

# NDIS Participant Handbook



Important information about using  
our supports and services



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## About Us

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Gippsland Lakes Complete Health (GLCH) is a registered NDIS provider offering a comprehensive range of health and wellbeing services to people with a disability.

Our services assist NDIS participants to live independently by providing tailored and locally delivered supports.

Supports include plan management, assisted daily living, community participation, allied health services, paediatric allied health services, community nursing, and support coordination.

Why choose GLCH?

- We understand that everyone's needs, preferences and goals are different
- Our team will work with you, your family and/or carers to fulfil the choices you make
- Our support staff and service providers are all equipped with the necessary skills and qualifications to ensure we meet your needs
- With over 40 years of local health experience, we're not going anywhere – we're here with you for the long run.

Services are managed from our Bairnsdale and Lakes Entrance sites and delivered to communities throughout East Gippsland.

## Access & Entry Requirements

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To be eligible for our NDIS services, you must:

- Meet the NDIS eligibility criteria
- Hold an NDIS plan that identifies the services we provide
- Have services in your NDIS plan that are included in our registration groups.
- Have funds available in your plan to pay for services.



## Our Services

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Our experienced and professional staff provide an extensive range of health and wellbeing services

By focusing on your abilities and strengths, we can find ways to help you maintain or increase your independence and to achieve your health and wellbeing goals

Using these as a base, we find ways to help you maintain or increase your independence and achieve your health and wellbeing goals.

During your planning meeting, you can ask the NDIA or Local Area Coordinator (LAC) to send us a 'Request for Services' form.



## Plan Management

With the NDIS, a plan manager can help you manage your funds.

By choosing to work with us, you can take complete control of your NDIS budget while having a partner to pay your providers, bill the NDIA and support you every step of the way.

Our plan managers will help you with the following:

- Claim funds from the NDIA to support your plan
- Pay your NDIS service providers and help you to complete plan-related financial tasks.

You choose your supports, while we protect you by managing your money consistently and transparently.

We use the Careview platform to process invoices and will send you a monthly statement to your email. Please check on spam emails, and update your email address with us.

Our plan managers will request a copy of your NDIS plan to help them understand the funding and supports you can receive. Your service providers will need to send their invoices via email to **[ndis@glch.org.au](mailto:ndis@glch.org.au)**.

**The minimum information your invoice should contain is:**

- ✓ your name, address, NDIS number
- ✓ details of support received
- ✓ dates and times
- ✓ the item category of the service

- ✓ the provider's ABN number, business address, email, phone number and bank account detail.

Our Plan Managers will only be able to pay your providers in line with the NDIS price guide and according to the NDIS rules.



## **Assisted Daily Living - Can Do Home Support services**

Having support with everyday tasks such as getting ready for the day or cleaning the house allows you to live independently at home.

If you are an NDIS participant and have been approved for the support category 'Core Supports', you can access help with daily activities and household tasks.

Our community support team can help you with:

- House cleaning
- Meal planning, preparation, and cooking
- Minor home maintenance and modification
- Showering, dressing, and other personal tasks
- Washing and ironing
- Transport and travel assistance to attend appointments, shopping, and other daily activities.

## **Personal Care**

Our community support team can work with you to manage your personal care.

Sometimes, a home-based nurse or occupational therapist may be asked to provide an assessment to ensure tasks are handled safely for you and your support worker.

A detailed handover to support staff will follow if an assessment is required.



Personal care **INCLUDES** the following tasks:

- Bathing, showering, or sponging
- Dressing, grooming and personal hygiene
- Assistance with mobility aids and equipment
- Assistance with meals
- Independent living skills development
- Monitoring self-medication.

Personal care **DOES NOT INCLUDE** the following tasks:

- Attending to wounds or changing dressings
- Administering medication or injections
- Complex care procedures.

Other complex tasks required to meet your care needs may be provided after staff have been trained by a relevant health professional. This involves developing and monitoring a care plan by a qualified health practitioner.

## **Medications**

Other than passing the Dosette Box or assisting a participant in getting medication out of a blister pack, our support workers are **NOT** permitted to handle your medication. For example - they cannot administer the medication directly to a participant. We enforce this policy to ensure that medications are taken as prescribed. If you need more direct help with taking your medication, talk to your LAC or NDIA Planner about nursing supports through your NDIS plan.

## Community Participation

Our social support staff and groups offer a range of lifestyle activities for adults with disabilities to live a healthier, more rewarding, and socially engaged life.

Activities are influenced by participants and address physical, social, cultural, emotional, and recreational needs and opportunities to stay connected to the community.

There are many significant benefits of joining one of our social support groups, including:

- Affordable recreational, leisure and social activities
- Meeting people and making new friends
- Staying connected to the community and social interaction
- Improved health and wellbeing
- Maintaining skills needed for living independently
- Keeping the body and mind active.

We take extra care to protect the interests and wellbeing of all participants. A support plan may be developed with your support coordinator or relevant health professional that considers personal care needs, including equipment and aids, allergies, and behavioural interventions.

\*Any activity that requires the participant to be transported in a staff member's vehicle will attract a travel km charge.

\*Can do home support, might charge for non-face supports or activities related to the provision of your services, according to the NDIS price guide, policies, and regulations.



## Allied Health Services

Our allied health team has been helping people achieve their goals with the latest evidence-based therapy, assistive equipment, and technology for over 40 years.

This includes helping people to be more independent, better manage tasks at home, communicate, learn and be more active and healthier within their community. Services are delivered one-to-one or in groups facilitated by therapists and/or allied health assistants.

Services are offered onsite via telehealth, in your home, or in the community, and include:

- Physiotherapy
- Occupational therapy
- Speech therapy
- Podiatry
- Exercise physiology
- Dietetics
- Personal training
- Fitness and movement therapy groups.

## Community Nursing

### **Specialised nursing assessment and clinical recommendations**

Generally, nursing services are provided under the health care system; however, there are some nursing services that the NDIS may cover.

NDIS will fund specific nursing-related support where there is a need for support for a health problem that is directly related to the individual's disability, that is:

- significant – it has a big impact on your life
- permanent – it will last your whole life
- ongoing – you must need constant support.

And considered reasonable and necessary, which means:

- be about your disability
- be good value for money
- works well and helps make your life better.
- If you need more direct help with taking your medication, talk to your LAC or NDIA Planner about nursing supports through your NDIS plan.

## Nursing Support types

Nursing staff with specialised training will generally undertake an initial assessment to develop a plan with the individual and/or significant others to support the participant's care requirements. They will then follow up with periodic reviews to ensure that the plan remains effective and appropriate.

What follows are some examples of the types of support that nursing can provide.

### Continence supports

- Insertion, removal or changing of indwelling urinary catheters
- Training of an NDIS-funded, suitably qualified and competent worker to provide catheter maintenance and care.
- Sourcing of continence consumables (for example, catheters, bags, pads, bottles, straps).
- Training of an NDIS-funded, suitably qualified, and competent worker to provide assistance to manage bowel care where needed.
- Stoma management and care.

### Diabetes management supports

If a participant's disability complicates the management and care of their diabetes, we can assist with the development of a specific diabetes management plan. This would build on the clinical plan developed by their GP.

## **Wound and pressure care supports**

- Development of a management plan.
- Wound care and pressure care (including pressure injury management) by an NDIS-funded, suitably qualified, and competent worker.
- Training support workers and families to prevent pressure areas and wounds.
- Wound care and pressure care consumables (e.g., dressings, gauze, bandages, tape, lymphoedema garments and pressure wraps).
- Provision of Assistive Technology as required due to a participant's disability to prevent pressure areas/wounds from occurring.

## **Lymphoedema Support**

- Development of a management plan
- Lymphoedema machines
- Training of an NDIS-funded, suitably qualified and competent worker to help you use the machine.

Recommendation and sourcing of appropriate circulation support stockings and other similar supportive garments

## Respiratory Support

- Development of a management plan with clinical input from a GP
- Training of an NDIS-funded, suitably qualified and competent worker to implement an individual respiratory management plan.





## Paediatric Allied Health Services

In addition to our one-to-one therapy services, the Complete Therapies team offers a range of therapy groups for children who need help with language and motor skills.

They can also help children with social skills such as engaging in conversations, following instructions and interacting with other children.

Groups include (but are not limited to):

- Active Lorikeets: pre-school program focusing on language and handwriting skills for 4 – 6-year-olds.
- Little Wrens: Group therapy for children attending childcare, expanding their speech, language and fine motor skills.
- Lyrebirds: speech therapy for pre-school aged children with mild speech difficulties.
- Moving Meerkats: program focussing on gross motor skills for children aged 3 - 5-year-olds.
- Kinder gym: fun physical activity for babies to school-aged children and an opportunity to develop balance, strength and flexibility.
- Hanan More than Words (Autism specific)
- It Takes Two to Talk (general language delay).

Individual and small group therapy sessions are also available based on your child's specific needs.

## Support Coordination

If your NDIS plan includes Coordination of Supports, we can help you. We have support coordinators who will assist you with choosing how you want your services.

They can also help you decide how much of your budget you spend on each type of service and facilitate service agreements on your behalf.

The primary role of a funded support coordinator is to:

- Understand and use your NDIS plan to pursue your goals
- Connect you with NDIS providers, community, mainstream and other government services

Build your confidence and skills to use and coordinate your supports.

We are a registered provider of Support Coordination services and deliver Level 2 and Level 3.

**Level 2:** Support coordination. Coordination of supports: This support assist you in building the skills you need to understand and use your plan. A support coordinator will work with you to ensure a mix of supports is used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently, and be active in your community.

**Level 3:** Specialist support coordination. This is a higher level of support coordination. It is for people with complex situations and who need specialist support. A specialist Support Coordinator will assist you in managing challenges in your support environment and ensuring consistent service delivery.

### **How to connect with a support coordinator?**

Support coordination is included in the Capacity Building budget. This is a fixed amount for a support coordinator to help you use your plan.

You can ask your planner or LAC to send a request for services (RFS) to GLCH to provide these services. Alternatively, you can email [ndis@glch.org.au](mailto:ndis@glch.org.au) with a copy of your plan requesting support coordination services.

## Provision of Supports

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

We will support your choices and the goals you set. We will offer guidance and help you recognise your strengths, so you may learn and develop the skills to achieve your goals and set more.

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

We are here to assist anyone enquiring about our services. We will support and advise or refer 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.

## The Support Provision environment

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- Safe Environment
- Participants' Money and Property
- Management of Medication
- Management of Waste.

We will ensure you are always safe in your physical and emotional environment. Staff are trained to keep you safe and report any risks or potential risks.

We will work with you and your representatives regarding the payment of fees, ensuring that all information is clear and accurate.

We will manage waste sustainably, such as through recycling and water management.

We have 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 manager
- The manager is responsible for reporting incidents that are reportable incidents to the NDIS Quality and Safeguarding Commission
- We 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
- The manager will review the incident with the affected participant.
- We will collaborate with the person to manage and resolve the incident.
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence.



## Information about Service Provision

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Our sites operate within standard business hours, Monday to Friday, from 8.30 am to 5.00 pm (excluding public holidays). An appointment is required for most services and practitioners.

NDIS Can Do Home Support services are available between 7.00 am and 7.00 pm, Monday to Friday. Weekend, after-hours and public holiday services are available at the appropriate NDIS rates but will depend on staff availability. Requests for services on a public holiday need to be made at least two (2) weeks before service, and again will depend on staff availability.

### **Limitations to the service**

The health and safety of our support workers are essential, and there are limitations placed on their tasks.

Support workers cannot help with:

- Cleaning associated with animals, including picking up after pets and grooming
- Tasks that require the support worker to climb on ladders or chairs.

## Home Safety Audit

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Before your services commence, we will conduct a safety audit in your home to ensure our workers and volunteers enter a safe working environment.

The audit will check for:

- A working smoke detector
- The safe functioning of any equipment that may be used as part of your service
- The possible trip, slip or fall hazards

If a hazard is identified, we will work with you to address the problem to ensure your safety and the safety of our team.

All health and safety issues must be addressed before services can commence or continue.

**IMPORTANT:** All electrical equipment should be in good repair - not burnt or cracked, and extension leads and cords cannot be frayed.



## Service Agreements

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### **How a service agreement works**

Our team will organise your service agreement detailing the support we can provide under your NDIS plan. A service agreement will outline our providers' obligations and your responsibilities as a participant.

The purpose of the service agreement is to have a great understanding of the services and support we will provide to you, the cost of these services (if any), mutual responsibilities, and how to manage any disputes relating to your services.

### **Ending your Service Agreement**

Thirty (30) days notice of intention must be given if you or we (GLCH) wish to end your Service Agreement.

The notice requirement will be waived if you or GLCH seriously breach your Agreement.

### **Participant access to personal records**

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

### **Participant assessment and choices**

You are at the centre of all our services. Our team need to learn from you about your strengths and preferences. We need to hear your voice to design supports and services for you. Your voice can be in the form of your family, advocates, and yourself.

Our team needs 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 met to your standards. Let us design a service that assists you, maintains and improves your lifestyle, independence and inclusion in the community.

The Support Plan you will create with us will have a person-centred and individualised approach. 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. Your plan will be monitored to ensure that we meet your requirements.

### **Re-negotiating an Agreement**

We may need to renegotiate your Agreement if your needs or circumstances (including those of your support worker or representative) change or if you request an increase or decrease in the number or type of services you receive.

## Your NDIS Support Plan

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Your NDIS plan is yours. You and your nominee can choose who you share the details of your plan with, including anyone other than your providers, such as a doctor or family member.

You can provide consent through the **myplace** portal or by visiting an NDIA or partner office.

If you agree to share your plan with us, we will manage your information concerning your privacy. We will be able to see your basic plan details, including your name, NDIS number, date of birth and goals.

### Annual plan reviews

Your responsibility as the participant is to contact us if:

- Your NDIS plan has changed
- Your plan has been automatically extended
- You have received a new NDIS plan.

Some NDIS services put in place have an end date set as the plan expiry date. If you do not contact us before this date, services will cease and cannot recommence until a new service agreement has been signed.

Plan Management services may be signed as an 'ongoing service agreement' until you tell us to stop. Changing your NDIS plan manager will not interrupt your services or the implementation of your NDIS Plan.

## Fees

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Our NDIS services are charged at Temporary Transformation Payment (TTP) level in line with the NDIS Price Guide. If you would like to review the NDIS Price Guide, visit [www.ndis.gov.au](http://www.ndis.gov.au)

Your service agreement will include the fees we will charge for the services we deliver to you.

If we provide social support services that include transport, your NDIS plan will be billed according to NDIA guidelines.

If travel has been included as part of your core supports and is to be billed to the NDIA, you must advise us of this at the time you developed your service agreement

Some group or community activities will require the participant to pay an entry fee or cover the meal cost, etc. Most participants requiring physical assistance may hold a companion card, which will also cover the support worker's entry cost.

If you do not have a companion card or it will not cover the support workers' entry, then it is a condition of the service that the participant will cover the cost of the support workers out of pocket expenses.

We will charge for non-face-to-face activities according to the Price Guide and NDIS regulations. Provider travel is also charged when a practitioner, support worker, or support coordinator travels to a different location to meet with you or your stakeholders under the scope of your NDIS plan implementation.

## **Payments and Pricing Statement**

- GLCH adheres to the NDIS Price Guide
- GLCH will make payment requests weekly once the support has been delivered or provided.

## Your Health and Wellbeing

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Our NDIS team will also monitor your health and wellbeing. If you do not answer the door or are not at home when you would have expected our service, we will try to establish why this is so. This may require us to look around the house or telephone you or your emergency contacts. This is all done with your best interests considered to ensure you are safe and well.

### Personal emergency planning

Participants and their families are encouraged to develop a personal emergency plan to assist them in an emergency such as a bushfire or flood.

*A copy of the Australian Red Cross – Bushfires: Preparing to leave early can be provided. We encourage participants to complete their plan and discuss it with their family, friends, and neighbours.*



## Resources and Responsibilities

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### Consent

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

We will ask you to provide verbal consent or sign a consent form, especially if this is consent for releasing your personal information.

### 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 we will respond to your information to improve the services provided.

If you have feedback, please send an email to [hello@glch.org.au](mailto:hello@glch.org.au).

### Support workers

All our support workers have completed mandatory Health and Safety training, the NDIS Worker Orientation Module, First Aid and CPR, and a range of other training programs to enhance their skills.

Most have, or are in the process of completing, a Certificate III Individual Support or other relevant qualification.

Your support worker should always have their photo identification badge visible.

### **Contacting support workers**

It is common for a close and trusting relationship to develop between a participant and their support worker. While this can be rewarding, we ask that you do not request your support worker extend their duties outside work hours.

### **Cancellations**

Please let the office know if you are:

- Not going to be at home for your support worker visit
- Going on holiday
- Going to hospital
- Having visitors who can do the work for you
- Are unwell.

Cancellations with less than two (2) working days' notice will be charged at the full rate of the agreed price of the service. Extenuating circumstances will be considered regarding the cancellation.

### **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 must document in your notes that they were present for any meetings with you. Telephone interpreter services will be used in crises or emergencies.

### **Smoking and Vaping**

The manager will request that you refrain from smoking or vaping while our staff performs their duties. We are committed to a safe workplace for our team.

### **Public holidays**

Due to reduced staffing and availability, some support services are not provided on a public holiday.

Alternate arrangements can be made to reschedule your service to another day by contacting the office at least one week before the public holiday.

### **Accidents**

Our staff are insured under Work Cover for injuries arising during their work. Householders should have public liability insurance if an accident occurs in the home.

### **Breakages**

Although staff take great care in their work, occasionally breakages do occur. We cannot ensure householders against breakages and request that you claim on your contents insurance. If you have special items of value, we suggest you request that your support worker does not touch these.

## **Waitlist**

At times of high demand, it may be necessary to implement a waitlist system for services.

## **Rosters**

All support workers receive their rosters via an app on their smartphones. When a support worker arrives at your home, they log in via smartphone and record their arrival time.

Please do not telephone your support worker at home or make private arrangements with them. Any need for additional assistance must be directed through our office.

## **Absence of your regular support worker**

Your support worker is entitled to annual and sick leave. In the event of your worker taking leave, we will allocate another member of our support worker team to visit you. We will make every attempt to provide your service on your usual day. However, if we cannot arrange a visit on your usual day, we will notify you and discuss alternative arrangements.

## **Gifts**

All staff are not permitted to accept gifts or purchase products or goods from their participants.

## **Accounts**

Our finance department accepts payment via BPay, electronic funds transfer, credit card and Centre Pay. Accounts are sent by post or email to you, the NDIA, or your plan manager. Prompt payment is appreciated.

Please advise us of any changes to your plan or services within 24 hrs so we can update our records and redirect your invoices.

If you have any questions regarding your account, please contact the finance department at **5155 8451** or email [finance@glch.org.au](mailto:finance@glch.org.au)

### **Withdrawal or cancellation of services**

You can refuse or cancel services anytime, and we respect your right to do so.

If you no longer wish to receive our services, please be aware that it will not impact your right to access services.

### **Other reasons for withdrawal of services**

Sometimes the behaviour of service users jeopardises the capacity of staff to provide high-quality service, which may lead to the withdrawal of our services.

Examples of this behaviour include:

- Threats, abuse, sexual harassment, excessive demands placed on staff
- Intoxication with drugs or alcohol
- Failure to provide a safe working environment
- Consistent inability to return home to relieve workers providing social support and respite services.

You will be formally notified of the reasons for the withdrawal of services. You have the right to appeal against the withdrawal of service and can do so in the same way as a complaint.

You can contact us from 8.30 am to 5.00 pm, Monday to Friday (excluding public holidays).

NDIS individual supports are generally available between 7.00 am - 10.00 pm, Monday to Sunday. However, arrangements can be made outside these hours, mainly if there is a need for personal or respite care.

## **Privacy and confidentiality**

Protection of your privacy and the confidentiality of your personal and health information is essential.

Our policies and procedures comply with current legislation, and all participant information is confidential. All staff and volunteers must sign a confidentiality agreement and undergo a police check. Support workers and volunteers working with children under 18 must obtain a *Working with Children* check.

We will ask for your consent before releasing any information about you to family members, advocates or guardians.

If you wish to request access to your client record or withdraw your consent, please contact our privacy officer on **5155 8300**.

## Your rights

You have the right to:

- Participate in community life
- Be treated fairly and with respect
- Receive quality services that are good value for money
- Make comments, offer suggestions, raise issues or complaints about your services, the policies or operations of GLCH
- Change how we provide your support or change to a different service provider if you are not satisfied with our services
- Receive information in a clear format that makes sense to you.
- Have your cultural needs respected
- Be involved in deciding what care will meet your needs
- Be given a written agreement covering everything we have agreed to
- Expect that anything you tell us is kept private
- Have someone speak on your behalf
- Refuse our help at any stage
- Have your concerns or issues handled fairly.

**Your responsibilities:**

You have the following responsibilities to:

- Provide enough information to create a care plan and deliver your supports in a safe and efficient manner
- Be present to receive services at the agreed time or make prior arrangements if not available
- Inform us as soon as possible of any problems, concerns, or complaints with staffing, supports and activities provided
- Inform us if your NDIS plan is suspended or replaced with a new NDIS plan. If your plan payment method changes or if you stop being a participant in the NDIS
- Respect and treat staff and others well and encouraging your friends, visitors, guests and other family members to treat support workers with respect and courtesy
- Refrain from offering gifts to support workers or making loans of money or goods
- Abide by our policy on smoking and vaping and refraining from smoking and vaping near staff.
- Notify us within the required notice period if a service is no longer required (either on a one-off or ongoing basis).
- Pay for any km charges at the agreed fee
- Provide a safe working environment for staff
- Follow the terms and conditions of your written Agreement

- Tell us if there is a change to your health or your circumstance. This includes your address and telephone number
- Ensure that all personal equipment is maintained according to the manufacturer's instructions.



## Health and safety

We are legally responsible for ensuring that our staff work in a safe and healthy environment. As the workplace is your home, some of this responsibility is shared by you.

- You must be home while a support worker is present
- Electrical appliances must be safe to use. A safety switch is to be used (supplied to the individual support worker by us) when using any electrical appliances
- No smoking is permitted whilst the support worker is present in the same room
- All mats, inside and out, must be removed or fixed to the floor with adhesive tape
- Participants with pets must ensure they are removed from inside the house and, if necessary, restrained when staff or volunteers visit your home. These requirements do not apply to assistance dogs, and this can be discussed at the time of the home safety check
- Shoes are to be worn by staff inside your home
- You are obliged to always comply with current firearm laws. This includes appropriate storage methods as required by law. Failure to comply with these laws is an offence reportable to the police
- Please refrain from drug usage and alcohol consumption at the time of service
- Our No Lift Policy requires us to eliminate or minimise manual handling tasks performed by our staff by encouraging the use of specialised lifting equipment



- Participants are required to access transport vehicles with minimal assistance
- Participants, carers and Support Coordinators are responsible for ensuring that all personal equipment is maintained by the manufacturer's instructions, such as lifting hoists and wheelchairs.



## Incident management and reportable incidents (NDIS Participants)

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Under the NDIS Commission, all registered NDIS providers must have an incident management system to record and manage incidents.

Incidents that must be recorded and managed include incidents where harm, or potential harm, is caused to or by a person with a disability while receiving support or services.

Specific incidents must be notified to the NDIS Commission as reportable, including the death, serious injury, abuse or neglect of a person with a disability and the unauthorised use of restrictive practices. These incidents must be reported to the NDIS Commission.

The following incidents (including allegations) arising in the context of NDIS supports or services must be reported to the NDIS Commission:

- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- the unauthorised use of a restrictive practice about an NDIS participant.

## What happens when a provider reports an incident

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You have the right to feel safe and receive good quality service from your providers. There are rules for registered NDIS providers to make sure this happens.

If you feel unsafe or unhappy with the services you receive from a registered or unregistered provider, it's always okay to speak up.

Some service providers are registered with the NDIS Quality and Safeguards Commission. We refer to them as registered providers. Other businesses/organisations choose not to register with the NDIS Commission; they are unregistered providers.

Registered providers have additional obligations. These obligations include reporting incidents to the NDIS Commission.

### **Why do providers have to report incidents?**

Providers have to record and manage incidents so that you:

- are immediately safe
- receive a quality service
- have your rights protected.

Providers need to record and manage all incidents in their systems.

Registered providers also need to tell the NDIS Commission about reportable incidents.

You, or your provider, might need to tell other organisations too. This might include the police or other protective services.

Providers have to report incidents so that:

- they make sure you and everyone else are safe
- ensure their service delivery is improved for you, and everyone else
- they comply with their registration requirements.

### **What information do you need to share?**

If you are hurt because of an incident or speak up about an incident, your provider should immediately make sure you are okay.

When an incident happens or you speak up, your provider needs to record the correct information about what has happened and your experience.

This makes sure that:

- you are now safe
- the provider can make changes to prevent something similar from happening in the future
- the provider can tell other organisations the correct information.

You should keep receiving support and information about any action your provider takes.

If you don't think your provider has followed up, you can talk to them. You can also call us.

### **What the NDIS Commission will do**

The NDIS Commission will investigate any reportable incident and respond quickly to ensure the safety and quality of NDIS services and supports. The NDIS Commission will:

- Oversee how the provider is managing the investigation into the reportable incident
- Ensure that the provider has responded promptly and appropriately to support the person with a disability.

We may require a provider to act to improve the quality and safety of services further, including:

- Providing ongoing support to you impacted by a reportable incident
- Providing training to their staff

If a report of an incident is not the responsibility of the NDIS Commission, we can use our powers to refer it to someone else (such as the police or child protection).

## **To contact the NDIS Commission**

We encourage you to ask us questions if you are unclear about any information in this factsheet.

If you're unsure who to contact or what to do about an incident, we can advise you or help you find the right place to go.

## **General Enquiries**

- Phone 1800 035 544
- Text Telephone TTY 133 677
- Translating and Interpreting Service 131 450
- National Relay Service website <https://internet-relay.nrscall.gov.au/> and ask for 1800 035 544
- Mail: PO Box 210, Penrith NSW 2750

## Advocacy

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At GLCH, we value social justice, respect, empowerment, and participation for all participants. We recognise that some participants who experience physical, intellectual, or cognitive disabilities may require an independent advocate to ensure their rights are respected and supported.

We believe in self-empowerment and will encourage all participants to be active self-advocates. If a participant requires assistance in finding an advocate, we will make a referral to the appropriate service.

There are also independent advocacy services in each state that can assist you at:

### **National Disability Advocacy Program (NDAP)**

1300 880 043 | [www.dss.gov.au](http://www.dss.gov.au)

### **Gippsland Disability Advocacy**

(03) 5175 0444 | [www.gdai.com.au](http://www.gdai.com.au)

## Other Advocacy Organisations:

Organisations	Websites
Australian Centre for Disability Law	<a href="https://disabilitylaw.org.au">disabilitylaw.org.au</a>
Autism Asperger's Advocacy Australia (A4)	<a href="https://a4.org.au">a4.org.au</a>
The Autistic Self Advocacy Network of Australia and New Zealand	<a href="https://asan-au.org">asan-au.org</a>
Blind Citizens Australia	<a href="https://bca.org.au">bca.org.au</a>
Brain Injury Australia	<a href="https://braininjuryAustralia.org.au">braininjuryAustralia.org.au</a>
Children and Young People with Disability Australia	<a href="https://cyda.org.au">cyda.org.au</a>
Deaf Australia	<a href="https://deafAustralia.org.au">deafAustralia.org.au</a>
Deafness Forum of Australia	<a href="https://deafnessforum.org.au">deafnessforum.org.au</a>
Disability Advocacy Network Australia (DANA)	<a href="https://da.org.au">da.org.au</a>
First Peoples Disability Network (FPDN)	<a href="https://fpdn.org.au">fpdn.org.au</a>
Human Rights Council of Australia	<a href="https://hrca.org.au">hrca.org.au</a>
Inclusion Australia (National Council on Intellectual Disability - NCID)	<a href="https://inclusionAustralia.org.au">inclusionAustralia.org.au</a>

<b>Organisations</b>	<b>Websites</b>
Intellectual Disability Rights Service (IDRS)	<a href="http://idrs.org.au">idrs.org.au</a>
Mental Health Australia	<a href="http://mhAustralia.org">mhAustralia.org</a>
National Disability Services	<a href="http://nds.org.au">nds.org.au</a>
National Ethnic Disability Alliance (NEDA)	<a href="http://neda.org.au">neda.org.au</a>
People With Disability Australia	<a href="http://pwd.org.au">pwd.org.au</a>
Physical Disability Australia (PDA)	<a href="http://pda.org.au">pda.org.au</a>
Short Statured People of Australia	<a href="http://sspa.org.au">sspa.org.au</a>
Women with Disabilities Australia (WWDA)	<a href="http://wwda.org.au">wwda.org.au</a>

## Victorian advocacy providers

<b>Advocacy Providers</b>	<b>Website</b>
Action on Disability in Ethnic Communities (ADEC)	<a href="http://adec.org.au">adec.org.au</a>
Action for More Independence & Dignity in Accommodation (AMIDA)	<a href="http://amida.org.au">amida.org.au</a>
Association for Children with a Disability (aCD)	<a href="http://acd.org.au">acd.org.au</a>
Blind Citizens Australia	<a href="http://bca.org.au">bca.org.au</a>



Communication Rights Australia (CAUS)	<a href="https://caus.com.au">caus.com.au</a>
Deaf Victoria	<a href="https://deafvictoria.org.au">deafvictoria.org.au</a>
Disability Justice Advocacy (DJA)	<a href="https://justadvocacy.com">justadvocacy.com</a>
Disability Discrimination Legal Service (DDLS)	<a href="https://communitylaw.org.au">communitylaw.org.au</a>
Disability Resources Centre (DRC)	<a href="https://drc.org.au">drc.org.au</a>
Gippsland Disability Advocacy Inc.	<a href="https://gdai.com.au">gdai.com.au</a>
Gippsport	<a href="https://gippsport.com.au">gippsport.com.au</a>
Independent Mental Health Advocacy (IMHA)	<a href="https://imha.vic.gov.au">imha.vic.gov.au</a>
Office of the Public Advocate	<a href="https://publicadvocate.vic.gov.au">publicadvocate.vic.gov.au</a>
STAR Victoria	<a href="https://starvictoria.org.au">starvictoria.org.au</a>
Valid	<a href="https://valid.org.au">valid.org.au</a>
Victorian Mental Illness Awareness Council - VMIAC	<a href="https://vmiac.org.au">vmiac.org.au</a>
Women with Disabilities Victoria (WDV)	<a href="https://www.wdv.org.au">www.wdv.org.au</a>
Youth Disability Advocacy Service (YDAS)	<a href="https://ydas.org.au">ydas.org.au</a>

\* For a more comprehensive list of advocacy organisations and agencies, please talk to the NDIS team

## Feedback

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We encourage you to contact us to discuss any concerns with your services. Your concerns will be taken seriously and will not affect your eligibility for services.

If you wish to provide feedback, you can:

- Tell your NDIS worker (allied health practitioner, support worker, plan manager, others) and have them communicate the issue on your behalf to office staff.
- Phone the office and speak to an administration officer, rostering officer, or our consumer feedback officer.
- Request a Feedback Form from the office via your NDIS worker or write us a letter.
- Email [hello@glch.org.au](mailto:hello@glch.org.au) or [ndis@glch.org.au](mailto:ndis@glch.org.au)
- Complete an online feedback form via our website at [www.glch.org.au](http://www.glch.org.au)

All feedback we receive is confidential.

Every effort will be made to resolve your issue. If follow-up action is required, you will be contacted usually within two working days. Further discussion may become necessary at this stage. You can access an external organisation to assist you if your issue is still unresolved.

Please contact:

### **NDIS Complaints Commissioner**

- Toll Free: 1800 035 544 or TTY 133 677 Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544

## **Office of the Commonwealth Ombudsman**

- Complaints: 1300 362 072
- Speak and Listen users call 1300 555 727 then ask for 1300 362 072
- Internet Relay users connect to the National Relay Service then ask for 1300 362 072

## **Privacy Commissioner**

- Toll Free: 1300 666 444



## Contact Us

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Can do home support Assisted Daily Living & Community Participation	5152 0022 <a href="mailto:CDHS@glch.org.au">CDHS@glch.org.au</a>
Plan Management	51558300 <a href="mailto:ndis@glch.org.au">ndis@glch.org.au</a>
Allied Health Service	5155 8367 <a href="mailto:serviceaccess@glch.org.au">serviceaccess@glch.org.au</a>
Community Nursing	5155 8300 <a href="mailto:homebasednursing@glch.org.au">homebasednursing@glch.org.au</a>
Group Community Participation – Lakes Entrance	51558367 <a href="mailto:serviceaccess@glch.org.au">serviceaccess@glch.org.au</a>
Paediatric Allied Health Services	5155 8367 <a href="mailto:serviceaccess@glch.org.au">serviceaccess@glch.org.au</a>
Support Coordination	51558300 <a href="mailto:ndis@glch.org.au">ndis@glch.org.au</a>

## Notes

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