

# Participant Handbook

## Includes Easy Read Supplement

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## Section 1 Our Organisation



### Welcome to Melbourne Community Health.

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	
Address	5B/ 195 Somerton Road Coolaroo Vic 3048
Phone	9013 3940
After hours contact	0409023014
Email	info@mchh.com.au



### Your Contact Person

Contact person	
Contact person	Sargon Elya
Phone contact	9013 3940
Email	info@mchh.com.au
Emergency Contact	0409023014



## Our Vision

Our vision statement:

Our vision at A Team Disability Services is to empower and respect everyone to take ownership of their life and be the best version of themselves.

We aim to be creative and responsive to individual needs and aspirations whilst engaging them in their community.

We envision a world where all people hold the power to create opportunity for themselves and others, where everyone is treated as individuals and with respect.



## Our Mission

Our mission statement:

Here at A Team Disability Services our Mission is to empower people with a disability to engage in opportunities of their choice, in a supported and inclusive environment.

A Team Disability Services aims to provide services to enhance the quality of life and individual outcomes, to empower individuals to coordinate their NDIS plans, to achieve personal goal

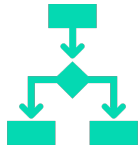


## Our Values

Our values:

At A Team Disability Services, we encourage and support our clients with different levels of needs to be the owners of their own care and life. Our focus is on creating a personalised support plan for the individual, so programs are designed with their interests, needs and care. Our work will be guided and informed by our Values and commitments to:

- Inlusiveness - we respect people, value diversity and are committed to equality.
- Participation - we value and recognise the contribution of people with disabilities within organisations and communities.
- Quality - we strive for excellence through continuous improvement.
- Openness - we are committed to a culture of teamwork and collaboration with all our stakeholders and families.
- Innovation - We create and respond to innovative practices that will enable our people to flourish.
- Honesty & Integrity - In all that we do, in all that we say, in all that we create.
- Empathy - We understand what others are going through and are here to provide support.
- Accountability - It's what we do and do not do for which we are accountable.
- Respect - We show people they are important to us and the community by what we do and say



## Organisation Structure

Position	Name
Director	Sargon Elya
Manager	Amanda Chaharbakhsh
Financial Officer	Amanda Chaharbakhsh



## Our Services

Melbourne Community Health offers support and services to people with disabilities. We are funded under NDIS to provide support and services under the following registration groups:

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### Classes of Support:

- 0101 Accommodation/Tenancy
- 0103 Assist Prod-Pers Care/Safety
- 0106 Assist-Life Stage, Transition
- 0107 Assist-Personal Activities
- 0108 Assist-Travel/Transport
- 0109 Vehicle modifications
- 0111 Home Modification
- 0114 Community Nursing Care
- 0116 Innov Community Participation
- 0117 Development-Life Skills
- 0120 Household Tasks



- 0121 Interpret/Translate
  - 0123 Assistive Prod-Household Task
  - 0126 Ex Phys Pers Training
  - 0128 Therapeutic Supports
- 



## 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 the full fees.



## Words We Use and What They Mean

Keyword	Meaning
<b>Support worker</b>	senior management, employees, contractors, other service providers, or organisational volunteers.

<b>Participant</b>	you, your family, carer or advocate.
<b>Workplace or environment</b>	Service delivery, including in your home, during transport, community spaces, public spaces or other facilities.
<b>Service</b>	Services and activities that we deliver are related to a service agreement and support plan.
<b>We, us and our</b>	Means the legal entity who, and the highest authority of, Melbourne Community Health.

## Section 2: Working with you



### Data Security/Archiving Participant Files

Melbourne Community Health data is password protected and stored on a secure online cloud server. We are 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 included in your service agreement.

You may request your services to be suspended, as per the terms of your Melbourne Community Health service agreement.

You may leave Australia on holiday or for another reason. Note: there is a *grace period* of six (6) weeks before the National Disability Insurance Scheme (NDIS) reviews your need to continue our services.



## Participant Access to Personal Records

Melbourne Community Health 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 Sargon Elya will confirm your request within forty-eight (48) hours.
3. The Sargon Elya 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 of your original application.
5. Personal information is only released with the approval of the Sargon Elya.
6. When consent is received, we will provide your personal information to the agreed person.
7. The Sargon Elya 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 on advice received from our legal representative. Should this situation arise, the denial will be discussed with you, your family and your 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 to 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 Melbourne Community Health 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 create 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 Melbourne Community Health. Our Sargon Elya will conduct all assessments face to face with you, your family and/or advocate.

Your support plan, which is created with Melbourne Community Health, 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. Melbourne Community Health 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 the development of the support plan:

1. Melbourne Community Health 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 Sargon Elya will explain our assessment process to you. They will provide information on collecting and using personal data, 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 Sargon Elya will make the necessary arrangements to ensure these needs are considered. For example, interpreters and translated information can be provided. If you have a vision impairment or hearing loss, we will make the necessary arrangements for the essential support service to be present during assessments.
5. The Sargon Elya will inform you of your right to opt-out of sharing your personal information to meet government requirements.
6. The Sargon Elya 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 happy with it, we will ask you to sign off on it. You will be provided with a copy of your support plan.
9. Melbourne Community Health will regularly assess your support plan to check that your needs are being met.
10. Our Support Worker 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 meets your current needs, interests and aspirations.
11. Melbourne Community Health 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 Support Worker 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 to arrange this for you.



## Participant Assistance with Medication

The Sargon Elya will discuss your medication requirements with you and then complete an assessment regarding your medication needs. If our Sargon Elya 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 another multi-dose-controlled medication pack).



## Smoking

If you smoke, we ask that you please not do so while our Support Worker 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 Melbourne Community Health as part of your support team. Our team will never offer you financial advice or information.

Melbourne Community Health 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 automatically adjust 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 Support Worker 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, Melbourne Community Health will work with the NDIA.



## Money and Property Assistance

Your money, or other property, will only be used with you and for the purposes you request.

If you require Melbourne Community Health to provide financial assistance, you, your family or advocate must approve the arrangement and complete a Participant Money and Property Consent Form.

If your Support Plan requires Melbourne Community Health staff to be involved in handling your money, strict procedures will be followed to protect you from financial abuse. Your Service Agreement and Support Plan will outline the assistance you need relating to your money and property.

You, your family or your advocate must sign the Service Agreement and Support Plan.

Our staff are not permitted to provide you with financial advice or information other than what is required under your Support Plan.

Melbourne Community Health undertakes an annual audit relating to your money and property supports and will provide you with a copy of this report.



## Gifts

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

Please NEVER offer or provide money to an Melbourne Community Health Support Worker member.



## 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 Melbourne Community Health service agreement may be required. Our Sargon Elya 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 need 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 Sargon Elya 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 Sargon Elya will help you to do this.





## Participant Transport

During your initial meeting with Melbourne Community Health, 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 could help. Melbourne Community Health can arrange to include transport services as part of your package or as an additional service. Contact our Sargon Elya 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. Melbourne Community Health will assist and support you during this process. We will work with the other service providers to ensure your transition is smooth and meets your needs with your approval.

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 your advocate when planning your entry to or exit from our service.



## Withdrawal from our Service

Should you wish to stop your Melbourne Community Health services, please contact our Sargon Elya immediately for this to be arranged.

Melbourne Community Health 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 Support Worker of Melbourne Community Health are not permitted to advise you on making or changing your Will. Support Worker are not allowed to witness any legal documents, including a Will.

Melbourne Community Health do not store Wills on your 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 Melbourne Community Health 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 Melbourne Community Health has been selected as your service provider, we will develop a service agreement with you, your family or your advocate (if required). This service agreement will list the schedule of supports, the responsibilities of Melbourne Community Health, your responsibilities (as a participant) and our cancellation policy.

## Charter of Rights



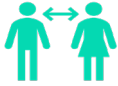
### Your Rights

As an individual, you have many rights. We support and assist you in identifying and exercising these rights to achieve your goals. Melbourne Community Health 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 helped 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 that 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 individuals using our support services, we ask of you a few essential things. The information below explains your responsibilities when using our services. We ask that you:

- respect the rights of Support Workers, 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 Support Workers 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 Support Worker (when asked) if you wish to opt-out of providing your information to government bodies such as NDIS.



## Our Responsibilities

Melbourne Community Health 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 safety and the safety of others during service provision.



## Conflict of Interest

Melbourne Community Health is committed to ensuring that actions and decisions taken at all levels in our organisation are informed, objective and fair. A conflict of interest may affect the way a staff member may act or the choices they make. Identified conflicts of interest require action to be undertaken by our organisation to ensure that personal or individual interests do not impact your or our services, activities or decisions.

Melbourne Community Health requires all staff to declare their involvement in external work-related activities to allow for discussion and management of the potential conflicts of interest with the Sargon Elya. Declaration and management of a conflict of interest are handled by the Sargon Elya. If you undertake other (new) work outside of our organisation, you must inform the Sargon Elya immediately.

As a participant, if you feel that there is a conflict of interest, please let us know. We will provide you with a Conflict of Interest Declaration Form to complete.

In the event **you** declare or identify a conflict of interest, the Sargon Elya will assess the conflict to determine if a conflict of interest exists (or there is a perception that a conflict exists). A meeting will be convened to discuss the conflict, and you may be asked to:

- contribute to the discussion, but abstain from voting or taking part in a decision on the matter
- observe but not take part in the meeting or decision-making
- leave the meeting during the discussion and before a decision has been made.

All potential and actual conflicts will be recorded in the Conflict of Interest Register to oversee the identified and declared conflicts.

You will be informed of the outcome of the review by the Sargon Elya and, if there is a conflict, advised how our organisation will manage the conflict.



## NDIS Code of Conduct

Melbourne Community Health 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

Melbourne Community Health 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 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 Sargon Elya, a family member, your advocate or a trusted friend.

If you would like to speak with someone outside of Melbourne Community Health, 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)

Melbourne Community Health 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 Support Worker, who respect the rights of participants and who are aware of current legislation and policies regarding abuse and neglect. Our Support Worker 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, Melbourne Community Health 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. Melbourne Community Health can arrange this for you.



## Family Assistance

Melbourne Community Health 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 Support Worker 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
- helping them to access advocacy services where required.



## Continuity of Support

The Sargon Elya 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 Support Worker who has the skills and knowledge you require. Wherever possible, we will meet your support requests, e.g. you would like a worker who speaks the same language, or is from the same culture, or meets other specific criteria.

Support Worker 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?

- Melbourne Community Health will contact Support Worker members with relevant qualifications as a suitable replacement.
- Where possible, we will provide a Support Worker member who has worked with you previously and is aware of your requirements.
- Where possible, we will advise you of details of the replacement Support Worker member.



- We will gather your feedback on the replacement Support Worker member on completion of the service.
- The replacement Support Worker will be sensitive to your needs and ensure that care is consistent with your expressed preferences.
- We will seek your approval for the placement staff member and will never place someone to support you who you do not wish.



## 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 ensure that your rights are respected and speak out for you if your needs are not 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
- a person from a legal advocacy service.

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

With your permission, Melbourne Community Health 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 Support Worker understand the role of your advocate.

Melbourne Community Health 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 want to give feedback.

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

Melbourne Community Health will provide your advocate with the opportunity to discuss problems or concerns they may have. Failure to adequately address your advocate's concerns will lead to our team informing them of our complaint process and providing the governing agencies' contact details 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 to update your information and ensure that we talk to the correct person.



## Consent

When you provide consent, you give your permission or say 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 Sargon Elya, 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 and decide that you do not like the program, you can tell us that you no longer want to participate in that program.

Melbourne Community Health 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 Support Worker or another service provider. If you are unsure during this process, you should ask your advocate for help.

If you feel that you cannot 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 apply 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 your State Government Advocate.



## Privacy Statement

Melbourne Community Health 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 consent to collect, use, and disclose 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 Sargon Elya and can be contacted via:

- mail: 5B/ 195 Somerton Road Coolaroo Vic 3048
- phone: 9013 3940
- email: [info@mchh.com.au](mailto:info@mchh.com.au).

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

Failure to receive a response 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: GPO Box 5218, Sydney NSW 2001
- 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 on 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 Melbourne Community Health 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 severe fire, natural disaster, accident or other incidents 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 substantial threat to your health and safety.

Melbourne Community Health has established procedures that identify, manage and resolve incidents which include:

- Support Worker members will report all incidents to the Sargon Elya
- completion of an incident report that identifies and records an incident
- the Sargon Elya 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 Sargon Elya 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:

## Participant Handbook

- 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 Support Worker 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 an anonymous complaint to our Complaint Manager using the Anonymous Complaints and Feedback form provided during the intake process. Remember not to identify yourself during this process if you wish us not to know who is making the complaint.

You can make a complaint regarding our services or a Support Worker 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.

Please send your complaints addressed to the Complaint Manager via:

<b>Website:</b>	www.mchh.com.au
<b>Email:</b>	Info@mchh.com.au
<b>Postal address:</b>	5B/195 Somerton Road Coolaroo vic 3048

Once a complaint has been received, Melbourne Community Health 's Complaint Manager will investigate the complaint and find a resolution. The Complaint Manager will write a letter to confirm that your complaint has been received. This letter will provide you with the expected date Melbourne Community Health of the complaint resolution.

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 unhappy with the outcome and feel the matter is not resolved.

If you are not happy with the solution proposed by Melbourne Community Health 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 800 110

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

Website: <https://www.ndis.gov.au/contact/feedback-and-complaints>



## **Networking**

We will engage with your networks and community to ensure you are 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

Melbourne Community Health 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 2020.



## 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 to 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 giving feedback or making a complaint.

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





## Work Health and Safety

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

- notifying our Support Worker 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 Support Worker that is free of racial, sexual, physical or emotional abuse
- treating our Support Worker with dignity and respect
- advising our Support Worker if you are unwell or cannot do things the way you usually do them
- telling our Support Worker 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.

## **Section 3: NDIS Practice Standard and Quality Indicators (Abbreviated version)**

The NDIS Practice Standards create an essential 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 involved.

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

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

Melbourne Community Health 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 essential 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 offer 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 your feedback (when required).

Melbourne Community Health recruit quality, caring Support Worker, 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 support and continue to strengthen our systems and processes to deliver positive results when resolving any problems.

Melbourne Community Health'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

Melbourne Community Health 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 to 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.

Melbourne Community Health will assist anyone enquiring about our services. We will provide support and advice regarding the appropriateness of our services or give 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.

Melbourne Community Health 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

Melbourne Community Health endeavour to ensure you are always safe, physically and emotionally. Our Support Worker are trained in appropriate procedures designed to keep you safe, and they will report any risks, or potential risks, to the Sargon Elya.

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 Support Worker are trained in managing your medication appropriately.

Melbourne Community Health Support Worker 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.

Melbourne Community Health has established procedures that identify, manage and resolve incidents which include:

- completing an incident report that identifies and records an incident
- the Support Worker reporting all incidents to our Sargon Elya
- 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 Support Worker
- working with you to manage and resolve the incident effectively
- making amendments to systems and procedures to reduce the risk of recurrence.

## Section 4: Easy English Information

### Advocacy



This document will help you understand **advocacy** and **who an advocate is**.



Advocacy is when a person publicly helps to **promote, provide and protect your human rights**



Advocacy can help **your voice be heard and your wishes met**.

Advocacy can **be used to help you become part of your community**.



Sometimes you might find it **hard to say what you want**. You might want someone to:

- **support** you
- **speak up** for you
- be your **voice**.



An advocate can be that person.

An advocate is someone who provides a public voice for you if you cannot or do not want to speak up for yourself.



An advocate should be fair and treat everybody in the same way.



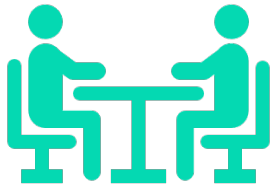
You can ask someone **you trust** to be your advocate, like your:

- mum or dad
- brother or sister
- close friend.



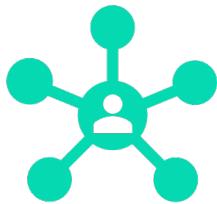
Or you can ask a **professional, independent advocate** to help you and to be your voice.

They can help you make good decisions and choices that are right for you.



Your advocate should always:

- **listen and support you**
- **take your side**
- **help you make your own good choices and decisions**



Your advocate can help you:

- get ready for **meetings**
- tell people/providers **what you want**
- by **signing documents** for you.



Importantly, your advocate can **represent you and speak on your behalf.**



Your advocate can help you **make a complaint** if you are not happy **with:**

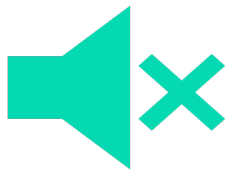
- supports provided
- the way you have been treated.





Your advocate **can speak for you** and tell us how **you have been mistreated**.

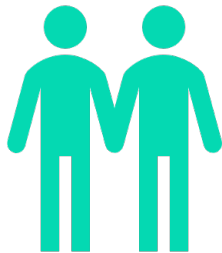
They will help us understand the **support and assistance you need**.



Your advocate must keep your information **private**.



Not sure how to **find an advocate?**



Talk to the Sargon Elya at Melbourne Community Health.

Call: **9013 3940**

They will help you find an advocate.



Our Sargon Elya can also help you go online to use the [NDIS Disability Advocacy Finder](#)

## Complaints and Feedback



This document tells you about **how to make a complaint or give feedback.**

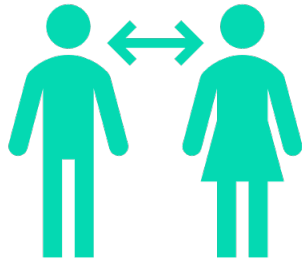


**Melbourne Community Health** wants you to give us **feedback or make a complaint** if you are unhappy.



It is **okay to complain** if you are not happy. Tell us when you are upset about:

- the **supports** you received
- your **support workers**
- **Melbourne Community Health.**



If you do not feel comfortable telling us about your complaint, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker.

**Ask them to help you make a complaint.**



Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.



We can **help you find** an advocate if you want.

Ask our Sargon Elya to help you. Call them on **[9013 3940]**



**How do you make a complaint or provide feedback to us?**



You can **talk** to:

- your **support worker**
- our **Complaints Manager**
- the **Sargon Elya**.



You can **call** or **email** our **Complaints Manager** directly:

- Call: **9013 3940**
- Email: **info@mchh.com.au**



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager:

**5B/195 Somerton road  
Coolaroo vic 3048**

Ask the Complaints Manager or your support worker for a copy of the form.



You can fill in the **participant survey** we send to you every year.



You can make a complaint **at any time** directly to the **NDIS Commission**:

Call: **1800 03 55 44**

Or go to their website:

[www.ndiscommission.gov.a](http://www.ndiscommission.gov.au)

[u](http://www.ndiscommission.gov.au)



You can make a **complaint and remain anonymous**.

Anonymous means we will not know who you are.



To be anonymous, use the **Anonymous Complaint and Feedback Form** provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us** using the stamped, self-addressed envelope provided.





**Remember**, if you complain anonymously, we **cannot provide you with a response**, as we will not know who you are.

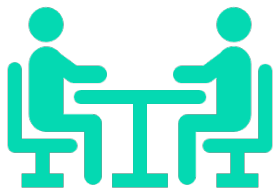


We take **all complaints and feedback** we receive **seriously**.

They help us to make our service and supports **better for you!**



How do we manage your complaint or feedback?



Our **Complaints Manager** will:

- **talk** with you about your problem
- **write** everything you say down
- **plan** to fix your problem.

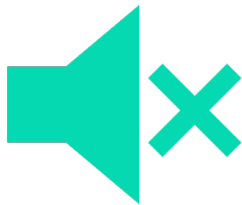


Our **Complaints Manager** will:

- try to **fix your problem**
- **contact you regularly** to tell you how the issue is being fixed.



To keep you safe, if your complaint or feedback involves someone being put **in serious danger of being hurt**, we will tell the police and the NDIS.



We **keep everything you tell us privately**.



If **you are unhappy** with the way we handle your feedback or complaint, you can **tell the NDIS Commission**:

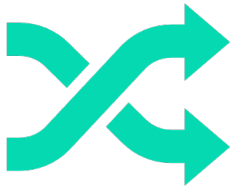
- Call: **1800 03 55 44** (free call from a landline)

- Go to their website:  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## Conflict of Interest



This document explains what a **conflict of interest is** and what Melbourne Community Health does to manage them.



A conflict of interest is when a staff member's interests are different to Melbourne Community Health's or your best interests.



Our staff should always do what is best for Melbourne Community Health and you.



Our staff's interests are called **private interests**.





A **private interest** can be:

- **direct** – something owned by the person
- **indirect** – something owned by a family member or a close friend.



A **private interest** can also be:

- **financial** – getting money from it
- **non-financial** – builds personal relationships in the community or with friends and family.



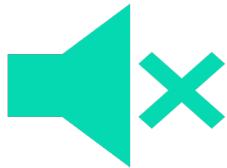
It is **okay** for staff to have a conflict of interest, **as long as they tell Melbourne Community Health.**

We can **then decide** what to do about their conflict of interest to **manage it.**



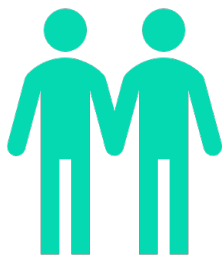
A conflict of interest may be:

- **actual** – it happened
- **potential** – it could become a problem
- **perceived** – it seems like a conflict but is okay



as long as it is monitored.

A conflict of interest is **wrong** when a staff member uses it to **get more than they should** for themselves or their friends.



A conflict of interest can happen if a staff member's **close friends or family become involved in work decisions.**

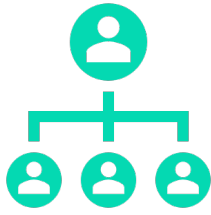


A conflict of interest can happen if a **staff member gets extra money** by working for a **different company** while working at Melbourne Community Health.

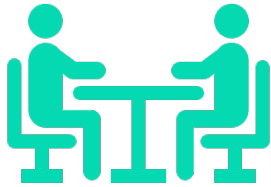


A conflict of interest happens when our **staff:**

- are **involved with another organisation**
- **encourage you** to use the other Provider to receive supports.



How does Melbourne Community Health manage a staff conflict of interest?



We ask all of our staff to tell us (declare) their conflict of interest as soon as possible.



Sargon Elya will assesses all staff conflicts of interest to make sure they will not severely impact our organisation or you in any way.



Our Sargon Elya will manage and monitor all declared conflicts to make sure that they continue not to impact you or us.



We regularly check that conflicts of interest **are not impacting** Organisation Name} 's: Melbourne Community Health

- support provision
- quality of support
- good decision-making.



How do we make sure there is no conflict of interest with a participant?



Sargon Elya will **talk with you** about any identified conflicts of interest that could **impact the supports you receive.**



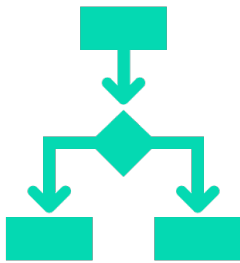
Sargon Elya will explain how we **will manage the conflict.**



We want you to **tell us** if you **are unhappy** about managing the conflict of interest.



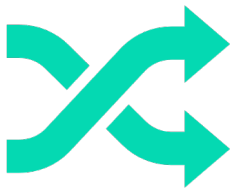
We will **work with you** to try and **make changes** so that you are happy.



Any **decisions** you make about your providers or supports **will not impact** the **current supports** we provide you.



Using other providers will not **impact** the **quality of supports** you receive from Melbourne Community Health.



If we **cannot fix** the **conflict** of interest and are unhappy, we may need to **refer you** to **another provider**.



We will talk with you about this.

We will work out the **best way** for you to **continue receiving the supports** you need.



If you are referred to **another provider**, we will **assist with your transition** from our service.

## Incident Management



This document tells you **what an incident is** and how **Melbourne Community Health** manages them.



There are **two types**:

1. A general incident
2. A reportable incident.



A **general incident** is:

- When a person **causes you harm** or could have caused you harm
- when **you hurt someone else**
- when you feel that someone is **going to hurt you**.



A **reportable incident** is when one of the following happens:

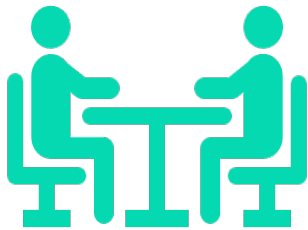
- a death
- a serious injury
- abuse
- neglect
- sexual misconduct
- unregulated use of restrictive practices.



If you are involved in an incident, you must **tell our Sargon Elya, your support worker or a trusted person immediately**.



Our Sargon Elya **will meet with you to record** what was said and done during the incident.



Our Sargon Elya will ask you:

- **what happened**
- the names of **people who saw** the incident
- **when you told someone** about the incident (date and time)
- details of the **person you told**
- how the incident **affected you**
- what could be **done to stop the incident from happening again.**



Your **safety is important** to us.

After an incident, **we will provide support or assistance** to help you recover from the incident.





After an incident, Melbourne Community Health will:

- **do all we can** to make sure you are safe
- provide you with **advice and support**
- arrange **counselling** or **medical support** (if required).



**We will support you by:**

- **fixing** the incident quickly
- helping you look **after your health and wellbeing** (where we can).



We will regularly **keep you up to date** with how we are **managing the incident.**



The Sargon Elya will **contact you to:**

- **talk about what happened**
- **tell you what actions we will take to fix the incident**
- **explain to you what steps have already been taken.**



We will ask for your:

- **feedback and thoughts** on how we are fixing the problem
- **ideas** about any changes that could **help you in the future.**



Our Sargon Elya **investigates the incident** to work out what happened and stop it from happening again.



We then **complete a review** of the incident **to improve our service by:**

- **learning** what happened
- **making changes** to stop it from happening again.



Some changes we might make could be to:

- change our practices
- change our policies
- retrain our staff.



## Reportable incidents



A **reportable incident** is when you, or another participant, is very **badly hurt** or **mistreated**.



If a **reportable incident** happens Melbourne Community Health must **tell** the **NDIS Commission**.



We must complete an **NDIS Reportable Incident Form**.

- Immediate Notification Form
- 5-Day Notification Form.



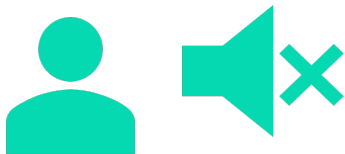
Melbourne Community Health then must send the form to the NDIS Commission using the **NDIS portal**.



The **NDIS Commission reviews the incident**. They will tell us if we need to take **any further action**.



We will **update you on the NDIS Commission's findings**, including any actions we must take.



We **keep everything you tell us privately**.



If **you are unhappy** with the way we handle your incident, you can **tell the NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)

- Go to their website:  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## Money and Property



This document tells you how we will look after your **money and property**.



**You are the owner of your money and property.** If you say that it is okay, we can help you buy things with your money, and we will use your property to deliver your services.



We can only use your money or property if you have agreed, and it is written in your **Service Agreement and Support Plan**.



You agree to our staff helping you use by completing the **Participant Money and Property Consent Form**.



### Property:

- Our staff will **only use your property** if it is needed to help deliver your services.
- You must tell us it is **okay to use** your property.
- We will **add a list of property** that can be used in your Support Plan.



### Money:

- **You tell us** how you want to spend your money.
- Our **staff cannot touch your money** without permission.



If you ask a support worker to **help you spend your money**, they must check they can **with our Sargon Elya**.



Our **staff cannot use your PIN** or **get money from an ATM** because this is your **VERY private information**.



If a support worker helps you with your money, they **must follow our rules** to keep you and your **money safe**.



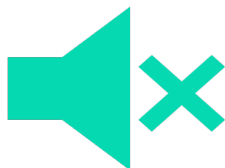
**Our staff will keep all of the receipts** for things they have used your money to buy. They will **keep a record** of all of your money that has been spent.



Staff will **count out your money** with you **before buying** something. They will **count out your change** after buying something. You will both **sign a record** agreeing your money was correctly spent.



Melbourne Community Health will tell you **every month how and when your money was spent**.



**Our staff cannot give you any advice or information about money matters.**



If we think someone is **misusing your money or property**, our Sargon Elya will tell you.



The Sargon Elya will:

- **investigate, record evidence and write a report**
- **tell the police** or other authorities, if needed
- **provide additional support** to you (if required).



If you want help after the Service Agreement is written, we will:

- **talk to you about the support needed**
- **write everything** in your notes.





The Sargon Elya will then:

- include the help you need in your **Service Agreement and Support plan** and give you an updated copy.



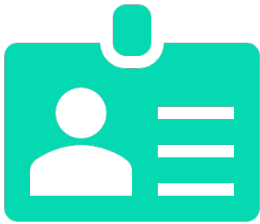
If you are **unhappy** with how we manage your money or property, you can tell the **NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: **[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**

## Privacy and Your Personal Information



This document tells you about your **privacy and your personal information**.



To help us provide you with the proper support and services, **we collect and store personal information** about you.



We use your personal information to work with you to **design supports and care that meets your** needs.



Personal information can include:

- **your name, address and phone number**
- **your advocate's** contact details
- details about **people who you are close to** (mum, brother or a good friend)
- **supports** you need
- your **medical records**
- other **support providers** you use
- **why and how** we are helping you.



It is Melbourne Community Health's **responsibility to keep** your personal information **private and safe**.



We **only share** your information with others if **you say "yes"** or if the law says we must.



When asked to **share your information with government agencies** (like the NDIS), you can **say 'no'**. This instruction means you **opt-out of sharing** your personal information.



We will ask you to **sign an information consent form**. The form **gives us your approval** to use your personal information.



We also ask you to include all of the people with whom you are **happy to share your personal information** on the form.

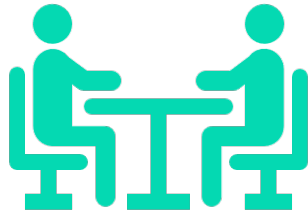


Your information will **only be shared with people who you have said can see it**, like:

- an advocate
- a trusted person
- other support providers
- support workers
- government organisations that support you.



**You have rights** when it comes to the management of your personal information.



You can:

- **ask our Sargon Elya to see** your personal information at anytime
- tell us to **correct** wrong or incomplete information
- **tell us if you think the** information is wrong and must be deleted

## Participant's Rights



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

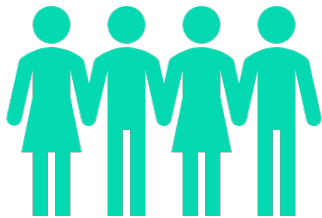


**Australian laws** respect the rights of people with disability. The laws say you:

- should be **included in community life, and**
- have the **same rights** as all other Australians.

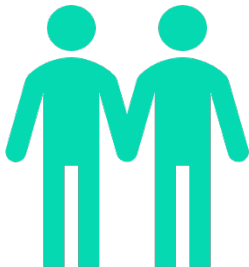


## What are your human rights?



You should be:

- **safe** in your home and anywhere else
- treated with **respect**
- part of your cultural **community**.

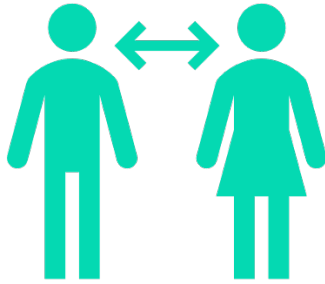


You should be able to:

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



When working with **Melbourne Community Health** and other disability support providers, you also have rights.



You have the right to:

- receive good quality services
- tell us what you want
- choose the type of support worker you want
- make your own choices.



You also have the right to:

- be safe
- get help when you need it
- try new things and take risks.

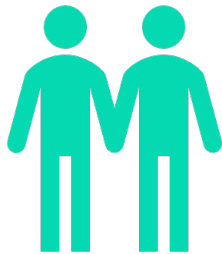


**How does Melbourne Community Health respect your rights?**



Melbourne Community Health will:

- keep you **safe**
- show you **respect and respect your privacy**
- **treat you well**
- **help you** make your own choices
- **listen to you**
- **involve your family, advocate and other support carers** (if you want us to).



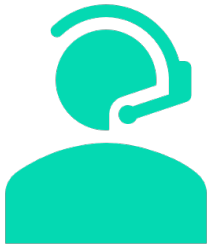
We will also:

- ask you to tell us **what supports you want and the type of worker you need**
- keep your **personal information private.**



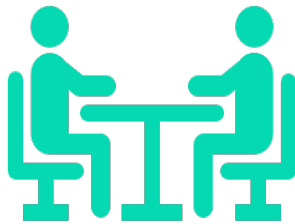
We can also help you find an advocate if you need one.





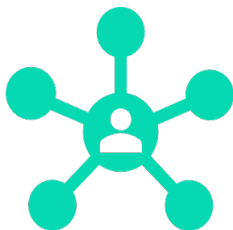
You can safely:

- **make complaints** and provide feedback to us
- tell us you want to use another provider.



We will **follow your instructions** unless we feel that you may get hurt.

We will then talk to you and your advocate/family about any risks involved to help you make a safe decision.



We also make sure our support workers follow our **Service Charter of Rights**.

## What is a Service Agreement?



This document tells you what a **Service Agreement** is and why you need one.



A **Service Agreement** is a document.

It is an **agreement between you and your service provider**.

The **service provider** is the person or organisation that provides you with supports (like Melbourne Community Health).



When you agree on the services you want from the Provider, it is **written down** in the Service Agreement.



The Service Agreement says that you and your **Provider agree to the services they will provide**.



To **show that you agree**, you **sign** the Service Agreement.

**We (the Provider) will also sign** the agreement



The Service Agreement helps to make sure you **receive the services** that are **right for you**.



Your Service Agreement is helpful because it **provides everything agreed to in writing**.



If you need help to enter into a Service Agreement, you can **ask a trusted person to support you**.

A trusted person might be a **family member, your carer, a friend or an independent advocate**.



Your trusted person (advocate) can **speak on your behalf**.



Your trusted person (advocate) can **sign your Service Agreement** for you (but only if you say that is okay).



**What information should be in a Service Agreement?**

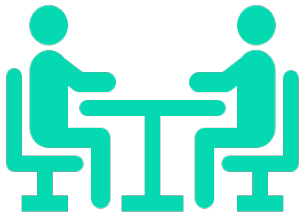


We will meet with you and ask you to talk to us about the support you want.



We want you to tell us:

- what type of **supports you need**
- how you **want your supports** provided
- the type of **support worker** you want to work with
- **when you need** supports
- **how long** you will need the supports.



We will talk to you about:

- the supports **we can provide**
- your **rights and responsibilities**
- our **responsibilities**
- anything **special that we must consider.**



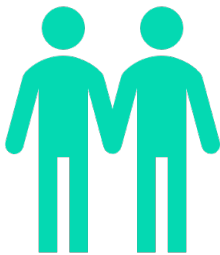
It is a good idea to **bring a copy of your NDIS Plan** to your Service Agreement meetings.

(If you want, we can put a copy of your plan in your agreement.)

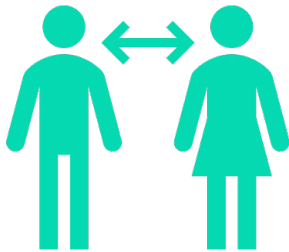


Once we both have **agreed on supports and costs**, we will write the Service Agreement.

We will then provide two copies for you to read and sign.

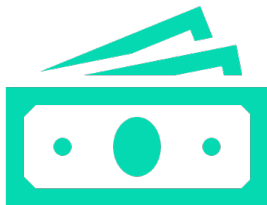


The Service Agreement will include what is expected from **you and us (our responsibilities)**.



We will explain **our responsibilities** to you.

We will explain **your responsibilities** which you must meet.



The Service Agreement will include **information about costs**.

It will include how much our service will cost you.



## When do you sign the Service Agreement?



After you, or your trusted person, has read the Service Agreement.



After you or your trusted person have had **your say** and are **happy** that the **Service Agreement** meets **your needs**.



You only **sign** the **Service Agreement** if you agree with what is written in it. There will be **two copies to sign** (one for you and one for us).



You **sign** the agreement, then **we will sign** it.



We will **give you a copy** of your Service Agreement, and we will keep a copy in your file.



Do not forget to keep your **copy in a safe and private place**.



You can **change or end** your Service Agreement with us.

To **change an agreement**, just talk to our Sargon Elya.



To **end an agreement**, simply **tell us in writing** (if you can).

Please give us the **right amount of notice** (check what is written in your Service Agreement).





We will provide you with the support you need to leave our service.

## Zero Tolerance - Violence, Abuse, Neglect and Exploitation



This document tells you about how Melbourne Community Health **prevents or manages** violence, abuse, neglect and exploitation.



You have **the right** to enjoy a life **free from violence, abuse, neglect and exploitation.**



**You should always feel safe** when receiving supports from us.

If you **do not feel safe**, tell our **Sargon Elya** immediately.



**Violence** is when someone **hurts you physically** (like hitting, punching or slapping you).



**Abuse** is when someone **mistreats you**. They might hurt your body or your feelings.



**Neglect** is when someone is **not caring for you or helping you** the way they are supposed to.



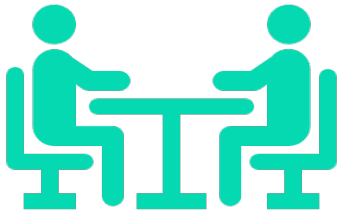
**Exploitation** is when someone is taking **advantage of you**.



Melbourne Community Health **does not allow** any acts of violence, abuse, exploitation or neglect towards you.



It is our **responsibility to protect you and keep you safe.**



We want you to **tell us if someone hurts you or do not feel safe** when you are with a person.



If you do not feel comfortable telling us, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker.



Or you can get help from a **professional, independent advocate.**



We can **help you find** an advocate if you want. Ask our Sargon Elya for help. Call **9013 3940**

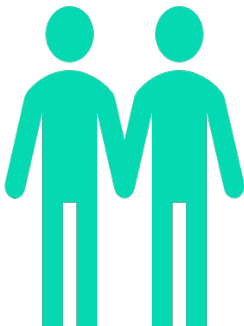


You can also get help by calling the **National Disability Abuse Hotline** on **1800 880 052**.



To **keep you safe**, we will:

- make sure our **staff follow the rules**
- **train staff** on how to help you
- keep your **information private**.



Melbourne Community Health will always:

- **support you** if something terrible happens
- **call the police** if we need to.



We will always:

- **listen to you** or your advocate
- provide you with the **support you need**
- **keep you updated** on what is going on.

If you are not happy with how we are helping you tell the **NDIS Commission**: Call **1800 03 55 44**  
Go **online**  
**[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**