosen for their knowledge of the NDIS, their experience in working with people who have disability, and their ability to listen, problem-solve, and advocate for you.

Every coordinator on our team brings their own strengths, but all share the same commitment: to support you with respect, reliability, and care.

How Your Coordinator Is Chosen

When choosing a coordinator, look at your goals, needs, and communication style. You want to match with someone who understands your situation and is the right fit for you.

We believe that a good match makes coordination easier, smoother, and more successful.

Special Characteristics of Our Coordinators

Our coordinators are:

- Knowledgeable about the NDIS, community services, and mental health supports.
- Empathetic and respectful, taking time to listen and understand your story.
- Problem-solvers, skilled at untangling challenges and finding creative solutions.
- Reliable and professional, committed to working in partnership with you.

What to Expect – “Life Happens”

This is really important, we know that sometimes life takes unexpected turns. Coordinators may move on, take leave, or be unable to continue in their role. This can be really disruptive, which is why we use the dual coordinator method.

To make sure you are never left without help, we assign two coordinators to every participant:

- A main coordinator – your primary contact, who leads your support.
- A backup coordinator – someone you will also meet, who knows your situation and can step in whenever needed.

This means that if your main coordinator goes on holiday, takes leave, or has an unexpected emergency, your backup coordinator can continue your coordination without delay.

This is our way of mitigating risk and ensuring continuity of service, so you can feel confident that you will always have someone supporting you.



Thank You