



Rocky Bay
HEALTH + COMMUNITY

inspiring
confidence

your partner in possibility



acknowledgement TO country

Rocky Bay acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the land on which our company is located and where we conduct our business. We pay our respects to Elders, past and present. Rocky Bay is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.



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achieving #yourgoals

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 inspire a confidence within to achieve #yourgoals through a comprehensive range of NDIS therapies and speciality services.



YOUR partner IN possibility

We see how self empowerment can help you reach your true potential. So much so, we've been driven to empower people since 1938. As your approved provider, our mantra is to achieve #yourgoals. By staying human focused and family oriented we work alongside you, making decisions with you (not for you) to build the support and connections you need to experience your best life.





building YOUR team

When you partner with us we help build your 'team' of supports, friends and family members that share your ambitions and challenges. Together, we can build your belief in what's possible. Your determination, confidence and courage will grow as your mindset shifts and it finally dawns on you - *I can do this*.

enhancing ABILITIES, enriching LIVES

We're inspired and energised by the power of possibility. That's why as industry leaders, 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

Enhancing Abilities, Enriching Lives.

Our Vision

Positively impact customer wellbeing through trusted health and community services.

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.

CUSTOMER stories Perth

“She absolutely loved it there.
And everyone absolutely
loved Maria!”

Vita Quincy



Home is where the heart is

Family has played a significant part in Rocky Bay's very cheeky and happy customer Maria Bassano's (60) life.

Born into a loving Italian family, Maria has always had a caring and supportive network surrounding her. In fact, Maria's older sister Vita Quincy (83) was the sole carer for Maria for more than 20 years after their mother passed away – a role she was ever so happy to have played in her life.

Maria first started using Rocky Bay's services 22 years ago, when she stayed in the respite facility located at Mosman Park. Since then, she has been a regular visitor at Rocky Bay's Guest Houses in Gosnells, Beeliar and Rockingham.

The homes have provided piece of mind for Maria's family when they travel overseas or are in need of some R&R,

giving them comfort in the knowledge Maria had 24/7 qualified support and care and was well-looked after in a home she was always so excited to visit.

Maria's face lights up when you ask her about her time at Rocky Bay's Guest Houses, where she would enjoy a mini getaway, going on daytrips and meeting new friends.

“She absolutely loved it there. And everyone absolutely loved Maria!” Vita said.

“Every time I used to pick Maria up from the guest homes, she would always ask if I was going to take her back because she enjoyed it so much.”

When Vita found herself in a position where she could no longer take care of Maria like she was once able to, the

family decided it was time to look for a more suitable long-term living arrangement which would provide Maria with the care and support she required.

Making the decision to look for full-time accommodation support for Maria was an emotional one for Vita. When Rocky Bay suggested one of their supported accommodation homes as a possible option following one of her Guest House visits, any worries or angst quickly dissipated and Vita felt confident Maria would be in good hands.

To assist Maria with her transition from short-term respite services into long-term supported accommodation, Vita worked closely with the Rocky Bay team to find a suitable home which would allow Maria to live the way she wanted and to do all the things she enjoyed most.

Not a straight forward process, Rocky Bay supported Vita in submitting her applications for WA State Government funding and worked with the family to first move Maria into the Beeliar Guest House to enable her to meet the requirements to be granted funding.

While Maria and Vita awaited the funding application to be processed, they visited Rocky Bay's Rockingham guest house to see whether it would suit Maria. They left that day thinking it was absolutely wonderful. Rocky Bay organised for Maria and Vita to visit the home on a number of occasions to give Maria an opportunity to get to know the other residents and acquaint herself with the house before moving in.

In mid-2017, Maria moved into Rocky Bay's Rockingham guest house, where she instantly fell in love with her new home and housemates – who have since become her good friends.

Maria now enjoys helping out with the day-to-day tasks in the house, including cooking, and does a spot of gardening in the home's large backyard.

When asked how she feels about her new home, Maria said “This is my home. I love it here”.

Vita and Maria are both extremely grateful for the support and friendship they have received from Rocky Bay over the years and Vita feels at ease knowing Maria is in capable and caring hands.

“I never would change Rocky Bay for anything, and I have had a lot to do with them over the years,” Vita added.

“I know Rocky Bay's staff always look after Maria. The lovely, caring staff always find the time to talk to us and help us – and that makes a lot of difference.

“The time they spend looking after Maria – it's worth every cent. I don't know how I'd manage without Rocky Bay.”

Maria Bassano

ROCKY BAY CUSTOMER

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.

OUR LOCATIONS



ASCOT



CLARKSON



COCKBURN



DUNCRAIG



GERALDTON



GOSNELLS



MANDURAH



MOSMAN PARK



ROCKINGHAM



services available TO YOU

NDIS

WA NDIS

Fee For Service

ICWA

Support Coordination

To help you reach #yourgoals we make the most of every second together. Our range of services have been developed to apply to every part of your life and are tailored to individual needs to make your journey with us as personal, empowering and comfortable as possible.

Through our services you can learn how to take part in the everyday things you've always wanted to do. Explore new skills and habits for everyday life through fun games and activities. Take charge of everyday tasks with the help of equipment, technology and home modifications. Shape your home environment to unlock a more independent and social life. Even explore enhanced independence, mobility, nutrition, mental strength and physical comfort.

Together, let's see what's possible.

funding options

We take the complexity out of funding your services. By talking with our dedicated Customer Engagement Team, we can open your eyes to things you may not have thought about and point you in the direction of the funding that's right for you. The easier we can make it for you, the sooner you can get on with achieving your goals.

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.

WA NDIS

With the state-based WA NDIS funding scheme being replaced by the NDIS, we can help you, your family and support workers through the transition smoothly.

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.

ICWA

(Insurance Commission of WA)

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.

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.





A happier healthier you IS WAITING

Whether you're on the journey to overcoming an unexpected trauma or looking for new ways to make the most of your abilities, Rocky Bay has all the health services you need under one roof. Think of us as a super health hub, home to everything from physio, to speech therapy and behaviour support. Whatever you need, we have it.

WHAT **service** is right FOR YOU?

What does being well look like for you? Socialising more? Regaining functionality? Better eating habits? A greater sense of self-belief? Rocky Bay's therapists work with people of all ages and abilities across the following disciplines:

Occupational Therapy

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

Physiotherapy

Whether you are experiencing a physical injury or have a lifelong condition (such as cerebral palsy), our physiotherapists can help you achieve your optimum functional mobility through exercise, postural support and, in some cases, respiratory care.

Behaviour support

Our amazing 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.

Speech Therapy

Our speech pathologists can diagnose and treat communication challenges as a result of developmental delays, learning disabilities, autism, stroke and brain injury, as well as assist those experiencing difficulties swallowing food and drinking safely.

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 talented specialist Neuro therapists provide the supports you need to start writing your inspiring recovery story.

Podiatry

Our expert podiatrists help keep your feet in top condition, finding ways to give you relief through orthotics, recommending footwear or personalised treatment. They also look after the condition and health of your skin and nails, making every visit worthwhile.

Dietetics

Our dietitians understand how food and good nutrition play an important part of leading a healthy lifestyle. They will help you with healthy meal plans so that you can find that glow that comes from inner wellbeing.

Community Nursing

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

EXPRESSING YOURSELF, making friends

There's a profound sense of relief and pride watching your child grow as a person. New possibilities open up when they learn to regulate their emotions and communicate clearly. Social Skills is a comprehensive series of programs for kids of all ages, helping them move towards more meaningful social connections by developing their confidence, connections, relationships and freedom to express themselves.

WHAT service IS right FOR YOU?

Social Skills is a comprehensive series of evidenced based programs. Brought to life in a safe group setting and tailored to individual needs, we use fun games and activities as platforms for kids to explore and test new skills and habits that they can put into practice in everyday life.

Mindful Movers

Exploring the relationship between body movement and emotional regulation, Mindful Movers offers fun and practical strategies for coping with difficult emotions and anxiety together as a group.

Building Buddies

Playing with Lego together builds more than cars, towns and space stations. Our Building Buddies program helps kids focus their energy on different roles and tasks as they build their social skills, communication and confidence.

Gaming Group

Video games like Minecraft are a fun tool for social development. With the freedom to create their own tasks and goals, players gain a sense of accomplishment as they learn amazing social skills like self-control, defeat, planning and organisation.

Milo

When it comes to getting messages through to kids living with Autism, consistency is key. That's why we have Milo, a humanoid robot therapist that connects with kids through direct, emotion-free therapy.

Social Skills Fun Day

Get ready for a day of fun, games and activities as we put all the skills we've learned into practice together, allowing further development of social skills, communication and emotional regulation under the guidance of our fun therapists.





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 #yourgoals.

WHAT **service** IS **right** FOR YOU?

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

Whether it's physically going somewhere or virtually connecting with friends and family, our Community program will help you draw on other complementary Rocky Bay services to create the best solution for #yourgoals.

The Studio

Explore your creativity through arts and crafts, woodwork, a media centre and a large kitchen at Rocky Bay, Mosman Park. Enjoy projects in-house or in the community from cooking classes, furniture making, pottery, sewing, painting and more.

School Transition

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 financial independence.

Stages Toward Employment Pathways

Our programs allow you to nurture and build your skills, matching them to appropriate work environments so you can start applying for jobs that align with your interests and goals.





WHAT **service** is right FOR YOU?

Finding the right solution for you is a labour of love. Often that means bringing together a team of problem solvers - from OTs, physios and fitness people, to technicians and onsite upholsterers - who work with you to deeply understand your unique needs and form a detailed solution plan that helps you achieve #yourgoals.

Assistive Technology

To make everyday tasks a little bit easier, our tech experts help you match the right solutions to your unique individual needs, from tap turners to voice command devices, sentient breathing machines and more.

Posture Tech

Your wheelchair is a part of you, your ticket to freedom and independence. Let our onsite chair designers draw on the latest NASA technology to build a custom chair, individually moulded to your body.

Equipment Maintenance

To make sure your equipment is performing at its optimum for you, every day, our fully stocked mobile van will come to you. We'll help with everything, from tyres and wheel repairs, to battery checks and custom part replacement.

Sterilisation

Ready to sell your mobility equipment? We can professionally sterilise it in accordance with ISO 15883 requirements to ensure it is safely prepared for its new home.

Home Modification

When your physical abilities change, adapting your living environment to your needs opens up amazing possibilities. Our trained team can take care of everything, from assessing your home, to redrawing house plans (if required) and getting quotes from registered suppliers.

Buy & Hire

We are the only disability service provider offering a comprehensive range of professionally cleaned second-hand equipment for purchase at massively discounted prices, from walkers, wheelchairs and scooters, to handrails, hoists and bath chairs.

MAKE **life** move FOR **you**

Whether you've always lived with a disability or have had a recent life-changing accident, it can feel liberating to finally take control of the simplest things. Taking charge feels incredibly empowering and gifts you a sense of freedom and optimism you may not have felt for a long time. At Rocky Bay we give you the physical and mental tools to experience your most 'able' life, whatever that looks like for you.



MOVE TOWARDS more confident caring

Are you selflessly caring for a child living with disability and want to do everything possible to help? As your partner in possibility, the dedicated team at Rocky Bay is here to help arm you with the strategies, skills and confidence to take on challenges and changes as they arise, moment to moment. The more ideas you have to try, the less overwhelming everyday life feels and the more confident you become.

WHAT service IS right FOR YOU?

Our research based workshops and programs ensure your child's learning extends to all touch points of their lives by making you part of the process. Consistency of communication style is key – together, we can give you the confidence to move forward with clarity.

More Than Words

The insightful workshops focus on giving you everything you need to identify barriers and coach your child to communicate and interact with confidence.

Parenting By Connection

This six-week course helps improve relationships by building confidence in your ability to manage tricky situations, set limits, anticipate difficult moments and respond to challenging behaviour.

Hanen: It Takes Two To Talk

The Hanen: It Takes Two To Talk Workshop has been designed specifically for parents of children aged 8 and under, who are experiencing language delays. It teaches you how to become your child's most important language teacher.

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.





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.

WHAT **service** IS **right** FOR YOU?

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

Our shared houses allow you to live in the community with 5-8 other permanent residents who share the journey with you.

Home Assessments

If your home no longer meets your health needs, we can arrange a home assessment to explore modifications in line with your independence goals.

Home Modifications

A team of qualified home assessors will assess your needs to make recommendations for the changes you need to keep you happy in your home, for longer.

Guest Houses

We provide short term accommodation at our guest houses in Rockingham, Beeliar and Gosnells that can act as a stepping stone to independent living.





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. As a Rocky Bay company, SHIFT is an SDA game changer, bringing 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.



OUR promise TO you



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.

Co-Design

We're here to help you reach your goals – and that means walking in your shoes to understand how your SDA home can best serve you. That's why with SHIFT, you'll enjoy the opportunity to co-design living spaces. By influencing some of the features, such as the technology installed in your bedroom, you get more control over the decisions that ultimately shape your daily experiences.

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 support coordinators can help you organise a short break in an accessible home.



Rocky Bay
HEALTH + COMMUNITY

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