



We Genuinely Care

Participant Handbook

Contact us:

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Introduction

The NDIS Commission aims to uphold the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the [United Nations Convention on the Rights of Persons with Disabilities](#).

The Commission will achieve this through:

- empowering people with disability to exercise choice and control in the support services they receive while ensuring appropriate protections are in place
- building the capacity of people with disability, their families, and their carers to make informed decisions about NDIS providers
- responding to and managing concerns and complaints
- supporting a strong and viable market for disability supports and services

Feedback and Complaints Policy

If you have any feedback or a complaint or concern about the quality or safety of services provided to an NDIS participant in all states and territories, you can make a complaint on behalf of a person with a disability to the [NDIS Commission](#).

If you have complaints or concerns about the way an NDIS providers treats its workers, you can contact the [Fair Work Commission](#).

More information:

- How to make a complaint;
 - <https://www.ndiscommission.gov.au/document/806>
- Make a complaint (Complaint Contact Form);
 - <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>
- NDIS Complaints Management and Resolution; Rules 2018
 - <https://www.legislation.gov.au/Details/F2018L00634>
- How to make a complaint about a provider
 - <https://www.ndiscommission.gov.au/about/complaints>
- Compliance and Enforcement Policy V2.0 – June 2019
 - <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/compliance-and-enforcement-policy-v2-june-2019-word.pdf>
- NDIS Complaints management
 - <https://www.ndiscommission.gov.au/providers/complaints-management>

You have the right to raise all your complaints or concerns in the unfortunate event of any incident occurring that did not meet your expectations of care. A formal investigation will commence once we receive a complaint or concern.

Each participant will be provided with information on incident management and investigation outcomes.

You may also complete our '[Feedback and Complaints Management Form](#)' that has been provided in the '[Welcome Pack](#)'. Anonymous feedbacks/ complaints are accepted too. Please email detail of your feedback/ complaint anonymously, you may provide as much detail as you wish, and/ or you may use '[Feedback and Complaints Management Form](#)' amended to your discretion for this purpose.

All suggestions and feedback are welcome to contribute to the governance of the We Genuinely Care and have input into the development of our policies and processes relevant to the provision of services and supports and the protection of participant rights. Please feel free to contact us:

Phone : 07 3108 7678

Email : admin@wegenuinelycare.com.au

Website : <http://www.wegenuinelycare.com.au>

Incident Management Policy

We Genuinely Care has established an incident management system to be followed in identifying, managing and resolving incidents. At We Genuinely Care, we will identify, assess, manage, and resolve incidents that:

- have, or could have, caused harm to a person with a disability receiving supports or services; and
- acts by a person with a disability that happen in connection with the provision of supports or services and that have caused serious harm, or a risk of serious harm, to another person; and
- reportable incidents that are alleged to have occurred in connection with the provision of supports or services.

We support and involve people with disability affected by an incident in resolving the incident and when any action is required and make copies of the documented system available to the participants, their family and support network appropriately.

Incidents may be identified through direct observation, discussion with participant and support network, practitioner self-reflection, complaints, audits, and reviews. Incidents may be identified at the time they occur or at any time after the event.

At We Genuinely Care, we encourage and support any person to report any type of incidents, including violence, abuse, neglect, exploitation, or discrimination during the services and supports.

Where violence, abuse, neglect, exploitation, or discrimination has occurred, We Genuinely Care will respond promptly to protect the participant from any further harm.

If a **reportable incident** occurs or is alleged to have occurred (including any of the death, serious injury, abuse, or neglect, unlawful sexual or physical contact with, or assault of an NDIS participant, sexual misconduct committed against, or in the presence of, a participant, including grooming of the participant for sexual activity, the unauthorised use of the restrictive practice in relation to an NDIS participant), We Genuinely Care gives details about the incident to the Commissioner. Details of certain incidents (such as the death of a person with a disability) are notified within **24 hours**, while others are notified within **5 business days**. The Commissioner will be kept updated and provided with a final report.

All participants and/or their representative must report any incidents including violence, abuse, neglect, exploitation or discrimination to using the details provided in the '[Feedback and Complaints Policy](#)' section of this '[Participant Handbook](#)' and/or complete our '[Feedback and Complaints Management Form](#)' that has been provided in the '[Welcome Pack](#)'. Alternatively, you may inform us of the incidents as follow:

Manager Responsible Name: Katie Post
Phone: 0431188860
Email: katiepost@wegenuinelycare.com.au

All our staff are trained in and comply with the required procedures in relation to incident management. We will keep you informed of the incident investigation process and the outcome.

Privacy & Confidentiality Policy

We Genuinely Care is committed to implementing a system to ensure each participant will receive quality services and supports that respect and protect their dignity and right to privacy by complying with the [‘Privacy Act 1988’](#) and the [‘NDIS Quality and Safeguarding Framework’](#) requirements and other legal obligations.

To ensure privacy for the Participant when discussing sensitive or personal matters, We Genuinely Care will only collect personal information which is necessary for the quality of provision of services and supports and given voluntarily to the Provider.

At We Genuinely Care, we will protect and uphold the dignity and right to privacy of the Participant for all personal and confidential information.

All our employees and workers are trained and committed to respect and protect the dignity and right to privacy of the Participant for all personal and confidential information.

We Genuinely Care will make sure that each participant understands and acknowledge what type of personal information, including recorded material in audio and/or visual format, will be collected and for what reason.

We will provide an interpreter if required for communication with the participant and respect to work with participant’s interpreter or representatives.

All personal and confidential information will only be collected, used, retained and disclosed to other parties such as their advocate by obtaining the Participant’s consent.

We will inform the participant in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law.

We Genuinely Care ensures the information is appropriately prevented from misuse, loss, remove, change, unauthorised access and disclosure to or use by any other person or organisation.

Each participant can request to have access to the collected information by contacting us via email, mail or phone using the details provided in the [‘Provider Contact Details’](#) section of this [‘Participant Handbook’](#) at any time to correct their information and withdraw or amend their prior consent.

At We Genuinely Care, we aim to collect the information accurately and maintain them up to date. All documents are stored on a securely protected database with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes. Hard copies will be kept securely in a locked filing cabinet in the office.

The personal information that is no longer required or legally expired will be disposed of.

Each participant can provide any feedback on the quality of service or make a complaint about a breach of privacy using the details provided in the [‘Feedback and Complaints Policy’](#) section of this [‘Participant Handbook’](#) and/or complete our [‘Feedback and Complaints Management Form’](#) that has been provided in the [‘Welcome Pack’](#).

Participant Consent Policy

At *We Genuinely Care*, we are committed to protect your information and ensure they are identifiable, accurately recorded, current, confidential, easily accessible to the participant and appropriately utilised by relevant workers.

We only collect personal information which is necessary for the quality of provision of services and supports and given voluntarily to the Provider. This information will also be used to:

- Identify the Participant needs, support requirements, strengths, goals, culture, diversity, values and beliefs
- Manage and improve the process of planning and delivery of the services and supports
- Manage the administrative and financial requirements of the services and supports
- Disclose the information to the NDIS Quality and Safeguards Commission, NDIA or other authorities if required
- Disclose the information to health professionals if needed
- Disclose the information to other parties such as the Participant's advocate

We Genuinely Care will make sure that each participant understands and acknowledge what type of personal information, including recorded material in audio and/or visual format, will be collected and for what reason.

All personal and confidential information will only be collected, used, retained and disclosed by obtaining the Participant's consent. Please refer to the ['Privacy & Confidentiality Policy'](#) in this ['Participant Handbook'](#).

We will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives.

Each participant has the right to gain access to the information we hold about them. Our privacy policy contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we will deal with such a complaint.

The Participant's written consent will be obtained through the ['Participant Consent Form'](#) at the start of any new planned activities.

The participant is required to read and understand this ['Participant Consent Policy'](#) and ['Privacy & Confidentiality Policy'](#) and sign the ['Acknowledgement'](#) section of the ['Participant Handbook'](#).

Culture, Diversity, Values and Beliefs Policy

We Genuinely Care is committed to providing quality services and supports to each participant that respect their culture, diversity, values and beliefs in line with the [‘Cultural and Linguistic Diversity \(CALD\) Strategy 2018’](#) guidelines.

The [‘Cultural and Linguistic Diversity \(CALD\) Strategy 2018’](#) is the NDIA’s public statement of commitment to working alongside people with disability from CALD backgrounds to achieve access to, and outcomes from, their NDIS Plan on an equal basis with the broader population.

More than a quarter of Australians (26 per cent) were born overseas, and of these, two-thirds were born in non-English speaking countries. Historically, Australians from culturally diverse backgrounds have been underrepresented in the disability sector.

The NDIA recognises that people with disability from a CALD background can face additional challenges in terms of inclusion in their communities, and this extends to their ability to access the NDIS and supports.

At We Genuinely Care the participant’s right to practice their culture, values and beliefs while accessing supports is supported.

Our workers are inducted to recognise and respect the diverse backgrounds and allow participants to practice their culture, values and beliefs while accessing supports.

Participant needs, support requirements, strengths, goals, culture, diversity, values and beliefs specified by the participant, including the inputs from their family/support network, are identified during the Initial Assessment Process and documented in the [‘Participant Assessment & Support Plan’](#).

Participant’s preferences such as the same language, same culture or specific criteria will be considered, where possible.

Violence, Abuse, Neglect, Exploitation & Discrimination Policy

We Genuinely Care is committed to providing quality services and supports that free from violence, abuse, neglect, exploitation or discrimination and established a process to actively prevent these incidents.

We Genuinely Care recognises the right of the participant to feel safe and to live in an environment where they are protected from violence, abuse, neglect, exploitation or discrimination.

We Genuinely Care is committed to respecting human rights and believes that all people should be treated with dignity and respect. We Genuinely Care seeks to prevent or mitigate any negative human rights impacts in connection with our operations or activities and maximise any potential positive impacts where we are present. All of We Genuinely Care 's workers are required to comply with this Policy. As a part of our commitment to respect human rights, We Genuinely Care will:

- work to align our business activities and practices with the [UN Guiding Principles on Business and Human Rights](#)
- treat our employees fairly and without discrimination, and promote diversity in the workplace
- respect the human rights of the communities in which we operate
- consult with our participants on human rights issues and provide easily accessible feedback and complaints management to resolve grievances in a timely manner
- recognise the rights of Indigenous people, acknowledging their connections to lands and waters and respecting their culture

We Genuinely Care implements the following practices and safeguards in relation to preventing abuse, neglect, and exploitation of the participants.

- Staff proactively attempt to identify and understand the communication modes and individual needs of the participants, that has been documented in the [‘Participant Assessment & Support Plan’](#)
- Recruitment, training, and supervision of staff focus on values and the rights of the participants to have a voice, choice and control in their lives.
- Staff are informed of their obligations in interactions with the participants, and their significant others, families, and supporters, to conduct these interactions in a manner that reduces the opportunity for abuse and neglect to occur.
- Meetings are to be held at a location which is consented by the participants.
- Staff are provided with education and training on recognising and responding to indicators of abuse, neglect and harm, exploitation, and rights-based approaches.

At We Genuinely Care we encourage and support any person to report any type of incidents including violence, abuse, neglect, exploitation or discrimination during the services and supports. Please refer to the [‘Incident Management Policy’](#) in this [‘Participant Handbook’](#).

We respect the participant’s right to access an advocate. Please refer to the [‘Right to access an advocate Policy’](#) in this [‘Participant Handbook’](#).

Decision-making Policy

We Genuinely Care is committed to delivering quality services and supports to each participant that provide informed choices as well as exercise control to them and maximise their independence relating to the supports provided.

“People with disability have the same right as other members of Australian society to be able to determine their own best interests, including the right to exercise choice and control, and to engage as equal partners in decisions that will affect their lives, to the full extent of their capacity.” *

“People with disability should be involved in decision-making processes that affect them, and where possible, make decisions for themselves.” *

* [National Disability Insurance Scheme Act 2013](#)

At We Genuinely Care we will support the Participant to

- understand relevant information
- retain or remember relevant information
- use or weigh up relevant information
- communicate the decision in words, gestures or by other means

We Genuinely Care facilitates the environmental factors, such as the quality of support relationships and the availability of someone willing to provide support to shape the Participant’s ability to make a decision.

Participant’s representative can assist the participant by making a decision where there is no conflict about it and where it does not jeopardise the wellbeing of the participant. This decision should be based on the participant’s wishes and preferences.

An advocate can promote the wishes and preferences of the participant and seek to enable them to access services and support.

At We Genuinely Care, the participant’s autonomy to make their individual choices, as well as their right to intimacy and sexual expression, is respected.

The benefits and risks of the participant’s options and decisions will be advised to the participant.

We will allow sufficient time for the participant to consider and review their options and seek advice at any time.

We respect the participant’s right to access an advocate. Please refer to the [‘Right to access an advocate Policy’](#) in this [‘Participant Handbook’](#).

We will provide an interpreter if required for communication with the participant and respect to work with participant’s interpreter or representatives.

Right to access an advocate Policy

At **We Genuinely Care**, we respect the participant's right to access and engage an advocate of their choice to negotiate on their behalf.

One of the purposes of the NDIS is to provide funding for reasonable and necessary supports to enable eligible individuals to:)

- make decisions that will affect their lives, to the extent of their ability
- achieve their goals, objectives and aspirations
- maximise their independence
- increase their social and economic participation
- develop their capacity to take part in the community actively *

* [National Disability Insurance Scheme Act 2013](#)

Advocacy for people with disability can be defined as speaking, acting or writing with minimal conflict of interest, on behalf of the interests of a disadvantaged person or group, to promote, protect and defend the welfare of and justice for either the person or group by:

- Acting in a partisan manner (i.e. being on their side and no one else's);
- Being primarily concerned with their fundamental needs;
- Remaining loyal and accountable to them in a way which is empathic and vigorous (whilst respecting the rights of others); and
- Ensuring the duty of care at all times. **

** [National Disability Advocacy Program \(NDAP\)](#)

The Participant may use an advocate:

- during the assessment and planning as well as review process
- once an incident including violence, abuse, neglect, exploitation or discrimination occurs
- to provide feedback or make a complaint
- for any communication between the Participant and **We Genuinely Care**

We will allow sufficient time for the participant to consider and review their options and seek advice at any time. The benefits and risks of the options will be advised to the participant.

We will provide the information in written or verbal to the Participant about the use of an advocate (including an independent advocate), and access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made, as well as information on how to give feedback or make a complaint.

At **We Genuinely Care**, we aim to create a supportive environment for any person who provides feedback and/or makes complaints.

Right to access an advocate Policy

We will support the Participant where they request any assistance by providing information on the type of individual advocacy.

A confirmation will be obtained from the Participant / Participant's representative to authorise the advocate to act on behalf of the participant. ['Authority to engage an advocate'](#) form will be signed by the Participant.

The [National Disability Insurance Scheme Act 2013](#) defines an independent advocate, in relation to a person with a disability, to mean a person who:

- is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with a disability
- provides independent advocacy for the person with a disability, to assist the person with a disability to exercise choice and control and to have their voice heard in matters that affect them
- acts at the direction of the person with a disability, reflecting the person with a disability's expressed wishes, will, preferences and rights
- is free of relevant conflicts of interest.

The Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with a disability; and requires registered NDIS providers to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives of persons with disability who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

For further information on disability advocacy and finding a disability advocate, see: the [Disability Advocacy Finder](#).

Conflict of Interest Policy

We Genuinely Care is committed to manage conflicts of interest in an open and transparent manner at all levels in the organisation and comply with NDIS rules and other obligations.

“Conflict of interest occurs when an individual or an NDIS provider is in a position to exploit their own professional or official capacity for a personal or corporate benefit (other than in the usual course of charging fees for services or supports rendered).” *

* [The NDIS Code of Conduct - 2018](#)

A conflict of interest may affect the way a person acts, decisions they make or the way they vote on group decisions.

We will ensure that each participant will be treated equally, and no participant will be given preferential treatment above another in the receipt or provision of supports.

We Genuinely Care will act proactively to manage perceived and actual conflicts of interest through the development and maintenance of organisational policies to ensure that personal or individual interests do not impact the organisation's services, activities or decisions.

We also will:

- ensure our organisational or ethical values do not impede a participant’s right to choice and control
- manage, document and report on individual conflicts as they arise
- ensure that advice to a participant about support options (including those not delivered directly by the Provider) is transparent and promotes choice and control

Declaration and management of conflicts of interest are specifically required for management members as part of their legal responsibilities as management members.

Our management team, employees, and workers:

- are always required to act in the interests of the organisation, and to notify the organisation when this conflicts with other interests or commitments
- will present each participant with a range of choices about providers of supports and not only We Genuinely Care
- will not seek to influence the customer to select We Genuinely Care
- will never accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of an NDIS participant
- must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of We Genuinely Care or provision of supports to the Participant
- may accept meals, drinks, or entertainment only if such courtesies are unsolicited, infrequently provided, and reasonable in amount

We Genuinely Care will ensure that when providing services and supports to the Participant under the NDIS, any conflict of interest is declared, and any risks to the Participant are mitigated.

Specialist Disability Accommodation

We Genuinely Care is committed to implementing a system to ensure each participant's access to specialist disability accommodation dwellings is consistent with their legal and human rights, and they are supported to exercise informed choice and control.

We also committed to manage perceived or actual conflicts of interest openly and transparently at all levels in the organisation and comply with NDIS rules and other obligations.

We Genuinely Care ensures each participant is supported to understand the terms and conditions that apply to their specialist disability accommodation dwelling and the associated service and/or tenancy agreements.

As a provider of SDA, we have the responsibility to:

- Provide a clean and suitable dwelling to the Participant
- Provide, maintain and inspect security features and fire safety equipment such as fire alarms, extinguishers and blankets
- Provide and display building evacuation procedures
- Provide information to the Participant about dwelling safety features, including fire alarms and building evacuation procedures
- Provide written information to other providers who deliver supported independent living to each participant in the dwelling at the start of the agreement
- Communicate with the Participant about the conditions of the agreement by using the language, mode of communication and terms which that participant is most likely to understand
- Provide a copy of the [‘SDA Service Agreement’](#) signed by the participant and We Genuinely Care to the participant
- Provide a copy of the [‘Service Agreement’](#) signed by the participant and We Genuinely Care to the participant where We Genuinely Care delivers both specialist disability accommodation and other NDIS supports to the participant (Supported Independent Living (SIL))
- Ensure the property is reasonably clean before a tenant moves in
- On-time respond to requests for repairs
- Consider all safety, security and privacy concerns of the Participant
- Respect to the Participant
- Provide information to the Participant about managing complaints and feedback
- Protect privacy and confidential information of the Participant

Participants living in our properties are responsible for:

- Keeping the dwelling and common area clean and tidy
- Paying the rents as per arrangements

Specialist Disability Accommodation

- Treating We Genuinely Care workers with courtesy and respect
- Respecting other tenants and their right
- Not maliciously, deliberately or negligently causing and damaging to the dwelling
- Not using the property for any illegal purposes
- Not making alterations to the dwelling unless agreed in advance
- Providing feedback to We Genuinely Care
- Sharing any concerns with We Genuinely Care regarding your safety, security and privacy
- Notifying We Genuinely Care of any required maintenance or repair
- Allowing We Genuinely Care access to the dwelling to carry out repairs or maintenance checks
- Informing We Genuinely Care immediately if your NDIS plan is suspended or replaced by a new NDIS plan
- Notifying us of any holidays or other absences
- Giving We Genuinely Care the required notice if you wish to terminate the agreement

Tenancy Management

We Genuinely Care is committed to establishing Tenancy Management to ensure each participant accessing a specialist disability accommodation dwelling is able to exercise choice and control and is supported by effective tenancy management.

We are committed to ensuring:

- How We Genuinely Care will work with other providers who deliver supported independent living supports to ensure the shared living arrangement is working for all tenants
- How potential conflicts involving the participant will be managed
- Policies and procedures for responding to violence, abuse, exploitation or conflict involving one or more participant which may impact on the condition of the dwelling
- How each participant's concerns about the specialist disability accommodation dwelling will be communicated to and addressed by We Genuinely Care
- How behaviours of concern will be managed, if this a relevant issue for the participant
- How changes to a participant's circumstances or supports will be agreed upon and communicated
- Arrangements for continuity of supports (including specialist disability accommodation) in the event of a natural disaster or other emergencies
- In shared living, how vacancies will be filled, including the participant's right to have their needs, wishes, choices and situation taken into account

We Genuinely Care will also:

- provide a copy of the ['Tenancy Management Agreement'](#) signed by the participant and We Genuinely Care to the participant
- work with tenants to ensure they are able to maintain their tenancies
- undertake an initial risk assessment to identify any additional support needs a tenant might have
- conduct regular inspections of the property to ensure it is well maintained
- manage any repairs needed
- provide reasonable notice of any inspection to tenants that requires access to their rooms

At We Genuinely Care, we aim to manage the tenancy of our SDA dwellings in compliance with the ['National Disability Insurance Scheme \(Specialist Disability Accommodation Conditions\) Rule 2018'](#) requirements as well as the applicable State or Territory residential tenancy legislation. Each participant includes the participant's right to seek review of a decision in this regard.

Provider Contact details

Contact name:	Katie Post
Phone:	07 3108 7678
Mobile:	0431 188 860
Email:	katiepost@wegenuinelycare.com.au
Website:	http://www.wegenuinelycare.com.au
Alternative contact person: <i>(name & number)</i>	Rod Skilton, Team Leader, 0433 095 729

At We Genuinely Care, we will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives.

Acknowledgement

I, _____ (Participant / Participant's representative) have read and understood the information provided in this ['Participant Handbook'](#).

Participant

Name:

Date:

Signature:

Participant's representative *(if applicable)*:

Name:

Date:

Signature: