



Community Support Services

Individual and Group
community support
GSL's - Handbook

Have
Questions?

Call us: 07 4031 0123

Email: relationships@gslservices.com.au



Individual and Group community support

GSL's Community Support Handbook

In this handbook you will find information relating to individual and group community support:

- What is individual community support?
- What can I do during my individual support services?
- Other important information
- What is group community support?
- What is offered in group support?



Want to know
more?

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What is individual community support?

Individual community support services are offered to individuals aged 0-24. All of our services are tailored around your specific needs, interests and goals.

Individual support can be in the comfort of your own home, out in the community, or a mix of

- Do you want to learn how to cook?
- Try out a new sport?
- Go to a concert or sporting event?
- Do you want to build on your independent skills?
- Learn how to catch a bus?
- Learn a new hobby?
- Obtain your driver's license?
- Go on daytrips to explore FNQ?
- Go swimming at the lagoon?

***You** are the person in control and our support workers will be there to support **you**.*

About Individual community support

When utilising support services from GSL, you will be provided with support worker(s) who are there to assist you to achieve your goals. With our client-centred approach, we work to match our support workers to your needs and preference.

Please note: Individual and community support services are funded under the National Disability Insurance Scheme (NDIS)

What is group community support?

Community support in a group setting is offered to individuals aged 0-24. This service will be based out in the community and depending on your needs, we can cater groups from 2 participants up to 4 (with one support worker), this will also depend on activity.

- Would you like to go to the beach for a BBQ?
- Go on day trips around the Cairns area?
- Go bowling?
- Go swimming down at the lagoon?
- Visit cafés or restaurants?
- Would you like to go fishing at different places around Cairns?
- Meet new friends?
- Go to a concert or sporting event?
- Do you like going to the movies and would like to go with a group of peers?

When utilising support services from GSL, you will be provided with support worker(s) who are there to assist you to achieve your goals. With our client-centred approach, we work to match our support workers to your needs and preference.

Do you have other ideas or suggestions? We would love to hear your thoughts!

About Group community support

Important information

Agreements and contracts

When you select GSL to be your community support service provider, we make a Service Agreement. In this, GSL agrees to provide staff that have been verified through the NDIS Worker Screening Check.

You and your network

Please let us know of any change in legal or health circumstances so we can provide the best service possible. This includes an update to changes of decision-makers or financial trustee arrangements that may be in place.

We would appreciate regular feedback on your supports and participate in service reviews relating to your community supports.

Covid-19 Vaccination

All of our staff are double vaccinated against covid-19.

You do not have to be vaccinated to take part in our services, however, we need to comply with Government regulations with showing proof of vaccination at certain venues.

GSL website / get in contact

More information can be found on GSL's website: [LINK](#)

Don't hesitate to get in touch. We look forward to speaking with you!

Conflict of Interest

A conflict of interest is a situation where a person or organization may be involved in multiple interests and serving one interest could involve working against another.

If you are unsure of any arrangements that may be currently in place or if you are concerned about a potential conflict of interest, speak with someone on your GSL team so we can discuss.

Mandatory reporting

In some circumstances, GSL may share your personal information without seeking prior permission, due to our responsibility as mandatory reporters.

This is when disclosure of information is required by law enforcement, child welfare or to prevent or lessen a serious threat to life, health or safety.

All feedback and complaints can be lodged anonymously if you would prefer.

Different ways to lodge a complaint or provide feedback:

- Online form via GSL's website
- In person with a GSL staff member
- Over the phone by calling (07) 4031 0123, you will then be passed on to a member of our Relationships Team