H&H Care SA Pty Ltd

Participant Handbook for H&H Care SA Pty Ltd

- **Legal Name: H & H Care SA Pty Ltd.**
- **ABN: 2268 261 0706**
- **ACN: 682 610 760**
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- **Phone: 0401 919 555**
- **Office : 2 Pham Close, Pennington SA 5013**

To: …… (Participant Name)

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Welcome to H&H Care SA Pty Ltd.

The team at H&H Care SA Pty Ltd. extends a warm welcome to you. We sincerely trust that your collaboration with us will be both enriching and fulfilling.

At H&H Care, we uphold the expectation that all members of our staff and workforce embrace the responsibilities inherent to their roles, delivering services of exceptional quality to our clientele.

This handbook serves as a crucial resource, furnishing you with pertinent information concerning our operational procedures and essential policies that demand strict adherence.

Should you require clarification on any aspect of this handbook or seek further insight into H&H Care SA Pty Ltd., please feel free to reach out to me without hesitation.

Wishing you the very best!

Managing Director – H&H Care SA Pty Ltd.

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Organisational Chart



Words We Use and What They Mean

Keyword	Meaning
Staff or worker	the H&H Care SA Pty Ltd. Team, senior management, employees, contractors, other service providers, or organisational volunteers.
Participant	you, your family, carer or advocate.
SIL residents	You if you are staying in any of the providers SIL/Group Home Accommodation
Workplace or environment	Service delivery, including in your home, during transport, community spaces, public spaces or other facilities.
Service	Services and activities that we deliver are related to a service agreement and support plan.
We, us and our	Means the legal entity who, and the highest authority of, H&H Care SA Pty Ltd..



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, hold a Permanent Visa or a Protected Special Category Visa
- be under 65 years of age
- require support from a person or equipment to do everyday activities.

To be eligible for our NDIS services, you must:

- meet the NDIS eligibility criteria
- have an NDIS plan that identifies the services provided
- have an NDIS support plan that requires services that are included in our registration groups
- have funds available in your plan to pay for our services.

The eligibility criteria pertain to individuals who intend to choose H&H Care SA Pty Ltd. as their service provider. This is dependent on:

- **A NDIS Approved Plan is required:** Requirements of the provider will be discussed, and available skills of workers will be assessed; then the service will be started upon participants' approval
- Participants who wish to stop their services, can either inform us verbally or in writing. **H&H Care SA Pty Ltd.** will be flexible with the service provision.

All following information will be provided to the participant in a way that the participant understands such as in another language, easy English, or a detailed explanation:

- Phone Contact
- Intake Process

- Initial assessment and support plan
- Risk assessment
- Participants' consent and acceptance

Participants may be interviewed, and information included in the participant's NDIS plan will be considered in the interview.

After a reasonable timeframe of the intake interview, the **management team** will inform the participant about the outcome of their interview

If the participant is accepted, the process of intake will be started.

Before starting, the participant shall complete and sign the below documents:

- **Form18 Participant Information Consent Form**
- **Form20. Participant Intake Form**
- **Form22. Service Agreement**
- **Form 13. Advocate Nomination Form** (if applicable)
- **Form23. Transition Plan** (if applicable)
- **Participant Handbook**

An initial assessment will be done by the management team using Form 27. Initial Assessment and Support Plan and Form 26. Goal Plan for Participant to identify participant's needs and associated risks.

In collaboration with each participant, a risk assessment is completed and documented for each participant's support plan, and then appropriate strategies to treat known risks are planned and implemented.

Periodic reviews of the effectiveness of risk management strategies are undertaken with each participant to ensure risks are being adequately addressed, and changes are made when required.

- **Service Re-Entry**

There is still the option of re-entry within a month for participants who has chosen to exit H&H Care without following the formal intake process if resources are still available.

Participants who change their mind to get back to the service after the cooling-off period would need to undertake all entry assessments.



Data Security/Archiving Participant Files (Information Management)

H&H Care is dedicated to safeguarding the security of its information and information systems.

Documents undergo meticulous handling, encompassing appropriate utilization, access, transfer, storage, security measures, retrieval, retention, destruction, and disposal processes. This is ensured through the implementation of password protection and antivirus software on electronic devices. For hard copies (where applicable), files are securely stored in designated cabinets, with access granted solely to authorized personnel.

According to the above information, all staff and workers are committed to:

- Use of all reasonable, appropriate, practical and effective security measures to protect our important processes and assets in order to achieve our security objectives.
- Protecting and managing information assets to enable us to meet our contractual, legislative, privacy and ethical responsibilities and satisfy applicable IS requirements and legal requirements
- Protect the system against unauthorized access.
- Report and investigate information security breaches.
- Record keeping processes underpin day-to-day actions and H&H Care has an ongoing commitment to continuous improvement in this area.
- Confidentiality agreement has been signed by all workers using Form19.Privacy & Confidentiality Agreement.
- Records including all completed forms and templates either in hard copy or electronically are maintained for 7 years. For instance, complaint records and incident records shall be kept for

7 years.

All personal information of participant and staff and workers shall be:

- Safely stored to restrict the access for any misuse
- Not shared with any third party unless the participant or staff and workers has given consent
- Retained for a limited period
- Destroyed properly if not required, for example shredding
- Printed version of the Personal confidential information shall be stored securely when not in use, for example in lockable cabinet.
- Confidential information including personal information shall not be posted on social media.
- Each participant's consent is obtained to collect, use and retain their information or to disclose their information (including assessments) to other parties, including details of the purpose of collection, use and disclosure. Form18. Participant Information Consent Form will be used for this purpose.
- Each participant is informed in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law.

Participant's consent rights are as follows:

- The participant should make an informed decision before giving the consent
- If any participant requires additional time for any consent, enough time should be provided to make the best decision and have enough time for consultation
- Withdrawal of consent is a part of the participants right at any time
- Participants can evaluate the risks associated to their decision and take assessed risks



Participant Access to Personal Records

H&H Care keeps personal records on our participants. At any time, you, or your advocate/guardian, can request access to see your personal information.

Included below is the process we will follow to provide you with your personal information/records:

1. You, or your appointed advocate/guardian, request access to your records, verbally or in writing.
2. The H&H Care SA Pty Ltd. will confirm your request within forty-eight (48) hours.
3. The H&H Care SA Pty Ltd. will update you about the release of your information within seven (7) working days.
4. A reply to your request for information will be provided to you within two weeks of your original application.
5. Personal information is only released with the approval of the H&H Care SA Pty Ltd.
6. When consent is received, we will provide your personal information to the agreed person.
7. The H&H Care SA Pty Ltd. can assist you in understanding the information and will explain the terminology used.
8. On infrequent occasions, access to records may be denied. Denial is based on advice received from our legal representative. Should this situation arise, the denial will be discussed with you, your family and your advocate.



Participant Assessments and Choices

You are at the centre of our services. We will partner with you to learn about your strengths and preferences to design supports that are right for you.

We want you to tell us what services you need and how and when you want them delivered. This holistic and collaborative approach ensures that H&H Care can meet your expectations. We will design a service that assists you to maintain and improve your lifestyle while increasing your independence and involvement in the community.

Your support (or service) plan is developed with you as its focus. We will create the plan in collaboration with you, your family or advocate, our team, and any other required support professionals. Assessments will be undertaken before you commence receiving service from H&H Care SA. Our H&H Care SA will conduct all assessments face to face with you, your family and/or advocate.

Your support plan, which is created with H&H Care SA, will be person-centred and take an individualised approach. The plan will focus on you as an individual and be designed to promote your independence. We will record your unique skills and strengths, together with your goals and aspirations. The plan will be flexible and open to change, depending on your progress and other factors. H&H Care SA will regularly review your support plan to ensure that we are meeting your needs and personal requirements. We welcome your feedback regarding the services we provide you.

Included below is the process that is taken to commence the development of the support plan:

1. H&H Care SA will perform assessments face-to-face with you, your family and/or advocate. Any specific access or entry requirements we have will be discussed with you.
2. Assessment interview time/s are arranged by telephone. Your advocate will be invited to be present (if applicable).
3. During your first meeting, the H&H Care SA will explain our assessment process to you. They will provide information on collecting and using personal data, privacy, information-sharing, and confidentiality considerations. They will also remind you that an advocate can be arranged if you want one.
4. If you have specific communication needs, our H&H Care SA will make the necessary arrangements to ensure these needs are considered. For example, interpreters and translated information can be provided. If you have a vision impairment or hearing loss, we will make the necessary arrangements for the essential support service to be present during assessments.
5. The H&H Care will inform you of your right to opt-out of sharing your personal information to meet government requirements.
6. The H&H Care will review completed assessments. Identified areas of your independence and needs will form the basis of your care discussions.
7. Developing your support plan is a consultative process between all relevant parties.

8. Once your plan has been determined and happy with it, we will ask you to sign off on it. You will be provided with a copy of your support plan.
9. H&H Care will regularly assess your support plan to check that your needs are being met.
10. Our Staff will collect information when they work with you. This information is entered into your record, so we have evidence-based information to check that our service delivery meets your current needs, interests and aspirations.
11. H&H Care will conduct regular assessments in the future with you to review your support plan and make sure the supports you are receiving still meet your needs.
12. We can re-negotiate your service agreement to take into consideration any changes in your needs or circumstances, which may include a:
    - change to your support worker or representative
    - request to increase or decrease the number or types of service we provide.
13. You can opt-out of providing the information requested by government bodies such as the NDIS; please inform our Staff if you want to opt-out.



Communication with participants

Following our initial assessment of your communication needs, we will provide written, verbal or translated options to communicate with you on an ongoing basis.

If you have a communication method you prefer, please let our team know to arrange this for you.



Participant Assistance with Medication

The H&H Care will discuss your medication requirements with you and then complete an assessment regarding your medication needs. If our H&H Care SA has any concerns regarding your ability to manage your medication safely, they will complete a Self-Administration of Medication Assessment.

If you need assistance with your medication, all oral medications will be provided in a Webster Pack (or another multi-dose-controlled medication pack).



Smoking

If you smoke, we kindly request that you refrain from doing so while our staff members are carrying out their duties. Our priority is to ensure a safe working environment for our team.



Interpreter Services

If you are from a non-English speaking background, we can engage an interpreter if you would like one. We will only engage an interpreter if we have your permission.

The interpreter will attend meetings with you and record all meeting information in your record. In an emergency or a crisis, we can arrange for a telephone interpreter service.



Management of Budgets, Statements and Fees

You receive an NDIS funding package to pay for your disability support and support management. Your package lets you decide the type of disability supports you need, who provides it and where it is provided. Thank you for choosing H&H Care SA as part of your support team. Our team will never offer you financial advice or information.

H&H Care SA will regularly inform you of the cost of the services being provided. We are transparent with our fee structure. When starting your service with us, we will provide you with a statement that clearly outlines your fees. We then will provide you with a statement each month that outlines your fees.

Fees may be changed during your service delivery, but you will be informed of this increase two weeks in advance.

Please note: There are annual changes in the NDIS Price Guide; these will automatically adjust your fees.

Before services are provided, we will inform you of:

- chargeable fees
- payment methods, i.e. direct debit, cheque, money order (please never pay a Staff directly)
- your budget (or the amount of money you can spend)
- methods for payment of fees.

If you are using the National Disability Insurance Agency (NDIA) to manage your funds, H&H Care SA will work with the NDIA.



Money and Property Assistance

Your money, or other property, will only be used with you and for the purposes you request.

If you require H&H Care SA to provide financial assistance, you, your family or advocate must approve the arrangement and complete a Participant Money and Property Consent Form.

If your Support Plan requires H&H Care SA staff to be involved in handling your money, strict procedures will be followed to protect you from financial abuse. Your Service Agreement and Support Plan will outline the assistance you need relating to your money and property.

You, your family or your advocate must sign the Service Agreement and Support Plan.

Our staff are not permitted to provide you with financial advice or information other than what is required under your Support Plan.

H&H Care undertakes an annual audit relating to your money and property supports and will provide you with a copy of this report.



Gifts

H&H Care SA recognises that you may, on occasion, like to give a gift to a Staff member. If you wish to give a gift, we prefer that it is something that can be shared by all Staff, e.g. flowers, a cake or chocolates.

Please NEVER offer or provide money to H&H Care SA Staff member.

H&H Care and its employees will not entertain any offers of money, gifts, services, or benefits that could potentially lead us to act against the interests of an NDIS participant. Additionally, staff and workers will not hold any financial or personal interests that might directly or indirectly impact or

undermine the selection of a provider or the provision of support to a participant. This encompasses refraining from soliciting or providing any form of commission by staff, workers, or ourselves.



Re-negotiating an Agreement

When your needs or circumstances change (e.g. support worker or advocate), or where you request an increase or decrease in the number or type of services, the re-negotiation of your H&H Care SA service agreement may be required. Our H&H Care will advise you if this is the case and arrange for a revised service agreement to be prepared.



Participant Transport

During your initial meeting with H&H Care SA, we will discuss your transport requirements. 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.

If you did not arrange transport as part of your service agreement, we could help. H&H Care SA can arrange to include transport services as part of your package or as an additional service.



Service Agreement

Once H&H Care SA has been selected as your service provider, we will develop a service agreement with you, your family or your advocate (if required). This service agreement will list the schedule of supports, the responsibilities of H&H Care SA, your responsibilities (as a participant) and our cancellation policy.

Charter of Rights



Your Rights

As an individual, you have many rights. We support and assist you in identifying and exercising these rights to achieve your goals. H&H Care SA adopts a policy of non-discrimination regarding eligibility and entry to our services and when providing support services to you.

You have the right to:

- access supports that promote, uphold, and respect your legal and human rights
- exercise informed choice and control to maximise independence
- freedom of expression, self-determination and personal decision-making
- access supports that respect your culture, diversity, values and beliefs
- a support service that respects your right to privacy and dignity
- be helped to make informed choices which will maximise independence
- receive support that is free from violence, abuse, neglect, exploitation or discrimination
- receive supports which are overseen by strong operational management
- receive services that are safeguarded by informed and compliant risk and incident management systems
- receive services from workers who are competent, appropriately qualified and have expertise in providing person-centred supports

- advise consent to the sharing of information between providers during the transition
- opt-out of giving information as required by NDIS.

Conflict of Interest

H&H Care is committed to ensuring that actions and decisions taken at all levels in our organisation are informed, objective and fair. A conflict of interest may affect the way a staff member may act or the choices they make. Identified conflicts of interest require action to be undertaken by our organisation to ensure that personal or individual interests do not impact your or our services, activities or decisions.

H&H Care SA requires all staff to declare their involvement in external work-related activities to allow for discussion and management of the potential conflicts of interest with the H&H Care SA. Declaration and management of a conflict of interest are handled by the Managing Director of H&H Care SA. If any staff undertake other (new) work outside of our organisation, they must inform H&H Care SA immediately.

As a participant, if you feel that there is a conflict of interest, please let us know. We will provide you with a Conflict of Interest Declaration Form to complete.

In the event **you** declare or identify a conflict of interest, H&H Care will assess the conflict to determine if a conflict of interest exists (or there is a perception that a conflict exists). A meeting will be convened to discuss the conflict, and you may be asked to:

- contribute to the discussion, but abstain from voting or taking part in a decision on the matter
- observe but do not take part in the meetings or decision-making
- leave the meeting during the discussion and before a decision has been made.

All potential and actual conflicts will be recorded in the Conflict of Interest Register to oversee the identified and declared conflicts.

You will be informed of the outcome of the review by H&H Care. and, if there is a conflict, advise how our organisation will manage the conflict.

Workers and staff should not misuse H&H Care SA property, information and data for their own personal use.

All workers will act in the best interests of participants and other customers, ensuring that participants are informed, empowered and able to maximise choices and controls.

Staff members will not (by act or omission) constrain, influence or direct decision-making by a person with a disability and/or their family to limit that person's access to information, opportunities, choices and controls.

Everyone in H&H Care SA including workers, staff, management team and contractors shall have considered their actions as follows:

- What kind of conflict with my duties will be perceived?
- Is there any personal benefit involved in their action of duties?
- Is my involvement in any of the actions reasonable?



NDIS Code of Conduct

H&H Care and its employees are dedicated to adhering to the NDIS Code of Conduct outlined below:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.

2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.
8. without a valid reason, not represent or charge a higher price for goods supplied to a NDIS participant that is higher than the price that would be supplied or charged to a person who is not a NDIS participant.

The NDIS Commission requires H&H Care SA to demonstrate honesty, integrity, and transparency in all their dealings. This extends to how they determine pricing for products and services offered to NDIS scheme participants, along with providing clear justifications for their pricing decisions.

Additionally, providers are bound by the Australian Consumer Law (ACL), which prohibits misleading or deceptive conduct, false statements, and unfair contract terms, including those related to the pricing of goods and services, thus ensuring fair treatment of NDIS participants and plan managers.

Price differentiation occurs when a provider charges NDIS participants a higher price for identical products, supports, or services compared to other customers. The recently updated NDIS Code of Conduct Provider and Worker Guidance (Guidance) (April 22nd, 2024) recognises price differentiation as a potential form of 'sharp practice'. The Commission expects NDIS providers to refrain from engaging in or endorsing such practices. This entails:

- Avoiding charging participants more than others for essentially the same product, support, or service without valid justification.
- Abstaining from promoting, advertising, or publicizing higher prices for essentially the same products, supports, or services for participants compared to others without valid justification.

Culture, Diversity, Values and Beliefs

For H&H Care to provide a diverse and inclusive service to participants and their families, H&H Care SA decision does this by promoting the below:

- Support cultural diversity and promote the inclusive environment
- Support participants to play an active role in the community
- Finding participants' needs by consulting with their family members and carers
- Create an inclusive workplace for all staff and workers and respect their cultural, beliefs and language differences
- Ensuring that there is no difference in service provision between participants and the rest of the people in the society
- support people with CALD and Aboriginal and/or Torres Strait Islander (ATSI) backgrounds with their cultural and spiritual beliefs
- At the direction of the participant, the culture, diversity, values and beliefs of that participant are identified and sensitively responded to.
- Each participant's right to practice their culture, values and beliefs while accessing support is supported
- H&H Care's participants whose English is not their primary language will be provided with interpretation support (if required) or in case of a meeting, these people would be able to bring a member of their family who speaks English.



Violence, Abuse, Neglect, and Exploitation

H&H Care SA recognises 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 encourage and support any person who has witnessed abuse towards one of our participants or suspects that abuse has occurred to make a report and be confident of doing so without fear of retribution. Our reporting process includes any kind of abuse, including financial, emotional, social, psychological, sexual, physical abuse or neglect.

You can make a report to whomever you feel comfortable and safe with; this may include one of our employees, our H&H Care SA Team, a family member, your advocate or a trusted friend.

If you would like to speak with someone outside of H&H Care SA, you can contact the NDIS Quality and Safeguards Commission:

Phone: 1800 035 544 (free call from landlines) or TTY 133 677

National Relay Service and ask for 1800 035 544

Interpreters can be arranged.

You can also complete a NDIS Complaint Contact Form online. Go to the NDIS Quality and Safeguards Commission website *business.gov.au*

H&H Care SA acknowledges that prevention is the best protection from abuse and neglect and recognises our duty of care to put in place prevention strategies that include appropriate protocols that assist in identifying potential risks. Our prevention strategies include only employing skilled Staff, who respect the rights of participants and who are aware of current legislation and policies regarding abuse and neglect. Our Staff can assist you, your family or advocate, to access our complaints process and raise any concerns regarding our service provision.

Where abuse, harm or neglect has occurred, H&H Care SA will respond quickly, considerately and effectively to protect you from any further harm. We will provide you with access to any required counselling, medical and/or legal assistance.

When you make allegations of abuse, neglect, violence, exploitation or discrimination, you have the right to have an advocate present. H&H Care SA can arrange this for you.

Incident Management Policy and Procedure is established to investigate and report the abuse, exploitation and neglect-related issues.

Training is required for everyone in H&H Care SA to recognize, prevent and minimise abuse, exploitation and neglect.
H&H Care SA will have one trained manager appointed to deal with any abuse related issues.

Everyone has a responsibility about abuse, exploiting and neglect as follows:

- The victim should be supported by all staff and workers and members of the organisation
- If required, the responsible manager should inform relevant authorities, carer of the victim including their family and guardians or their substitute decisionmakers (if applicable)
- All staff and workers and witnesses should cooperate with relevant authorities in the process of investigation.



Bullying, Harassment and Discrimination

H&H Care SA is dedicated to fostering a workplace and participant environment that is devoid of bullying, harassment, and discrimination.

H&H Care is dedicated to executing training and awareness initiatives to guarantee that all employees and staff understand their rights and obligations regarding bullying, harassment, and discrimination.

Any instances of discrimination, harassment, or bullying involving workers or participants are deemed unacceptable and will be firmly condemned.

Everyone shares equal rights and responsibilities regarding sexual harassment.
Any incidents of discrimination, bullying, harassment, or discrimination should be addressed with the Managing Director or reported via the Incident Management Policy and Procedure.

Victimizing individuals who have lodged a complaint or assisted others in doing so, as well as those involved in the investigation process, constitutes discrimination, harassment, and/or bullying.

Violation of this policy and procedure in any manner may result in termination of employment.



Delegation of Responsibility and Authority

The H&H Care SA will arrange your support schedule, so you know who will be working with you to deliver your services and supports. We will provide you with a Staff who has the skills and knowledge you require. Wherever possible, we will meet your support requests, e.g. you would like a worker who speaks the same language, or is from the same culture, or meets other specific criteria.

Staff are allocated to you regularly so that you can feel comfortable with them and receive predictable and continuous support. The supports we provide are linked to your support plan and will demonstrate consistency with your needs and requests.

What will happen if your worker is absent?

- H&H Care SA will contact Staff members with relevant qualifications as a suitable replacement.
- Where possible, we will provide a Staff member who has worked with you previously and is aware of your requirements.
- Where possible, we will advise you of details of the replacement Staff member.
- We will gather your feedback on the replacement Staff member on completion of the service.

- The replacement Staff will be sensitive to your needs and ensure that care is consistent with your expressed preferences.
- We will seek your approval for the placement staff member and will never place someone to support you who you do not wish.



Participant Right to Access an Advocate

An advocate is a person who will listen to you, help you make decisions about what should happen in your life and then speak, on your behalf, to arrange for those decisions to be implemented. An advocate will ensure that your rights are respected and speak out for you if your needs are not met.

You can ask anyone that you know well and trust to be your advocate, such as a:

- member of your family or a friend
- a person from a legal advocacy service.
- It is the participant's right to choose their own advocates, change their advocates or withdraw their advocate's authority

Should a participant not have anyone to accept their advocacy, H&H Care SA can help you find an advocate by providing a list of available advocacy services. Once you have selected an advocate, H&H Care will provide you with a form that must be completed called Form13.Advocate Nomination Form

With your permission, H&H Care SA will:

- 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 them in the planning of services that will be provided to you
- ensure our Staff understand the role of your advocate.

H&H Care SA will ensure that your advocate is invited to attend:

- consultation meetings
- person-centred planning meetings and reviews
- any other relevant meetings or conferences.

You can use your advocate:

- any time you wish to communicate with us
- during your initial assessment consultation
- during your interviews and reviews
- during service delivery
- when you want to make a complaint
- when you want to give feedback.

We encourage you to bring your advocate to your initial assessment meeting, so your voice is heard during the planning process, guiding and developing your person-centred support plan. Your advocate is welcome to attend any meeting and to speak on your behalf.

You can change your advocate at any time. If you change your advocate, please inform us as soon as possible to update your information and ensure that we talk to the correct person.



Participant Consent

When you provide consent, you give your permission or say that it is okay for something to happen. You must always fully understand why a person requires your consent. If you have any doubt about this, you should ask our team, or your advocate, for help.

You can withdraw your consent at any time. For example, the withdrawal of consent means if you are taking part in a particular program and decide that you do not like the program, you can tell us that you no longer want to participate in that program.

H&H Care SA will need your consent 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 we want to put in place for you
- assist you to see a doctor or a dentist
- provide appropriate services and supports
- provide you with medication.

If you feel that you cannot consent about issues in your life, we can talk to your family or advocate and ask them to assist. If you do not have family who can make decisions for you, we will help you apply to the court, or other government bodies, to appoint a Guardian who can legally help you make these decisions.

As a participant, your rights are as follows:

- The participant should make an informed decision before giving the consent
- If any participant requires additional time for any consent, enough time should be provided to make the best decision and have enough time for consultation
- Withdrawal of consent is part of the participant's right at any time
- Participants can evaluate the risks associated to their decision and take assessed risks

H&H Care SA's responsibilities for participant consent are as follows:

- A participant consent using **Form18. Participant Information Consent Form** will be obtained in case if the decision is related to any medical or dental treatment, behaviour support and accommodation arrangements
- Before disclosure of any personal information to other parties consent is required.

The personal information could be disclosed without consent only if there is one of the following:

- The person is at risk of harm or injury; or
- It is required by law



Privacy Statement

H&H Care SA is committed to complying with all relevant privacy legislation and has systems for the collection, use, 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 Form19.Privacy and Confidentiality Agreement to consent to collect, use, and disclose your personal information to comply with the Privacy Act 1988. As a of H&H Care, you have the right to privacy and confidentiality which ensures it is recognised, respected, and protected in all aspects.

Requests for access to the personal information we hold should be made in writing to the H&H Care SA. Where you believe that a breach of this policy or the *Privacy Act* has occurred, a written complaint should be made to H&H Care SA using form Form02 Complaint Report Form.

Failure to receive a response within thirty (30) days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) via:

- mail: GPO Box 5218, Sydney NSW 2001
- fax: 02 9284 9666
- email: enquiries@oaic.gov.au
- online: https://www.oaic.gov.au/

The following procedures are to be implemented to ensure that H&H Care SA meets its policy objective of ensuring that all clients of the agency have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.

H&H Care will:

1. Only collect information about the client that can be shown to be directly relevant to effective service delivery and the agency's duty of care responsibilities.
2. Seek the written consent of the client or family prior to obtaining information from any other source.
3. Seek the written consent of the client or family prior to releasing information to any other source.
4. Ensure that personal information is stored securely and is not left on view to unauthorized agency staff or the general public.
5. Ensure that only those agency staff who need access to the above information will be granted access.
6. Advise the client and family of the nature of the personal information that is held by the agency about the client.
7. Advise the client and family of their right to view the information that the agency keeps in respect of the client.
8. Ensure that personal information about a client is only held by the agency as long as it is remains relevant to the delivery of effective services and the agency's duty of care obligations.
9. Promptly investigate, remedy and document any consumer grievance regarding privacy, dignity or confidentiality.
10. Ensure that all information will be handled based on the NDIS Quality and Safeguarding Framework.

You can request H&H Care full Privacy Statement from any of our staff members.

Use and disclosure of personal information

- Australian privacy law allows H&H Care SA to use or disclose your personal information for the reason they collected it (the primary purpose).
- H&H Care can't use or disclose your personal information for another reason (a secondary purpose) unless an exception applies.
- Exceptions include:
- you've consented to H&H Care SA or agency using or disclosing your personal information for a secondary purpose
- H&H Care SA or agency uses or discloses your personal information because they think it's reasonably necessary for enforcement-related activities carried out by, or on behalf of, an enforcement body
- a secondary purpose is required or authorised under an Australian law, or court or tribunal order.



Incident Reporting

While we hope that an incident reporting does not occur, in the event it does, we are prepared to support and assist you by following procedures that appropriately deal with a critical incident.

An incident is classified as an event (or alleged event) that occurs because of, or during, the delivery of services and has caused, or is likely to cause, a significant negative impact on your health, safety or wellbeing.

If an incident does occur, we will engage the required authorities to support you during this time.

Incidents that relate to you may include, but are not necessarily limited to:

- an unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault or indecent assault) that occurs as a result or during the delivery of services
- allegations of serious, unlawful or criminal activity or conduct involving H&H Care SA employee, subcontractor or volunteer that has caused, or has the potential to cause, serious harm to you
- an incident where you assault or cause serious harm to others (including our employees, volunteers or contractors), as a result, or during the delivery, of services
- a severe fire, natural disaster, accident or other incidents 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 substantial threat to your health and safety.

H&H Care has established procedures that identify, manage and resolve incidents which include:

- Staff members will report all incidents to the H&H Care SA
- completion of an incident report that identifies and records an incident
- the H&H Care SA is responsible for reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies
- compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- supporting and assisting you if you are affected by the incident
- review of the incident by the H&H Care SA if you or others were affected
- collaborating with you, your family and/or advocate to manage and resolve the incident
- reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.

H&H Care SA will put in place appropriate preventive measures to mitigate further harm or injury as necessary. As part of the investigation process, the incident scene and evidence must be preserved until its conclusion. (In situations such as assisting an injured individual, enhancing area safety, aiding police investigations, or handling the deceased, site disturbance may occur.)
The area will be inspected and verified to ensure that no new hazards have arisen while securing it.

If medical treatment beyond first aid is required, the Safety representative will promptly notify the relevant person via phone or email.

Any incidents, including near misses, must be reported to the manager or supervisor using Form04, Incident Report, and recorded in Form11, Incident Register.

In the event of an incident, injury, or illness, H&H Care SA will take immediate and appropriate action to minimize the risk of further harm or damage, provided it is safe to do so.

1. Report Notifiable Incident

The incident notification process consists of 3 steps. These steps are as follows:

Step 1: Notify the NDIS Commission:

- ✓ Safety representative is responsible for reporting incidents that are reportable incidents to the Commissioner. In addition, any key personnel can notify Commissioner of reportable incidents.
- ✓ A notifiable incident shall be reported as soon as possible. The following information is required to be registered in the incident report form:
  - the name and contact details of the registered NDIS provider.
  - a description of the reportable incident (a description of the impact on, or harm caused to, the person with disability)
  - the immediate actions taken in response to the reportable incident, including actions taken to ensure the health, safety and wellbeing of persons with disability affected by the incident and whether the incident has been reported to police or any other body
  - the name and contact details of the person making the notification
  - the time, date and place at which the reportable incident occurred (if known)
  - the names and contact details of the persons involved in the reportable incident
- ✓ For an incident to be reportable a certain act or event needs to have happened (or alleged to have happened) in connection with the provision of supports or services by the registered NDIS provider. This includes:
  - The death of a person with disability

- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity

✓ **H&H Care SA** will submit a notification form via NDIS commission portal within 24 hours, if any above incidents occur.

✓ Commissioner shall be provided with the following information within 5 business days after the provider became aware that the incident occurred:

- the names and contact details of any witnesses to the reportable incident
- any further actions proposed to be taken in response to the reportable incident

✓ If an unauthorised restrictive practice is used, NDIS should be notified in 5 business days of being notified of the incident. However, the incident should be reported in 24 hours if the incident has resulted in injury to a disabled person.

✓ In cases where there is a need for police intervention, even after consideration of the incident, it should be reported as soon as possible. If there is any uncertainty about whether the incident needs to be reported or not, the notifier or approver should contact the NDIS Commission to seek further advice.

✓ **H&H Care SA** will also inform:

- Authorities for notifiable work-related injuries, fatalities or dangerous occurrences
- Police if the incident relates to the death of a person

✓ Where an incident is referred to NDIS, the NDIS investigation takes precedence over any organisational process.

✓ The progress of the incidents, accidents and near misses will be tracked in incident report form.

Step 2: Submit a 5-business day form: this form should be submitted via the “My Reportable Incidents” portal within 5 business days after key management personnel are notified. Some additional information, including the corrective actions, is recorded in this form. any unauthorised

use of restrictive practices is recorded by this form.

Step 3: If required, the final report should be submitted: If this is required, the NDIS Commission will contact the provider and advise the due date for this matter. The final report field will be accessible on the NDIS Commission portal if the provider is required to submit a final report.

Reportable incident	Required timeframe
death of a person with disability	**24 hours**
serious injury of a person with disability	**24 hours**
abuse or neglect of a person with disability	**24 hours**
unlawful sexual or physical contact with, or assault of, a person with disability *Copyright © ISO Professionals*	**24 hours**
sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	**24 hours**
the use of a restrictive practice in relation to a person with disability if the use is not in accordance with a required state	**Five business days**

Reportable incident	Required timeframe
or territory authorisation and/or not in accordance with a behaviour support plan.	



Complaints and Feedback

Your feedback allows us to provide you with high-quality services; we actively seek your input. Feedback can be provided using Form31.Participant Survey (Client Satisfaction Survey). We would like your feedback on:

- quality of care received
- consistency of services provided
- support worker performance
- supports that work for you
- changes you want made to assist you
- what you like and dislike about our services

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint you provide as a serious issue. No matter what the situation, a Staff will not react badly to your complaint; you should feel safe knowing that they will not retaliate or hurt you in any way.

You can make an anonymous complaint using Form02.Complaint Report Form. Remember not to identify yourself during this process if you wish us not to know who is making the complaint.

You can make a complaint regarding our services, or a Staff provided to work with you. If you do not feel comfortable making a complaint, someone else can do this on your behalf, including:

- an advocate
- a family member
- a close friend
- your care worker
- a person you know and trust.

You can complain about your services and supports when:

- something has gone wrong
- something is not working well
- something has not been done the right way
- something makes you unhappy
- you have been treated badly.

Please send your complaints addressed to the Complaint Manager via any of the below means:

Email:	
Postal address:	• Complete Form02 Complaint Report Form should you wish to remain anonymous. • Mailed to address:
Phone	• Monday – Friday 9 am- 5 pm • Contact number:

Once a complaint has been received, H&H Care SA will investigate the complaint and find a resolution. The Managing Director will write a letter to confirm that your complaint has been received. This letter will provide you with the expected date H&H Care SA of the complaint resolution.

The complaint will then be investigated, and a plan to resolve it created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution or unhappy with the outcome and feel the matter is not resolved. Any ongoing issue could be identified by tracking and analysing feedback and complaint data. As a part of the continuous improvement process, the feedback, complaints and dispute resolution will be discussed in management team meetings regularly.

If you are not happy with the solution proposed by H&H Care SA regarding your complaint, you can speak to other organisations, such as:

Commonwealth Ombudsman – Disability Services

Telephone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

NDIS Complaints

Telephone: 1800 800 110

Email: feedback@ndis.gov.au or

Website: https://www.ndis.gov.au/contact/feedback-and-complaints



Risk-Taking

You have the 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 advocate.

We will work with you and advise the various options available regarding the activity to make an informed choice.



Quality Management

H&H Care SA is committed to integrating standard requirements into its operations through a system of continuous improvement. These commitments include:

Continuously improving and revising policies & procedures, processes, and services.

Ensuring that all policies & procedures adhere to relevant legislation, obligations, and standards.

- Sustaining, monitoring, and enhancing stakeholder satisfaction while fostering strong relationships with staff and workers.
- Conducting regular internal audits to identify and address any nonconformities and prevent their recurrence.
- Providing ongoing training to staff and workers to meet the necessary requirements.
- Ensuring that workers are provided with a photo identification or badge to facilitate identification by participants.

Provision of Supports

H&H Care SA will support your goals and decisions regarding the services you choose. We will offer you guidance and assist you in identifying your strengths and weaknesses to develop appropriate skills to help you achieve your goals.

We will never discriminate against you, irrespective of your age, gender, disability, cultural background or sexuality.

H&H Care SA will assist anyone enquiring about our services. We will provide support and advice regarding the appropriateness of our services or give a referral to an alternative service that may be more suitable for you. You have the right to seek the service you need and to access the supports you require.

Each participant's right to the dignity of risk in decision-making is supported. When needed, each participant is supported to make informed choices about the benefits and risks of the options under consideration.

Each participant's autonomy is respected, including their right to intimacy and sexual expression.

Each participant has sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit.

Each participant's right to access an advocate (including an independent advocate) of their choosing is supported, as is their right to have the advocate present.

Provision of Supports Environment

The standards addressed in this division include:

- 4.1 Safe Environment
- 4.2 Participant Money and Property
- 4.3 Management of Medication
- 4.4 Management of Waste

H&H Care SA endeavours to ensure you are always safe, physically and emotionally. Our Staff are trained in appropriate procedures designed to keep you safe, and they will report any risks, or potential risks, to the H&H Care SA.

We will work with you and/or your advocate to ensure you understand our fees and payment methods of our fees. All information will be clear and accurate.

If you require medication, our Staff are trained in managing your medication appropriately.

H&H Care SA Staff are trained to manage waste to protect you, or any other person, from harm resulting from exposure to waste, infectious or hazardous substances created during our service delivery. Our policies and procedures all comply with relevant legislation and include incident management processes and emergency plans. Where possible, we manage waste in a sustainable manner, such as recycling paper, glass and plastic waste, where appropriate.

H&H Care SA has established procedures that identify, manage and resolve incidents which include:

- completing an incident report that identifies and records an incident
- The staff reporting all incidents to our Managing Director
- reporting reportable incidents to the NDIS Commissioner and other appropriate authorities
- complying with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- supporting and assisting you if you have been affected by an incident
- reviewing the incident with you and the appropriate Staff
- working with you to manage and resolve the incident effectively
- making amendments to systems and procedures to reduce the risk of recurrence.

Hereby, Participants have the entitlement to receive services in a clean, hygienic, safe, and secure environment, ensured by the implementation of the following measures by H&H Care SA:

- Risk management policy & procedure
- Incident management policy & procedure
- Feedback and Complaint management policy & procedure
- Quality Management policy & procedure

Reasonable adjustments to the support delivery environment are implemented and supervised to ensure suitability for the purpose, while simultaneously upholding each participant's health, privacy, dignity, quality of life, and independence.



Participants receiving SIL Support services in a Group Home provided by the H&H Care SA

H&H Care SA SIL Provider Responsibilities

We at H&H Care SA will ensure that:

- The provided services meet the needs and expectations of the SIL resident
- SIL resident will be treated respectfully and communicated openly and honestly in a timely manner
- SIL residents' feedback and complaints are taken seriously and implemented in the improvement process
- Assist the SIL resident to make clear decisions and treat the SIL resident with courtesy and respect
- Avoid any conflict of interest between SIL residents and staff
- Regularly improve the services provided to the SIL resident listen to the SIL resident's feedback and resolve problems quickly;
- confidentially retain information and protect the SIL resident's privacy and confidential information;
- Ensure that everyone is living in a safe environment and any risk to the SIL resident will be mitigated as soon as possible.
- Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act and Rules, and the Australian Consumer Law; keep accurate

records on the supports provided to the SIL resident;

- The property is kept safe and secure at all time
- Each SIL resident receives a signed copy of this agreement.
- The contact details should always be up to date and communicated to the SIL residents if there is any change
- The property is fitted with adequate locks and security features to enable the home to be kept reasonably secure
- Key tenancy information should be communicated in a mode of language that is understandable for the SIL resident and should be translated if required
- The provider will complete all maintenance and/or repairs within 14 days of receiving written notice of work needs. Upon commencement of support, the provider will ensure to complete Form63.HSE Inspection Checklist which will enable to identify any actual or potential risks and the environment is safe.

➢ **SIL residents are responsible to:**

- Treat **H&H Care SA** staff with respect and courtesy
- Not to make any damage to the property intentionally
- Maintain the property so as not to cause a fire, health or safety hazard.
- Get the written agreement of the SIL provider before installing anything that cannot be easily removed without damaging the dwelling.
- If you are planning any absence, inform **H&H Care SA** in advance
- Respect your neighbour's rights and privacy
- If they wish to end the accommodation service agreement, give us written notice as agreed
- Do not make any modifications without **H&H Care SA** approval
- Be respectful to the house rules and ensure that they are abide by
- In a Supported Independent Living (SIL) home, it's essential to have a structured and transparent process for addressing changes in a participant's circumstances and support needs. This process involves collaboration between the participant, their support team, and service providers, this will be documented on **Form27.Initial**

Assessment and Support Plan, it will be reviewed every year. However, should any circumstances change, the participant is required to notify the provider so this information can be reviewed and updated to ensure optimal care is provided to the participant.

- Provide access to the room for maintenance checks and repairs as agreed
- When a participant has concerns about their SIL dwelling, it's important to ensure these concerns are effectively communicated and addressed to the provider, the participant can notify these concerns by sending an email to the provider. The provider will complete all maintenance and/or repairs within 14 days of receiving written notice of work needs.
- Not use the property for any illegal purposes
- Abide by the house rules listed below:

House rules for SIL (Supported Independent Living) are a set of guidelines that outline the expectations for behaviour and conduct of residents in a shared living arrangement. The rules are designed to create a safe, respectful, and supportive living environment for all residents. The rules include:

1. Respect for others: Residents are expected to respect the privacy, personal space, and belongings of other residents.
2. Noise: Residents are expected to keep noise levels at a reasonable level to ensure a peaceful and comfortable living environment.
3. Cleanliness: Residents are expected to keep the living space clean and tidy, including common areas such as the kitchen and bathroom.
4. Smoking: Depending on the policy of the service provider, smoking may be prohibited inside the house or on the property.
5. Visitors: Depending on the house rules, residents may need to obtain permission before inviting guests to the house, and visitors may need to comply with certain rules such as noise restrictions or curfews.
6. Safety: Residents are expected to take measures to ensure their own safety and the safety of others in the house.

7. Responsibilities: Residents are expected to fulfill their responsibilities such as paying rent and bills on time, completing assigned household chores, and adhering to the terms of their SIL agreement.

It's important to note that the specific house rules may vary depending on the needs and preferences of the residents and the service provider. The rules should be clearly communicated to all residents and any changes to the rules should be discussed and agreed upon by all parties. The house rules are intended to create a positive and supportive living environment for all residents, and adherence to the rules is essential to achieve this goal.

➢ **Unplanned exit payments**

There are two situations below that a SIL provider can continue to claim SIL funds of a participant for a limited amount of time, if the participant:

- Dies;
- Exits the accommodation permanently where there is an irretrievable breakdown of supports/relationship which requires an immediate exit due to the participant's personal health and safety, or that of others, is critically compromised.

A SIL provider needs to refer to the NDIS for the different claiming processes related to an unplanned exit.

Filling Vacancies:

- In shared living situations, where participants with disabilities are involved, it is important to consider each participant's needs, wishes, choices, and situation when filling vacancies. A selection process will be developed that considers the individual needs, wishes, choices, and situations of each participant. This process should be transparent and fair, and ensure that all participants have equal opportunity to express their preferences and be considered for available vacancies.

Before filling a vacancy in a shared living arrangement, **H&H Care SA** understands it is important to consult with the existing participants to understand their needs, preferences, and concerns. This will be done through individual meetings or group discussions. By involving the participants in the

decision-making process, they can provide valuable insights that can inform the selection of a new housemate.



Elimination Of Restrictive Practices

H&H Care is dedicated to actively working towards reducing and ultimately eliminating the use of restrictive practices.

H&H Care SA pledges to ensure that restrictive practices are employed only under extremely limited and specific circumstances, as a final resort, utilizing the least intrusive methods and for the shortest duration necessary. Such practices should be proportionate and justified, serving to safeguard the rights and safety of the individual or others.

H&H Care SA is committed to providing suitable support and monitoring in an environment tailored to the unique needs of participants exhibiting cognitive or intellectual disabilities or behaviours that pose, or have the potential to pose, harm.

H&H Care SA is dedicated to upholding the rights, safety, and well-being of individuals within our Organisation. We firmly believe in recognizing the purpose behind every behaviour and responding appropriately to resolve issues, including those exhibited by individuals posing potential harm and those diagnosed with mental illnesses.

H&H Care SA will adhere to the regulations outlined in the national Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018, the Disability Act 2006 (Vic), and the Disability (NDIS Transition) Amendment Act 2019.

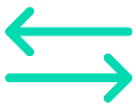
H&H Care SA is committed to ensuring that our services consistently meet established standards, with a primary focus on safeguarding and advancing the human rights of all participants.

H&H Care SA is dedicated to providing participants with protection against inhumane or degrading treatment, while also prioritizing personal dignity, privacy, self-respect, and individual needs.

H&H Care SA is committed to maintaining a safe working environment for all staff and workers.

H&H Care SA is committed to regularly reviewing the use of restrictive practices, including incident reporting where applicable, assessing appropriateness and exploring alternatives, and providing aggregated reports.

In instances of challenging behaviour, H&H Care SA will employ a positive behaviour support approach.



Transition and Re-entry

Your needs and interests may change during your time working with our service, and this may mean you need to transition (move) to another provider. H&H Care SA will assist and support you during this process. We will work with the other service providers to ensure your transition is smooth and meets your needs with your approval.

If you leave our service and want to return, we would be pleased for you to come back. You will need to:

- meet the program requirements to access funding, including prioritisation
- be placed on a waiting list (if no positions are currently available) and be contacted once a position is available
- undergo a risk assessment that reviews the risks relating to staying and leaving our service

- undertake a screening assessment
- agree to the conditions of the program
- pay any relevant fees.

Our team will be in regular contact with you, your family or your advocate when planning your entry to or exit from our service.



Participant Service Suspension and Leave

When using our services, you may terminate them for any reason, and at any time, you just need to provide us with the length of notice included in your service agreement.

You may request your services to be suspended, as per the terms of your H&H Care SA service agreement.

You may leave Australia on holiday or for another reason. Note: there is a *grace period* of six (6) weeks before the National Disability Insurance Scheme (NDIS) reviews your need to continue our services.



Participant Requested Termination

Exit planning will be established through collaboration with other service providers to fulfil the needs and expectations of individuals.

Participants have the right to terminate services at their discretion.

A fair and transparent procedure will be implemented to safeguard the rights of participants, as well as the safety and integrity of H&H Care SA services.

The management team will ensure that all staff and workers are familiar with the requirements of this Policy & Procedure and possess the necessary skills, knowledge, and capability to fulfil these requirements.

Participants have the option to discontinue services with H&H Care SA for the following reasons:

- The participant relocates outside of H&H Care SA's service area.
- They opt to switch to another service provider.
- The participant passes away during the service provision period.

H&H Care SA will acknowledge and derive insights from participants who choose to terminate their service.

Participants may agree to be interviewed upon their departure.

Participants retain the right to terminate their services at any time and may utilize H&H Care SA's services in the future.



Cancellation

H&H Care SA will exert all efforts to deliver the agreed-upon services to participants.
H&H Care SA will assist participants in accessing services that aid them in achieving their goals and objectives.

H&H Care SA will endeavour to minimize the occurrence of scheduled service cancellations.

Notification of service cancellation must be provided to H&H Care SA at least 7 days before the scheduled service.

If a service is cancelled after trading hours on the day preceding the service delivery day, or if the participant fails to attend on the service day, a fee will be deducted from your NDIS plan.

Participants will incur charges of up to 100% in the event of scheduled service cancellation, with unlimited occurrences permitted. Services may be cancelled by contacting the office via phone or email.

Waiting List Process

H&H Care SA's staff and workers will provide an update on the waiting list status updates as outlined below:

- Offering an estimate of the anticipated wait time.
- Confirming the individual's intention to remain on the list.
- Providing updates regarding their position on the waiting list.



Service Withdrawal

Participants are required to reach out to H&H Care SA if they decide to change their preference. However, if capacity is full, they will be placed on a waiting list.

Matters that could result in service withdrawal will be routinely assessed to avoid any reoccurrence.

Service Refusal

The Management Team will furnish the participant with a transparent explanation grounded in their abilities, resources, or capacity.

Possible grounds for declining service provision may include:

- Insufficient capacity at H&H Care SA to accommodate a new participant.
- Inadequate resources available to offer the support service.

Service Termination (Exit from Servies)

The Managing Director of H&H Care SA will engage participants in a discussion regarding their rights and responsibilities during the entry process. Throughout the induction, participants will receive information about the grounds for service termination as outlined in the Exit from Services plan, utilizing Form21: Participant Exit Form.

Access to necessary supports for participants will not be withheld or refused solely based on their choice to take risks that uphold their dignity.

H&H Care SA will only terminate a participant's services under specific circumstances, including:

- Inability to meet agreed goals and targets
- Potential harm to workers, staff, or other participants
- Continuous non-payment of service delivery fees
- Failure to meet financial obligations

Support needs of the participant falling outside the scope of H&H Care SA's services.

Before service termination, there will be consultation and discussion with the participant and their supporters to address irreconcilable issues and implement strategies.

If a participant refuses to use services or if H&H Care SA terminates their services, referrals and alternative options will be provided to the individual.



Participant Acknowledgement

Option 1: ☐ I, …… have been given the Participant Handbook & Easy to Read Versions (Welcome Pack) via email.

Option 2: ☐ I, …… have been given the Participant Handbook & Easy to Read Versions (Welcome Pack) in person as a hard copy.

[Please note, only select one option].

Participant Name:	
Participant Signature:	
Date:	Day_____/Month_____/Year_____

[If signed by a Nominee/Advocate:]

I confirm that this Participant Handbook has been explained to the person receiving the services (Participant) and that they agree to this:

Participant's Nominee/Advocate Name:	
Signature of Participant's Nominee/Advocate:	
Date:	Day_____/Month_____/Year_____