

Creating inclusive communities



YOUR
partner
IN
possibility



Rocky Bay
HEALTH + COMMUNITY

acknowledgement OF country

Rocky Bay acknowledges the traditional custodians on whose land we work, the people of the Noongar and Yamatji Nations, and recognise their continued connection to the land, waters and skies. We pay our respect to them, their cultures, and to Elders both past and present.



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Achieving YOUR goals

At Rocky Bay we celebrate potential in all its amazing uniqueness. We know you're capable of incredible things, however big or small. Think of us as your partner in possibility. We actively support you on your journey by making you the centre of every decision. By listening, sharing ideas and encouraging you to speak up, take control and get involved. We are here to help you achieve your goals through our comprehensive range of NDIS therapies and specialty services.



Your Partner IN Possibility

We're inspired and energised by the power of possibility. That's why as industry leaders since 1938, we take it upon ourselves to drive positive change by ensuring you feel valued and heard. We will continue to work alongside you, your family, supports and guardians to play our part in establishing a national culture of respect for all. Together, we can create a brighter future. We invite you to take a moment to get a better understanding of what we're constantly working towards at Rocky Bay, and our commitment to you.

Our Purpose

To create inclusive communities for people of all abilities

Our Vision

To understand, connect, and partner with the community to enable customers to achieve their aspirations

Our Mission

To break down barriers and create opportunities for individuals to participate fully in all aspects of life and by embracing diversity and promoting inclusion, we can collectively build a society that celebrates and values every individual

Our Values

Providing excellent customer service
Everything we do is carefully planned and tailored to meet your individual needs.

Looking for better ways

We constantly review our performance, staying on top of new ways to make your experience better.

Working together

Our willingness to work with our customers, stakeholders and team members determines our success.

Being professional and accountable

We continue to set new standards in professionalism, respect and courtesy.

William's story

In March 2023, Rocky Bay was excited to welcome its first young customer, bubbly eight-year-old William Richardson, to Lady Lawley Cottage in Cottesloe, Rocky Bay's child and youth facility.

After sitting vacant for three years, the site now supports children and youth from infancy to 24 years of age. Lady Lawley offers specialist therapy services including physiotherapy, occupational therapy, speech pathology, and early childhood intervention groups. Complimented with community programs such as art classes

and school holiday programs, which focus on developing life skills, social skills, and creative abilities in a dynamic and fun format.

William, who lives with autism, has partnered with Rocky Bay for the past three years – receiving speech pathology, occupational therapy and some physiotherapy and has recently completed our AUSWIM program. With the guidance of Advanced Clinician Occupational Therapist, Megan McIntyre, William has been learning about what autism is, as well as learning skills to help him process the world around him.

William lives at home in East Fremantle with his parents Sarah and Angela Richardson, and his equally bubbly twin brother, Edward.



“Autism is like my little superpower,” says William.

“I've learnt that some people have their weaknesses, some people have their strengths ... I'm good at writing, sports, jumping, eating, telling animal facts, and plants.”

William's goal is around self-advocacy, which includes learning more about how he experiences the world a little differently to neurotypical people.

“For William this is about identifying that he has autism, and an acceptance of that. Megan teaches him to accept himself as he is and how to navigate the world,” explains Sarah.

“He doesn't feel like he's different, he just understands the world a bit differently.”

Sarah says she is happy with the quality of therapy William has been accessing at Rocky Bay, which he usually receives in the home “which has worked phenomenally” for William. He loves engaging people and works so well with Megan, which Sarah says is a true reflection of William and his approach to therapy.

“The services have so far been superb. We moved (from another provider) and came to Rocky Bay ... the services are so individual.”

William has made great progress over the years, with his family receiving an initial diagnosis at an early age that he would be non-verbal.

“We then started sign language with him very early ... so he's gone from a diagnosis of non-verbal to where he is now, he is amazing. Their minds are plasticine ... if you can (instill the learning) and put it in frequently and with quality, then it's the small things that become massive ... it's about repetition and continuity.”

Sarah says they look forward to other services and programs launching at Lady Lawley Cottage, particularly groups for William to attend.

“For me the fact that Lady Lawley is local is phenomenal, it's familiar – it looks like a home. For William not to feel like he's coming to a hospital type setting is great ... it's friendly, it makes him feel at home and obviously he's never been here before, but he is quite comfortable. (This space) being given to families is fantastic.”

To learn more about Rocky Bay's services for children, including our neurodiversity-affirming approach and autism programs at Lady Lawley Cottage, please contact our Customer Engagement Team at **6282 1900** or send an email to enquiries@rockybay.org.au

OUR
LOCATIONS

right across Perth, AND beyond

For you to achieve your goals, we understand we need to be accessible. That's why our services are available at Rocky Bay hubs right across Perth and beyond.



Services available TO you

Our services are designed to support you in achieving your goals and living as independently as possible, enabling you to engage with your community and pursue your passions. Tailored to your individual needs, our services aim to make your journey with us personal, empowering, and comfortable. Through our programs and services, you can learn new skills, develop healthy habits, and participate in everyday activities through engaging games and activities. With the assistance of technology and home modifications, you can take charge of everyday tasks and shape your home environment to promote independence and social connection. Additionally, our services encompass areas such as enhanced mobility, nutrition, mental well-being, and physical comfort. Together, let's explore the possibilities.

We simplify the process of funding your services. Our dedicated Customer Engagement team is here to guide you through the options and help you find the funding solution that best suits your needs. By removing the guesswork, we aim to empower you to focus on reaching your goals.

Support Coordination

Navigating the NDIS on your own is not your only option. A support coordinator can help you get the most from your plan by removing the red tape and maximising your funding.

Funding options

National Disability Insurance Scheme (NDIS)

As an NDIS registered business, we know and understand it inside out. Our job is to help make it work for you so you can start living the life you want to lead.

Fee For Service

Anyone can use Rocky Bay services under our Fee for Service model, whether you're ineligible for government funding or accessing NDIS funding and want to purchase additional services.

Insurance Commission of WA (ICWA)

Have you been injured in a motor vehicle accident and need disability services? If you have ICWA funding, we can accept it and provide services to meet your needs.



A happier healthier YOU IS WAITING

Whether you're embarking on a rehabilitation journey to overcome unexpected trauma or striving to achieve new goals, Rocky Bay provides all the health services you need under one roof. Think of us as your health hub, offering everything from physiotherapy to speech therapy and behavior support. Whatever your needs may be, we have you covered.

What does well-being mean to you? Is it socialising more, regaining functionality, improving eating habits, or fostering a greater sense of self-belief? At Rocky Bay, our therapists specialise in helping people of all ages and abilities across the following disciplines:

Occupational Therapy

We help instill your confidence to increase your independence in all aspects of life. Through therapy, technology or education, we have the skills and knowledge to make real, positive improvements.

Physiotherapy

If you are dealing with a physical injury or have a lifelong condition (such as Cerebral Palsy), our physiotherapists can help you optimise your functional mobility through exercise, postural support and in some cases, respiratory care.

Speech Therapy

Our speech pathologists offer a comprehensive range of support including diagnosis and treatment of communication challenges as a result of developmental delays, learning disabilities, autism, stroke and brain injury, as well as assisting you if you are experiencing difficulties swallowing food and drinking safely.

Behaviour Support

Our team of speech pathologists, psychologists, occupational therapists, social workers and nurses are on hand to help you identify and understand challenging behaviours and provide you with the knowledge, skills and strategies to manage them effectively.

Neurological Rehabilitation

After a life-changing event resulting in spinal cord injury or brain damage, you and your family are learning a new way of living. Using innovative assistive technology and contemporary therapy techniques, our specialist neuro therapists provide the supports you need to start your recovery journey.

Podiatry

Keep your feet, skin and nails in top condition with help from our expert podiatrists. Get relief through orthotics, recommended footwear and personalised treatment and making every visit worthwhile.

Dietetics

Our dietitians understand the importance of food and good nutrition in helping you lead a healthy lifestyle. They are here to provide tailored advice and support, whether it's for weight management, creating modified meal plans, or learning to prepare your own meals.

Community Nursing

Providing you with the support you need to live a happy and healthy life. Our caring and friendly nursing team can assist with continence management, wound care, medications, catheter changes, PEG and enteral feeding and much more.

Fitness Therapy

Incorporate exercise into your daily routine with fitness therapy. Our individualised approach focuses on achieving your goals for strength, fitness, mobility, and recovery. Our programs are designed to enhance overall physical fitness, mobility, strength, and coordination.

Autism

We provide a variety of services, workshops, and programs that affirm neurodiversity, catering to individuals of all ages living with autism. Our autism services at Rocky Bay encompass skill development, socialisation groups, sensory rooms, hydrotherapy, and the allied health component of autism diagnosis assessments.

Continence Clinics

At our Rocky Bay continence clinics, our skilled nursing staff are dedicated to enhancing your overall well-being. With extensive experience in bladder and bowel health management, our registered nurses work closely with you and your support network to provide high quality continence care.

Exercise Physiology

Is it time to make a lifestyle change? Are you looking to improve your overall physical and mental wellbeing? Rocky Bay's highly trained and experienced exercise physiologists can create tailored, exercise, lifestyle and education programs to help you achieve your functional health and wellness goals, whatever they may be!

Hippotherapy

Hippotherapy is a form of physical therapy using the movements of a horse to improve balance, strength and stability. Throughout the sessions, your child will be supported by a team of therapists and volunteers to ensure their safety and enjoyment. Our participating horses undergo temperament testing and are well-trained to provide a reliable experience.



Open THE door TO your best life



Making positive changes to your home environment can be one of the most exciting ways to reach your goals. Rocky Bay empowers people of all ages and situations to make life-changing accommodation decisions. It starts by listening to your needs so we can tailor a support plan to suit your lifestyle and goals, all within a supportive and nurturing environment.

We understand everyone has different support needs and we have a comprehensive range of accommodation options available. Working together, we can find the right option for you.

Shared Houses

Located across the Perth metropolitan area and offering tailored individual support, Rocky Bay's shared accommodation homes are professionally managed to ensure the safety, comfort and enjoyment of the individuals living there. A variety of options are available and cater to a range of ages and abilities. Our shared houses allow you to live in the community with other permanent residents who share the journey with you. All homes are staffed 24 hours a day by dedicated and passionate team members.

Specialist Disability Accommodation (SDA)

Rocky Bay manages a growing portfolio of Specialist Disability Accommodation (SDA) properties built by registered SDA provider SHIFT Accessible Homes (see page 16), pushing the boundaries of possibility in comfort and accessibility. These state of the art 1, 2 and 3 bedroom homes all offer beautifully appointed ensuites, separate living areas, accessible kitchens and laundries and undercover outdoor entertaining areas.

Guest Houses

Enjoy a break with our supported short-stay accommodation services, available across the Perth metropolitan area in Noranda, Gosnells, Beelier and Rockingham. Our fully accessible, well-equipped houses provide a comfortable home away from home, whether you need day respite, a short break, or transition support into long-term accommodation. With dedicated and experienced support workers, you can relax and enjoy your stay, knowing you're in good hands.

Home Assessments and Modifications

Making your home safe and accessible is important for your happiness and well-being. A team of qualified home assessors, combined with Rocky Bay's experienced occupational therapists, will assess your needs to make recommendations and liaise with building companies and funding bodies to make the changes you need to keep you happy in your home, for longer.

Emergency Relief Respite Funding

As part of our commitment to putting you at the center of everything we do, Rocky Bay has secured Emergency Relief Respite Funding which allows us to offer Emergency Respite (at no charge) to customers.

Emergency Relief Respite Funding provides support in unexpected situations or when your plan has ended, you have run out of funding, or you are waiting for your new plan. It offers you the opportunity to take a break during challenging times and provides caregivers with relief from stress, allowing them to recharge physically and mentally, knowing that their loved one is in safe hands.

This funding is available to those staying at our guest houses or in your home with a Rocky Bay support worker.

SHIFT Accessible Homes



A living environment has the power to open doors to life-changing opportunities. It can make your day-to-day simpler, richer, and more enjoyable, or unlock a way of living you never thought possible.

SHIFT is a registered Specialist Disability Accommodation (SDA) provider building beautiful and intelligent SDA homes, with a deep and intuitive understanding of how people living with disability want their home to serve them. With the opportunity to move out to the right home, live with the right people and access the right supports, you can start living your best life.

A SHIFT home is a stylish, modern home that intuitively serves your priorities and needs. Generously appointed above the minimum standards, it will make your everyday easier and more enjoyable in ways barely discernible to the eye.

Collaborative Approach

We're committed to helping you achieve your goals, which means we strive to understand your needs and preferences to ensure your SDA home meets your requirements. At SHIFT, you have the chance to provide input on how your living spaces are designed. This includes

influencing features like the technology in your bedroom, giving you more control over decisions that shape your daily life.

Active Support

It's not just the features in the home that help you live more independently. There are so many ways we can help you wind back your reliance on care staff. As a Rocky Bay company, we can connect you to therapists and support coordinators who are here to actively support you to do things for yourself where possible so you can live your best life, whatever that looks like to you.

"Try Before You Buy"

Imagining your new life in a SHIFT Accessible Home can be exciting, if not overwhelming. If you've ever wondered what it would be like, there's no need to dream – you can try it for real before you commit. As a Rocky Bay customer, you have access to Respite Services, where our Referrals and Transitions Managers can help you organise a short break in an accessible home.

Contact the team today on 6399 4100 or visit shifthomes.org.au

THE Road TO Safety WITH Constable Care

Nine Rocky Bay customers are now experts in road safety, thanks to Constable Care Safety School, and Rocky Bay's Wishing Tree.

Rocky Bay's Wishing Tree program is funded entirely by donations, giving employees the chance to nominate their wish and make a

difference to customers' lives. This year, six wishes have been granted which have made dreams come true for people living with disabilities.

After visiting the Safety School as a volunteer Rocky Bay Supported Accommodation Team Leader, Carol O'Brien, submitted the wish to help educate the customers who access the community as pedestrians or road users.

The school provides training on bike safety and preparation, road skills, and then allows participants to use the outdoor course where participants can practice their skills through roundabouts, railway crossings, and various other real-life road features.

The group had a fantastic time exploring the interactive track, that had a train station, bus stop, railway crossing and traffic lights.

When it comes to the impact this will have on participants' lives, Carol says, "Our customers cycle out into the community on a day-to-day basis. It is important for everyone to know road rules, especially when we have customers who travel to work or are out in the community."

Customers first completed a bike safety check, where they learned how to check and prepare their bikes prior to riding. They learned about preparing the bike for the road, safety features and how to safely fit a helmet. They practiced how to indicate with hand signals and how to ensure their helmet fits properly.

They reviewed features of the road, such as what the signals mean and then they got to explore the track.

A handful of customers have goals to move more in their day, get back on the roads or spend more time in the community. This trip helped the customers build their confidence and work towards their goals.

The trip helped some customers who have goals to get back on the road or out into the community.

"I hope this gives insight into how serious road safety is and gives them the opportunity to build their independence. I think their families and staff will leave feeling more confident that they've had training, and this will help build more trust and independence for them."

When Carol first started at the supported accommodation house, none of the customers living at the house even owned a bike.

"Now eight customers ride their bikes, with some purchasing it personally or with their NDIS funding. I always refer to it as 'the bike club', as they are getting out and staying active, ticking health, wellbeing and independence goals," says Carol.

"Without the Wishing Tree, customers would have to self-fund (the experience)... some families might not have been able to have paid for it, and our customers wouldn't have had the experience. We are so grateful they could receive the wish. No matter what, we need to know the rules of the road."

Rocky Bay customer, Trudie Bridle, says "I was excited to come here and learn how to walk to work and feel safe. Normally I go with a support worker around the community, but I like to learn about the safety rules for the times I walk alone."

A big thank you to Constable Care Safety School for supporting our customers to learn and understand such valuable information about road safety.

The Wishing Tree is entirely funded by donations. To make a donation and help someone's wish come true head to www.rockybay.org.au/donate





Daily Living YOUR way

Daily Living is where you learn to take part in all the everyday things you've always wanted to do. By organising activities that enable you to participate in the life you want to live we make your journey toward independence as personal, empowering and comfortable as possible. This starts with taking the time to get to know you, your interests and career aspirations. When we get to understand you as a person we can tailor a support plan to your individual needs and your goals.

Daily Living is about experiencing the things that make you happy and content. Our safe and consistent programs are tailored to your individual needs so you can live the way you want, doing the things you enjoy most.

Community

Discover hobbies and activities that interest you, while learning new skills and making friends along the way. We're dedicated to helping you socialise and find activities you love. Our goal is to support you to engage with your community in a fulfilling and enjoyable way, while helping you reach your goals! A fleet of transport cars and modified vans are available to you when accessing your local community.

The Studio

Join us at our award winning Rocky Bay Studio! Operating from several of our hubs including Mosman Park, Joondalup and Cottesloe. These vibrant art spaces hold workshops, creative art sessions and cooking classes focusing on skill development and your overall well-being.

School Leaver Employment Support (SLES)

This is your chance to consider what life looks like after school, as you explore your skills and interests and take the first steps towards setting yourself up for independence in the future.

Stages Toward Employment Pathways (STEP)

The STEP Program, or Stages Towards Employment Pathways, aims to help you achieve your vocational goals by using an individualised approach to transition from school to employment. Through this program, we focus on building the personal skills you need to start your employment journey!

Navigating YOUR child's journey

At Rocky Bay, we've spent over 85 years empowering people of all ages to realise their true potential – and we'd love to share this next chapter with you. Our range of services are designed to support your child in every facet of their life while we help you be the best carer you can be. We're more than your NDIS provider, we are part of your community. It's a unique journey, one you probably never imagined you'd be taking. Just know we're here to make it as personal, comfortable and empowering as possible.

Early Start Intervention Program (ESIP)

Our highly successful, Telethon funded Early Start Intervention Program (ESIP) is a 12-month therapy program for young children with significant developmental delay or risk factors associated with rare disease. Children in the program have access to our specialist and comprehensive clinical team therapy services and support.

Early Childhood Intervention (ECI)

Early intervention is about getting the help you and your child need as early as possible. Our Rocky Bay therapy team follow the national guidelines for best practice in Early Childhood Intervention, developed by Early Childhood Intervention Australia (ECIA). Our multidisciplinary approach is about working together as active and equal partners, where planning

and services for your child are based on your family life, your priorities and choices.

Sprouts

Prepare your child for school with Sprouts, our pre-kindergarten readiness program tailored for children aged 3 to 5 years. This program is designed to nurture foundational skills, ensuring a smooth transition to kindergarten and beyond.

Children's Continence Clinics

At our continence clinics our main objective is to work closely with your child to deliver a personalised solution that caters to their unique needs. By providing specialist care in supporting your child, we aim to overcome any sensory related issues and decrease the reliance on continence products, giving your child and your family more freedom.

Speech Clinics

Children living with disability can benefit from extra and specialised support to learn the skills of speech and literacy. Our speech clinics specialise in one-on-one support to improve speech and advance literacy.

Emotional Regulation Clinics

Our emotional regulation clinics are designed to support your whole family and give you the tools to help your child learn to recognise and regulate their emotions.

School Transition

Providing you with support you need in your journey towards living an independent life in the future and to help you lay the foundations for your chosen career pathway. Your journey might start as your child prepares to leave school with our School Leavers Employment Support (SLES) program or our Stages Towards Employment Pathways (STEP) program.

Skills Development and Social Skills

Rocky Bay's innovative small group therapy programs are designed to empower children, youth, parents, and carers in building the skills they need to thrive across life's many environments. By incorporating evidence-based therapy techniques and engaging activities, these programs foster emotional well-being, enhance social connection, and develop shared communication and understanding. Through our workshops, parents and carers gain valuable insights and strategies to support their loved ones and thrive in their caregiving roles.

Tech Talkers Parent Training

This online group training program offers an open environment for parents and carers to share knowledge and build skills around using alternative and augmentative communication devices.

Neurodiversity Affirming Approach

We are becoming a neurodiverse affirming organisation, delivering neurodiversity affirming care across all our services. We acknowledge that neurodivergent individuals have unique strengths, perspectives, and ways of processing information. Rocky Bay aims to create a supportive and inclusive environment that values, respects and accommodates these differences.



Leading THE WAY



As a Registered Training Organisation (RTO No. 2001), Rocky Bay provides innovative training and assessment services to the disability, health, and community sectors. We offer a variety of nationally recognised training programs and industry standard short courses.

Whether you're looking to begin a career in disability, enhance your skills as a support worker, or create a more diverse workplace, we have training options to suit your needs. Our experienced and qualified trainers are dedicated to delivering top quality training to support workers and carers across various settings.

With over 10 years of experience as a training provider in the disability sector, Rocky Bay offers a range of accredited and non-accredited courses. We can also customise our courses to meet your organisation's specific needs and compliance requirements or to serve as part of a new staff induction.

- CHC33021 Certificate III in Individual Support (Disability)
- Manual Tasks
- Mealtime Management (Dysphagia)
- Epilepsy and Seizure Support
- Assist with Medication
- Urinary Catheter
- Diabetes Awareness, BGL and Insulin
- Enteral Feeding (PEG)
- Complex Bowel Care (Suppository)
- Mental Health First Aid Standard

Your partners IN possibility

It's a special kind of person who works at Rocky Bay. Someone who listens not just to hear, but to understand. A person who dreams of a better way and sets about achieving it. Someone who sees the big picture yet focuses on detail. Whether it's a support worker, an occupational therapist, a nurse or administrator, our passion to enrich the lives of those living with disabilities unites us.

We understand that our shared success is underpinned by our ability and willingness to work together with you, your community and our Rocky Bay teams. When we work together, the possibilities are endless. We are a welcoming, inclusive family. We come from many different backgrounds, disciplines and life experiences, but share the same drive to provide you with the opportunities to shine.



Clinical

We have assembled the very best in allied health professions, from podiatrists to physiotherapists, occupational therapists and speech pathologists. While each brings different skills, all have unwavering an commitment to help you and your support network achieve your unique goals. It's a true team effort, sharing ideas across disciplines to come up with life-changing solutions for you. Your success inspires them to be better therapists, practitioners and people.

Community and Supported Accommodation

At Rocky Bay, our support workers play a crucial role in assisting you in achieving your goals across various aspects of life – be it at home, in school, at work, or within your community. Beyond providing care, our support workers bring companionship, empathy, and a sense of fun to each and every interaction.

Corporate and Support Staff

Our corporate and support staff at Rocky Bay work tirelessly in the background to fine tune our business. It's because of them we do our best work, empowering everyone who wears the Rocky Bay badge to serve you better.

Our Customer Experience Principles

Our customer experience principles are the cornerstone of our service delivery, reflecting our commitment to ensuring our customers feel supported, valued, involved, and celebrated. Developed through feedback, consultation, and research with our customers, these principles encompass:

- **Keep your promises** - You simply do what you say you'll do. I'm never left waiting thinking someone forgotten about me. You have my best interests at heart.
- **Show me you care** - I don't feel like just a number to you. You make me feel important. Everyone is committed to make sure I get the best results.
- **Make it simple** - Life throws enough challenges at me. I want someone who makes it easy for me to access the services that I need, when I need them.
- **Engage and involve me** - You seek out my opinions and allow me to have control of my outcomes. You take time to understand me and really listen.
- **Share my aspiration** - You are passionate and celebrate my successes and goals right alongside me. We're partners in possibility.



Rocky Bay
HEALTH + COMMUNITY

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A MEMBER OF
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SDA PROVIDER NUMBER
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