



# Participant Handbook

Includes Easy Read Supplement

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Welcome to Hope Ability.

This handbook explains the disability services we provide and how they may assist you in achieving your goals. Importantly, this handbook explains how we partner with you to meet your support needs.



## About Us

Contact details	
<b>Address</b>	15/16 Charlton Court, Woolner NT 0820
<b>Phone</b>	1300 424 442
<b>After hours contact</b>	0430 100 520
<b>Email</b>	info@hopeability.com.au



## Your Contact Person

Contact details	
<b>Contact person</b>	CEO
<b>Phone contact</b>	1300424442
<b>Email</b>	info@hopeability.com.au
<b>Emergency contact</b>	Shashi Ray, 0430 100 520



## Our Vision

### Our vision statement:

Empowering all people to take ownership of their life.



## Our Mission

### Our mission statement:

Our Mission is to empower people with a disability to engage opportunities of their choice in a supported inclusive environment.



## Our Values

### Our values:

**Honesty:** Hope online provides high quality care with transparency and integrity.

**Respect:** We provide a safe environment for participants and show how important they are by what we say and do.

**Inclusiveness:** We provide a happy, fun and open environment for all.

**Quality:** We strive for excellence through high quality systems and procedures.



## Organisation Structure

Position	Name
CEO	Shashi Ray
Manager	
Accountant	Dinesh Chalise



## Our Services

Hope Ability offers Disability Services (under NDIS) including:

- Daily Living Life Skills (0117)
- Daily Personal Activities (0107)
- Daily Tasks Shared Living (0115)
- Group Centre Based Activities (0136)
- Participate Community (0125)
- Household Tasks (0120)
- Assist Travel/Transport (0108).



## Access and Entry Requirements

To be eligible for the NDIS, you must:

- have a permanent and significant disability or a developmental delay
- be an Australian citizen, hold a Permanent Visa or a Protected Special Category Visa
- be under 65 years of age

- require support from a person or equipment to do everyday activities.

To be eligible for our NDIS services, you must:

- meet the NDIS eligibility criteria
- have an NDIS plan that identifies the services provided
- have an NDIS support plan that requires services that are included in our registration groups
- have funds available in your plan to pay for our services.

**Note:** We do offer a fee for service. Please let us know if you wish to pay full fees.



## Words We Use and What They Mean

Key word	Meaning
<b>Staff or worker</b>	Includes the CEO, senior management, employees, contractors, other service providers, or organisational volunteers.
<b>Participant</b>	Includes you, your family, carer or advocate.
<b>Workplace or environment</b>	Wherever our services are delivered, including in your home, during transport, performing activities in the community, public spaces or other facilities.
<b>Service</b>	Includes all aspects of the services and activities that we deliver, related to a service agreement and support plan.
<b>We, us and our</b>	Means the legal entity who, and the highest authority of, Hope Ability.



## About the Service

When you are looking for quality care, you need to find the provider that supports every single one of your needs. People with a disability are often talked about as if they are in one group, but we know that every individual client has different needs, we endeavour to ensure that we provide a service that meets those needs. Providing care that has been completely personalised for every individual is important to us here at Hope Ability.



## Data Security/Archiving Participant Files

Hope Ability data is password protected and stored on a secure online cloud server. We regularly backup data to ensure record protection in case of a system crash or hard drive failure. Participant files are kept for seven years, as required by legislation. Aboriginal or Torres Strait Island participant files are stored indefinitely.



## Participant Service Suspension and Leave

When using our services, you may terminate them for any reason, and at any time, you just need to provide us with the length of notice that is included in your service agreement.

You may request your services to be suspended, as per the terms of your Hope Ability service agreement.

If you are funded under the National Disability Insurance Scheme (NDIS) program and leave Australia for any reason, e.g. a holiday, you will be provided a 'grace period' of six weeks before the NDIS reviews your need to continue our services.





## Participant Access to Personal Records

Hope Ability keeps personal records on our participants. At any time, you, or your advocate/guardian, can request access to see your personal information.

Included below is the process we will follow to provide you with your personal information/records:

1. You, or your appointed advocate/guardian, request access to your records, verbally or in writing.
2. The CEO will confirm your request within forty-eight (48) hours.
3. The CEO will update you about the release of your information within seven (7) working days.
4. A reply to your request for information will be provided to you within two weeks from your original application.
5. Personal information is only released with the approval of the CEO.
6. When consent is received, we will provide your personal information to you.
7. The CEO can assist you in understanding the information and will explain the terminology used.
8. On infrequent occasions, access to records may be denied. Denial is based upon advice received from our legal representative. Should this situation arise, the denial will be discussed with you, your family and advocate.



## Participant Assessments and Choices

You are at the centre of our services. We will partner with you to learn about your strengths and preferences, so we can design supports that are right for you.



We want you to tell us what services you need and how and when you want them delivered. This holistic and collaborative approach ensures that Hope Ability can meet your expectations. We will design a service that assists you to maintain and improve your lifestyle while increasing your independence and involvement in the community.

Your support (or service) plan is developed with you as its focus. We will develop the plan in collaboration with you, your family or advocate, our team, and any other required support professionals. Assessments will be undertaken before you commence receiving service from Hope Ability. Our CEO will conduct all assessments face to face with you, your family and/or advocate.

Your support plan, which is created with Hope Ability, will be person-centred and take an individualised approach. The plan will focus on you as an individual and be designed to promote your independence. We will record your unique skills and strengths, together with your goals and aspirations. The plan will be flexible and open to change, depending on your progress and other factors. Hope Ability will regularly review your support plan to ensure that we are meeting your needs and personal requirements. We welcome your feedback regarding the services we provide you.

Included below is the process that is taken to commence development of the support plan:

1. Hope Ability will perform assessments face-to-face with you, your family and/or advocate. Any specific access or entry requirements we have will be discussed with you.
2. Assessment interview time/s are arranged by telephone. Your advocate will be invited to be present (if applicable).
3. During your first meeting, the CEO will explain our assessment process to you. They will provide information on the collection and use of personal information, privacy, information-sharing and confidentiality considerations. They will also remind you that an advocate can be arranged if you want one.
4. If you have specific communication needs, our CEO will make the necessary arrangements to ensure these needs are considered. For example, interpreter and translated information can be provided. If you have a vision impairment or hearing loss, we will make the necessary arrangements for the required support service to be present during assessments.
5. The CEO will inform you of your right to opt-out of sharing your personal information to meet government requirements.
6. The CEO will review completed assessments. Identified areas of your independence and needs will form the basis of your care discussions.
7. Developing your support plan is a consultative process between all relevant parties.
8. Once your plan has been determined, and you are happy with it, we will ask you to sign off on it. You will be provided with a copy of your support plan.
9. Hope Ability will regularly assess your support plan to check that your needs are being met.
10. Our Staff will collect information when they work with you. This information is entered into your record, so we have evidence-based information to check that our service delivery is meeting your current needs, interests and aspirations.
11. Hope Ability will conduct regular assessments in the future with you to review your support plan and make sure the supports you are receiving still meet your needs.
12. We can re-negotiate your service agreement to take into consideration any changes in your needs or circumstances, which may include a:
  - change to your support worker or representative
  - request to increase or decrease the number or types of service we provide.
13. You can opt-out of providing the information requested by government bodies such as the NDIS, please inform our Staff if you want to opt-out.



## Communication with participants

Following our initial assessment of your communication needs, we will provide written, verbal or translated options to communicate with you on an ongoing basis.

If you have a communication method you prefer, please let our team know so we can arrange this for you.



## Participant Assistance with Medication

The CEO will discuss your medication requirements with you and then complete an assessment regarding your medication needs. If our CEO has any concerns regarding your ability to manage your medication safely, they will complete a Self-Administration of Medication Assessment.

If you need assistance with your medication, all oral medications will be provided in a Webster Pack (or other multi-dose-controlled medication pack) to you.



## Gifts

Hope Ability recognises that you may, on occasion, like to give a gift to a Staff member. If you wish to give a gift, we prefer that it is something that can be shared by all Staff, e.g. flowers, a cake or chocolates.

Please NEVER offer or provide money to an Hope Ability Staff member.



## Smoking

If you smoke, we ask that you please not do so while our Staff are performing their duties. We are committed to providing a safe workplace for our team.



## Interpreter Services

If you are from a non-English speaking background, we can engage an interpreter if you would like one. We will only engage an interpreter if we have your permission.

The interpreter will attend meetings with you and record all meeting information in your record. In an emergency or a crisis, we can arrange for a telephone interpreter service.



## Management of Budgets, Statements and Fees

You receive an NDIS funding package to pay for your disability support and support management. Your package lets you decide the type of disability supports you need, who provides it and where it is provided. Thank you for choosing Hope Ability as part of your support team.

Hope Ability will regularly inform you of the cost of the services being provided. We are transparent with our fee structure. When starting your service with us, we will provide you with a statement that clearly outlines your fees. We then will provide you with a statement each month that outlines your fees.

Fees may be changed during your service delivery, but you will be informed of this increase two weeks in advance.

**Please note:** There are annual changes in the NDIS Price Guide, these will lead to an automatic adjustment of your fees.

Before services are provided, we will inform you of:

- chargeable fees
- payment methods, i.e. direct debit, cheque, money order (please never pay a Staff directly)
- your budget (or the amount of money you can spend)
- methods for payment of fees.

If you are using the National Disability Insurance Agency (NDIA) to manage your funds, Hope Ability will work with the NDIA.



## Re-negotiating an Agreement

When your needs or circumstances change (e.g. support worker or advocate), or where you request an increase or decrease in the number or type of services, the re-negotiation of your Hope Ability service agreement may be required. Our CEO will advise you if this is the case and arrange for a revised service agreement to be prepared.



## Participant Authority to Hold Key/s

If our Staff require to hold your house key, or have access to a house code, to provide your services, the Authority to Hold Key Form will need to be completed by yourself and our CEO on your admission to our service, or when the need arises.

When you no longer want us to hold your house key or know your house code, you will need to complete a Withdrawal of Authority to Hold Key Form. The CEO will help you to do this.



## Participant Transport

During your initial meeting with Hope Ability, we will discuss your transport requirements. Together, we will determine the most appropriate transport services to meet your needs, and if this is required as part of your package or as an additional service.

If you did not arrange transport as part of your service agreement, we can help. Hope Ability can arrange to include transport services as part of your package or as an additional service. Contact our CEO for assistance.



## Transition and Re-entry

Your needs and interests may change during your time working with our service, and this may mean you need to transition (move) to another provider. Hope Ability will assist and support you during this process. With your approval, we will work with the other service providers to make sure your transition is smooth and meets your needs.

If you leave our service and want to return, we would be pleased for you to come back. You will need to:

- meet the program requirements to access funding, including prioritisation
- be placed on a waiting list (if no positions are currently available) and be contacted once a position is available
- undergo a risk assessment that reviews the risks relating to staying and leaving our service
- undertake a screening assessment
- agree to the conditions of the program
- pay any relevant fees.

Our team will be in regular contact with you, your family or advocate when planning your entry to, or exit from, our service.



## Withdrawal from our Service

Should you wish to stop your Hope Ability services, please contact our CEO immediately for this to be arranged.

Hope Ability has the right to stop providing services to you if you do not meet your responsibilities. You will never be excluded from service provision because of a 'dignity of risk' choice. In all cases, we will speak with you and discuss the reasons for any withdrawal of service.

Where you agree, we will support you to find another service provider.



### Will

The Staff of Hope Ability are not permitted to advise you on making or changing your Will. Staff are not permitted to witness any legal documents, including a Will.

Hope Ability do not store Wills on your personal records. If you require a representative to assist, we recommend you contact the Public Trustee who can arrange to manage your Will, on your behalf.



### Accessing Services

The best way to receive information about all the services available to you is to speak to your Hope Ability contact person. You are entitled to receive information regarding our services, and we want to provide you with the most appropriate ones.





## Service Agreement

Once Hope Ability has been selected as your service provider, we will develop a service agreement with you, your family or advocate (if required). This service agreement will list the schedule of supports, the responsibilities of Hope Ability, your responsibilities (as a participant) and our cancellation policy.



## Your Rights

As an individual, you have many rights. We support and assist you in identifying and exercising these rights to achieve your goals. Hope Ability adopts a policy of non-discrimination regarding eligibility and entry to our services, and when providing support services to you.

You have the right to:

- access supports that promote, uphold, and respect your legal and human rights
- exercise informed choice and control to maximise independence
- freedom of expression, self-determination and personal decision-making
- access supports that respect your culture, diversity, values and beliefs
- a support service that respects your right to privacy and dignity
- be supported to make informed choices which will maximise independence
- receive support that is free from violence, abuse, neglect, exploitation or discrimination
- receive supports which are overseen by strong operational management
- receive services which are safeguarded by informed and compliant risk and incident management systems
- receive services from workers who are competent, appropriately qualified and have expertise in providing person-centred supports
- advise consent to the sharing of information between providers during the transition
- opt-out of giving information as required by NDIS.



## Your Responsibilities

As an individual using our support services, there are a few important things that we ask of you. The information below explains your responsibilities when using our services. We ask that you:

- respect the rights of Staffs, to ensure their workplace is safe and healthy and free from harassment
- abide by the terms of your agreement with us
- understand that your needs may change, meaning your services may need to change
- accept responsibility for your actions and choices, even though some decisions may involve risk
- tell us if you have problems with the care or service you are receiving from us
- provide us with enough information to develop, deliver and review your support plan
- care for your health and wellbeing as much as you are able
- provide us with information that will help us to meet your needs
- provide us with a minimum of twenty-four (24) hours' notice if you need to cancel your service
- remember that our Staffs are only authorised to perform the agreed number of hours and tasks outlined in your service agreement
- participate in the safety assessments of your home
- ensure your pets are controlled during service provision
- provide a smoke-free working environment
- pay the agreed amount for the services provided
- tell us in writing (where able) and provide appropriate notice when you want to stop receiving our services
- inform a Staff (when asked) if you wish to opt-out of providing your information to government bodies such as NDIS.



## Our Responsibilities

Hope Ability will:

- provide the supports that meet your needs at your preferred times
- regularly review the provision of your supports with you
- communicate openly, honestly and promptly
- treat you with courtesy and respect
- discuss with you all decisions regarding your supports and how they are being provided
- listen to your complaints and feedback and address any problems that may arise
- provide you with twenty-four (24) hours' notice if we need to change a scheduled support provision appointment
- keep your personal information confidential
- implement policies and procedures to ensure your personal safety and the safety of others during service provision.



## NDIS Code of Conduct

Hope Ability employees follow the NDIS Code of Conduct by:

- acting with respect for individual rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions
- respecting your privacy
- providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency
- promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you
- taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse towards you
- taking all reasonable steps to prevent sexual misconduct towards you.



## Abuse

Hope Ability recognises your right to feel safe and to live in an environment where you are protected from assault, neglect, exploitation or any other form of abuse.

We encourage and support any person who has witnessed the abuse towards one of our participants, or who suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution. Our reporting process includes any kind of abuse, including financial, emotional, social, psychological, sexual, physical abuse or neglect.

You can make a report to whomever you feel comfortable and safe with, this may include one of our employees, our CEO, a family member, your advocate or a trusted friend.

If you would like to speak with someone outside of Hope Ability, you can contact the NDIS Quality and Safeguards Commission:

Phone: 1800 035 544 (free call from landlines) or TTY 133 677

National Relay Service and ask for 1800 035 544

Interpreters can be arranged.

You can also complete an NDIS Complaint Contact Form online. Go to the NDIS Quality and Safeguards Commission website [business.gov.au](https://business.gov.au)

Hope Ability acknowledges that prevention is the best protection from abuse and neglect and recognises our duty of care to put in place prevention strategies that include appropriate protocols that assist in identifying potential risks. Our prevention strategies include only employing skilled Staff, who respect the rights of participants and who are aware of current legislation and policies regarding abuse and neglect. Our Staff can assist you, your family or advocate, to access our complaints process and raise any concerns regarding our service provision.

Where abuse, harm or neglect has occurred, Hope Ability will respond quickly, considerately and effectively to protect you from any further harm. We will provide you with access to any required counselling, medical and/or legal assistance.

When you make allegations of abuse, neglect, violence, exploitation or discrimination, you have the right to have an advocate present. Hope Ability can arrange this for you.



## Family Assistance

Hope Ability encourages and supports families to maintain contact with you. With your permission, your family is welcome to contact us for information and support. Your family or advocate can be involved in planning the services you will receive through your person-centred support planning meeting.

We can help your family by:

- communicating in a way they understand
- providing information regarding available services, including those offered by other agencies
- helping to build trust and respect between Staff members, you and your family
- providing them with the opportunity to take part in service delivery planning
- creating opportunities to develop links with you
- assisting them to access counselling and support services
- providing them with access to effective complaint procedures
- assisting them to access advocacy services where required.



## Continuity of Support

The CEO will arrange your support schedule, so you know who will be working with you to deliver your services and supports. We will provide you with a Staff who has the skills and knowledge you require. Wherever possible, we will meet your requests regarding your supports, e.g. you would like a worker who speaks the same language, or is from the same culture, or meets other specific criteria.

Staff are allocated to you regularly so that you can feel comfortable with them and receive predictable and continuous support. The supports we provide are linked to your support plan and will demonstrate consistency with your needs and requests.

### **What will happen if your worker is absent?**

- Hope Ability will contact Staff members with relevant qualifications, as a suitable replacement.
- Where possible, we will provide a Staff member who has worked with you previously and is aware of your requirements.
- Where possible, we will advise you details of the replacement Staff member.
- We will gather your feedback on the replacement Staff member on completion of the service.
- The replacement Staff will be sensitive to your needs and ensure that care is consistent with your expressed preferences.



### **Your Advocacy Rights**

An advocate is a person who will listen to you, help you make decisions about what should happen in your life and then speak, on your behalf, to arrange for those decisions to be implemented. An advocate will make sure that your rights are respected and will speak out for you if your needs are not being met.

You can ask anyone that you know well and trust to be your advocate, such as a:

- member of your family or a friend
- person from a formal advocacy service.

Hope Ability can help you find an advocate by providing a list of available advocacy services. Once you have selected an advocate, the CEO will provide you with a form that must be completed called the Authority to Act as an Advocate Form.

With your permission, Hope Ability will:

- provide your advocate with all the information they need to ensure that we (and any other service providers) are acting in your best interest

- work closely with your advocate and involve them in the planning of services that will be provided to you
- ensure our Staff understands the role of your advocate.

Hope Ability will ensure that your advocate is invited to attend:

- consultation meetings
- person-centred planning meetings and reviews
- any other relevant meetings or conferences.

You can use your advocate:

- any time you wish to communicate with us
- during your initial assessment consultation
- during your interviews and reviews
- during service delivery
- when you want to make a complaint
- when you wish to give feedback.

We encourage you to bring your advocate to your initial assessment meeting, so your voice is heard during the planning process, which will assist, guide and develop your person-centred support plan. Your advocate is welcome to attend any meeting and to speak on your behalf.

Hope Ability will provide your advocate the opportunity to discuss problems or concerns they may have. If your advocate's concerns are not addressed to their satisfaction, we will inform them of our complaint process and advise the contact details of the governing agencies who have the responsibility to ensure we perform our job correctly.

You can change your advocate at any time. If you change your advocate, please inform us as soon as possible, so we can update your information and ensure that we talk to the correct person.



## Consent

When you provide consent, you are giving your permission, or saying that it is okay, for something to happen. You must always fully understand why a person requires your consent. If you have any doubt about this, you should ask our CEO, or your advocate, for help.

You can withdraw your consent at any time. For example, the withdrawal of consent means if you are taking part in a particular program as part of your person-centred plan, and then decide that you do not like the program, you can tell us that you no longer want to participate in that particular program.

Hope Ability will need your consent to:

- read the information that service providers have about you and for us to provide any information about you to other service providers, your family or advocate
- collect data relating to you for funding bodies
- ask people to attend your person-centred planning meeting
- carry out any training programs or behaviour change programs we want to put in place for you
- assist you to see a doctor or a dentist
- provide appropriate services and supports
- provide you with medication.

Usually, consent will be documented in your support plan. However, we will ask you to sign a consent form for the release of your personal information. We will always ask for your permission and explain the reasons for accessing your information when providing it to Staff or another service provider. If you are unsure during this process, you should ask your advocate for help.

If you feel that you are unable to give consent about issues in your life, we can talk to your family or advocate and ask them to assist. If you do not have family who can make decisions for you, we will help you to make an application to the court, or other government bodies, to appoint a Guardian who can legally help you make these decisions.





## What is a Guardian?

A Guardian is usually a person who has been legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from the Office of the Public Advocate.



## Privacy Statement

Hope Ability complies with all relevant privacy legislation and has systems for the collection, use, disclosure, quality, security, accuracy and correction of personal information relating to you, as our participant.

Your privacy and dignity will always be maintained. You will be asked to sign a Privacy Agreement to provide consent regarding the collection, use and disclosure of your personal information, to comply with the *Privacy Act 1988*. If you would like more information about this, you should read our Privacy and Confidentiality Policy and Procedure. Information regarding your privacy is also included in your service agreement.

Your Privacy Officer is the CEO and can be contacted via:

- mail: 15/16 Charlton Court, Woolner NT 0820
- phone: 1300424442
- email: [info@hopeability.com.au](mailto:info@hopeability.com.au)

Requests for access to the personal information we hold should be made in writing to the CEO. Where you believe that a breach of this policy or the *Privacy Act* has occurred, a written complaint should be made to the CEO.

If you do not receive a response from our CEO within thirty (30) days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) via:

mail: 15/16 Charlton Court, Woolner NT 0820

- fax: 02 9284 9666
- email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- online: <https://www.oaic.gov.au/>



## Critical Incident

While we hope that a critical incident does not occur, in the event it does we are prepared to support and assist you by following procedures that appropriately deal with a critical incident.

A critical incident is classified as an event (or alleged event) that occurs because of, or during, the delivery of services and has caused, or is likely to cause, a significant negative impact to your health, safety or wellbeing.

If an incident does occur, we will engage the required authorities to support you during this time.

Critical incidents that relate to you may include, but are not necessarily limited to:

- an unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault or indecent assault) that occurs as a result, or during the delivery, of services
- allegations of serious, unlawful or criminal activity or conduct involving an Hope Ability employee, subcontractor or volunteer that has caused, or has the potential to cause, serious harm to you
- an incident where you assault or cause serious harm to others (including our employees, volunteers or contractors), as a result, or during the delivery, of services
- a serious fire, natural disaster, accident or other incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a significant threat to your health and safety.

Hope Ability has established procedures that identify, manage and resolve incidents which include:

- Staff members will report all incidents to the CEO
- completion of an incident report that identifies and records an incident

- the CEO is responsible for reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies
- compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- supporting and assisting you if you are affected by the incident
- review of the incident by the CEO, if you or others were affected
- collaborating with you, your family and/or advocate, to manage and resolve the incident
- reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.



## Complaints and Feedback

Your feedback allows us to provide you with high-quality services; we actively seek your input. Feedback can be provided anonymously or through written or online surveys, or conversations with you. We would like your feedback on:

- quality of care received
- consistency of services provided
- support worker performance
- supports that work for you
- changes you want made to assist you
- what you like and dislike about our services.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint you provide as a serious issue. No matter what the situation, a Staff will not react badly to your complaint; you should feel safe knowing that they will not retaliate or hurt you in any way.

You can make a complaint regarding our services or a Staff provided to work with you. If you do not feel comfortable making a complaint, someone else can do this on your behalf, including:

- an advocate
- a family member
- a close friend
- your care worker

- a person you know and trust.

Once a complaint has been received, Hope Ability's CEO will investigate the complaint and find a resolution. The CEO will write a letter to confirm that your complaint has been received. This letter will provide you with the date Hope Ability expects to have the complaint resolved by.

The complaint will then be investigated and a plan to resolve it created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution, or that you are unhappy with the outcome and feel the matter is not resolved.

If you are not happy with the solution proposed by Hope Ability regarding your complaint, you can speak to other organisations, such as:

### **Commonwealth Ombudsman – Disability Services**

Telephone: 1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### **NDIS Complaints**

Telephone: 1800 035

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or

Website: [NDIS Online Complaint Form](#)



## **Networking**

We will engage with your networks and community to ensure you offered the opportunity to be involved in activities and areas of interest.

We will access networks such as religious groups, local ethnic groups, community groups or other groups you request. We believe that it is essential that you are part of your community, so we work with you to ensure that this happens.



## Legislation and Standards

Hope Ability operates in compliance with all current legislation and standards. Please contact us for a copy of the legislation that applies to the service we are providing you. The primary legislation and standards that cover your service include the:

- National Disability Insurance Scheme Act 2013
- Disability Act and Regulation
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2018.



## Risk-Taking

You have the right to participate in lawful activities that may involve a degree of risk. If the risk is considered dangerous or detrimental to you, a Risk Indemnity Form will need to be signed by you or your advocate.

We will work with you and advise the various options available regarding the activity so that you can make an informed choice.



## Continuous Improvement

We aim to provide you with a high-quality service that meets your expectations and needs. To do this, we ask you to let us know how we can maintain and improve the services we provide to you. You can do this by providing feedback or making a complaint.

Our collaborative and person-centred approach means that Hope Ability will respond to your information positively to improve the services we provide.



## Work Health and Safety

Under the *Work Health and Safety Act 2011*, Hope Ability has a duty, under the law, to make sure our Staff can work with you in a healthy and safe environment. Some things you can do to assist in this matter include:

- notifying our Staff of any unsafe conditions in your home
- participating in safety assessments of your home
- arranging repairs of any hazards identified during our safety assessment of your home
- ensuring your pets are controlled during service provision
- providing a smoke-free working environment
- providing a workplace for Staff that is free of racial, sexual, physical or emotional abuse
- treating our Staff with dignity and respect
- advising our Staff if you are unwell or cannot do things the way you usually do them
- telling our Staff if your doctor has diagnosed you with a short-term infectious illness
- providing cleaning equipment that is suitable and well maintained
- providing safe, non-toxic cleaning products
- ensuring your mobility equipment and any other items required for you to live independently in your home is available and well-maintained.

We will conduct a safety check during our first service and discuss any risks we identify with you. The safety of the service will be reviewed with you, on an ongoing basis, following state and federal work occupational health and safety legislation.

# NDIS Practice Standard and Quality Indicators

## (Abbreviated version)

The NDIS Practice Standards create an important benchmark for us to assess our performance and to demonstrate how we provide high-quality and safe supports and services to you. Together with the NDIS Code of Conduct, the NDIS Practice Standards assist you in understanding what quality service provision you should expect from us.

These NDIS Practice Standards set out your rights and our responsibilities when delivering supports and services to you.

### 1. Participant Rights and Responsibilities

The standards addressed in this division include:

- 1.1 Person-Centred Supports
- 1.2 Individual Values and Beliefs
- 1.3 Privacy and Dignity
- 1.4 Independence and Informed Choice
- 1.5 Violence, Abuse, Neglect, Exploitation and Discrimination

People with a disability have the right to respect, dignity and full participation in society. It is important to us that you know and understand your rights. We are here to support you and to provide guidance and assistance in any choices that you make.

We respect your right to privacy and the confidentiality of your personal information and records. Also, we will uphold your right to make your own decisions.

It is your right to try new activities and experiences, and we will assist you to do so while ensuring that you are treated fairly and independently.

You have the right to talk freely and express your thoughts, opinions and choices. We will listen to you and support the choices you make. We will include your family, advocate and support workers in discussions when you want them to be involved.

We understand that everyone communicates in different ways; we have a variety of communication methods that you can use to communicate with us safely, and privately.

We will support you to take part in the community of your choice and work with you, your family and support workers to make this happen.

Hope Ability will respect your cultural background and endeavour always to meet the cultural needs and requirements you may have.

## **2. Provider Governance and Operational Management**

The standards addressed in this division include:

- 2.1 Governance and Operational Management
- 2.2 Risk Management
- 2.3 Quality Management
- 2.4 Information Management
- 2.5 Feedback and Complaints Management
- 2.6 Incident Management
- 2.7 Human Resource Management
- 2.8 Continuity of Supports

It is important that you feel free to tell us what you think about the services we provide to you. It is your right to share your opinions on anything related to the services we provide, whether they be good or bad. We welcome your input and want you to provide it without fear of reprisal, discrimination or any negative consequences.

You can ask for support from another person when making a complaint, such as a family member, a support worker, your advocate or the Ombudsman.

Whatever the issue, we will do everything possible to solve your problem. We appreciate your opinion about our services and will introduce service improvements based on feedback received from you (when required).

Hope Ability recruit quality, caring Staff, who receive ongoing training. We provide continuous improvement of services, correct working processes and effective and transparent communication. These are key to the success of our services.

We will work closely with you to provide and maintain excellent service and supports and continue to strengthen our systems and processes to provide positive results when resolving any problems that may arise.



Hope Ability's management possesses the skills and experience to implement and monitor the effectiveness of our policies and procedures and make necessary changes when required.

### **3. Provision of Supports**

The standards addressed in this division include:

- 3.1 Access to Supports
- 3.2 Support Planning
- 3.3 Service Agreements with Participants
- 3.4 Responsive Support Provision
- 3.5 Transitions to or from the Provider

Hope Ability will support your goals and decisions regarding the services you choose. We will offer you guidance and assist you in identifying your strengths and weaknesses, so you can develop appropriate skills to help you achieve your goals.

We will never discriminate against you, irrespective of your age, gender, disability, cultural background or sexuality.

Hope Ability will assist anyone enquiring about our services. We will provide support and advice regarding the appropriateness of our services or provide a referral to an alternative service that may be more suitable for you. You have the right to seek the service you need and to access the supports you require.

Hope Ability will encourage and help you to participate actively and meaningfully within the community of your choice.

### **4. Provision of Supports Environment**

The standards addressed in this division include:

- 4.1 Safe Environment
- 4.2 Participant Money and Property
- 4.3 Management of Medication
- 4.4 Management of Waste

Hope Ability endeavour to ensure you are always safe, physically and emotionally. Our Staff are trained in appropriate procedures designed to keep you safe, and they will report any risks, or potential risks, to the CEO.

We will work with you and/or your advocate to ensure you understand our fees and payment methods of our fees. All information will be clear and accurate.

If you require medication, our Staff are trained in managing your medication appropriately.

Hope Ability Staff are trained to manage waste to protect you, or any other person, from harm resulting from exposure to waste, infectious or hazardous substances created during our service delivery. Our policies and procedures all comply with relevant legislation and include incident management processes and emergency plans. Where possible, we manage waste in a sustainable manner such as recycling paper, glass and plastic waste, where appropriate.

Hope Ability has established procedures that identify, manage and resolve incidents which include:

- completing an incident report that identifies and records an incident
- the Staff reporting all incidents to our CEO
- reporting reportable incidents to the NDIS Commissioner and other appropriate authorities
- complying with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- supporting and assisting you if you have been affected by an incident
- reviewing the incident with you and the appropriate Staff
- working with you to manage and resolve the incident effectively
- making amendments to systems and procedures to reduce the risk of recurrence.

## Easy Read Information

### Easy Read Complaints: How to File a Complaint or Give Feedback



This information will help you **complain** or give **feedback** about our services.



**It is okay to complain if you are not happy.**

We want you to tell us when you are upset about:

- supports you receive
- our Staff
- Hope Ability.



To **complain or provide feedback** you can contact our CEO.

**Phone:** 1300424442

**Email:** [info@hopenursing.com.au](mailto:info@hopenursing.com.au)



You can ask **someone you trust** to help you make a complaint to Hope Ability.



You can ask an **advocate** to help you.

An advocate is **someone who speaks up for you** when you cannot speak up for yourself.



**Not sure who can help?**

Talk to our **CEO**

**Phone:** 1300424442

They will find someone to help you.



Hope Ability **welcomes your complaint or feedback.**

We will talk to you about your problem and what you think might fix it. We will always work hard to try and **fix your problem.**



We want you to know we keep everything you say **confidential**.



**Still not happy?**

If you are still not happy after speaking to Hope Ability you can tell the NDIS:

**NDIS Commission**

1800 03 55 44

(this is a free call from a landline)

Or online [www.ndis.gov.au](http://www.ndis.gov.au) or click [here](#)

## Easy Read Incident: What Happens When There is an Incident?



This document explains what happens if there is an **incident**.



What is an **incident**?

**An incident is:**

- any time a person causes you **harm**
- any time a person could have caused you **harm**
- when you **hurt** someone else
- when someone feels that you are going to **hurt** them
- a reportable incident (death, serious injury, abuse, neglect, sexual misconduct or restrictive practices).



If an incident happens, we will ask you, or your advocate, to **tell us what happened and how we could avoid it happening again**.



Hope Ability will **record what was said and done during the incident**, including:

- description of what happened
- details of people who saw the incident
- when you told someone about the incident and who you told
- when our CEO was told what happened.



We will always make sure **you know what is happening**, so we will:

- talk to you about what happened
- consult with you or your advocate through the process
- ask for your feedback and thoughts on what has been done
- ask for your ideas about any changes that would help you in the future.



You are very important to us, so we will:

- provide the **support** and assistance you need
- make sure you are **safe**
- help to look after your **health and wellbeing**.



We will **complete a review** regarding what happened, and if required, we will:

- change our practices
- change our policies and procedures
- retrain our Staffs.



Sometimes, when a **particular type of incident occurs**, we must tell the NDIS Commission.



**For example:**

If you, or any other participants, are **badly hurt** in any way by anyone, this is called a **Critical or Reportable Incident**.



**What happens if there is a reportable or critical incident?**

Hope Ability will complete the NDIS Incident Form and send it to the NDIS Commission.



## Easy Read Service Agreement Description: What Is A Service Agreement?



This information will help you learn about a **service agreement**.



A service agreement is a **document**. It is between **you and your service provider**.

The service provider is the person, or organisation, that provides your services or supports.



The service agreement says that **both you and Hope Ability agree** to what services you are going to receive and how much they will cost.



If you agree, you **sign** the service agreement.

Hope Ability's **CEO will also sign** the agreement.



The service agreement helps make sure you receive the services that are **right for you**.



Your service agreement is helpful because it provides everything **in writing for you** if any problems occur in the future.



You can ask a **trusted person** to enter into the agreement for you.

Your trusted person might be a family member, carer, friend or your advocate.

The trusted person can speak for you.



It is a good idea to take a copy of your **NDIS Plan** to any service agreement meetings.

If you want, we can **attach a copy** of your NDIS Plan to your service agreement, and we will keep a copy of it on file.



**What should a service agreement include?**



The service agreement should include all the **information about the supports** you will receive from Hope Ability.



We will talk to you about the supports you want and need. **We want you to tell us:**

- what supports you need
- how you want the supports provided
- the type of Staff you would like to work with
- when you need the supports
- how long you will need the supports.



Hope Ability will let you know:

- your rights
- the supports that will be provided
- your responsibilities
- our responsibilities
- if there are any special considerations (if applicable).



Together we will:

- talk to each other
- write the service agreement.



What do we **expect from you**?

We will provide you with information on what your responsibilities are.

What is **expected of us**?

We will provide information on what you can expect from us in the service agreement.



What will the **service cost**?

The service agreement will include information about costs, including how much our service costs.



**When do you sign the service agreement?**



After you, or the person you trust, has **read the service agreement**.



After you, or the person you trust, is **happy that the agreement meets your needs** and that you have had your say.



**When Hope Ability agrees** with what is written in the service agreement.



You need to **sign the service agreement** if you are **happy to agree** with what is written.

Once you have signed, Hope Ability will sign.



We will **give you a copy** of your service agreement.



Do not forget to keep your copy of the service agreement in a **safe and private place**.



Can you **change or end your service agreement** with Hope Ability?

**Yes, of course, you can.**

To change your agreement, you should first talk to our CEO.

To end the agreement, you need to let us know and provide appropriate notice (check what is written in your service agreement).

## Easy Read Privacy: What do You Know About the Privacy of Your Information?



This document tells you about your **privacy**.



To provide your services, **Hope Ability stores information** like:

- your name, address and phone number
- people who you are close to (like your mum, dad, friend or sister/brother)
- why and how we are helping you.



When you provide information, it helps us support you and be able to check the quality of the services you are receiving.

**Hope Ability is responsible** for keeping **your information safe**.



We use your information so we can work with you to **design supports to suit you.**



We only share your information if you say **'Yes'**, or if the law tells us we must.



We only **share your information:**

- with a trusted person
- when we need to keep you safe
- with your permission, when providing information to the NDIS or other government organisations about your support.



When asked to share your information, you can say no, **or opt-out** of sharing it.





**We keep your information safe**, so only people or organisations that you say can see the information are provided access.



**Your rights** include the right to:

- see a copy of the information we have about you
- tell us to correct wrong or incomplete information about you
- object to any information you think is wrong and have it removed.



If you want to **see your information, just ask** our CEO, your family or advocate to arrange for Hope Ability to show you.

## Easy Read Rights: What Do You Know About Your Rights?



This document tells you about **your rights**.



**Australian laws respect the rights of people with disabilities** and say that you:

- should be included in community life
- have the same rights as everyone else.



**What are your rights?**



Your rights mean you should be:

- **safe** in your own home and when you are out
- treated with **respect**
- part of your cultural **community**.



You should be able to:

- participate in your **religion**
- express your **sexuality**
- communicate in your **family's language**.



Also, you should be able to:

- make **complaints**
- tell us when you want to **go to another provider**.



You can tell us **what you want** and **when you want it**.



You can tell us what **type of worker** you want.

You can tell us how you **want things done**.



**We will follow your instructions**, unless we feel that you may get hurt, then we will talk to you, or your trusted person, about the risks involved.

We will help you make the right decision for you.



We agree we will **follow your decisions**.