



# Participant Handbook with Easy Read Supplement

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## Table of Contents

|                           |   |
|---------------------------|---|
| Introduction .....        | 3 |
| About Us.....             | 4 |
| Your Contact Person ..... | 4 |
| Our Vision .....          | 4 |

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|  |    |
|--|----|
| Our Mission.....                                 | 5  |
| Our Values.....                                  | 5  |
| Organisational Structure.....                    | 5  |
| Our Services .....                               | 6  |
| Access and Entry Requirements.....               | 6  |
| Our Terms.....                                   | 7  |
| About the Service .....                          | 8  |
| Participant Access to Leave.....                 | 8  |
| Participant Access to Personal Records .....     | 8  |
| Participant Assessments and Choices.....         | 10 |
| Communication with participants .....            | 12 |
| Participant Assistance with Medication .....     | 13 |
| Gifts .....                                      | 13 |
| Interpreter Services.....                        | 13 |
| Smoking.....                                     | 14 |
| Management of Budgets, Statements and Fees ..... | 14 |
| Re-negotiating an Agreement.....                 | 15 |
| Participant Authority to hold key/s .....        | 15 |
| Participant Transport .....                      | 15 |
| Transition and Re-entry .....                    | 16 |
| Withdrawal from the Service .....                | 16 |
| Wills .....                                      | 17 |
| Accessing Services .....                         | 17 |
| Service Agreement .....                          | 17 |
| Your Rights .....                                | 18 |
| Your Responsibilities .....                      | 18 |
| Our Responsibilities .....                       | 19 |
| ABUSE – A Safe Environment .....                 | 20 |
| Family Assistance.....                           | 21 |
| Continuity of Support.....                       | 22 |
| YOUR RIGHTS .....                                | 22 |
| Consent.....                                     | 24 |
| What is a Guardian? .....                        | 25 |
| Privacy Statement.....                           | 25 |

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|   |    |
|---|----|
| Critical Incidents .....  | 26 |
| Incident Management .....   | 27 |
| Complaints and Feedback .....   | 27 |
| Networking .....  | 29 |
| Legislation and Standards .....   | 29 |
| Risk Taking .....   | 30 |
| Continuous Improvement .....  | 30 |
| Work Health and Safety .....  | 30 |
| NDIS PRACTICE STANDARD AND QUALITY INDICATORS .....                                     | 31 |
| EASY READ INFORMATION EASY READ COMPLAINTS HOW TO FILE COMPLAINT OR GIVE FEEDBACK?..... | 35 |
| EASY READ INCIDENT WHAT HAPPENS WHEN THERE IS AN INCIDENT? .....                        | 38 |
| EASY READ SERVICE AGREEMENT DESCRIPTION WHAT IS A SERVICE AGREEMENT?.....               | 42 |
| EASY READ PRIVACY WHAT DO YOU KNOW ABOUT PRIVACY OF YOUR INFORMATION? .....             | 50 |
| EASY READ RIGHTS WHAT DO YOU KNOW ABOUT YOUR RIGHTS?.....                               | 53 |



# Introduction

Welcome to Optimum Care Group. This handbook is a guide created for you, so you can learn more about the disability services that are available to you and how we can assist you. Find out all you need to know about us, what we do, the services we offer and most importantly how we will work with you to meet your needs to the highest standards.



# About Us

|                            |                                 |
|----------------------------|---------------------------------|
| <b>Contact Details</b>     | Optimum Care Group              |
| <b>Address</b>             | 6 Bridge Road Richmond VIC 3121 |
| <b>Phone</b>               | 0390775915                      |
| <b>After Hours Contact</b> | 0432195084                      |
| <b>Email</b>               | info@optimumcaregroup.com.au    |



# Your Contact Person

|                          |  |
|--------------------------|--|
| <b>Contact Person</b>    |  |
| <b>Phone contact</b>     |  |
| <b>Email</b>             |  |
| <b>Emergency Contact</b> |  |



# Our Vision

**Our vision is to be:**

Our purpose is to assist individuals with disability, so that together we can create opportunities for them.



## Our Mission

### Mission statement:

To enable disable clients live independently by taking control of their lives.



## Our Values

**Our values include:** The mandate of Optimum Care Group is that through self-empowerment and determination, and equal access to services, individuals with all sorts of disability will be able to have access to various opportunities and achieve their full potential as active members of their community.

## Organisational Structure

*(Review and complete)*

| Position                   | Name            |
|----------------------------|-----------------|
| Chief Executive Officer    | Sulaiman Malaji |
| Manager                    | Sulaiman Malaji |
| Return to Work Coordinator | Sulaiman Malaji |



# Our Services

Optimum Care Group offers Disability Services (under NDIS) including:

- Assist Travel Transport,
- Custom Prostheses Orthoses,
- Daily Personal Activities,
- Daily Tasks Shared Living,
- Exercise Phys Personal Training,
- Household Tasks,
- Participate Community,
- Therapeutic Supports
- Assist Life Stage Transition,



## 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, or hold a permanent visa or a protected special category visa
- Be under 65 years of age
- Need support from a person or equipment to do everyday activities

To be eligible for our NDIS services, the participant must:

- Meet the NDIS eligibility criteria
- Hold an NDIS plan that identifies the services provided.
- Listed services in the participant's NDIS plan are included in our registration groups.
- Have funds available in their plan to pay for services.

(Note: Fee for service is available. Please let us know if you wish to pay full fees)



# Our Terms

|  |  |
|--|--|
| <p><b>Staff or worker</b></p>          | <p>includes Director, management, employees, contractors, other service providers, or where relevant, organisational volunteers.</p>   |
| <p><b>Participant</b></p>              | <p>includes the clients or participants, their representative or their visitors. It may also include, where relevant, members of the public or volunteers who may be impacted by our services or activities.</p> |
| <p><b>Workplace or environment</b></p> | <p>includes wherever our services are delivered such as, in a participant’s home, during transport or within community activities, public spaces or other facilities.</p>  |
| <p><b>Service</b></p>                  | <p>includes all aspects of the services and activities we deliver, or are associated with, under or related to the participant Service Agreement and Support Plan.</p>   |
| <p><b>We, us and our</b></p>           | <p>means the legal entity who is, and highest authority or management of, the service provider and includes both singular and plural meanings of these terms.</p>  |



## About the Service



### **Data Security/Archiving Participant Files**

Our data is held securely in online cloud storage. It is regularly backed up to ensure security. Your files are kept for a period of seven (7) years. We keep records for our participants from an Aboriginal or Torres Strait Island People's background, indefinitely.



## Participant Access to Leave

Your services may be suspended at your request for any reason and at any time, with notice, as detailed in your Service Agreement. You may request the suspension of services as per the terms of the Service Agreement. If you are funded under the NDIS program and leave Australia, have up to six weeks “grace period”, before the NDIS review your need to continue the service.



## Participant Access to Personal Records

You or your appointed advocate/guardian can access personal information we hold about you. You can do this verbally or in writing. Optimum Care Group will provide you with such information as soon as possible and usually within seven (7) days.

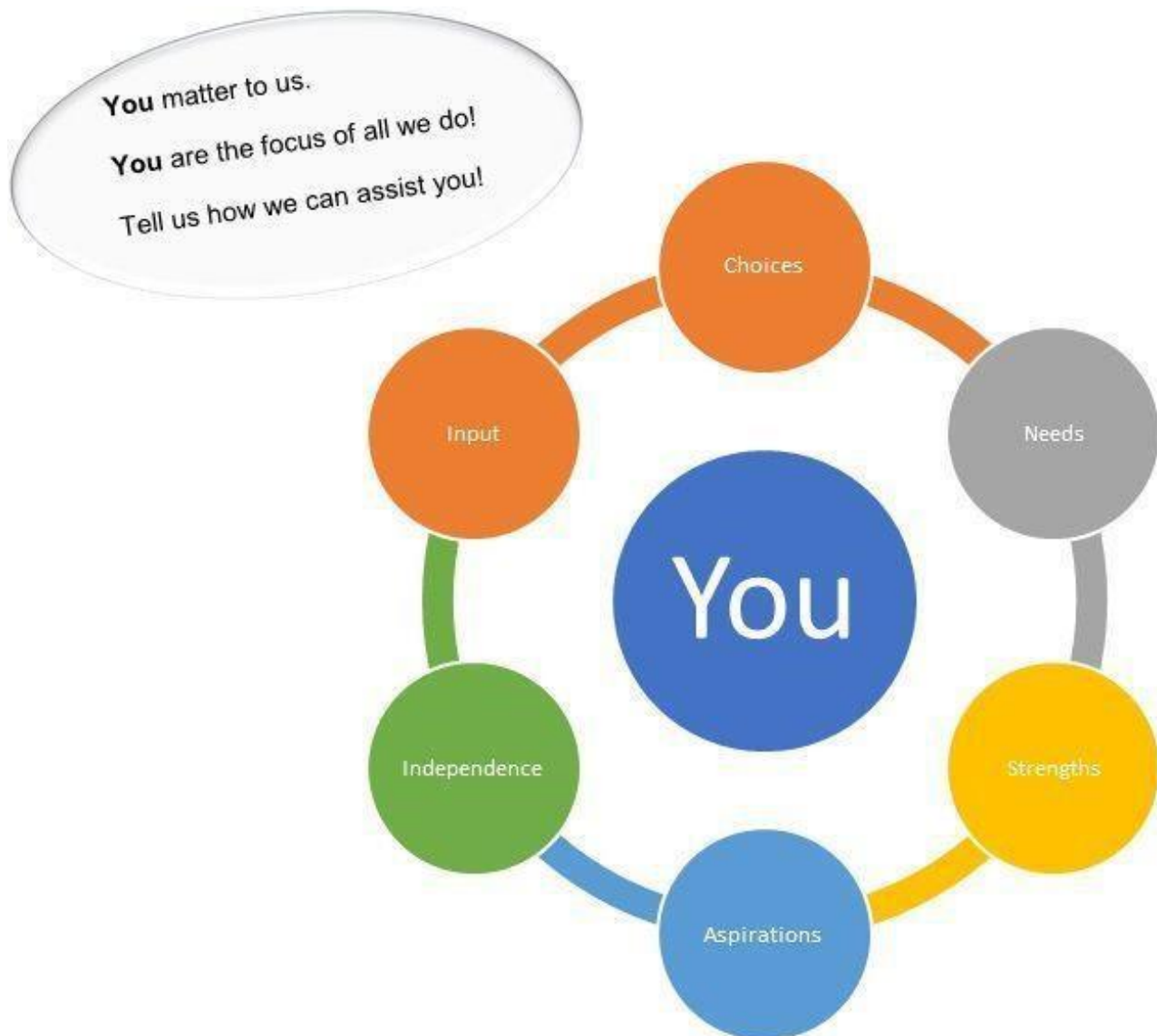
OR

The process to access your records is as follows:

- You, or your appointed advocate/guardian, can request verbally or in writing, to access your information
- The Director confirms the request within 48 hours from the time of the request.
- The Director will provide information regarding the release of this information to the participant within seven (7) working days.
- Where consent is obtained to release the participant's file to the participant, the Director is available to assist the participant in understanding the information and to explain the terminology.
- A reply to the request for information will be provided to you, within two weeks from your original application.
- The documentation is only released with the consent of the Director,
- Upon advice from our legal representative, access to your records may be denied. This denial will be discussed with the participant, family and advocate should this situation arise.



# Participant Assessments and Choices



You are at the centre of all our services. Our team need to learn from you about your strengths and preferences. To design supports and services for you, we need to hear your voice. Your voice can be in the form of your family and advocates as well as yourself. Our team need to know, what you want, what you need, how, and when you want the services to happen. This holistic and collaborative approach where all parties communicate will ensure that your needs are being met to your standards.

Let us design a service that assists you, maintains and improves your lifestyle, independence and functioning in the community.

Your support or service plan development is undertaken in a collaborative approach with yourself and all relevant parties with you as the focus. Assessments must be undertaken before your commencement

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at the Optimum Care Group service; the Director or their delegate conducts all assessments face to face with you and/or your representative.

The Support Plan, which you will create with Optimum Care Group, will have a person-centred and individualised approach. We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list your personal goals and aspirations, as well as your unique skills and strengths and promote your independence. The Support Plan will be monitored to ensure that we are meeting your requirements.

Please let us know how we can assist you.

Below is the process that will be undertaken.

1. We conduct all assessments face-to-face with you and/or your representative/advocate.
2. Any access or entry requirements are discussed with you.
3. Assessment will make sure that you are informed of the opt-out provision if you do not wish to share your information to meet government requirements.
4. Assessment interview time/s are arranged by telephone. Your representative will be issued an invitation to be present if required or desired.
5. If it is identified that you have communication needs, the Director will make the necessary arrangements to ensure these needs are considered. For example, an interpreter and information in the participant's language are sourced for participants who are culturally and linguistically diverse, or if you have needs such as vision impairment, hearing loss, we will ensure we make the necessary arrangements for the required service.
6. The assessment process is explained to you. Information on the collection and use of information, privacy, information-sharing and confidentiality considerations and advocacy is also re-communicated at this time.
7. Completed assessments are reviewed by the Director. Areas of independence and identified needs form the basis of discussing your care.
8. We ensure that you are happy with your Support Plan so you sign off on this plan; then we will conduct assessments in the future to ensure your support needs are met.
9. We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list personal goals and aspirations, unique skills and strengths and promote independence.

10. Our staff will collect information during their work with you. Data will be placed in your records, so we have evidence-based information to ensure the service delivery meets your current needs, interests and aspirations.
11. We will conduct assessments in the future to ensure your needs continue to be met.
12. Developing your support plan is a consultative process between all relevant parties. Once the support plan has been determined and you are happy, then you can sign off on the support plan. A copy of the support plan will be issued to you.
13. To ensure we continue to meet your needs, we will review your support plan regularly so your supports are relevant for your requirements.
14. A re-negotiation of your agreement with us can occur when you have a change in your needs or circumstances that can include:
  - Your support worker or representative change
  - Request an increase or decrease in the number or type of services
15. You have the option to opt-out of giving information, but you are required to inform our organisation if you wish to opt-out when asked to provide information. Our team will inform you if your information is requested, so you can opt-out.



## Communication with participants

Following our initial assessment of your communication needs, we will offer written, verbal and translated options for communication with you.

Let us know your preference, to enable our team to communicate with you appropriately.



## Participant Assistance with Medication

The Director will speak with you and complete an assessment regarding your medication needs. Where we have concerns about your ability to manage your medication safely, a Self-Administration of Medication assessment must be completed.

If assistance is required with medication, we require you to hold all oral medications in a Webster Pack (or other multi-dose-controlled medication packs) as per your requirements.



## Gifts

The Management Team recognises that participants on occasion, like to give gifts to staff. If you wish to give a gift, it is preferred that it is something that can be shared by all staff, for example, flowers or chocolates. Money is not to be offered to staff under any circumstances.



## Interpreter Services

If you are from a non-English speaking background, we will engage an interpreter should you require translation services. The engagement of interpreters is done only with your permission.

The interpreter is required to document in your notes stating that they were present for any meetings with you. Telephone interpreter services will be used in crisis/emergencies.



## Smoking

The Director will request that if you smoke, to refrain from doing so while our team are performing their duties. Optimum Care Group is committed to a safe workplace for our team.



## Management of Budgets, Statements and Fees

Your package is to pay for disability support and support management. The package enables you, to make choices of the type of disability support the funds are spent on, who provides it and where it is provided. Thank you for choosing us as part of your package.

We will keep you informed of the cost of the services being provided. We are open with our fee structure. Upon commencement of your services, we will give you a clear statement of your fees. Fees may be changed during your service delivery, but you will be informed of this increase two weeks in advance. We will provide a monthly statement to you that will explain all fees. Please note: There are annual changes in the NDIS Price Guide, which will lead to the adjustment of your fees automatically.

We will inform you of:

- Fees chargeable,
- The methods for payment of fees,
- The budget or amount of money you can spend,
- Methods for payment of fees. These include direct debit, cheque or money order and do not include cash payments to care staff or at the Optimum Care Group Office.

If your are using the NDIA to manage your funds, Optimum Care Group will work with the NDIA to support you.



## Re-negotiating an Agreement

When your needs or circumstances (including those of your support worker or representative) change, or where you request an increase or decrease in the number or type of services, a renegotiation of your agreement with us may be required.



## Participant Authority to hold key/s

If our staff are required to hold your house key or have access to a coded box, the “Authority to Hold Key” form will be filled out by the Director and yourself on admission to the program or when the need arises. When you no longer wish for us to hold your key or know your house code, a “Withdrawal of Authority to Hold Key” form will be completed.



## Participant Transport

If you require transport our team discuss your transport requirements during our initial meeting. 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.

Alternately, if you need for transport, Optimum Care Group can provide these services where this as part of your package, or as an additional service.



## Transition and Re-entry

Your needs and interests may change during your time with our service, and there may be a need to transition to another provider. We will assist and support you during this process. We will work, with your consent, with other services to ensure that the transition is smooth and meets your needs.

If you exit our service, and wish to return, then you will need to:

- Meet the requirements of the program to access funding, including prioritisation.
- If unable to return when required due to availability, you will be placed on a waiting list and contacted once a position becomes available.
- Undertake a risk assessment looking at the risk relating to staying and leaving □ Undertake Screening and Comprehensive Assessment.
- Agree to the conditions of the program.
- Pay the relevant fees.

Our team will communicate and plan your entry to, or exit from, our service with you and your relevant stakeholders.



## Withdrawal from the Service

Should you wish to cease services please contact our support services immediately to discuss this with the Director. We may stop providing services to you where you have not met your responsibilities, or if any activity deems to be in breach of duty of care to the person accessing the service.

You will never be excluded from a service due to 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.



## Wills

Optimum Care Group staff are not permitted to advise participants regarding making or changing their Will, and they are not allowed, to witness any legal document, including Wills.

Wills will not be stored by this service. If you do not have a representative, the Public Trustee can be arranged to manage your Will.

## Accessing Services

The best way to gather information about receiving services is to use our Contact Information. You or your representatives are entitled to information and we wish to provide you with appropriate services. So, if unsure speak to us.



## Service Agreement

On entry to Optimum Care Group a service agreement will be developed with you, your family or advocate (if required). This service agreement will list the schedule of supports, the responsibilities of Optimum Care Group and your responsibilities as a participant/participant advocate. It will also detail payments, changes to the service agreement (if required) and cancellation policy (if relevant).



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# Your Rights

As an individual using our support services, you have many rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights and in achieving your goals. Optimum Care Group adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

You have the right to:

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



# Your Responsibilities

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

- Respect the rights of staff, ensuring 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, and with this, your services may need to change to meet your needs
- Accept responsibility for your actions and choices even though some decisions may involve risk.

- Tell us if you have problems with the care, and services you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your own health and well being as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours' notice when you will not be home for your service
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Ensure 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 give us notice before the day you intend to stop receiving services from us.
- To inform staff if you wish to opt-out when asked.



## Our Responsibilities

Optimum Care Group will:

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

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

### **NDIS Code of Conduct**

Our team has will follow this code by:

- Acting with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respecting your privacy
- Providing supports and services in a safe and competent manner with care and skill
- Acting with integrity, honesty, and transparency
- Promptly taking steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with a disability
- Taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- Taking all reasonable steps to prevent sexual misconduct.



## **ABUSE – A Safe Environment**

Optimum Care Group recognises the 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 will encourage and support any person who has witnessed the abuse of a participant or, who suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution. The reporting process includes any kind of abuse such as financial, emotional, social, psychological, sexual, physical abuse or neglect.

Reports from witnesses and yourself can be made immediately to whomever you wish to report to including a staff member, a family member, a friend, the Director. If you would like to speak with anyone outside of Optimum Care Group, you can also contact the NDIS as listed under “Complaints”.

Optimum Care Group acknowledges that prevention is the best protection from abuse and neglect and recognises its duty of care obligations to implement prevention strategies that include suitable recruitment and screening protocols for identifying potential risks.

Our team recognise that prevention strategies will include the employment of skilled staff who respect the rights of participants and who are aware of current legislation and policies about abuse and neglect. Such staff will assist you and your family or guardian in accessing our complaints mechanisms and in raising any concerns they have about your service provision.

Where abuse, harm or neglect has occurred, Optimum Care Group will respond quickly, considerately and effectively to protect you from any further harm, ensuring they have access to any required counselling, and medical, and/or legal assistance.

Where you make allegations of abuse, neglect, violence, exploitation or discrimination, we will advise you that you have the right to have an advocate present.



## Family Assistance

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

We can help your family by:

- Communicating in a way they can understand.
- Providing information about available services including those offered by other agencies and by us.
- Helping to build trust and respect between staff members, families and you.
- Providing them with the opportunity to take part in the planning of service delivery.
- Creating opportunities to develop links with families.
- Assisting them to access counselling and support services.
- Providing them with access to effective complaint procedures.
- Assisting them to access advocacy services where available.



## Continuity of Support

The Director will arrange schedules to ensure that you know who is attending to their needs and supports, and pair you with workers who hold appropriate skills and knowledge. Your requests such as workers who speak the same language, are from the same culture or meet specific criteria are matched, where possible.

Staff are allocated to a participant on a regular basis to allow for predictability and provide continuous support. All supports are linked to the participant's plan and demonstrate consistency with their preferences and needs.

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

- Optimum Care Group will contact staff with relevant qualifications as a suitable replacement
- Where possible, provide a staff member who has worked with you previously and is aware of your requirements.
- Where possible, advise you of replacement staff and  Gather feedback on a replacement staff member.
- Replacement staff are required to be sensitive to your needs and ensure that care is consistent with your expressed preferences.



## YOUR RIGHTS

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people who provide support to you, respect your rights and will speak out for you if your needs are not being met.

You can ask anyone you know well and trust to be your advocate.

- A member of your family or a friend you can trust.
- A person from a formal advocacy service.

If you want someone to act on or speak on your behalf, we will help you find an advocate by providing a list of Advocacy Services, there are forms available for completion, once you have decided on your advocate. You can change your advocate at any time.

Optimum Care Group will:

- With your permission, provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest.
- Work closely with your advocate and involve that person in the planning of services that will be provided for you.
- Ensure its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

Optimum Care Group will ensure that your advocate is invited to:

- Consultation meetings.
- Person-centred planning meetings and reviews.
- Any other relevant meetings or conferences.

We encourage to you bring your advocate to your initial meeting, so your voice is heard during the assessment and planning processes. This input will ensure that we provide you with a person-centred support plan. Your advocate is welcome to any meeting or to speak on your behalf. If you change your advocate, we ask you to please inform us, so we can update your information and ensure that we talk to the correct person.

When can you use your advocate?

- Any time you wish to communicate with us;
- At initial consultation;
- During interviews and reviews;
- During service delivery;  When you have a complaint;
- When you wish to give feedback.

Your advocate, with your permission, will be provided with all the information they need to ensure that we and any other service providers are acting in your best interest this including working closely with your advocate and involve that person in the planning of services that will be provided for you.

Optimum Care Group will always allow the advocate to have the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by us, your advocate will be informed of the complaint process and also of agencies that have a responsibility to make sure that we do our job correctly.

## Consent

When you give consent, you are giving your permission or saying that it is 'OK' for a particular thing to happen. Consent gives you a choice to determine, if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt, you should ask Optimum Care Group or your advocate for help.

Optimum Care Group will ask you to sign a consent form, especially if this is consent for the release of your personal information.

You can withdraw your consent at any time. The withdrawal of consent means that if you have given consent to take part in a particular program as part of your person-centred plan, and then discover that you do not like the program, you can say that you no longer want to participate in that program.

Optimum Care Group will need your consent to:

- Be able 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 that it may want to put in place for you
- Assist you to see a doctor or a dentist  Give you any medication.

Usually, we will ask you to sign a consent form, especially if this is consent for the release of your personal information or this will be documented in your Support Plan. We will always ask for your

permission and explain to you the reasons for accessing your information. If you are at all unsure, you should ask your advocate for assistance.

If you feel that you are unable to give consent about issues in your life, then we can talk to your family or advocate. If you do not have family that can make decisions for you, we will help you to make an application to the court or other statutory bodies for the appointment of a Guardian to help you make those decisions.



## What is a Guardian?

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



## Privacy Statement

Optimum Care Group complies with the applicable privacy legislation and has systems for the collection, use and 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 the Privacy Agreement to gain consent regarding the collection, use and disclosure of your information, to comply with the Privacy Act 1988.

This information is in our Privacy and Confidentiality Policy and is detailed within a section in the Participant Service Agreement.

Your Privacy Officer is the Director and can be contacted several ways, as listed below:

Address: 6 Bridge Road Richmond VIC 3121

Phone: 0390775915

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

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

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

- The online Privacy Complaint form
- By mail: GPO Box 5218, Sydney NSW 2001
- By fax: +61 2 9284 9666
- By email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).



## Critical Incidents

While we hope that Critical Incidents do not occur, if they do, then we are prepared to support and assist you by following correct procedures to deal with any critical participant incident.

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

We will engage with the required authorities to support you during this time.

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

- The unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault and indecent assault) that occurs as a result, or during the delivery, of services
- Allegations of serious unlawful or criminal activity or conduct involving an employee, a subcontractor or volunteer that has caused, or has the potential to cause, serious harm to participants
- An incident where a participant assaults or causes serious harm to others (including employees, volunteers or contractors), as a result, or during the delivery, of services

- A serious fire, natural disaster, accident or another incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a significant threat to the health and safety of participants.



## Incident Management

Optimum Care Group has established procedures that identify, manage and resolve incidents which include:

- Completion of an Incident Report that identifies and records the incidents □ Staff report all incidents to the Director.
- The Director is responsible for reporting incidents that are reportable incidents to the Commissioner.
- Optimum Care Group will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Support and assist you if you may be affected by an incident.
- Director will review the incident with you, if you are affected.
- Optimum Care Group will collaborate with you and your representatives to manage and resolve the incident.
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence



## Complaints and Feedback

Your feedback allows us to supply you with high-quality services continually. We will actively seek input from you. Feedback may be through written or online surveys or through conversations with you or anonymously. We would like feedback on:

- Quality of care.
- Consistency of services.
- Support workers.

- What is working for you.
- What needs to change to assist you.
- What you like and what you do not.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint as a serious issue. No matter what happens, our staff members are not allowed to react badly to your complaint; this means they are not allowed to retaliate or hurt you in any way.

You, as a participant, can make a complaint if you are not happy with a staff member or the services offered. Several people may be able to raise a concern or make a complaint on your behalf. These could include:

- Your advocate.
- A family member.
- A close friend.
- Your care worker.
- A person you know and trust, or
- Anonymously.

Once a complaint has been received, a staff member at Optimum Care Group will be appointed to investigate and find a resolution to the complaint. The Director will write a letter to you to let you know that the complaint has been received. This letter will give you a date by which Optimum Care Group expects to have the complaint resolved.

The complaint will then be investigated, and a plan to resolve it will be developed. You will be told about this plan and will be able to tell us what you are feeling about it. You can let us know if you are happy, if you no longer have a complaint or that you are not satisfied with the outcome.

If you are not happy with the response from Optimum Care Group about your complaint, you can take it to another agency such as:

### **OMBUDSMAN – DISABILITY SERVICES**

Commonwealth Ombudsman

Telephone: 1300 362 072

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

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

## NDIS Complaints

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or Telephone: 1800 800 110. Complete an online intake form

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



## Networking

We will engage with your networks and community to ensure that you have various opportunities to be involved in activities and areas of interest. We will access networks such as religious groups, local ethnic communities or groups that you wish to engage with. We believe that it is essential that you to be part of your community, so we will work with you to ensure that this occurs.



## Legislation and Standards

Optimum Care Group is operated in keeping with current legislation and standards. For a copy of all the legislation that applies to your service, please contact us. The primary legislation and standards that cover your service are:

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



## Risk Taking

You have a 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 representative.

We will work with you and inform you of different options so you can make an informed choice.



## Continuous Improvement

We aim to provide you with high-quality service that meets your needs. To undertake this, we need you to let us know how we can maintain and improve our services. You can do this by giving us feedback or making a complaint. Our collaborative and person-centred approach means that Optimum Care Group will respond to your information to improve the services provided.



## Work Health and Safety

Under the *Work Health and Safety Act 2011*, we have a duty under the law to make sure that our staff can work with you in a healthy and safe environment. Some things you can do include:

- Notifying our staff of any unsafe conditions in your home
- Participating in safety assessments of your home
- Helping with fixing any hazards found in your home through our safety assessment
- Ensuring your pets are controlled during service provision
- Providing a smoke-free working environment
- Providing a workplace for staff that is free of racial, sexual, physical or emotional abuse

- Treating our staff with dignity and respect
- Telling our staff if you are unwell or cannot do things the way you usually do them
- Telling our staff if your doctor has diagnosed you with a short-term infectious illness
- Providing cleaning equipment that is suitable and well maintained
- Providing safe cleaning products
- Ensuring your mobility equipment and the other items you need to live independently in your home are available, well maintained to enable us to provide care safely.

We will conduct a safety check during our first service and discuss any risk we identify with you. The safety of the service will be reviewed with you on an ongoing basis in accordance with occupational health and safety legislation.

# **NDIS PRACTICE STANDARD AND QUALITY INDICATORS**

(an abbreviated version)

## **Rights and Responsibility for Participants**

- Person-centred Supports
- Individual Values and Beliefs
- Privacy and Dignity
- Independence and Informed choice
- Violence, Abuse, Neglect, Exploitation and Discrimination

It is important to us that you know and understands your rights. We are here to support you and to provide guidance and assistance in any choices that you make.

People with a disability have the right to respect, dignity and full participation in society.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions.

It is your right to try new things 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, and we will include your family and support workers when you want them to be involved.

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.

We will support you and help you to take part within the community of your choice and promise to work with you, your family and support workers if you so choose.

Optimum Care Group will respect your cultural background and understand the needs and requirements that may come with it.

### **Governance and Operational Management**

- Governance and Operational Management
- Risk Management
- Quality Management
- Information Management
- Feedback and Complaints Management
- Incident Management
- Human Resource Management
- Continuity of Supports

It is important to us that you feel free to tell us what you think about the services we offer, and we will listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, whether it is good or bad. We will welcome it, without discrimination or negative consequences.

You can seek support from another person, whether that means a family member, support worker, advocate or the Ombudsman. Whatever the issue, we will do everything to solve the problem for you and to improve our services.

We appreciate your feedback and opinions about our services and will make improvements based on your feedback.

Optimum Care Group has excellent staff and training, continuous improvement of services, correct working processes, clear communication between the staff and participants. These are all key to our service management.

We will always endeavour to meet services standards and maintain excellent service management by working closely with our participants to strengthen our systems and to ensure positive results from any problems that may arise.

We have management who possess the skills and experience to monitor the effectiveness of the organisation's policies and procedures and make changes as needed.

### **The Provision of Supports**

- Access to Supports
- Support Planning
- Service Agreements with Participants
- Responsive Support Provision
- Transition to or from the Provider

Optimum Care Group will support the choices about what you want to do and set your own goals. We will offer guidance and help you to recognise your strengths and weaknesses, so you may learn and develop skills to help you achieve your goals and set even more.

We will work fairly with you as an individual irrespective of age, gender, cultural background or sexuality.

Optimum Care Group is here to assist anyone enquiring about our services. We will support and advise if needed or make a referral to an alternative service if required. You have the right to seek and find the service you need and have access to the support you require.

Optimum Care Group will provide any assistance needed for anyone to participate actively and meaningfully, and we can develop connections within the community to help you do this.

### **The Support Provision Environment**

- Safe Environment
- Participants Money and Property

- Management of Medication
- Management of Waste

Optimum Care Group will ensure that you are always safe in both your physical and emotional environment. Staff are trained in how to keep you safe and to report any risks or potential risks. We will work with you and your representatives regarding payment of fees. Ensuring that all information is clear and accurate.

Those who require medication, we will supply staff that are trained in managing your medication. We will manage waste in a sustainable manner such as recycling and water management. Optimum Care Group has established procedures that identify, manage and resolve incidents which include:

- Completion of an Incident Report that identifies and records the incidents □ Staff report all incidents to the Director.
- The Director is responsible for reporting incidents that are reportable incidents to the Commissioner.
- Optimum Care Group will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Support and assist participants who may be affected by an incident.
- Director will review the incident with the affected participant.
- Optimum Care Group will collaborate with the person to manage and resolve the incident.
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence.

# EASY READ INFORMATION EASY READ COMPLAINTS HOW TO FILE COMPLAINT OR GIVE FEEDBACK?





This document is to help you **Complain** or give us **Feedback**.



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

- Your supports
- Workers
- Us Optimum Care Group

|   |  |
|---|--|
|    | <p>You can talk to <b>Optimum Care Group</b> on <b>0390775915</b>.</p>   |
|   | <p>You can ask someone <b>you trust</b> to help you complain.</p>  |
|  | <p>You can ask an <b>Advocate</b> to help you.</p> <p>An <b>Advocate</b> is someone who speaks up for you if you cannot speak up for yourself.</p> |



Not sure who to help you. Talk to **Director** who will help you find someone



We will try to **fix** your problem.

We will **talk** to you about your problem.



Shh!!

We will keep anything you say **private**.



**Not Happy?**

You can tell:

**NDIS Commission**

1800 03 55 44 (This is a free call from landlines)

Or online [here](#)

# EASY READ INCIDENT WHAT HAPPENS WHEN THERE IS AN INCIDENT?



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

|   |   |
|---|---|
|    | <p>What is an <b>Incident</b>?</p> <ul style="list-style-type: none"><li>• Any time a person caused you <b>harm</b>.</li><li>• Any time a person could have caused you <b>harm</b>.</li><li>• When you <b>hurt</b> someone else.</li><li>• When someone feels that you are going to <b>hurt</b> them.</li><li>• A reportable incident (death, serious injury, abuse, neglect, sexual misconduct, restrictive practices)</li></ul> |
|   | <p>We <b>record</b> what is said and done during the incident including:</p> <ul style="list-style-type: none"><li>• Description of what happened,</li><li>• Who saw the incident,</li><li>• When you told the worker,</li><li>• Management is told what happened.</li></ul>  |
|  | <p>You are important to us, so we:</p> <ul style="list-style-type: none"><li>• Provide <b>support</b> and assistance</li><li>• Make sure you are <b>safe</b></li><li>• Look after your health and <b>wellbeing</b></li></ul>  |



We will listen and talk to you or your advocate about what happened and how to fix it.



You should know what is happening so we will:

- Ask you for feedback
- Talk to you about what happened
- Consult with you or your advocate through the process.
- Your ideas about any changes that would help in the future



If we make changes to correct what happened, we will

- Change our practices
- Change our policies and procedures
- Train our staff



There are times that we must tell NDIS Commission if there is an incident.



**For Example:**

If you or any of our participants are **badly hurt** in any way by anyone.

This is called a Critical or Reportable Incident





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

Management will fill out an **Incident Form**.

The Incident Report is sent to NDIS Commission.

# EASY READ SERVICE AGREEMENT DESCRIPTION WHAT IS A SERVICE AGREEMENT?

|   |  |
|---|--|
|    | <p>This document will help you learn about <b>Service Agreement</b>.</p>   |
|  | <p>Service Agreement is a <b>document</b>.</p> <p>It is for you and your service provider.</p> <p>The <b>service provider</b> is the person or organisation that provides you with supports.</p> |



The document says that you both **agree** about the services you are going to receive.



When you have agreed, you both **sign** the document.



The Service Agreement is a good way to make sure you receive the services that are right for you.



And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.






How to make a **Service Agreement**?



You can ask another **trusted person** to enter into the Agreement for you.

This might be a family member, carer, friend or other person.

The trusted person can speak for you.

|   |  |
|---|--|
|    | <p>Also, it's a good idea to take a copy of your <b>NDIS Plan</b> to any meetings you have about your Service Agreement.</p> <p>If you want to, you can <b>attach a copy</b> of your NDIS Plan to the Agreement.</p> |
|   | <p>What should the Service Agreement <b>include</b>?</p>   |
|  | <p>The Service Agreement should include information about the <b>supports</b> you receive.</p>   |



Talk to us about your supports. Tell us:

- What type of supports you need,
- How you want the supports,
- Who you want to work with you,
- When you need supports,
- How long you will need the supports






What is expected of you -This is about your responsibilities.

What is expected of your service provider.



How you can end or change the Agreement.

What you can do if any **problems** occur.

|   |  |
|---|--|
|    | <p><b>Costs</b></p> <ul style="list-style-type: none"><li>• How much the service costs</li><li>• When you pay</li><li>• How to pay</li></ul>   |
|   | <p>Optimum Care Group will talk to let you know:</p> <ul style="list-style-type: none"><li>• Your rights</li><li>• What supports will be provided</li><li>• Your responsibilities</li><li>• Their responsibilities</li><li>• Of any considerations (if required)</li></ul> |
|  | <p>Together we will:</p> <ul style="list-style-type: none"><li>• Consult and talk to each other</li><li>• Write the agreement</li></ul>  |



When do you **sign** the agreement?




(Answer on next page.)



After you or your trusted has person has read the agreement.



After you or your trusted person is happy that the agreement meets your need and that you have had your say.

|   |   |
|---|---|
|    | <p>After provider agrees with what is written</p>   |
|   | <p>Sign the agreement if you are happy to <b>agree</b> to what is written.</p> <p>Once you have signed, Optimum Care Group will sign.</p> |
|  | <p>You will be given a copy of the Service Agreement</p>  |



Don't forget to keep a copy of your Service Agreement in a safe place.

## **EASY READ PRIVACY WHAT DO YOU KNOW ABOUT PRIVACY OF YOUR INFORMATION?**



This Document is about Your **Privacy**.



We store information like;


- Your name, address and phone number
- People who you are close to (mum, daughter...etc)
- Details about why and how we are helping you






This helps us to support you, and to check the quality of our services. We are responsible for keeping your information **safe**.



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

|   |   |
|---|---|
|    | <p>We only share your information if you say ‘<b>Yes</b>’, or if there is a situation that makes us.</p>  |
|    | <p>We only <b>share</b> your information</p> <ul style="list-style-type: none"><li>• With a <b>trusted</b> person</li><li>• When we need to so you can be safe</li><li>• With your permission to provide required information to NDIS or other government organisations</li></ul> |
|  | <p>When asked to share you information you can so ‘<b>No</b>’ or opt-out of sharing it.</p>   |

|   |  |
|---|--|
|    | <p>We keep your information safe so only those you say can see it.</p>   |
|   | <p>You have several rights with your information:</p> <ul style="list-style-type: none"><li>• The right to see a copy of the information we hold about you</li><li>• The right to have inaccurate or incomplete information corrected by us</li><li>• The right to object to any information you think is inaccurate</li></ul> |
|  | <p>If you want to see your information just ask your trusted person who will ask us.</p>   |

# EASY READ RIGHTS WHAT DO YOU KNOW ABOUT YOUR RIGHTS?

|   |  |
|---|--|
|    | <p>This Document is about Your <b>Rights</b></p>   |
|   | <p>Our laws need to respect the rights of people with disability.</p> <p>You should be included in community life.</p> <p><b>You have the same rights as everyone.</b></p> |
|  | <p>What are your rights?</p>   |

|   |   |
|---|---|
|    | <p>You should be:</p> <ul style="list-style-type: none"><li>• Safe in your home and anywhere else</li><li>• Treated with respect</li><li>• Part of your cultural community</li></ul>          |
|   | <p>You should be able to:</p> <ul style="list-style-type: none"><li>• Participate in your religion</li><li>• Express your sexuality</li><li>• Communicate in your family's language</li></ul> |
|  | <p>You should be able to:</p> <ul style="list-style-type: none"><li>• Make complaints</li><li>• Able to say you want to go to another provider</li></ul>                                      |



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



You can tell us what type of worker you want.

You can tell us how you want things done.



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



We agree to follow your wishes and Charter of Rights.