



# PARTICIPANT HANDBOOK

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## WELCOME

Congratulations on your choice and making it count, we welcome you to the Dignified Health Care team.

We are excited that you have decided to join us, and we look forward to an amazing collaborative, happy and successful partnership.

Our purpose is about supporting you to achieve your goals, making your choices and protecting your rights. For the purpose of the Participant Handbook and all supporting Dignified Health Care's Policies and Procedures, Participant will refer to all stakeholders unless otherwise specified.

This includes: the Participant/participant/career/person responsible/identified personal representative, service provider basically any individual who will benefit for the service information provided within handbook.

The purpose of the Participant Handbook is to introduce you to Dignified Health Care, the services that we offer, what we do, our terms, conditions and relevant supporting resources.

The Participant Handbook needs to be considered with your Plan and your individual Service Agreement. The Participant Handbook is not in itself an exhaustive guide, it has been designed to act as a resource and reference tool for you.

The Participant Handbook will be regularly reviewed and updated to align with any service changes and process improvements based on your needs and your feedback.

You will be notified of any changes as they occur. If you required further information in relation to the content or you would like to suggest improvements to the Participant Handbook, please do not hesitate to contact us directly:

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

Phone: 0401 090 263



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## DIGNIFIED HEALTH CARE MANAGEMENT

### About Dignified Health Care

#### Our Mission

- To empower, encourage and enable people who are ageing and have disabilities to enhance their quality of life with dignity & respect
- To evaluate and exceed stakeholders' expectations
- To provide care focused on the holistic view of an individual

#### Our Vision

Dignified Health Care's vision is to create a resilient and empowered community in partnership to supporting people with disability to live a great life with choice.

#### Our Values

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

#### Accountability and Operational Excellence

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

#### Our Services

National Disability Insurance Scheme (NDIS)

We can assist you with the following NDIS support categories:

- 0101 - Accommodation/Tenancy
- 0104 – Assistance with Personal Activities High Intensity
- 0106 – Level 1 and 2 Support Coordination
- 0107 – Assistance with Personal Activities
- 0108 - Assist-Travel/Transport
- 0114 - Community Nursing Care
- 0115 – SIL, Respite and STA
- 0116 - Innovative Community Participation
- 0117 – Development of Life Skills
- 0120 - Household Tasks
- 0125 – Participation in the Community
- 0136 – Group and Centre Activities



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## HOW CAN I ACCESS SERVICES OFFERED BY DIGNIFIED HEALTH CARE?

Services can be accessed through self-referral or third-party referral utilizing the following approach:

- Contact Dignified Health Care via:
  - Email: [info@dignifiedlifecare.com.au](mailto:info@dignifiedlifecare.com.au)
  - Phone: 0401 090 263

and the manager will be able to answer any of your questions and arrange a suitable time to meet with you.

The NDIS self-directed funding model allows Participants control over major decisions including which service provider or services you require.

Dignified Health Care Partners with you and supports you to manage your funding package. All referral enquiries will be responded to by the appropriate manager on the same day that it is received.

A representative from Dignified Health Care will arrange a time and place to meet with you and discuss your needs and your goals and how our services could support you.

We will develop a personal plan with you and agree on how we will support you and the nature of the support. We will also be in regular contact with you and regularly review and up-date your plan.

**Your success and happiness are our goals.**

## HOW IT WORKS?

We provide you with the support that you need to build your confidence and maximise your potential. Working in partnership with you we will assist you to explore all your options and apply a creative and effective methodology to assist you to manage your funding package and achieve your goals.

Our approach is not a one size fits all approach, you are an individual, your aspirations and support requirements will differ to other individuals who we support. We will tailor our support services to meet your needs.

You can decide how much decision-making you will like. We can also assist you to become independent in managing your financial services.

**We are here for you, what do you need?**



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## What Are My Rights and Responsibilities as a Participant of Dignified Health Care?

Participants are our organizational focus; we at Dignified Health Care acknowledge your rights and actively promote your rights through our services and service delivery model. As Participants of Dignified Health Care there are also expectations and standards in place to support a strong and mutually agreeable partnership.

- The Participant has access to all information about themselves held by the organisation.
- In cases where a Participant has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements
- The Participant, with their permission, their person responsible must be involved in decisions about their plan. Plans will be developed including goals, activities, services and time frames.
- The Participant will be made aware of the standard of service, which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Participant, is responsive to the social, cultural and physical needs of the Participant and their family.
- The Participant's services should be decided with the Participant's agreement. Participants have the right to refuse a service.
- The Participants have a right to complain about the service they are receiving without fear of being disadvantaged.
- Complaints by Participants will be dealt with fairly, promptly and without discrimination. The Participant may involve an advocate of their choice to represent his/her interests.
- A person-centred approach will ensure the Participants' views and choices will be at the centre of all planning and evaluation of the service maximising social participation and cultural inclusion.
- Participant's rights to privacy and confidentiality will be respected at all times.
- Participants have a right to information and support to understand and exercise their legal and human rights.

## Participants Responsibilities

Participants are required to advise Dignified Health Care if he/she is going to be absent from the service or a scheduled meeting. We ask that a minimum of 24 hours' notice is provided, notice can be provided in any acceptable communication format being phone, email, voice mail message or face to face.

- Participants need to take responsibility for the results of any decisions they make.
- Participants are to play their part in actively participating in the service.
- Participants need to respect the property of Dignified Health Care.
- Participants need to be punctual.
- Participants need to provide accurate information about themselves.
- Person Responsible / Participant Representative/Parent/Guardian responsibilities



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- Person Responsible / Participant Representative Parent or Guardian will act in a way that respects the rights of the Participant and staff.
- Person Responsible / Participant Representative / Parent or Guardian will speak to the staff and make requests in respectful ways.
- Person Responsible / Participant Representative/ Parent or Guardian will share appropriate information only with the correct people.
- Person Responsible / Participant Representative/ Parent or Guardian will work with the Dignified Health Care's representative to ensure information is correct and clearly explained.

## PERSON-CENTRED SUPPORT

Just as the phrase "person centred" suggests, a Person-Centred Approach is about ensuring someone with a disability is at the centre of decisions which relate to their life.

A person-centred process involves listening, thinking together, coaching, sharing ideas, and seeking feedback. This process is ongoing to make sure each person is supported towards their personal goals, even as they evolve and change.

The ultimate aim is to understand what each individual person wants and needs to live their own, personally defined, good life.

It is most successful when friends and family can support the process and help identify and develop the person's strengths.

We make sure we have a person-centred approach across all our services– our customers, their families, and carers choose when and how they receive support, and by whom it's provided.

When we are working with someone, we make sure we keep their strengths and interests, their communication preference, and who people they would like to involve, top of mind.

## INDIVIDUAL VALUES AND BELIEFS

Dignified Health Care values individual Values and Beliefs. We have a diverse group of participants.

- Dignified Health Care Participants perceive events uniquely and in keeping with their individualized needs and past experiences.
- All Participants participate in care that is respectful and non-judgmental among individuals and is influenced by past experiences and social support.
- All Participants and families are actively involved in collaboration and decision-making regarding their care.
- All Participants are capable of assuming personal responsibility for their health, regardless of their unique abilities and challenges.





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- All Participants grow and change in an environment of acceptance, trust and empathic understanding.
- Sustained Participant change occurs when Participants feel ready and supported to do so and not necessarily when the system expects it.
- Support workers believe in an individual's ongoing capacity for self-determination and growth and in their own abilities to foster this process with Participants.

## EARLY CHILDHOOD SUPPORT

Starting intervention early is the best way to support the development and wellbeing of children with disability or developmental delay. It can help children develop the skills they need to take part in everyday activities. Sometimes children who get early intervention might not need long-term support.

Dignified Health Care will be able to assist Participants under 7 years old with strong developmental delay and have funded NDIS plan.

Please refer to our policy on Early Childhood for more information.

## PRIVACY AND DIGNITY

- The following procedures are to be implemented to ensure that Dignified Health Care meets its policy objective of ensuring that all Participants of the Dignified Health Care have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.
- Dignified Health Care will:
  - Only collect information about the Participant that can be shown to be directly relevant to effective service delivery and the Dignified Health Care's duty of care responsibilities.
  - Seek the written consent of the Participant or family prior to obtaining information from any other source.
  - Seek the written consent of the Participant or family prior to releasing information to any other source.
  - Ensure that personal information is stored securely and is not left on view to unauthorized Dignified Health Care staff or the general public.
  - Ensure that only those Dignified Health Care staff who need access to the above information will be granted access.
  - Advise the Participant and family of the nature of the personal information that is held by the Dignified Health Care about the Participant.
  - Advise the Participant and family of their right to view the information that the Dignified Health Care keeps in respect of the Participant.
  - Ensure that personal information about a Participant is only held by the Dignified Health Care as long as it remains relevant to the delivery of effective services and the Dignified Health Care's duty of care obligations.



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- Promptly investigate, remedy and document any consumer grievance regarding privacy, dignity or confidentiality.

## **INDEPENDENCE AND INFORMED CHOICE**

At Dignified Health Care, we ensure that participants get priority with choosing how to access their NDIS plan. It is imperative that we sit together and have your input into your plan. Should you have any adjustments during the plan, please do not hesitate to contact our team, in order that you get the best of your service.

## **VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION**

At Dignified Health Care we will ensure that we are:

- free from violence, abuse, neglect, exploitation or discrimination
- in a safe environment that is appropriate to their needs
- where any risks to them are identified and managed
- where their needs are met by workers who are competent in relation to their role, hold relevant qualifications and expertise and experience in providing person centred support
- where incidents are acknowledged responded to and well managed and learned from

## **PARTICIPANT MONEY**

Participants Money will not be handled at Dignified Health Care.

## **MANAGEMENT OF MEDICATION**

Participants' medication will be managed by Dignified Health Care based on our Policies and procedures. For more information, please ask staff.

## **FEEDBACK, COMPLAINTS & ADVOCACY**

At Dignified Health Care we welcome feedback and regard this as a primary method for identifying areas of strengths and weaknesses in our service delivery model that is leveraged to support our continuous service improvement framework. We also support the standards outlined by the NSW Disability Standards that stipulate that all participants, families, advocates or carers have the opportunity to make a complaint and provide feedback.



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Dignified Health Care has implemented the Dignified Health Care Feedback, Complaints Policy and Procedure. All stakeholders can freely make a complaint without any recrimination. Dignified Health Care employees are aware of the supporting policy and procedures and will ensure it is adhered to at all times.

The procedure to lodge a complaint or provide feedback will be discussed during the Initial Meeting and ongoing service reviews. Early resolution of a concern or complaint will always be attempted in a collaborative approach reducing the risk of the situation escalating.

## COMPLAINTS AND FEEDBACK CAN BE LODGED IN THE FOLLOWING WAYS:

In writing, via email: [info@dignifiedlifecare.com.au](mailto:info@dignifiedlifecare.com.au) or contact: 0401 090 263 and speak directly to Dignified Health Care's Director – all employees are able to receive your feedback.

- Speak directly to your Dignified Health Care Support Coordinator, either face to face or over the phone
- Dignified Health Care Director on Phone arrangements can be made to meet and discuss the concern or lodge the complaint face to face as well.
- Complete the Dignified Health Care Complaints and Feedback Form provided in the Participant Handbook.
- Complaints and feedback help us to know your experience with our service.

We will always try to resolve complaints quickly and efficiently. If the complaint has not been resolved quickly at the source, Dignified Health Care's Director will contact you with an initial response and let you know how we will manage the complaint.

You are able to appeal if you are not happy with how we have managed your complaint or the outcome.

### National Disability Insurance Agency (NDIS Participants)

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

Phone: 1800 800 110

### Department of Social Services

#### **Department of Social Services Feedback**

Phone: 1800 634 035

Email: [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

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

### Abuse

#### **National Disability Abuse and Neglect Hotline**

Phone: 1800 880 052

TTY: 1800 301 130



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National Relay Service: 1800 555 677

Translating and Interpreting Service: 131 450

The hotline is open 8am–8pm (AEST), every day, Australia-wide.

Email: [enquiries@disabilityhotline.org](mailto:enquiries@disabilityhotline.org)

Website: [www.disabilityhotline.org](http://www.disabilityhotline.org)

## Australian Human Rights Commission

### **Australian Human Rights Commission**

Phone: (02) 9284 9600

TTY: 1800 620 241

Complaints info line: 1300 656 419

General enquiries and publications: 1300 369 711

Fax: (02) 9284 9611

Email: [complaintsinfo@humanrights.gov.au](mailto:complaintsinfo@humanrights.gov.au)

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

## Employment

### **Complaints Resolution and Referral Service**

Phone: 1800 880 052

TTY: 1800 301 130

National Relay Service: 1800 555 677

Translating and Interpreting Service: 131 450

Email: [crrs@workfocus.com](mailto:crrs@workfocus.com)

Website: [www.crrs.net.au](http://www.crrs.net.au)

## Health

### **The Mental Health Emergency Response Line 21**

Metropolitan: 1300 555 788

Rural link: 1800 552 002

## Advocacy and Complaint Appeal Groups include:

- Advocacy Support Group
- People with Disability Australia (PWDA)
- Group and individual advocacy services: Phone: (02) 9370 3100 or toll free 1800422015
- Website: [www.pwd.org.au](http://www.pwd.org.au)



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## PERSON CENTRED PLANS

The term 'person-centered' describes service and supports that are centered on an individual and their strengths, needs, interests and goals. Person-centered service delivery ensures that people with disability lead and direct the services and supports they use.

Person Centered Plans are prepared with the Support Coordinator, Participant and/or parent, career or person responsible on entry into the service. This is a written document that is reviewed every six (6) months or as required. The intention of person-centered approaches is to maximize, as much as reasonably possible, the capacity for people with disabilities to take control of their lives.

Person-centered approaches ensure that Participants are at the center of service design, planning, delivery and review. The Participant shapes and direct services and support arrangements to suit their strengths, needs and goals with the support of families, friends, careers, advocates and their circle of support.

## SERVICE AGREEMENT

All Participants will have a Service Agreement implemented when commencing services and after their NDIS

Plan has been approved. A Service Agreement is not a Person-Centered Plan.

### A Service Agreement contains:

- Information on what supports the Participant will receive:
- How much funding has been allocated?
- When, where, how they will receive those supports?
- How much the supports will cost and how they will be paid for?
- How long the supports will be for?
- What is expected of the Participant?
- What is expected from the Service Provider?
- How the Service Agreement can be terminated?
- What to do if problems occur?
- Information on cancellation policy

More information in plain English with visuals is contained in Guide to Service Agreements and is available from: [http://www.ndis.gov.au/sites/default/files/documents/Service\\_Agreement.pdf](http://www.ndis.gov.au/sites/default/files/documents/Service_Agreement.pdf)

Or contact NDIS on 1800 800 110

## CANCELLATION POLICY

### **Cancellation by the Participant:**



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If a participant makes a short-notice cancellation, which is after 3 pm the day before the service. The provider may charge up to 90% of the agreed price for their time and travel.

A cancellation is a short notice cancellation if the participant does not show up for scheduled support within a reasonable time or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support.

## **Cancellation by the Provider:**

Where a provider has a short notice cancellation (or no show) they are able to recover 90% of the fee associated with the activity, subject to the terms of the service agreement with the participant. Cancellations are accepted by email, text or phone call.

Please refer to the NDIS price guide.

## **COMMUNICATION – PARTICIPANTS, PARTICIPANT REPRESENTATIVES, FAMILIES, CARERS**

Communication is through a variety of methods. Examples include, but are not limited to, plans, group

emails, telephone, email, our organizational website and meetings.

## **PARTICIPANT EXIT PLANNING**

We are committed to providing Participants with information and support through the process of transition

or exit from our programs or services. For more information on how to exit or transfer, please speak

to your Plan Manager or you may request a copy of our Exit Planning Policy and Procedure.

### **We will ensure:**

- All Participants are provided with the necessary information and explanation in appropriate communication formats in relation to their transition/ exit from the service.
- Participants are provided with information and support through the process of transition or Exit from the organisation's programs or services.
- Participant transition strategies and exit planning will be documented in the Participant's individual person-centred plan.
- The Participant exit process is clear and that the organisation adopts fair and non-discriminatory processes when a Participant chooses to or is required to leave the service.



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## **VISIT US IN PERSON:**

Address: 20 Lennon Drive, Woodcroft SA 5162

## **CONTACT US BY PHONE**

Phone: 0401 090 263

## **CONTACT US ONLINE**

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

## **SIGNATURES**

I confirm that I have read, understand and agree to the above policies including the cancellation policy, payment process, feedback procedure and my responsibilities.

The parties agree to the terms and conditions of this service agreement.

### **Participant or Legal Guardian Signature**

\_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### **Dignified Health Care Representative Signature**

\_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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