

# Navigating Your Supports at Focal

Key Information for Clients, Families and Carers



## Welcome to Focal

We are excited to partner with you to help you achieve your goals. For over 50 years Focal has provided supports to people with a disability, their families, and carers. This information sheet provides a brief overview of how to keep in contact and provide feedback.

### What to Expect

At Focal, we understand that everyone's needs are unique. That's why we work closely with you to create a personalised support plan that fits your lifestyle, aspirations, and health support needs. Your individual support plan will include information you provide about your support needs and outline the services you'll receive and how they'll be delivered.

## Your Support Hotline

### Client Connect

Focal has a dedicated Client Connect Team who are your first point of contact when you have any queries about your supports or need to update information. Please always let us know about any changes in your life. Whether it's NDIS plan reviews or renewals, changes in health plans, contact details, or support needs - we ask that you share this through Client Connect.

During business hours		Monday to Friday: 8:30 am - 4:30 pm
Phone		07 3812 2866
Mobile (SMS only)		0451 395 119
Email		clientconnect@focal.org.au

# Changes or Cancellations to Your Supports

You will receive a roster with your support schedule from [rosters@focal.org.au](mailto:rosters@focal.org.au). If it is incorrect or you need to make changes to your support schedule, please advise Client Connect as soon as possible. We understand that some changes are unplanned and happen at short notice and there may be charges at these times. At Focal our current short notice cancellation policies are:

- **One to One Support** requires a minimum 7 days' notice to avoid short-notice cancellation charges. Focal will only charge for short notice cancellation claims where it is allowable and Focal must pay the worker for their time.
- **Group based activity program of support** absences are charged as per your Service Agreement. In line with the NDIS price guide, short notice rules do not apply to these programs.
- **Group based activity program of support** activity fees are still payable regardless of cancelled supports.

Your service agreement has details around exiting from a program or you can contact Client Connect for information.

## How to request additional support over and above your regular planned support

Where there is a request for additional support over and above the regular support, we need to know that there is enough funding in your plan to cover it. This includes drawing up a short-term agreement and getting approval from the client or representative for that additional time.

To prepare and sign off agreements as well as coordinate support staff we ideally request 2 weeks' notice. This is particularly necessary when approval needs to come from the Office of Public Guardian or Child Safety.

If additional support is urgently needed (i.e. for medical appointments), then we will seek your approval to swap the additional support shift for a future booking while we confirm the funding availability for that support.

## Services Overview

Focal is a registered NDIS provider that offers a variety of disability support services across the Ipswich, West Moreton, Logan and surrounding Western suburbs including:

- **Adult Services**
  - Activity programs (*see below*)
  - Individual support (in-home / community access)
  - Short term accommodation (STA) or respite
  - Independent living
- **Children's Services**
  - Individual support (in-home / community access)
  - Activity programs including after school care & vacation care programs (*see below*)
- **Support Coordination**

### Activity Programs (Group Setting)

Focal provides an extensive range of activity programs aimed at fostering social connections and personal development for ages 5 years and up. With a variety of community-based and centre-based activities, our programs are personalised to ensure they support you in reaching your unique goals. Visit our website [focal.org.au](https://focal.org.au) to see all activity programs on offer.

## Stay Connected

Focal uses email communication as a way of keeping our clients, families and carers updated on all Focal services and supports. Scan the QR code or email [marketing@focal.org.au](mailto:marketing@focal.org.au) to sign up to the mailing list for Focal clients, carers and family members where you can opt in to receive:



- **Newsletters:** Monthly emails containing information about Focal services, promotions, announcements, and important updates.
- **Event Invitations and Updates:** Stay informed about upcoming Focal events with invitations and updates sent directly to your inbox.
- **Important Client Communications:** Receive urgent or important client communications related to Focal operations and supports.

You can also stay connected by following us on social media:



## Our Locations

### Activity Hubs

Focal activity hubs are in convenient locations in North Ipswich and Mt Ommaney with Support Coordination located at 6B Canning St, North Ipswich.



**North Ipswich Hub**

6 Canning Street  
North Ipswich



**Mt Ommaney Hub**

1/76 Endeavour St  
Mount Ommaney



**North Ipswich Respite Centre**

7 Canning Street  
North Ipswich

Our Focal administration offices are at Wyvern House, 75 Limestone St, Ipswich and 6 Canning St, North Ipswich. These offices are open Monday to Friday from 8:30 am - 4:30 pm and are closed on public holidays. Contact by phone on 07 3812 2014.

## How to Provide Feedback

It is important you let us know what you think about Focal and the people who work with you. You have the right to:

- Let us know when you are not happy about the way we support you
- Tell us when you are satisfied with what we do
- Let us know about an incident that has happened

### How to make a complaint, give a compliment or provide a suggestion:

- Email us at [feedback@focal.org.au](mailto:feedback@focal.org.au) or phone 07 3812 2014
- Complete the online feedback form at [www.focal.org.au/feedback](http://www.focal.org.au/feedback)

## Client and Carer Advocacy Services

TASC National is the independent disability advocacy service for the areas in which Focal provides supports. Their role is to help with problems or issues with the services you currently use as well as the NDIS and Disability Support Pension.

For more information go to: [Disability Advocacy - TASC National](http://www.tasc.org.au) or call 07 4616 9700.

# Disaster and Emergency Planning

Emergency preparedness is a critical part of our role as a provider, and we understand that emergencies and disasters can have a significant impact on our community. We know that our clients may face unique challenges during emergencies, and we are committed to supporting you through these times.

At Focal, we work with you to ensure we have plans in place to meet your needs before, during and after any emergency. Our approach includes:

- Staying informed about government directives and acting on them appropriately.
- Keeping communication open with employees and clients
- Ensuring key support workers are available and trained to provide essential services.
- Preparing Personal Emergency Support Plans with you to ensure you're ready for any situation.

For more information on how you can prepare, some useful resources include the [Red Cross Rediplan in Easy English](#) and the [Red Cross Get Prepared app](#). The app allows you to create an all-hazards emergency plan that you can save, print, and share.

Get Ready Queensland has information and resources to help Queenslanders prepare for emergencies as well as advice and information for during and after emergencies.

For more information go to: [Home | Get Ready Queensland](#)

Ipswich City Council has a Natural Disaster dashboard for the Ipswich Region. It provides traffic alerts, road closures, flood cameras and disaster updates.

For more information go to [Dashboard \(ipswich.qld.gov.au\)](#)

## How to Be More Involved

Focal is a community organisation. We exist to provide support to people with a disability, their families and carers and you are invited to become a member and be part of having a greater say in how we do that.

For more information go to [www.focal.org.au/members](http://www.focal.org.au/members).