

Challenging Minds

Therapeutic Counselling Support
Specialist Positive Behaviour Support



Challenging Minds

supporting your best self

CONTENTS

- 3 ABOUT CHALLENGING MINDS
- 4 OUR VISION | OUR MISSION | OUR VALUES
- 5 OUR SERVICES
- 6 ABOUT PETER
- 7 MAKE AN ENQUIRY / REFERRAL

ABOUT CHALLENGING MINDS

*We provide counselling,
therapeutic services and positive
behaviour support services.
Challenging Minds is NDIS
and Medicare registered, so
accessing these services has
never been easier.*

Challenging Minds supports people who may be experiencing difficulties and challenges resulting from mental health concerns, significant life events or disability. We believe that disability should not define people, but rather our talents and strengths as individuals should - something that often ignored or forgotten.

Challenging Minds is a registered business with the Australian Securities and Investments Commission (ASIC).

Experience, knowledge and understanding matters along with honesty, reliability and sincerity. We take pride in following through with what we say we are going to do, and we believe in focusing on people's strengths, needs and aspirations.

Location
Servicing Darwin region, rural and remote
Northern Territory

Phone
(+61) 1300 918 994

Web
www.challengingminds.com.au

Email
admin@challengingminds.com.au

We work to challenge you, ourselves and others to think positively, differently and honestly. We know that change can be difficult, but with the right support and guidance, change can become less challenging and more rewarding.

We encourage people we support and other significant others, formal and informal supports, to think a little differently about what could be possible.



OUR VISION

To offer high quality, evidence based support to people with disability, giving them the greatest opportunity to thrive by handing choice and control to the individual.

OUR MISSION

To inspire people and their supports to better understand and enact positive change using evidence based, person-centered approaches and to actively support people to be their best self whatever that may be.

OUR VALUES

- Respect, dignity & self-determination
 - Positive behavioral change
 - Capacity, positivism and effective communication
 - Human rights upheld
 - Commitment to social justice
 - Everyone has the right to fully participate in a shared world
 - Integrity and respect for all peoples
 - With the right support, everyone has the capacity to thrive in the world in which they live
- regardless of disability, race, sexual preference, past experiences or inherent beliefs
- A focus on quality service, dignity, respect in a creative and supportive space of change

OUR SERVICES

Therapeutic Counselling Support

Therapeutic Counselling Support is funded through NDIS and designed to support people to gain or improve their skills so they can become more independent. We can also support participants, so they get the most out of their NDIS plan. This type of support can include one on one sessions with a person with a disability, conducting assessments and recommendations and may be available to people who may not have positive behaviour support funding in their plan. The intention would therefore be to present recommendations that suggest the need for ongoing positive behaviour support into the future. Therapeutic supports also assist in facilitating self-knowledge, emotional acceptance and growth and the optimal development of personal resources on a one to one basis. We support participants to work towards their personal goals and gain greater insight into their lives.

Specialist Positive Behaviour Support

Whether someone is on an NDIS plan, using an agency or is self-managed, we can support participants, their significant others and formal and informal supports. The focus is on supporting people in making real and meaningful changes to the way they act, react and respond to the world around them. This encouragement uses positive behaviour interventions. We focus on what people like and what they do well while drawing on strengths that support both positive behaviours and their improved quality of life.

This service includes assessments, observations, liaison with formal and informal supports, and providing the time and the right support to improve a person's quality of life. Assessments and recommendation reports, as well as the creation of either an interim or a comprehensive positive behaviour support plan, encourage the person and their supports to test, try and learn new skills in supporting positive behaviour.

Behaviour management and training include training for carers and others in the behaviour management strategies required due to the participant's disability and behaviours of concern. This training and management is an opportunity to test the approaches outlined in the participant's positive behaviour support plan. Training is performed to suit the needs of the person with a disability, their formal and informal supports. It can be delivered remotely, in person, one on one or in small, medium to large groups.

Where restrictive practice is either identified, recommended or currently in use, Challenging Minds will provide the guidance and support to the implementing provider and the participant, their carers, families, Guardians and stakeholders. The intention is the plan for reducing and eliminating restrictive practices over time in the safest possible way.



ABOUT

PETER | FOUNDER & DIRECTOR

Peter Veltman has close to 20 years of experience working with individuals, couples and groups.

He has a strong commitment to social justice, equality and human rights. He believes that everyone should have every opportunity to thrive irrespective of upbringing, ability, financial circumstance, race, sexual preference and self-identity.

Peter's passion and commitment to social justice, equality & humanitarian rights lead him to graduate from Monash University with a Bachelor of Arts, majoring in psychology and sociology. His career highlights and areas of expertise include:

- Senior behaviour practice oversight
- Setting up new, highly specialised support services
- Community and Clinical Mental Health expertise
- Working with people experiencing complex issues
- Dual diagnosis
- Behaviour support, assessments, plan writing and training

He also values the importance of the process of thinking, planning and doing, meaning that these three processes need to work together.

Peter is registered to provide Behaviour Support and Therapeutic Support as a registered NDIS provider.

Peter understands that what life presents to us can often be challenging and complex, and we can all reach a point where it can be difficult to work through this independently of professional support.

He is an Accredited Mental Health Social Worker which allows him to provide Medicare rebated social work and counselling services.

In 2018 Peter seized an opportunity to move to the Northern Territory from Victoria to provide Specialist Support services and Challenging Minds was born. Within months his services had become well respected in the Northern Territory community.

MAKING AN ENQUIRY

You can contact Challenging Minds via:

Phone: 1300 918 994

Email: admin@challengingminds.com.au

Web: www.challengingminds.com.au/

MAKING A REFERRAL

Peter will take you through a screen to ensure that Challenging Minds is the right service for you or the person you care for and support. If suitable, you will be sent a referral form to complete and return.

SUPPORT SYSTEMS & TOOLS

We have paid a lot of attention to ensure that the quality of service is both maintained, reviewed and improved. Some examples include:

- A comprehensive practice manual
- A set of clear practice principles
- Complaints process and supporting documentation
- Simple to use service agreements and referral tools
- Privacy and consent to share information processes and forms
- Understanding of the NDIS quality and safeguarding framework
- Functional Behavioural Assessment tools and guidelines
- A comprehensive participant/client welcome booklet
- A continued focus on culturally relevant information



FEEDBACK AND COMPLAINTS

Feedback, whether good or not so good is an important part of quality improvement. You are also encouraged to complain if you are dissatisfied with the service and professionalism you and/or your participant is receiving.

You can either make a complaint directly to us or by contacting:

NDIS Commission

1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged

Northern Territory Health and Community Services Complaints Commission

1800 004 474. Level 4, NT House, 22 Mitchell Street. Darwin, NT 0800

Ombudsman NT.

1800 806 380. Level 6, NT House, 22 Mitchell Street, Darwin NT 0800

Commonwealth Ombudsman

1300 362 072. Translating and Interpreter Service (TIS) on 131 450

TTY users phone 133 677 then ask for 1300 362 072

Speak and Listen users phone 1300 555 727 then ask for 1300 362 072

Internet Relay users connect to the National Relay Service then ask for 1300 362

CONTACT US

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CONNECT WITH US

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