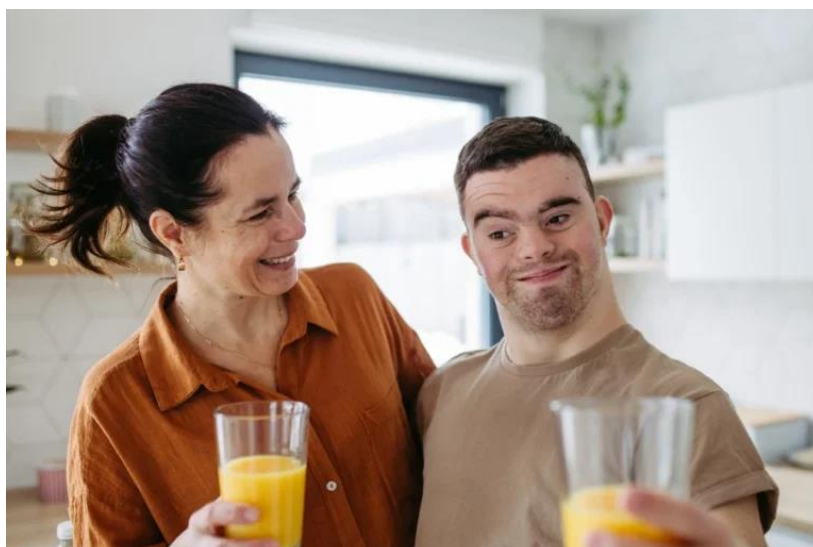




## Participant Onboarding Journey

### Welcome to Empress Support Services

Your journey with us begins here. We are committed to delivering compassionate, person-centred care — from your first enquiry through to ongoing support.

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### Step 1: Enquiry & Referral

Reach out via phone, email, or referral form. We'll:

- Collect your basic details (name, contact, goals)
  - Understand your immediate needs
  - Explain how Empress can support you

👉 [Complete our Referral Form](#)

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### Step 2: Enquiry Meeting

We'll meet with you (and your family/guardian and Support Coordinator if you choose) to:

- Learn more about your needs, goals, and expectations
  - Explain how our services work and what support we can offer
    - Discuss the next steps in your journey
-

## Step 3: Explore Our Services

With your Support Coordinator, we'll provide information tailored to your needs. Supports may include:

- **Disability Support Work** – personal care, daily living, community access
- **Complex Support Programs** – forensic & high-intensity care, risk reduction, safe transitions
- **Comprehensive Care & Clinical Support** – 24/7 nursing, continence, and post-surgical recovery
- **Accommodation** – STA (short stays), MTA (medium-term), SIL (shared homes), SDA (accessible housing)
- **Positive Behaviour Support (PBS)** – evidence-based strategies for stability and growth

👉 [Download our Participant Information Pack](#)

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## Step 4: Support Planning Meeting

Together with you and your Support Coordinator, we'll co-design a personalised plan that reflects:

- Your daily routines and lifestyle goals
- Health, safety, and behavioural needs
- Preferences for how support is delivered

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## Step 5: Meet & Greet

We'll arrange a relaxed meeting (in-person, phone, or video) to:

- Build trust and connection
  - Introduce potential support workers
  - Answer any questions before supports begin
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## Step 6: Building Your Support Team

We'll carefully match staff to your preferences, including:

- Gender, culture, and communication style
    - Skills, training, and experience
    - Health and behavioural support needs
- ✓ All staff are fully trained, NDIS-screened, insured, and supported with buddy shifts

## Step 7: Service Agreement & Policies

You'll receive:

- A clear Service Agreement in your preferred format
- Our Participant Handbook (rights, privacy, cancellations)
- Ongoing communication tailored to your preferences

## Step 8: Start of Supports

- Supports begin at a pace that feels right for you
- Your care plan is flexible and regularly reviewed with your Support Coordinator

## Step 9: Ongoing Growth & Transitions

We're here for the long term. If your needs or goals change, we'll ensure:

- Smooth transitions with dignity
  - Updated plans that reflect your growth
- A respectful handover if moving to another provider



**At Empress, your journey is more than a service — it's a partnership built on respect, trust, and empowerment.**