



staysixACT.

SERVICE CATALOGUE

*Mental Health Care, Disability Support,
Psychosocial Services*






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ACTIVITIES

OUR SERVICES

Recovery Coaching

A Recovery Coach helps you create a safe space in which you can work towards gaining and/or maintaining good mental health. A Recovery Coach will work with you drawing upon their lived and/or learnt mental health experience

Support Coordination / Case Management

A Support Coordinator helps you achieve your NDIS goals by getting you connected with service providers in the community, as well as resolving points of crisis

Assistance with Accommodation and Tenancy Obligations

Your outreach worker can work with you and your trusted persons (informal support networks such as parents, children, extended family, chosen family, or formal support networks such as your clinical manager, legal guardian, Housing ACT, and so on)

Assistance with Social, Economic and Community Participation

Your outreach worker will provide transport and social support as requested. This may include driving you to the shops, the gym, or appointments, and coming inside to offer social support as requested. This service can also be used just to get out of the house to get a coffee and chat or people watch.

Life Transition Planning, Mentoring and Individual Skills Development

Individual Skills Development involves picking skills you want to build and working on them with your outreach worker. They are primarily practical skills based around activities in the community or to aid you in accessing the community



PSYCHOSOCIAL RECOVERY COACHING

A Psychosocial Recovery Coach helps you create a safe space in which you can work towards gaining and/or maintaining good mental health. A Recovery Coach will work with you drawing upon their lived and/or learnt mental health experience.

What do we do for you as a Psychosocial Recovery Coach?

We guide you in planning your mental health recovery journey. We help you identify key aspects of your well-being, facilitate meaningful conversations with trusted people, and support building new connections when needed. Our goal is to create a space where you can reimagine good mental health. We also ensure your progress is reflected in your NDIS plan, advocating for a budget that supports your continued growth and recovery.

In the face of mental health struggles, seeking help is a vital act of self-care. Friends and family can offer meaningful support, but sometimes the expertise of a professional is necessary to navigate the complexities of mental health issues. A psychosocial recovery coach can be a lifeline in this journey, guiding individuals through their recovery process with compassion and expertise.

Psychosocial recovery coaches are trained to work intimately with individuals, helping them identify factors that affect their well-being and creating personalised recovery plans. We offer a safe, non-judgmental space for difficult conversations and assist in building connections with trusted individuals and supportive networks.

One of the profound benefits of working with a psychosocial recovery coach is the opportunity to redefine what good mental health looks like on a personal level. Through customised support and practical guidance, we help individuals set realistic goals and develop effective strategies to manage their mental health challenges.

Reaching out to a psychosocial recovery coach signifies a commitment to prioritising your mental health. Our unwavering support can make a transformative difference, helping you overcome obstacles, foster supportive relationships, and envision a future where mental health and well-being are achievable and sustainable.

Step-by-Step Guide with Supportive Coaching

- **Initial Assessment:** We begin by discussing your mental health history, current challenges, and goals. For example, Emma wanted to improve her well-being, build stronger relationships, and develop healthy coping mechanisms.
- **Goal Setting & Planning:** Together, we create a personalised recovery plan focused on key areas like therapy, self-care, and mindfulness. We'll outline specific actions, like attending therapy regularly, practicing relaxation techniques, or connecting with loved ones for support.
- **Building Your Support Network:** We help you identify supportive people already in your life and explore new connections, such as joining support groups or engaging in community activities.
- **Tracking Progress & Adjusting the Plan:** As you make progress, we regularly check in to assess how you're doing, celebrate your achievements, and adjust the recovery plan as needed.
- **Advocating for Continued Support:** We work with you to update your NDIS goals, ensuring you have the ongoing resources needed to maintain your well-being.

Here is an example scenario to illustrate how recovery coaching might work:

Emma, 28, has struggled with depression and anxiety for years and decides to seek help from a recovery coach, Paul.

- **Assessment:** In their first session, Emma and Paul discuss her mental health history and set specific goals aimed at improving her well-being, strengthening her relationships, and managing stress more effectively.
- **Recovery Plan:** Paul assists Emma in creating a personalised recovery plan that focuses on key areas such as therapy, self-care, and mindfulness. They outline specific actions, including regular therapy sessions and the implementation of relaxation techniques.
- **Building Networks:** Emma identifies the supportive relationships already in her life and explores new connections, such as joining support groups, to enhance her support network.
- **Progress and Adjustments:** As Emma makes progress, regularly attends therapy, and experiences improvements in her well-being, Paul monitors her journey and adjusts the recovery plan as necessary.
- **Advocating for Support:** Paul helps Emma advocate for ongoing NDIS support, ensuring her recovery plan reflects her growth and long-term needs.

Through recovery coaching, Emma gains the tools she needs to manage her mental health effectively and build a fulfilling life.

First of all, thank you Dani for the support he provided. It is rarely we see such a caring staff in the field of NDIS so we are very appreciative of this.

Health Professional, Canberra

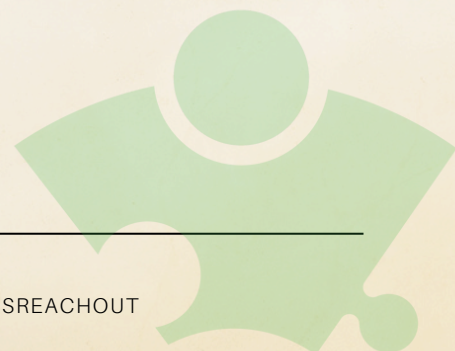


I am happy to have chosen staysixACT. as my NDIS Recovery Coach. We have been working together for 1.5 years now (this feedback was written in March 2023). He is professional, hard-working, supportive, ethical, respectful, and knowledgeable about the health and community sector. He is a good listener, has been able to adapt to my needs as we have progressed in our work together. I would not hesitate to recommend him.



Thank you again for flagging the double payment - your honesty, integrity and follow up is greatly appreciated.

Plan Manager, Canberra



SUPPORT COORDINATION / CASE MANAGEMENT

A Support Coordinator helps you achieve your NDIS goals by getting you connected with service providers in the community, as well as resolving points of crisis.

What do we do for you as a Support Coordinator / Case Manager?

We help you achieve your NDIS and recovery goals by identifying how you want to implement your plan, from choosing providers to participating in activities. This may include researching providers, attending meetings, navigating the portal, and negotiating with services. We also write reports to the NDIA on your progress and success. Our goal is to help you learn to manage your plan over time, though some may need ongoing support if full independence isn't possible. Support Coordination budgets typically decrease with each new plan.



Step-by-step guide for Support Coordination/Case Management

- **Goal Setting and Planning:** We work with you to define your goals and aspirations, and identify specific outcomes you want to achieve.
- **Research and Engagement:** We assist in researching and connecting with service providers and community organisations that can help you reach your goals.
- **NDIS Meetings and Portal Navigation:** We support you in NDIS meetings, advocate for your needs, and help you navigate the NDIS portal.
- **Negotiation and Coordination:** We negotiate service terms and coordinate appointments and activities to fit your needs and preferences.
- **Progress Reporting and Skill Development:** We report your progress to the NDIA and support you in building skills to manage your plan independently.
- **Continuity of Support:** We adjust support arrangements as your needs change and advocate for continued funding if necessary.

Here is an example scenario to illustrate how Support Coordinator/Case Management might work:

Emma, a young woman with a passion for art and a desire for independence despite her disability, is part of the NDIS with goals to pursue graphic design and find accessible housing.

Her Support Coordinator, Paul, helps her:

Goal Setting and Planning: Define her career and living goals, such as enrolling in graphic design courses and finding accessible housing.

Research and Engagement: Identify and research service providers and community resources.

NDIS Meetings and Portal Navigation: Attend NDIS meetings with Emma and assist her with the online portal.

Negotiation and Coordination: Negotiate service terms and coordinate appointments to fit Emma's needs.

Progress Reporting and Skill Development: Report on Emma's progress to the NDIA and help her develop skills for managing her plan independently.

Continuity of Support: Adjust support as needed and advocate for continued funding if Emma requires ongoing help.

With Paul's support, Emma confidently navigates the NDIS and works towards her goals of independence and success.

ASSISTANCE WITH ACCOMMODATION AND TENANCY OBLIGATIONS

Your outreach worker can work with you and your trusted persons (informal support networks such as parents, children, extended family, chosen family, or formal support networks such as your clinical manager, legal guardian, Housing ACT, and so on).

What do we do for you with Assistance with Accommodation and Tenancy Obligations?

Everybody has those tasks they just don't have time, energy, or capacity to do around the home. A tap that keeps leaking, a small hole in the wall from a door slamming open, a flyscreen that needs replacing. We can help you to collect quotes from locally trusted trades people and organise those appointments for you. You may wish to replace your furniture and assemble pre-made IKEA furniture - let us be of assistance! From time to time, you may feel your living space arrangements are no longer safe due to your recent injury or health deterioration. As a result of your injury or change in health status, you are now living with physical disability. You wish to make some modifications at home so you could remain living at your own home. Or you may wish to explore living in a supported accommodation. We will help you navigate.



Here is an example scenario to illustrate how Accommodation and Tenancy Obligations might work:

Sarah is a tenant living in a rented apartment. She has been struggling with her mental health, which has made it difficult for her to maintain her accommodation and meet her tenancy obligations. Sarah finds it challenging to keep up with paying her utility bills on time, and her apartment is often in a state of disarray due to her mental health issues.

To support Sarah, our team uses this supportive approach:

- **Financial Support:** Help Sarah access rent and utility bill assistance, and emergency funds if needed.
- **Cleaning and Maintenance:** Connect Sarah with cleaning services or volunteers to keep her apartment tidy.
- **Mental Health Support:** Refer Sarah to counseling or support groups to manage her mental health.
- **Education and Empowerment:** Provide resources to help Sarah understand her tenant rights and responsibilities.
- **Regular Check-ins:** Schedule regular check-ins to address any issues and ensure ongoing support.

This strategy helps Sarah maintain her apartment and tenancy while managing her mental health challenges.



“You have been proactive with suggesting supports, following up and providing supports.”



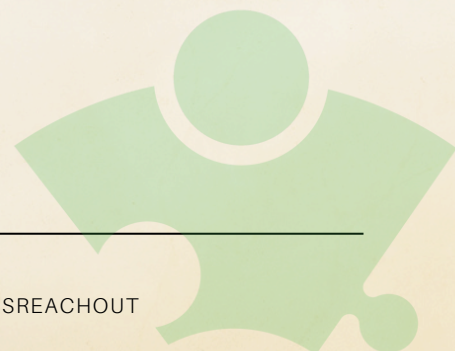
The service has been good. They are understanding and don't upset me. Special thanks to Deb who helped me with urgent Centrelink and Housing ACT issues, we had lots done in a very short time



I enjoyed Anne's company for our walks. My weekly walks are very important to my mental health.



You paid attention to my body language. You checked up on me when you noticed that I seemed to be distressed. You provided the space, the opportunity and the focus to discuss matters that were important to me. You identified when a change in topic could be helpful, such as when you suggested we could go for a walk, or when you suggested we could move on from the topic of extreme distress for some time to focus on other areas of personal care/development.



ASSISTANCE WITH SOCIAL, ECONOMIC AND COMMUNITY PARTICIPATION

Your outreach worker will provide transport and social support as requested. This may include driving you to the shops, the gym, or appointments, and coming inside to offer social support as requested. This service can also be used just to get out of the house to get a coffee and chat or people watch.

What do we do for you with Assistance with Social, Economic and Community Participation?

We are much more than a drop off and pick up driver. From time to time, you may need help with attending medical appointments. We can assist you to put in place strategies to make sure you get from A to B in a timely and safe manner. When you are feeling overwhelmed and are running behind for example, you may need extra support to reschedule your appointment.

We can also assist you with pre-emptive support, such as putting together an online or physical diary, reminder phone calls days or hours before, and then help you get ready during the actual day, as well as be your extra pair of ears during the consultation time with your health professional.

Assistance with Social, Economic and Community Participation

These highlights showcase the convenience and support our transportation services offer for a variety of needs and occasions.

- Hairdresser/Barber Appointments.
- Hospital Visits.
- Chemist/Medication Pick-Up.
- Family Visits.
- Shopping Trips.
- Social Events.
- Airport/Train Station Transfers.
- Concerts/Theater Shows.
- Educational Classes/Seminars.
- Religious Services.
- Community Events.
- Special Occasions.
- Outdoor Adventures.
- Medical Appointments.

Scenario: Alex has expressed interest in attending a concert in the city. Alex has a history of anxiety and finds it challenging to navigate crowded spaces alone. Our task is to provide guidance and support for Alex to attend the concert and ensure they feel comfortable and safe throughout the experience.

Meet with Alex beforehand to discuss the concert details, including the location, timing, and any special considerations. Help Alex plan the journey, including transportation options and meeting points.

Preparation:

- Meet with Alex beforehand to discuss the concert details, including the location, timing, and any special considerations.
- Help Alex plan the journey, including transportation options and meeting points.

Concert Attendance:

- Accompany Alex to the concert venue and ensure they feel supported and at ease.
- Help Alex navigate the crowds and find their seat if needed.
- Provide reassurance and encouragement throughout the event.

Post-Event Support:

- After the concert, check in with Alex to see how they are feeling and if they need any further support.
- Reflect on the experience with Alex, discussing what went well and any areas for improvement.

Follow-Up:

- Stay in touch with Alex to see how they are doing in the days following the concert.
- Offer support for future social activities and encourage Alex to explore new experiences.

Through this hands on support, we help individuals like Alex participate more fully in their communities and improve their mental health and well-being.

Here is an example scenario to illustrate how Social, Economic and Community Participation might work:

In this scenario, Emma, a young woman with a physical disability, seeks to overcome feelings of isolation by engaging more with her community. With the support of her worker, Emma sets a goal to visit a local café once a week to meet new people and socialise. The worker assists Emma with transportation and accompanies her to the café, where they enjoy coffee and conversation. Emma feels a sense of accomplishment and joy as she connects with others, and she looks forward to future outings with renewed confidence and enthusiasm. Through this experience, Emma's worker helps her break down barriers, fostering a sense of belonging and empowerment in her community.

Initial Assessment: The worker meets with Emma to discuss her mobility challenges and desire to be more socially active. Emma expresses interest in meeting people, visiting cafes, and attending community events.

Goal Setting: They set a goal for Emma to visit a local coffee shop once a week to socialise.

Support Planning: The worker arranges transportation, ensures venue accessibility, and plans social support for Emma's outings.

Support Implementation: On the day, the worker drives Emma to the cafe, helps her find a seat, and facilitates social interactions.

Monitoring & Review: Afterward, Emma shares her positive experience. They discuss future activities to keep building her social connections.

Outcome: Emma feels more connected to her community, boosting her mood and confidence despite her mobility challenges.

staysixACT. is one of the best support services I ever had in my life - constant, caring, considerate, goes above and beyond. Oh and my dog really likes him too, thank you staysixACT. for looking after my dog!

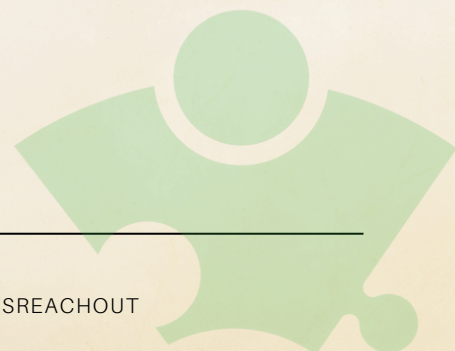


I've really appreciated your communication and professionalism

***Behaviour Support Practitioner, Provisional Psychologist,
Canberra***



You have been honest and open with your communication and helped me understand your state of mind and emotions. For example, when I asked how you were feeling, you said alright. You told me you were worried about me and my situations. By doing that, you helped me to understand social cues.



LIFE TRANSITION PLANNING, MENTORING AND INDIVIDUAL SKILLS DEVELOPMENT

Individual Skills Development involves picking skills you want to build and working on them with your outreach worker. They are primarily practical skills based around activities in the community or to aid you in accessing the community.

What do we do for you with Life Transition Planning, Mentoring, and Individual Skills Development?

For example, in Information Technology, individuals may learn not just basic computer skills but also how to use various devices more effectively for tasks like communication, research, and organisation. This includes understanding software and applications that can assist in daily activities.

Below are some examples of skills we have helped people develop in the past:

- Information Technology - learning how to use computers, smartphones, laptop computers, tablets - how to use these things more effectively.
- Public transport - how to read bus and tramway timetables, where to find timetables, how to purchase a transport card (MyWay) and topping up your balance.
- Cooking - Learning how to cookery and prepare meals.
- Housework - How to do tasks around the house and become more self sufficient.
- Support with developing social connections - Help making telephone calls, attending social groups and making new friends.



Here is an example scenario to illustrate how Life Transition Planning, Mentoring and Individual Skills Development might work:

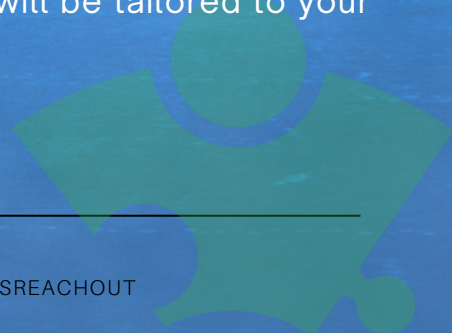
Life Transition Planning is similar to Mentoring and Individual Skills Development, but focuses more on long term plans rather than learning individual skills. For example, with Mentoring and Individual Skills Development you may make it a goal to learn how to do organise your paperwork, whereas with Life Transition Planning your goal would be to organise your house starting with the papers.

Life Transition Planning is more complex and usually requires more sessions revolving around planning how to tackle the goal before learning new skills, and usually takes more sessions.

Examples include:

- Organising your home - Creating a plan for what to keep, where and how to store things, sorting through your possessions, and cleaning.
- Creating a health plan (mental, physical, dietary, or other) - This is typically done in coordination with a professional (Psychologist, Personal Trainer, Physiotherapist, Dietitian, etc.) or GP, and includes planning your long term health goals, as well as appointments to help you follow through with the activities or exercises set by the professional.
- Job seeking or volunteering - Working with you to help find what sort of work you would like to do, what qualifications you may need to do this, helping make phone calls to agencies or visiting in person, linking you in with disability job seeking agencies or professionals to aid with skill building.

These are just a few examples as to how Life Transition Planning can work, but each new goal and plan will be tailored to your exact needs.



You supported me through times of crisis and helped me to make decisions.



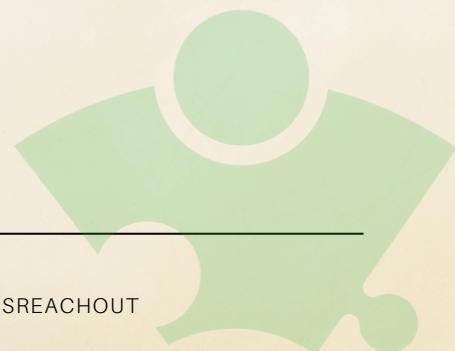
StaySixACT. engaged with me with curiosity and an open mind.



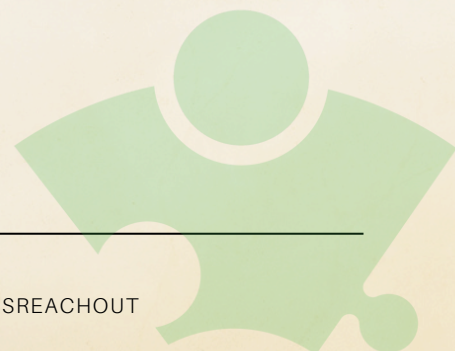
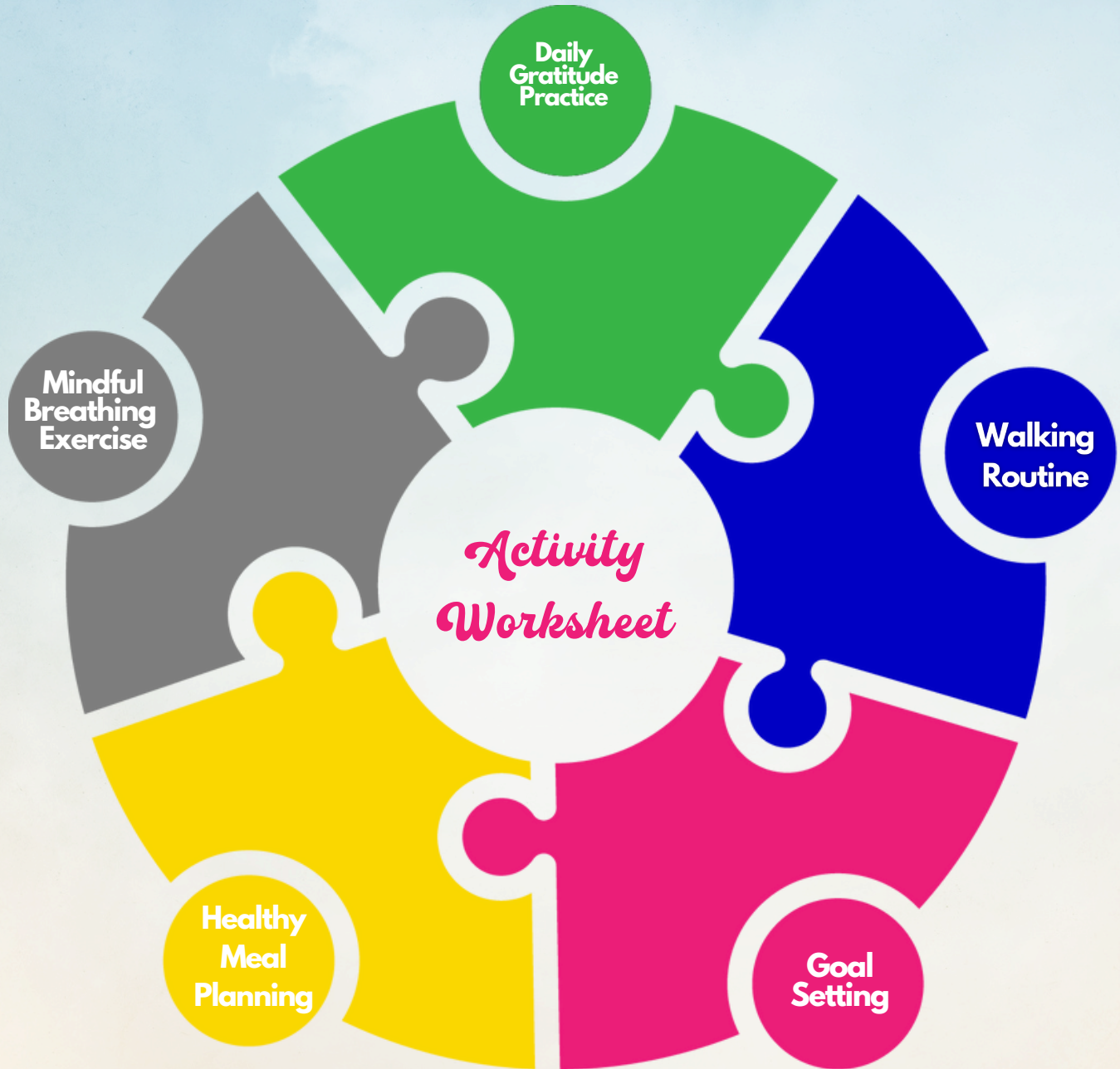
You provided the focus to discuss matters that were important to me. You were able to stay focused on the topics that were important. There have been times when you helped me to be on track.



You provided the space. On one of the occasions, you brought me to an office space away from home. Additionally, when I spoke of space, I was speaking of your patience - the opportunity for me to process without feeling pressured. The patience has allowed me to discuss difficult topics. It has helped me to feel safe, to build trust, and to feel supported.



Explore these activity sheets to get a glimpse of what we offer our clients. Enjoy the experience! Contact us to discover more about our wide range of activities and services.





Welcome to your journey of self-discovery through walking! This form is all about enhancing your mental well-being as you walk. Think of it as a pathway of insights and growth that unfolds with each step you take. Just like how your body moves forward, each question here is designed to move you towards deeper understanding and clarity within yourself. Take this chance to connect with your mind and body, discovering the power within every stride.

Let's start this enriching adventure together, where every step is a testament to your commitment to personal growth and well-being.

As you walk and reflect with mindfulness, consider these guiding questions:

Walking Routine

How does the pace of your walk reflect your mood / feelings ?

What becomes clearer or more uncertain as you walk?

Do you notice any repeating thoughts or patterns during your walk?

How does walking help you process challenges or decisions? Are you able to transfer this mindfulness skill into other activities?

What intentions or positive affirmations could enhance your walking experience?






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Goal Setting

Think back to the last 3 to 6 months. Ask yourself, “What have I achieved? Or, if there are barriers to me achieving my goals or achieving a better quality of life, how can I make some changes?”

 What have you achieved? 

 What were the barriers / limitations / enablers? 



Take some time to establish specific goals for the next 3 to 6 months. What do you aspire to achieve during this period? Consider what changes you would like to see in your life. Ensure your goals are realistic and attainable within the chosen timeframe.

What other changes would you like to see in your life?



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Welcome to this activity where we'll explore how to recognise signs of becoming unwell. It's important to tune in to these signs that they can give us clues about our health and how to take care of ourselves. This sheet will guide you through questions about how you're feeling physically and emotionally. Take your time to answer honestly. Your responses will help you understand your health better and empower you to make informed decisions.

Let's start this journey together. By understanding these signs, you'll be better equipped to look after yourself and know when to seek support if needed.

Physical Symptoms

Are you currently experiencing any physical symptoms such as fatigue, headaches, muscle pain, or digestive issues?

Emotional Well-being

How would you describe your emotional state recently? Are you feeling more anxious, irritable, sad, or unmotivated than usual?

Daily Functioning

Have these symptoms affected your ability to perform daily activities such as work, study, or household tasks? If so, to what extent?

Duration and Frequency

How long have you been experiencing these symptoms? Are they occurring occasionally, frequently, or persistently?



Triggers and Patterns

Have you noticed any specific triggers or patterns associated with your symptoms (e.g., stress, certain foods, lack of sleep)?

Signs of Becoming Unwell

Impact on Sleep and Appetite

How have your sleep patterns and appetite been affected by these symptoms? Are you experiencing changes in sleep quality or appetite?

Seeking Support

Have you considered seeking professional advice or support for these symptoms? What factors have influenced your decision?

Self-Care Practices

What self-care strategies have you tried to alleviate these symptoms? Have any of these strategies been helpful?



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staysixACT. acknowledges the Ngunnawal, Ngambri and Ngarigo peoples in the Australian Capital Territory - the First Australians and the Traditional Custodians of the lands and water in which we live. We pay respect to their Elders past and present as well as emerging leaders of tomorrow. We recognise and respect their continuing culture and relationship to their ancestral lands.



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