



Welcome Pack



DIRECT
PROVIDER

SUPPORT
COORDINATION

PLAN
MANAGEMENT

 03 97067619



Registered NDIS Provider
405 004 3123

Decent Care Services



Support Coordination

Recovery Coaching



Assistance with self-care

Community Access



Plan Management



What is expected of Decent Care

- Review the provision of supports at least every three months with you;
- Once agreed, provide supports that meet your needs at the times outlined in the schedule of supports;
- Communicate openly and honestly in a timely manner;
- treat you with courtesy and respect;
- Consult with you or your representative on decisions about how supports are provided;
- Give you information about managing any complaints or disagreements and details of our cancellation policy (if relevant);
- Listen to your feedback and resolve problems quickly;
- Aim to give you a minimum of two (2) Days' notice if your worker is absent or we have to change a scheduled appointment;
- Give you the required notice if the Provider needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information);
- Protect your privacy and confidential information;
- Provide supports in a manner consistent with all relevant laws;
- Keep accurate records on the supports provided to you; and
- Issue regular invoices and statements of the supports delivered to you.



What is expected of the Participant.

- Inform Decent Care about how they wish the supports to be delivered to meet the participant's needs;
- Treat Decent Care representatives with courtesy and respect;
- Talk to Decent Care representatives if there are any concerns about the supports being provided;
- Aim to give Decent Care a minimum of seven (7) days' notice if you cannot make a scheduled appointment. If the notice is not provided by then, the Provider's cancellation policy may apply;
- Give Decent Care fourteen (14) Days' notice if you wish to end the Service Agreement (see 'Ending this Service Agreement' below for more information); and
- Let Decent Care know immediately if the financial approval for the service agreement is suspended or replaced by a new approval and/or any other relevant change to financial support arrangements impacting on this agreement.

If someone harms you or you harm others

Decent Care does not tolerate harm being caused to any person, including you. Sometimes harm is called abuse, neglect, or exploitation. We will work hard to make sure that you are safe from harm while you are receiving support from us.

If you are harmed during the time services are being provided by Decent Care, or any time, you or someone close to you can make an immediate report by:

1. Phone: **03 9706 7619**
2. Emailing: **enquiries@decentcare.com.au**
3. writing to
4. faxing a letter to
5. talking to any Decent Care staff member or manager and ask them to help you make a report;
6. talking to someone close to you who can help you make a report; or
7. Phone the NDIS Commission on **1800 035 544** or visit the website **www.ndiscommission.gov.au** and click the link “make a complaint”.

If someone says that you have harmed them, or someone else, or it is found that you have harmed someone while you are being supported by us; we will look into the matter, speak with you and others close to you, and then decide what we should do about it.





Securing your support for Support coordination and Service provider while you are on leave.

You may request that we suspend, on a temporary basis, the support we provide. We will suspend the support on the date you tell us that you are taking leave and you will not incur direct service support costs during the period of leave, however, 'management fees' may apply.

You may request a period of leave as per the following:

- Unlimited hospital leave;
- Leave to access a transition care program / other support service;
- Up to 56 days each financial year for alternative care/respite, short-term residential care, or social leave.

If you need to extend the period of time that you support is suspended, the support you receive from us will not be affected if your fees are paid and you have written to us requesting the extension.

Temporary Suspension of Support

Sometimes things may change for a short time which means that we may have to change the way we provide support to you. We may need to ask you to stay away from the service if:

- For a short time, we are unable to provide support that meets your needs;

Or

- You act in a way that makes it unsafe for you, or for others but we think that you can change the unsafe behavior with some support.

If we think that you can't attend for a short time, we will immediately tell you, or someone close to you. We will contact you, and someone close to you, to discuss the problem and try to solve it.

There may also be times when you may need or want to suspend the support or services, we provide to you. You need to let us know if you want a break and we can talk with you about this.



Would you like an Advocate When Working with Us?

What is an Advocate?

An advocate is a person who will listen to you and help you make decisions about the support and services you receive. An advocate is there to give you a voice when you are not sure that yours can be heard.

An advocate will speak up on your behalf when choices are being discussed and make sure that organisations providing you support understand your needs and respect your rights. An advocate will speak out for you if your needs are not being met.

Who can be Your Advocate?

You can ask anyone that you know well and trust to be your advocate, this may include a member of your family or a friend. You may want someone independent, a professional from a formal advocacy service.

If you are not sure who to choose to be your advocate, talk to us. Part of our ongoing commitment to all participants is to help them find an advocate by providing a Directory of Advocacy Services.

How we work With Advocates

Decent Care Will:

- With your permission, 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 that person in the planning of services that will be provided for you.
- Ensure team members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

Decent Care Will Make Sure Your Advocate Is Invited To:

- Consultation meetings
- Person-centred planning meetings
- Reviews
- Other relevant meetings or conference



Advocacy Services

Action on Disabilities within Ethnic Communities

175 Plenty Road, Preston VIC 3072
Phone: (03) 9480 7000
Email: info@adec.org.au
Web: www.adec.org.au

Association for Children with a Disability

Suite 1, 587 Canterbury Road, Surrey Hills Vic 3127
Phone: 03 9880 7000 or 1800 654 013
Email: info@acd.org.au
Web: acd.org.au

Disability Advocacy & Information Service

Phone: 1300 886 388
www.dias.org.au
Disability Resources Centre
186 Foster St, Dandenong VIC 3175
Phone: (03) 9791 4870
Web: www.drc.org.au

Victorian Advocacy League for Individuals with Disability (VALID)

235 Napier Street, Fitzroy VIC 3065
Phone: (03) 9416 4003 Free Call: 1800 655 570
Email: office@valid.org.au
Web: www.valid.org.au

Women with Disabilities Victoria

Level 9/255 Bourke Street, Melbourne VIC 3000
Phone: (03) 9286 7800
Email: wdv@wdv.org.au
Web: www.wdv.org.au

Youth Disability Advocacy Service

Level 3/180 Flinders Street, Melbourne VIC 3000
Phone: (03) 9267 3709
Email: ydas@yacvic.org.au
Web: www.ydas.org.au

Disability Advocacy Resource Unit (DARU)

Level 8/128 Exhibition Street, Melbourne VIC 3000
Phone: (03) 9639 6856
Email: admin@daru.org.au
Web: www.daru.org.au

Self-Advocacy Resource Unit (SARU)

Ross House
247 Flinders Lane, Melbourne VIC 3000
Phone: (03) 9639 6856
Email: saru@rosshouse.org.au
Web: www.saru.net.au

Your Privacy

Our Commitment to You About Your Personal Information

Your Privacy

We understand that privacy is important to you, therefore it is important to us.

The following information will explain how we handle your personal confidential information, in particular how your information is stored.

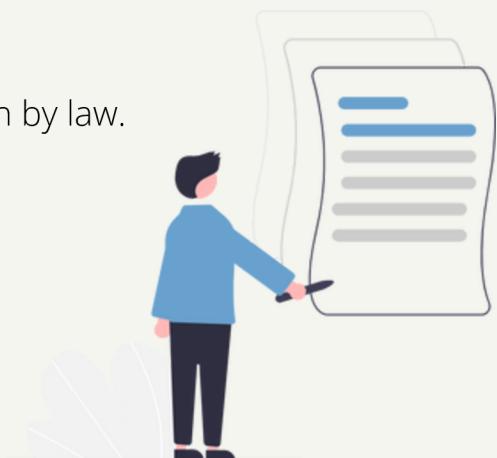
When you first come to see us, we will give you a consent form located in the service agreement that outlines how we access, store and share data. By signing this consent form, you give us your permission to contact other service providers and professionals or caregivers, which you have worked with in the past, to gather any information that will help us to better support you.

Giving us the opportunity to collect this information from other service providers will tell us what has and what has not worked for you in the past. The more we understand about your situation, the more we can do to make sure we give you best service experience that we can provide. However, we will only contact these people after we get your consent to do so.

We will not share any information that you give us or that we collect from other service providers without getting your permission first. Our team members will, of course, have access to your information as well as any relevant authorities, but only if we (or they) are concerned with your immediate health and wellbeing. If your health and wellbeing become a concern, we may also share your information with your legal guardian or caregiver, but only if requested.

If for any reason you choose to stop using our services, your information will be destroyed as soon as is practicable - unless we are required to store your information by law. You can request your files from us at any time by us email at: **enquiries@decentcare.com.au**

If you have any further questions about how your personal information is handled, please ask a Decent Care Team Member.



Your Rights and Responsibilities



As an individual using our services, you have rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights in achieving your goals.

Decent Care adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

You have the right to:

- Have access and supports that promote, uphold, and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination, and decision-making.
- Access services that respect your culture, diversity, values, and beliefs.
- Receive a service that respects your right to privacy and dignity.
- Be supported to make informed choices that will maximize independence.
- Access services free from violence, abuse, neglect, exploitation, or discrimination.
- Receive services that are overseen by strong operational management.
- Access services that are safeguarded by Decent Care well-managed risk and incident management system.
- Receive services from team members who are competent, qualified, and have expertise in providing person-centered supports.
- Consent to the sharing of information between providers during the transition.
- Opt-out of proving your information for auditing purposes.

Our Responsibilities

Decent Care Will:

- Provide the supports that meet your needs at the preferred times.
- Regularly review the provision of supports with you.
- Communicate openly, honestly, and promptly.
- Treat you with courtesy and respect.
- Talk with you on decisions about how supports are provided.
- Listen to you for feedback and any problems which may arise.
- Give you 24 hours' notice if there is to be a change in a scheduled appointment to provide support if possible.
- Keep your personal information private.
- Keep you safe and ensure the safety of others.

Decent Care has policies and procedures that are built on human rights. Where allegations of abuse, neglect, violence, exploitation or discrimination are made, Decent Care employs a Zero Tolerance policy.



How To Make A Complaint

Our services are continually growing as we respond to the individual needs of our participants. This is why we need your feedback about how we are attending to your needs. For us to give you the best experience and the highest quality service we need you to tell us what we are doing right and what we can do better. Our commitment is to provide you with the supports and services that you need, but if we do not know where we might fall short, how can we keep that commitment to you?

We welcome any feedback that can help us improve the service we provide to you.

Tell us if you are not happy with the support or services that you have received.

Please let us know what we can do to improve your experience with us.

We can arrange for interpreters, different communication aides, online, mobile, or other technology assisted ways, anything that will help you inform us.

There Are Ways That You Can Make A Complaint

Different paths you can take if you are unhappy with our service and wish to make a complaint are:



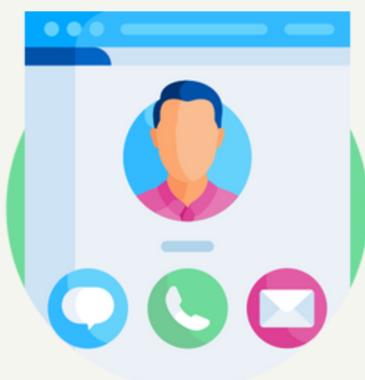
Tell a Person you trust what the problem is so they can address it with Decent Care (they can call by phone **03 9706 7619**, send a letter to 1/25 Gwen Road, Cranbourne West, VIC 3977, Australia, or email to **enquiries@decentcare.com.au**).

Ask to speak Decent Care Directly. We value your feedback and always have time to listen to your concerns.



You are welcome to have someone with you if that will help you explain what the problem is. You can bring a support person, a family member, or an advocate, we do not mind. We want to make it easier for you to explain how we can improve what we do.

You can also contact the NDIS Quality and Safeguards Commission: on **1800 035 544** or www.ndiscommission.gov.au



How We Manage Complaints



We will give you the time to explain what the problem is and listen to your suggestions about how we can address your concerns.

Sometimes it might take longer than one discussion to resolve an issue. That is why we will help you fill out a Complaint Form so that you can make sure we understand what your concerns are.

With your written complaint to guide us, we can work with you to navigate all the issues, investigate your concerns completely and work out a fair and reasonable solution to the problem. After completing the written complaint, the process will involve:

- giving you a letter confirming that we received your written complaint;
- keeping you informed of the progress we make to resolve your complaint including, any action taken, the reasons for any decisions made, and the options available to you if you wish to review any of the decisions;
- keeping you involved in the resolution of the complaint; and
- letting you know in writing of the result of this process, making sure to explain any decisions made about your complaint.

If we are not able to resolve your complaint within 21 working days, we will let you know how long we believe the process will take and continue to keep you informed as we work to resolve your complaint.

What to do if you are not satisfied with the outcome of your complaint?

If you feel that your complaint has not been resolved in a way that you had expected, then you can make a complaint to the NDIS Commission. Any participant is able to make a complaint to the NDIS Commission about any issue connected with the support or services provided by Decent Care or any NDIS Service Provider. The NDIS Commission is independent and is there only to protect the interests of people who use the support and services of any NDIS Service Provider.

Complaints can be made verbally, in writing, or by any other appropriate means, and can be made anonymously. A complaint can also be withdrawn at any time.



If a person makes a complaint, the NDIS Commission will decide upon the appropriate action to take. The NDIS Commission may decide to;

- Take no action, or defer taking action in some cases (for example, if the complaint was not made in good faith or there is not enough information to continue); or
- Help the complainant and other affected people to work with the NDIS provider to resolve the complaint; or
- Undertake a resolution process.

What Is An Incident?



Decent Care aims to protect and prevent harm to our participants.

We have systems to manage all incidents that might relate to people receiving our support and using our services.

An 'incident' can include anything that has or has not been done or an event or event that has happened in relation to the provision of our services that has, or could have, caused harm.

Our Incident Management procedure involves identifying systemic issues in our practice and continually trying to improve the way we offer supports and services.

How We Manage Incidents at Decent Care

Decent Care report any incident that occurs while providing supports or services to participants. Incidents are documented within twenty-four (24) hours of the incident happening with the 'Incident Report Form'. Some incidents are more serious than others.

Reportable incidents include those that have, or are alleged to have, caused death, serious injury, abuse, neglect, or any restrictive practice to the person with disability. These types of incidents are reported to the NDIS Commission by Decent Care within twenty-four (24) hours of the incident.

Decent Care will arrange, for the necessary support and assistance to anyone affected by the incident. If you are affected by the incident, you may need information regarding speaking to an independent advocate and getting strategies to take care of your ongoing safety and wellbeing after the incident independent advocacy services are listed in page 3 of this document. Every Incident is thoroughly investigated by the business, focusing on improving outcomes for any person with a disability affected by the incident. These investigations drive the process of continual improvement in the services we provide to you.

Anyone affected by the incident will be included in the handling and resolution of the incident. This includes taking into consideration your views about whether the incident could have been prevented, how well the incident was managed and what could be done to prevent similar incidents from happening again.

All documents relating to an incident are stored securely for seven (7) years from the day when the report is made. This information is reviewed each year with any systemic issues raised, things that might affect the provision of our supports and services, are monitored regularly to make sure that similar incidents do not happen again.

Copies of our Incident Management and Reportable Incidents System policies and procedures are available for viewing by our participants and their advocates.