



WHAT A SUPPORT WORKER CAN DO: A GUIDE FOR FAMILIES



Social Living Solutions
navigating neurodiversity

At Social Living Solutions, we understand that navigating life with a neurodivergent child or young person can be both joyful and challenging. Our support workers offer compassionate, personalised support to help your child (or young adult) develop confidence, independence, and essential life skills — all while giving families much-needed breathing space. This guide will help you understand what support work can look like, what it isn't, and how our service works.

WHAT SUPPORT WORK CAN LOOK LIKE

Building Emotional Safety

Nikita supports a Year 8 student with significant social anxiety. Initially, they baked cupcakes at home and bonded over K-pop music. As trust grew, they began gently venturing into the community.

These small, intentional steps are helping this young person develop the confidence to enjoy outings with friends.

Exploring Employment

Alicia works with a 19-year-old client who is Autistic (Level 2), has ADHD, low self-esteem, and social anxiety. Rather than forcing the client to fit into a job, Alicia is helping her explore workplaces that align with her strengths, including site visits and job-readiness skills.

Mentoring Young Adults

Jack supports an 18-year-old AuDHD male in developing healthy habits and self-esteem through regular gym visits. He also provides mentorship, helping this young man navigate friendships and early adulthood.

Supporting Health & Executive Functioning

Alison works with a 20-year-old woman managing Type 2 Diabetes and executive functioning challenges. Alison helps with meal planning, budgeting, medical appointments, and daily tasks like laundry — making life more manageable and empowering her client to build sustainable routines.



GETTING TO KNOW YOU AND GETTING IT RIGHT

TAILORED SUPPORT: OUR STEP-BY-STEP APPROACH

Step 1: Initial Enquiry

We have you complete a client information form on behalf of children or dependents. This provides us with an initial overview of their needs, helping us to begin to scope the type of support that will best suit.

Step 2: Meet with Patricia

After receiving your completed form, we arrange a 30–45-minute online appointment with our founder, Patricia Falcetta.

Step 3: Choosing Your Ideal Support Worker

Patricia recommends a support worker based on your needs. Our team includes neurodivergent, LGBTQIA+, male and female workers, all trained in Youth Mental Health First Aid, Mental Health First Aid, and neuroaffirming practices.

Step 4: Service Agreement

We'll send a service agreement outlining the supports, duration, and expectations. This applies whether you are NDIS-funded or a private client.

Step 5: First Meeting

We hold a meeting with you, your support worker, and Patricia. Together, we confirm the fit, agree on goals, schedule, and appointments. An initial review is conducted one month after supports commence.

Step 6: Ongoing Feedback

A feedback loop is maintained between the client, support worker, and Patricia to ensure continued satisfaction and progress.



WHAT FAMILIES ARE SAYING



“Just wanted to share that whatever Caprice has been doing is paying off! Today, I got a call while I was at work — and my child had decided to make apple crumble from scratch since I didn’t get to make it the night before. I honestly didn’t think it would happen, but they followed a tutorial, called me with questions, and... voila! They made it themselves.”



“Alison has become an invaluable part of my life. She supports me with meal planning and meal preparation, which helps me manage my executive functioning challenges and get through daily tasks. Alison supports me in different ways — sometimes she does things for me, and sometimes she body doubles alongside me. I’m truly grateful for all that Alison does and would highly recommend her to anyone needing similar support.”



“Caprice has been an extraordinary support to both my son and our family. From the beginning, she showed deep understanding, warmth, and genuine kindness — helping my son feel safe, seen, and supported in ways that few others have.

He trusts her completely, which is no small thing. Whether it's appointments, social situations, or tough emotional moments, Caprice brings calm, care, and steady guidance. She’s not just a support worker — she’s become a trusted part of our lives, and we feel incredibly fortunate to have her.”





READY TO GET STARTED?

[Click here to complete the client information sheet](#)



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