

Hand in Hand Home and Community Care (VIC)

Participant Handbook



PO Box 176, Ferny Creek, VIC 3786
admin@hihvic.care | www.hihvic.com.au

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Contents

About Us	2
Our Services	2
Service Quality	2
Your Rights	3
Diversity and Participation	4
Advocacy	5
Privacy and Confidentiality	5
Feedback, Compliments and Complaints	6
Accessing Hand in Hand Home and Community Care (VIC)	8
Existing Hand in Hand Home and Community Care (VIC)	9
Fees and Charges	10
Freedom from Harm, Abuse and Neglect	10
Community Participation and Inclusion	11

About Us

Hand in Hand Home and Community Care (VIC) has been established in response to local community demand for quality disability support services.

Services may be provided by staff or sub-consultants.

Hand in Hand Home and Community Care (VIC) Contact Details

Phone

03 9755 2387

0439 984 567

E-mail

admin@hihvic.care

Address

PO Box 176, Ferny Creek, VIC 3786

Our Services

Our Services include:

- Level 3 Support Coordination
- Level 2 Support Coordination

For more information about these services please call us on 03 9755 2387 | 0439 984 567 or speak to a member of our staff.

Our opening hours are 09:00 to 17:00 Monday to Friday.

Service Quality

To deliver its services to people with disability and their families, Hand in Hand Home and Community Care (VIC) must comply with the Disability Services Act 2006 and the VIC Disability Services Standards as well as the NDIS QSC.

These are a set of standards that ensure that disability services provide the highest quality services.

As set out in this Handbook, Hand in Hand Home and Community Care (VIC) is committed to delivering services in compliance with these standards and in continuously improving its service delivery.

We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate Participant and other stakeholder feedback.

The NDIS Practice Standards create an important benchmark for providers to assess their performance, and to demonstrate how they provide high quality and safe supports and services to NDIS participants. Together with the NDIS Code of Conduct, the NDIS Practice Standards will assist NDIS participants to be aware of what quality service provision they should expect from NDIS providers.

The outcomes of the NDIS Practice Standards are included within the *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*. The *National Disability Insurance Scheme (Quality Indicators) Guidelines 2018* list the outcomes of the NDIS Practice Standards and also the associated quality indicators NDIS providers can use to demonstrate conformity with the outcomes.

The NDIS Practice Standards consist of a core module and several supplementary modules that apply according to the types of supports and services NDIS providers deliver.

NDIS Practice Standards

<i>Low Risk</i> <i>Division 1</i>	<i>Low Risk</i> <i>Division 2</i>	<i>Low Risk</i> <i>Division 3</i>	<i>Low Risk</i> <i>Division 4</i>	<i>High Risk</i>	<i>High Risk</i>	<i>High Risk</i>	<i>High Risk</i>	<i>High Risk</i>	<i>High Risk</i>	
Core Module	Core Module	Core Module	Core Module	Module 1	Module 2	Module 2A	Module 3	Module 4	Module 5	Verification Module
Rights and Responsibilities	Provider Governance and Operational Management	Provision of Supports	Provision of Supports (Environment)	High Intensity Daily Personal Activities	Specialist Behaviour Support	Implementing Behaviour Support Plans	Early Childhood Supports	Specialist Support Co-ordination	Specialist Disability Accommodation	Verification
1.1 Person - centred supports	2.1 Governance and Operational Management	3.1 Access to supports	4.1 Safe environment	1. Complex Bowel Care	1. Behaviour Support in the NDIS	1. Behaviour Support in the NDIS	1. Behaviour Support in the NDIS	1. Specialised Support Co-ordination	1. Rights and Responsibilities	1. Human Resource Management
1.2 Individual values and beliefs	2.2 Risk Management	3.2 Support Planning	4.2 Participant Money and Property	2. Enteral (Naso-Gastric Tube - Jejunum or Duodenum) Feeding and Management	2. Restrictive Practices	2. Regulated Restrictive Practices	2. Regulated Restrictive Practices	2. Management of a Participant's NDIS Supports	2. Conflict of Interest	2. Incident Management
1.3 Privacy and Dignity	2.3 Quality Management	3.3 Service Agreements with Participants	4.3 Management of Medication	3. Tracheostomy Management	3. Functional Behaviour Assessments and Behaviour Support Plans	3. Supporting the Assessment and Development of Behaviour Support Plan	3. Supporting the Assessment and Development of Behaviour Support Plan	3. Conflict of interest	3. Service Agreements with Participants	3. Complaints Management
1.4 Independence and informed choice	2.4 Information Management	3.4 Responsive Support Provision	4.4 Management of Waste	4. Urinary Catheter Management (In-dwelling Urinary Catheter, In-out Catheter, Suprapubic Catheter)	4. Supporting the Implementation of the Behaviour Support Plan	4. Behaviour Support Plan Implementation	4. Behaviour Support Plan Implementation		4. Enrolment of SDA Properties	4. Risk Management
1.5 Violence, Abuse, Neglect, Exploitation and Discrimination	2.5 Feedback and Complaints Management	3.5 Transitions to or from the provider		5. Ventilator Management	5. Behaviour Support Plan Monitoring and Review	5. Monitoring and Reporting the Use of Regulated Restrictive Practices	5. Monitoring and Reporting the Use of Regulated Restrictive Practices		5. Tenancy Management	
	2.6 Incident Management			6. Subcutaneous Injections	6. Reportable Incidents involving the Use of a Restrictive Practice	6. Behaviour Support Plan Review	6. Behaviour Support Plan Review			
	2.7 Human Resource Management			7. Complex Wound Management	7. Interim Behaviour Support Plans	7. Reportable Incidents involving the Use of a Restrictive Practice	7. Reportable Incidents involving the Use of a Restrictive Practice			
	2.8 Continuity of Supports					8. Interim Behaviour Support Plans	8. Interim Behaviour Support Plans			

Your Rights

Hand in Hand Home and Community Care (VIC) respects and fully commits to upholding the rights of all people, including those with disabilities.

We are also committed to ensuring you, our Participants, are aware of Your Rights and responsibilities and can be confident in exercising them.

You can request Hand in Hand Home and Community Care (VIC) full Participant Charter from any of our staff members.

When you interact with Hand in Hand Home and Community Care (VIC), you will:

- be respected and treated with dignity;
- have choice and control over your service delivery and have your autonomy and independence supported; receive high quality, safe and personally relevant services;
- have services provided by appropriately qualified staff; be assured that your personal and health information is kept private and confidential;
- be provided with all the information you need to make informed decisions; and
- be supported to have a person of your choice support and advocate on your behalf;
- be supported by an interpreter or translator if required; and
- be encouraged and supported to pursue any complaints about our service provision.

Diversity and Participation

All aspects of Hand in Hand Home and Community Care (VIC) delivery promote Participants' active participation and inclusion in the community.

We support participants to develop and maintain their independence, problem-solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other special needs.

Interpreting and Translation

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available at no cost to support your interactions with us.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity.
- employing and developing a diverse and culturally competent workforce.
- working collaboratively with disability-specific,
- Mainstream, Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) services to support holistic service delivery; and
- using a strengths-based approach to identifying individual Participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

Advocacy

Hand in Hand Home and Community Care (VIC) fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, many disability advocates are available and can be searched for online:

Disability Advocacy Finder:

<https://www.ndiscommission.gov.au/resources/find-assistance/find-advocate>

Email: feedback@ndis.gov.au

Phone: 1800 035 544



Privacy and Confidentiality

Hand in Hand Home and Community Care (VIC) values and respects the privacy, confidentiality and dignity of our Participants and their families, as well as our staff. We collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation.

Hand in Hand Home and Community Care (VIC) will only collect information necessary for safe and effective service delivery. We will only use the information for the purpose it was collected and secure it safely.

When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

You can request Hand in Hand Home and Community Care (VIC) full Privacy Statement from any of our staff members.

Feedback, Compliments and Complaints

Hand in Hand Home and Community Care (VIC) values and respects the privacy, confidentiality and dignity of our Participants and their families, as well as our staff. We collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation.

Hand in Hand Home and Community Care (VIC) will only collect information necessary for safe and effective service delivery. We will only use the information for the purpose it was collected and secure it safely.

When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Feedback, compliments and complaints can be lodged:

Directly with a staff member, either verbally or by submitting a completed Feedback and Complaints Form;

Hand in Hand Home and Community Care (VIC)

Contact: Katalin Jakus

Address: PO Box 176, Ferny Creek, VIC 3786

Phone: 0439 984 567 03 9755 2387

Email: admin@hihvic.care

Web: www.hihvic.com.au

Feedback and Continuous Improvement

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Hand in Hand Home and Community Care (VIC)'s Director, or alternatively through any of the following agencies:

NDIS Commission

Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
National Relay Service and ask for 1800 035 544

Department of Social Services

Department of Social Services Feedback
Phone: 1800 634 035
Email: complaints@dss.gov.au
Website: www.dss.gov.au

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on Participant guarantees and unfair contract terms.

Abuse

National Disability Abuse and Neglect Hotline
Phone: 1800 880 052
TTY: 1800 301 130
National Relay Service: 1800 555 677
Translating and Interpreting Service: 131 450
The hotline is open 8am – 8pm (AEST), every day, Australia-wide.
Email: enquiries@disabilityhotline.org
Website: www.disabilityhotline.org

Human Rights

Australian Human Rights Commission
Phone: (02) 9284 9600
TTY: 1800 620 241
Complaints Infoline: 1300 656 419
General enquiries and publications: 1300 369 711
Fax: (02) 9284 9611
Email: complaintsinfo@humanrights.gov.au
Website: www.humanrights.gov.au

All feedback and complaints will be used by Hand in Hand Home and Community Care (VIC) to continuously improve our service delivery.

Accessing Hand in Hand Home and Community Care (VIC)

We aim to provide accessible services to you that are safe, engaging and responsive to your support and communication needs.

Access to services is based on relative need, service capacity, the best interests of the person wishing to use our service and any potential impact on existing Participants.

Anyone wishing to access our services must participate in an Intake Interview. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process.



Accessing Hand in Hand Home and Community Care (VIC)



The purpose of this interview is to assess your needs and whether Hand in Hand Home and Community Care (VIC) is able to support you. You will be contacted within one working day of the Intake Interview and advised of the outcome.

If you are offered services and accept, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement.

This will be completed during an Assessment and Planning Interview, which will take place within 5-10 working days of your acceptance.

Once you are a Participant, we will review the provision of your supports every 6 months with you and your supporters. Flexibility will be provided in regard to the timing of review assessments, based on your needs and wishes, and you can request a review at any time.

Service Refusal

We will accept your choice if we offer you a service and you choose not to accept.

Hand in Hand Home and Community Care (VIC) may refuse to offer a person service where:

- they do not meet our eligibility requirements;
- other potential Participants are assessed as
- a higher priority based on our Priority of
- Access considerations;
- we do not have the capacity to cater to additional Participants; or
- we do not have the resources to cater to the specific needs of the person.
- here services cannot be provided, we will assist you with referrals and support to access alternative services.



Waiting List Processes



A person who meets Hand in Hand Home and Community Care (VIC) eligibility requirements and cannot be offered a service due to lack of service capacity can elect to be placed on our Waiting List.

Potential Participants on our waiting list will be contacted at least every three months to:

- advise them of their current status;
- check whether they want to remain on the list;
- provide referrals to other service providers if required; and
- advise the estimated wait time remaining.

Appeal

Any person refused services has the right to appeal.

Appeals should be directed in writing to Hand in Hand Home and Community Care (VIC) Director.

Exiting Hand in Hand Home and Community Care (VIC)

All Participants have the right to exit Hand in Hand Home and Community Care (VIC) at any time and a decision to do so will not prejudice future access to the service. You must give us at least 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

All Participants exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternative services.

Participants who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a Hand in Hand Home and Community Care (VIC) staff member.



Exiting Hand in Hand Home and Community Care (VIC)



Service Termination

Hand in Hand Home and Community Care (VIC) may terminate a Participant's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other Participants using the service is displayed; or
- dramatic health changes require significantly increased levels of care or a service model not provided by Hand in Hand Home and Community Care (VIC).

Any person whose services are terminated has the right to appeal. Appeals should be directed in writing to the Hand in Hand Home and Community Care (VIC) Director.

Fees and Charges

Fees and charges for our services vary depending on the service and the source of funding for that service (e.g. government funded or Participant funded). We will discuss prices with you before providing services and include all fees in a Service Agreement.

The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed to by you before services can commence.

Hand in Hand Home and Community Care (VIC) will provide you with regular invoices and statements to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.



Freedom from Harm, Abuse and Neglect

Hand in Hand Home and Community Care (VIC) values and respects the privacy, confidentiality and dignity of our Participants and their families, as well as our staff. When visiting our office or taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Hand in Hand Home and Community Care (VIC) treats any allegation of abuse, assault or neglect very seriously.

Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Hand in Hand Home and Community Care (VIC) staff member.

Hand in Hand Home and Community Care (VIC) employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services.

All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation.

Hand in Hand Home and Community Care (VIC) will only collect information necessary for safe and effective service delivery. We will only use the information for the purpose it was collected and secure it safely.

When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Work Health and Safety



Hand in Hand Home and Community Care (VIC) is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all Hand in Hand Home and Community Care (VIC) stakeholders – including staff, Participants, Participants, families, carers and visitors.

We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when visiting our office or participating in our services.

Community Participation and Inclusion

Hand in Hand Home and Community Care (VIC) is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community.

We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific needs or goals.