



Your Plan
Your Way
Our Support

NDIS Participant Handbook

Care Services Australia Pty Limited

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Welcome to Care Services Australia, where we prioritize you and strive to foster opportunities, encourage independence, and support growth in a safe, non-discriminatory environment.

At Care Services Australia, our direction is led by your choice, needs and goals by providing key disability services to those who seek support.

This handbook is a guide created for you, so you can learn more about the disability services that are available to you and how we can help you. Find out all you need to know about us, what we do, the services we offer, and most importantly, how we will work with you to meet your needs to the highest standards.

Welcome to the Care Services Australia family!

About Us

Our Mission

- To work in partnership with the community Care Services Australia and the government to strive for excellence in meeting the holistic needs of our clients through the provision of high-quality supportive, recreational, cultural, sporting and welfare programs.
- To empower, encourage and enable people who are ageing and have disabilities to enhance
- their quality of life with dignity & respect.
- To evaluate and exceed stakeholders' expectations.
- To provide care focused on the holistic view of an individual.

Our Vision

Care Services Australia's vision is to create a resilient and empowered community in partnership to support people with disabilities to live a great life with choice.

Our Values

- Empowerment
- Dignity
- Respect
- Trust
- Integrity
- Innovation

Accountability and Operational Excellence

Care Services Australia are accountable for all decisions that we make and actions that we take, and we are committed to driving a culture of continued learning.

Our Services

Care Services Australia can assist you with the following NDIS support categories:

- **Group/Centre Activities** - such as social outings and group social activities within Care Services Australia's premises.
- **Therapeutic Supports** - supports building people's physical and mental health so they can move with optimal mobility and interact with enhanced confidence and interpersonal skills.
- **NDIS Planning and Plan Management** -strengthening NDIS participants' ability to undertake tasks associated with the management of their support. This includes building financial skills and organisational skills, as well as enhancing the participant's ability to direct their support and develop self-management capabilities. Plan management is the financial management of the participant's NDIS plan. It includes making payments to providers, processing expense claims, developing monthly statements for participants, and claiming compensation from the NDIA. Plan managers also liaise with providers and participants to implement and manage the plan.
- **Personal Mobility Equipment** - provision of products that enable people's physical mobility, such as wheelchairs, transfer aids and walking equipment.
- **Assistance to Access and Maintain Employment or Higher Education** - assistance and support with preparation for school leavers to find employment in either the supported or open job market and their transition through school towards further education.
- **Assistive Products for Personal Care and Safety** - provision of products designed to maximise an individual's care and personal safety, such as beds and pressure mattresses, bathroom equipment, continence needs, and specialised clothing.
- **Assistance with Daily Personal Activities (High-Intensity)** - to enable people with more complex needs to live as autonomously as possible - support is provided by personnel with additional resources, experience/qualifications.
- **Assistance with Life Stage Transitions and Support** - including mentoring, peer support, individual skill development, and decision-making to support people in making transitions on their terms and in a way that meets their goals and aspirations
- **Assistance with Daily Personal Activities** - to enable people to live as autonomously as possible – such as personal hygiene, dressing, medication assistance, financial management, communication skills and lifestyle mentoring.
- **Assistance with Travel and Transport** - provision of travel arrangements and support for people to access essential services.
- **Specialised Positive Behaviour Support** - including the assessment and development of a plan aiming to limit the likelihood of behaviours of concern developing or increasing.
- **Home Modification Design and Construction** - Designing and constructing changes to a person's home, including the installation of equipment, fixtures, and fittings, enables people to live as independently and safely as possible at home.
- **Assistive Equipment for Recreation** - Provisions products that assist people when engaging in recreational pursuits (e.g., sports, exercise/fitness).
- **Assistance with Daily Tasks in a Group or Shared Living** - Arrangements to assist individuals with or supervise tasks of daily living in a shared living environment, which is either temporary or ongoing, are designed to develop the skills of the individual to live as autonomously as possible.
- **Development of Daily Living and Life Skills** - including developmental-focused activities and training to enhance the person's ability to live as independently as possible in everyday life possible.

- **Assistance with Household Tasks** - such as meal preparation and delivery, house or yard maintenance, cleaning and laundry.
- **Interpreting and Translating** - assisting people to communicate independently when engaging in essential personal, social or community activities where mainstream translation services are unavailable.
- **Hearing Equipment** - provision of assistive listening devices (excluding hearing aids).
- **Communication and Information Equipment** - provision of products to assist people in accessing written or spoken communication through electronic means and alternative forms of communication.
- **Participation in the Community** - including supported shopping, medical appointments, sporting and recreational events, social activities, visiting or making new friends, travel and transport and building confidence and social skills.
- **Exercise Physiology and Personal Wellbeing Activities** - promoting, training and encouraging people to engage in various physical workouts and exercises to improve their well-being.
- **Therapeutic Supports** - supports to build people's physical and mental health so they can move with optimal mobility and interact with enhanced confidence and interpersonal skills.
- **Support Coordination** - time-limited support that focuses on addressing barriers and reducing complexity in the support environment while assisting the person in connecting with support and building capacity and resilience.

Your Rights

At Care Services Australia, it is important to us that you know and understand your rights. We are here to support you and to provide encouragement, guidance, and assistance in any choices that you make. People with a disability have the right to respect, dignity, and full participation in society. You will receive a service that allows you to maximise your choices for social participation and cultural inclusion.

We respect your right to privacy and confidentiality of any personal information and records, and we will uphold your right to make decisions, including medical treatment or other interventions.

It is also your right to try new things. We will assist you in doing so while ensuring that you are treated fairly and independently.

We welcome your right to talk freely and express your thoughts, opinions, and choices. Care Services Australia will listen to you and support the choices you make, and we will include your family, carers, or advocate when you want them to be included.

You have the right to access support that:

- promotes, upholds, and respects your legal and human rights
- respect your culture, diversity, values, and beliefs
- respect and protect your dignity and right to privacy
- are free from violence, abuse, neglect, exploitation, or discrimination, and
- allow you to exercise informed choice and control.
- tell you about and uphold your rights;

- provide support in a way that promotes, upholds, and respects your rights to freedom of expression, self-determination, and decision-making; support you in making informed choices, exercising control, and maximising your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;
- provide you with sufficient time to consider and review your support options and seek advice, if required, at any stage of our service delivery;
- support you in accessing an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends, and chosen community in the ways you want to;
- treat you fairly, with courtesy, dignity, and respect and without discrimination;
- give you information about our services and associated costs, as well as other support options, within and outside Care Services Australia Name;
- involve you in decisions about your supports, as well as our programs and policies;
- provide services that consider and respect your lifestyle, cultural, linguistic, and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you in providing us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you in connecting with other services, including advocates, interpreters, and translators, if needed;
- support you to have a person speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

As our participant, we ask that you:

- provide us with information that will help us best support you;
- tell us if things change or if you cannot keep an appointment or commitment;
- act respectfully and safely towards other people using the service and towards our staff;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
- employing and developing a diverse and culturally competent workforce;
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander, and Culturally and Linguistically Diverse services to support holistic service delivery; and
- using a strengths-based approach to identify individual participant needs and life goals, particularly by recognising the importance of family, extended family, kinship, cultural, spiritual, language, and community ties.

Advocacy

Care Services Australia fully supports your right to have independent advocates support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>

Participation & Inclusion

At Care Services Australia, we aim to help people understand their rights, including being a valued member of their community. We will provide any assistance needed for anyone to partake actively and meaningfully. We can also develop connections within the community to help you do this.

We want you to make the most of the service and not only take part but also feel included as a valued member. It is your right to decide when and how you do this, as well as your right to choose how and when you have contact with your family and friends.

Care Services Australia will support you and help you take part in the community of your choice while getting to know you and the things you like to do. We promise to work with you, your family, carers, or advocates if you choose, as well as with organisations within the community if that will help you.

At Care Services Australia, we will respect your cultural background and understand the needs and requirements that may come with it.

Individual Outcomes

At Care Services Australia, you can make your own choices about what you want to do and set your own goals. We will support the choices you make, and during this time, we will be there every step of the way to achieve that goal.

By working with you independently, we can assist you in reaching your goals, and we will offer guidance to help you recognise your strengths and weaknesses, so you can learn and develop skills to achieve those goals and set even more.

By recognising where you need extra support, we can communicate with other services if that is what you need to reach your goal.

We will respect your right to seek support from others, whether that is your family, friends, or an advocate of your choice.

At Care Services Australia, we will work fairly with you as an individual, regardless of age, gender, cultural background, or sexuality.

Service Access

You have every right to seek and find the service you need and to have access to the support you require fairly and equally.

Feel free to ask about using any service; if it is unavailable, the reason will be clearly explained to you. We will be here to assist anyone enquiring about our services, providing support and advice if needed or a referral to an alternative service if required.

At Care Services Australia, your feedback and opinions about our services are important, and we make improvements based on your ideas. We understand that everyone communicates in different ways, and we have a variety of methods through which you can communicate with us safely, in private and without discrimination.

Care Services Australia will not limit any of your supports due to a dignity of risk choice that has been made by you. We will continue providing you with care and support until it is safe for you to transition to a new provider. We will do our best to effectively minimise any possible hazards and risks and work with your new provider to ensure these risks are proactively managed, upholding your health and well-being to the highest standards.

Services and supports may be withdrawn by Care Services Australia if any of the following events occurs:

- a. The Participant moves away from the service area Care Services Australia operates in.
- b. The Participant's NDIS funding is cut.
- c. The Participant's support plan, or the services provided by Care Services Australia, are no longer able to meet the person's needs or assist in achieving chosen goals.
- d. The Participant and/or their support network fails to communicate and provide information pertaining to changes to support needs.
- e. The Participant transfers to another service provider.
- f. The Participant passes away.
- g. The Participant is unable or unwilling to work towards agreed goals.
- h. The Participant is unwilling to meet the reasonable conditions required in their support plan that impact the safe delivery of services provided and the health and safety of Care Services Australia staff.
- i. The Participant is in breach of the terms of the Services Agreement.
- j. The Participant fails to comply with the policies and procedures of Care Services Australia.
- k. Changes to the Participant's condition led to care and services beyond Care Services Australia's capacity.
- l. There has been no contact between the Participant and Care Services Australia for a period of 2 months.
- m. The Participant and/or family member/carer engages in behaviour that is unacceptable to Care Services Australia, such as violence, abuse, aggression, theft, or property damage, or poses a risk to the safe delivery of services to the Participant or the health and safety of Care Services Australia staff.
- n. The Participant ignores risk management procedures in accordance with the Care Services Australia Work Health and Safety Policy.
- o. The Participant fails to pay fees due and payable to Care Services Australia by the due date for payment in accordance with the Services Agreement.
- p. Either party gives at least four weeks' notice to the other party in writing in relation to the termination of the Services Agreement.

Individual Plans

At Care Services Australia, we tailor our plans when working with you so they are person-centred and individualised. We record and monitor your goals and aspirations to work with you using different strategies so you can achieve them.

We will offer you guidance and assistance when you need it so you can achieve your goals, and we will work closely with you, your carers or family members to give direction to ensure we are all working towards the same goals.

We do this by laying out an individual plan for you; this is subject to change depending on its purpose or its level of achievement, but in essence, your goals represent independence, providing meaning and satisfaction.

Individual plans focus on the following:

- The individual
- They are flexible and subject to change depending on progress and other factors
- Personal goals and aspirations
- Unique skills and Strengths
- Promoting and supporting independence

Individual plan structure:

Individual plans are set once per year unless flexibility is needed, in which case they are changed more frequently. Plans are changed following a meeting that takes place at Care Services Australia's location with you and all involved in the process, such as:

- Team
- Key Leader
- Worker
- Your carer, family member or advocate

Working With You

We have lots of ways to communicate with you through our regular newsletter, face-to-face meetings, annual personal development meetings, and occasional surveys for your feedback on our services. Let us know how we can improve.

Plus, we will work with you on a day-to-day basis through the services you choose.

Opportunity

Opportunities are provided by the governing body for participants to contribute to the governance of the organisation and to have their input into the development of organisational policy and procedures relevant to the provision of support and the protection of participant rights.

If you would like to be a part of our decision-making process and contribute to our team, let us know!

Service Management

As a community-focused organisation, we will always endeavour to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and ensure positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of services from your feedback, good working processes, and excellent communication between the team and clients are all keys to our service management.

Being responsive to your feedback, as well as the opinions of other people with disabilities, families, and carers can help us continuously improve our programs and maintain the high-quality service that we offer.

At Care Services Australia, we have a board comprised of people who possess the skills and experience to fulfil the company's responsibilities, and who monitor the effectiveness of the organisation's governance, policies, and procedures, then make changes as needed.

Privacy and Dignity

Care Services Australia values and respects the privacy, confidentiality, and dignity of our participants, their families, and our staff. We collect, use, protect, and release personal information in full compliance with relevant state and federal privacy legislation.

Care Services Australia will only collect information necessary for safe and effective service delivery. We will only use the information for the purpose for which it was collected and secure it safely. When we collect your information, we will explain why we are collecting it and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent. Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law. You may access the information we hold about you, including updating or correcting it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

We understand that your privacy is important to you. The following information outlines how we protect your privacy and confidentiality, and manage your personal information.

Before we collect personal information, we take reasonable steps to ensure that you know what the information is for. We will not use personal information for another purpose unless

- It is related to the original collection purpose.
- We believe it is necessary to reduce or prevent a serious or imminent threat to an individual's life, health, or safety.
- There is a serious threat to public health or public safety.

- The information relates to existing or anticipated legal dispute resolution proceedings between Care Services Australia and the individual.
- It is required or specifically authorised by law, or required for the prevention, detection, investigation, prosecution, or punishment of criminal offences or breaches of the law.

Your personal information is used to

- provide information about our organisation, services, and supports
- process employment applications and provide offers of work
- process service applications and service requests
- send details about our activities, research, or events
- undertake research or conduct surveys
- invite you to participate in our activities
- administer and manage our services and supports
- process payments
- answer enquiries and deliver services
- provide services in line with client requests
- meet quality service requirements
- resolve complaints and other issues
- meet the regulatory requirements to operate
- report to funding and government agencies

Feedback and Complaints

It is important to us that you feel free to tell us what you think about the services we offer, and we promise to listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer. Your feedback, whether good or bad, can only help us improve our services, and we welcome it without discrimination or negative consequences. We will keep you informed throughout the complaints process and let you know the outcome and the reason behind it. We are prepared to change the way the service is run to continuously improve.

You have every right to seek support from another person, whether that means a family member, a carer, a support person such as the Ombudsman, a lawyer, or an advocate. Whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.

Complaints and feedback can also be lodged anonymously; all you need to do is fill out either of the forms below and send it via mail to Level 2/39 Queen Street, Auburn NSW.

You will find both a Feedback Form and Complaints Form in your pack for you to utilise. You can also ask us for a copy of either form at any time.

Incident Management

During the process of service delivery, different types of events may occur that affect you. Events may have a positive, negative, or neutral influence on you. Some of these events will meet the definition of a 'participant incident'.

If an incident occurs, your health, safety, and well-being, as well as those of other involved parties, are paramount. Appropriate incident response is critical. This includes:

- **Immediate response**
This involves ensuring the immediate safety, health, and well-being of participants and other involved parties, obtaining medical attention, notifying the police and other emergency services as appropriate, preserving evidence, accessing specialist victim and support services as required, and contacting the nominated key support person.
- **Ongoing support**
These responses involve supporting participant well-being by ensuring a safe and secure environment, whilst also providing and managing any rehabilitation, counselling, or other support they may need in the future in response to the incident.

When an incident involves misconduct by a staff member towards a child, service providers must consider requirements under the Reportable Conduct Scheme to notify the Commission for Children and Young People.

All actions to manage and respond to an incident will be undertaken in a way that is respectful of the person, culturally appropriate, and empowers individuals to make their own choices and decisions wherever possible.

Actions taken by Care Services Australia in response to an incident will include the participant or key support person acting in the participant's interests in the following activities:

- recognising and acknowledging the impact of the incident on the participant
- assuring the participant that the incident will be taken seriously and dealt with in a fair and equitable manner
- educating participants about their rights and considering their wishes
- keeping the participant informed of the progress, outcome, and any follow-up of incidents
- identifying an advocate or key support person if appropriate, and keeping them informed throughout the process
- involving the participant in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required
- ensuring the participant has the opportunity to provide feedback on the response to the incident
- ensuring that personal and sensitive participant information is appropriately managed and secured to mitigate the risk of privacy breaches.

Key Services and Contacts

From time to time, you may need to seek another service for support, advice or service, so here is a list of some key contacts for you, just in case.

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>

Australia lifeline

Tel: 13 11 14

Email: www.lifeline.org.au

If you're feeling distressed and overwhelmed by the attack that took place on the 13th of April, you are not alone.

This traumatic event has impacted Australians from all walks of life and left many of us with unexpected and overwhelming emotions.

In our Wellbeing Support Guide, you'll find information and resources for understanding why it's completely okay to feel how you're feeling as well as ideas for taking care of your wellbeing.

Information on Disability Education and Awareness Services

Tel: 1800 029 904

Email: ideas@ideas.org.au

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

National Disability Insurance Agency

Tel: 1800 800 110

Website: <https://www.ndis.gov.au/>

Disabled People's Organisations Australia

Website: <http://dpoa.org.au/contact/>

ABOUT



This document is about how we make sure your rights are met.

WHAT ARE MY RIGHTS?



If you need help saying what you want, you can get an **advocate**.

An advocate is an independent person who will speak for you.

If you want an advocate, we can help you find one.



If you are not happy with our service, you can make a **complaint**.

Your complaint will help us improve our services.



You can make your own **choices**.

We will give you all the information you need to make the right choice.



You have the **right** to:

- Have your values and beliefs respected
- Make informed choices
- Be protected from violence, abuse or discrimination

WHAT ARE OUR RESPONSIBILITIES?



We aim to ensure there is no conflict of interest between you and our staff.

A **conflict of interest** is when someone does not do their job fairly. They may provide better services to one participant than other participants.



We have a **duty of care** to protect you from getting hurt as we help you reach your goals.



We protect your **private** information



We create a service **agreement** that explains all the services you will receive.

This also helps us understand if our services are meeting your goals