



# Participant Handbook

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**Glow Healthcare**

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# Welcome

We are pleased to welcome you to the team at GHA! Our Staff Handbook provides you with some key information about working at GHA, refers to important policies and procedures you need to be aware of, and sets out our expectations of staff. It is important that you fully understand and follow these requirements at all times.

If you have any questions or concerns about information in the Staff Handbook, please contact the Admin or HR Team, or you can refer to the relevant GHA Policy and Procedure available at admin office or on the Visual Care App.

## About Glow Healthcare Agency

Glow Healthcare Agency is an Australian family-owned business started and run by registered nurses with vast clinical and personal care expertise. Glow healthcare is a unique provider of aged care and disability support services. We also provide staff to residential care facilities, private and public hospitals, medical centres and in house. We value collaboration, partnership and brokerage of services in aged care, disability, mental health and for cares. We want to continue to impact our community through the power of collective, integrated and networked service providers. Our mission is to add value to our communities by providing quality healthcare services tailored to meet client's individual needs. Our Vision is to provide holistic and exceptional quality care for older people and people with disability. All Glow healthcare agency's operations are built upon the values of Trust, Collaboration, Equality, Respect and Empowerment.

### + Our Vision

Glow Healthcare Agency's Vision is to provide holistic and exceptional quality care for older people and people with disability.

### + Our Mission

Glow Healthcare Agency's Mission is to add value to our communities by providing quality healthcare services tailored to meet clients' individual needs.

### + Our Values

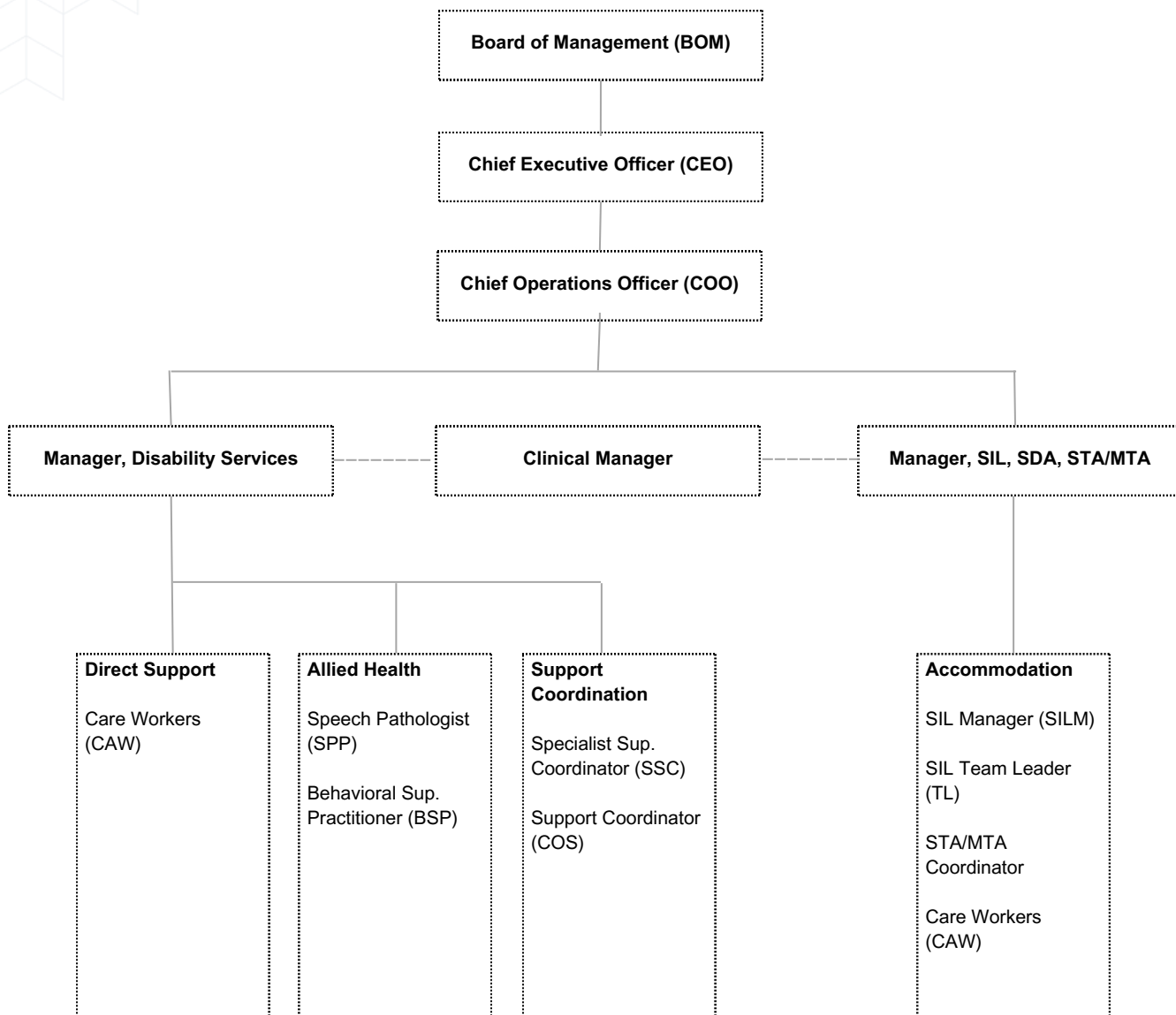
Glow Healthcare Agency's operations and activities are built upon the Values of trust, respect, equality, collaboration, and empowerment.

## Contact Us:

Business Phone:	(02) 8660 1936
Business Email:	info@glowhealthcareagency.com.au
Business Address:	20 Carlton St. GRANVILLE NSW 2142
Contact Person:	Disability Services Manager (DSM)
Phone Contact:	(02) 8660 1936 Extension 14
Emergency Contact:	+61 432 141 609 or +61 403 830 100



# Organisational Structure



Should you have any questions or concerns about your services with GHA, please contact the customer support team on:

## Customer Support

Phone: (02) 8660 1936 Ext

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



## Our Services

Glow Healthcare Agency (GHA) offers support and services to people with disabilities. We are funded under NDIS to provide support and services under the following registration groups:

0101 Accommodation/Tenancy	0117 Development-Life Skills
0102 Assist Access/Maintain Employ	0118 Early Childhood Supports
0103 Assist Prod-Pers Care/Safety	0120 Household Tasks
0104 Assist Personal Activities High	0121 Interpret/Translate
0105 Personal Mobility Equipment	0123 Assistive Prod-Household Task
0106 Assist-Life Stage, Transition	0124 Comms & Info Equipment
0107 Assist-Personal Activities	0125 Participate Community
0108 Assist-Travel/Transport	0126 Ex Phys Pers Training
0110 Behaviour Support	0127 Plan Management
0111 Home Modification	0128 Therapeutic Supports
0112 Assistive Equip-Recreation	0131 Specialised Disability Accommodation
0114 Community Nursing Care	0132 Support Coordination
0115 Daily Tasks/Shared Living	0133 Spec Support Employ
0116 Innov Community Participation	0136 Group/Centre Activities

For more information about these services please call us on (02) 8660 1936, visit [www.glowhealthcareagency.com.au](http://www.glowhealthcareagency.com.au) or speak to a member of our staff. Our opening hours are 9:00am to 5:00pm.

## Services Quality

To deliver our services as an NDIS Registered Provider, GHA must comply with the NDIS Quality and Safeguards Framework. This means we must:

- comply with the National Disability Insurance Scheme (NDIS) Act 2013 (Cth)
- comply with the NDIS Code of Conduct and any Conditions of NDIS Registration and
- obtain and maintain accreditation against the NDIS Practice Standards.



The NDIS Practice Standards are quality standards that govern how Registered NDIS providers must deliver services. The Standards that relate to GHA are:

## Schedule 1 - Core Module

1. Rights and Responsibilities (5 Outcomes)
2. Provider Governance and Operational Management (9 Outcomes)
3. Provision of Supports (5 Outcomes)
4. Provision of Supports Environment (5 Outcomes)

## Schedule 2 - Module 1 - High intensity daily personal activities

1. Complex Bowel Care
2. Enteral (Naso-Gastric Tube – Jejunum or Duodenum) Feeding and Management
3. Severe Dysphagia Management
4. Tracheostomy Management
5. Urinary Catheter Management (In-dwelling Urinary Catheter, In-out Catheter, Suprapubic Catheter)
6. Ventilator Management
7. Subcutaneous Injections
8. Complex Wound Management

## Schedule 3 - Module 2 - Specialist Behaviour Support

1. Behaviour support in the NDIS
2. Restrictive Practices
3. Functional Behaviour Assessments and Behaviour Support Plans
4. Supporting the implementation of the Behaviour Support Plan
5. Behaviour Support Plan monitoring and review
6. Reportable Incidents involving the use of a Restrictive Practice
7. Interim Behaviour Support Plans

## Schedule 4 - Module 2A - Implementing Behaviour Support Plans

1. Behaviour Support in the NDIS
2. Regulated Restrictive Practices
3. Supporting the Assessment and Development of Behaviour Support Plans
4. Behaviour Support Plan Implementation
5. Monitoring and Reporting the Use of Regulated Restrictive Practices
6. Behaviour Support Plan Review
7. Reportable Incidents Involving the Use of a Restrictive Practice
8. Interim Behaviour Support Plans



## Schedule 5 - Module 3 - Early childhood supports

1. The Child
2. The Family
3. Inclusion
4. Collaboration
5. Capacity Building
6. Evidence-informed Practice
7. Outcome Based Approach

## Schedule 6 - Module 4 - Specialised support coordination

1. Specialised Support Coordination
2. Management of a Participant's NDIS Supports
3. Conflict of Interest

## Schedule 7 - Module 5 - Specialist disability accommodation

1. Rights and Responsibilities
2. Conflict of Interest
3. Service Agreements with Participants
4. Enrolment of SDA Properties
5. Tenancy Management

GHA undergoes certification against these Standards every three years. Mid-term audits are undertaken every 18 months between Certification audits.

GHA 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, staff, and other stakeholder feedback.









## NDIS Code of Conduct

GHA and its staff comply with the NDIS Code of Conduct as set out below and as it is amended.

In providing supports or services to people with disability, GHA and its staff must:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making, in accordance with applicable laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner, with care and skill
- act with integrity, honesty, and transparency
- 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
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability and
- take all reasonable steps to prevent and respond to sexual misconduct.



Anyone can raise a complaint about potential breaches of the NDIS Code of Conduct. See the Feedback, Compliments and Complaints section of this booklet for more information.

Should GHA, or people employed or engaged by GHA, be found to have breached the NDIS Code of Conduct, GHA will comply with any education, compliance or enforcement action stipulated by the NDIS Commissioner.

## Your Rights

GHA respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting participants' rights, GHA complies with the NDIS Act 2013 (Cth), NDIS Practice Standards (2018), the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, United Nations Convention on the Rights of the Child, and relevant State/Territory Legislation.

- ACT: Human Rights Act 2004, Discrimination Act 1991
- NSW: Anti-Discrimination Act 1977
- NT: Anti-Discrimination Act 1992
- QLD: Human Rights Act 2019, Anti-Discrimination Act 1991
- SA: Equal Opportunity Act 1984
- TAS: Anti-Discrimination Act 1998
- VIC: Charter of Human Rights and Responsibilities Act 2006, Equal Opportunity Act 2010, Racial and Religious Tolerance Act 2001
- WA: Equal Opportunity Act 1984

Please see GHA's Participant Charter below.

## GHA's Participant Charter

### **You have the Right to access supports that:**

- promote, uphold, and respect your legal and human rights
- respect your culture, diversity, values, and beliefs
- respect and protect your dignity and right to privacy
- are free from violence, abuse, neglect, exploitation, or discrimination and
- allow you to exercise informed choice and control.

### **It is our responsibility to:**

- tell you about and uphold your rights
- provide supports in a way that promotes, upholds, and respects your rights to freedom of expression, self-determination, and decision-making
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide





- respect your autonomy, including your right to intimacy and sexual expression
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery
- support you to access an advocate (including an independent advocate) of your choosing
- support you to engage with your family, friends, and community in the ways you want
- treat you with fairly, with courtesy, dignity, and respect and without discrimination
- give you information about our services and associated costs, as well as other support options, within and outside GHA
- involve you in decisions about your supports, as well as our programs and policies
- provide services that consider and respect your lifestyle, cultural, linguistic, and religious background and preferences
- protect your personal information and only use it for the right reasons
- support you to provide us with feedback on our service, including complaints
- promptly address enquiries and complaints about the supports you are receiving
- support you to connect with other services, including advocates, interpreters, and translators, if needed
- support you to have a person to speak on your behalf for any purpose and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

**As our participant we ask that you:**

- provide us with information that will help us to best support you
- tell us if things change or you cannot keep an appointment or commitment
- act respectfully and safely towards other people using the service, and towards our staff
- provide us with feedback about our service and how we can improve
- promptly pay the agreed fees associated with your services and
- tell us as early as possible if our services are not required.

At all times GHA expects its staff to abide by and promote your rights in accordance with this Charter. Any potential breach of the Participant Charter will be treated seriously.

If you have any questions or concerns about your rights and responsibilities or would like to access a full copy of GHA's Participant Rights and Responsibility Policy and Procedure, please ask any member of our staff.

## GHA's Commitment to Child Safety and Wellbeing

GHA is committed to the safety and wellbeing of children and young people.

GHA wants children and young people to be safe, well, happy and empowered. We support and respect all children and young people, as well as our staff.

GHA is committed to the safety, wellbeing, participation and empowerment of all children and young people. We want to promote and protect their rights.





GHA has zero tolerance of placing children at risk of harm, including child abuse and neglect, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

GHA is committed to preventing risks of harm to children, including abuse, by identifying risks early and removing and reducing these risks.

GHA has legal and moral obligations to contact authorities when we are concerned about a child's safety or wellbeing.

All GHA's staff and volunteers have obligations to act ethically towards children and young people to ensure their safety and wellbeing.

GHA has robust human resources and recruitment practices for all staff. GHA is committed to regularly training and educating our staff on identifying and responding to potential risks of harm to children, including abuse risks.

GHA is committed to the cultural safety of Aboriginal and Torres Strait Islander children and young people, the cultural safety of children and young people from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children and young people with a disability.

GHA has specific policies, procedures and training in place that support our staff to achieve these commitments.

If you have any questions or concerns about GHA's commitment to child safety or would like to access a full copy of GHA's Child Safety and Wellbeing Policy and Procedure, please ask any member of our staff.

## Diversity and Participation

All aspects of GHA's service 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 needs and goals.

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 and Culturally and Linguistically Diverse services to support holistic service delivery and
- using a strengths-based approach to identify individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.



At all times GHA expects its staff to uphold and promote these values as they provide support you.

If you have any questions or concerns about diversity and inclusion within GHA's services or would like to access a full copy of GHA's Service Delivery Policy and Procedure, please ask our any member of our staff.

## Community Participation and Inclusion

GHA 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 that could be met by another organisation.

## Communication

GHA staff will show integrity and professionalism in the workplace and when working with you, your support networks, and other relevant stakeholders.

To support your understanding of the information we provide to you, information will be provided in ways that suit your individual communication needs. Written information can be provided in different languages and Easy English or it can be explained verbally by a member of our team. We can also help you to access interpreters or advocates where required.

At all times GHA expects its staff to be open, honest, and transparent as they provide support you.

If you have any questions or concerns about a member of our staff or would like to access a full copy of GHA's Service Delivery Policy and Procedure, please ask any member of our staff.

## 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.

If you would like to request an interpreter or translation service, have any questions or concerns about GHA's use of interpreters and translators or would like to access a full copy of GHA's Service Delivery Policy and Procedure, please ask any member of our staff.

## Advocacy

An advocate is a person who assists you to express your needs, or who speaks on your behalf. Advocates can be a family member, friend, or an Independent Advocate. They are not substitute decision makers but are there to ensure your needs and wants are listened to.



An independent advocate refers to a person who:

- is independent of the NDIA, the NDIS Commission and any NDIS providers providing supports or services to you
- provides independent advocacy to assist you to exercise choice and control and have your voice heard in matters that affect you
- acts at your direction, reflecting your expressed wishes, will, preferences and rights and
- is free of relevant conflicts of interest.[1]

GHA 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, please speak to one of our staff. Alternatively, you can use the Disability Advocacy Finder, which is available online through the [National Disability Advocacy Program \(NDAP\)](#).

## Privacy and Confidentiality

GHA 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.

GHA will only collect information necessary for safe and effective service delivery. We will only use 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. We will only take photos or videos with the full and voluntary consent of a participant.

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.

At all times GHA expects its staff to be uphold and maintain confidentiality regarding your personal information.

You will be provided with a full copy of GHA's Privacy Statement when you access services from GHA and you can request a copy of the Privacy Statement from any of our staff members, at anytime .





# Feedback, Compliments and Complaints

Compliments, complaints, and other feedback provide us with valuable information about participants' satisfaction with our services. Feedback is taken seriously by GHA and is seen as an opportunity for improvement.

We encourage your feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments, and complaints can be lodged:

- directly with a staff member at any time, either verbally or by providing a completed Feedback and Complaints Form
- by email to [info@glowhealthcareagency.com.au](mailto:info@glowhealthcareagency.com.au)
- by phone on (02) 8660 1936
- in writing to 20 Carlton St. GRANVILLE NSW 2142 or
- by completing GHA's annual participation satisfaction survey.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement.

All feedback and complaints will be used by GHA to continuously improve our service delivery.

If you would like a staff member to support you to complete GHA's Feedback and Complaints Form, have any questions or concerns or would like to access a full copy of GHA's Feedback and Complaints Policy and Procedure, please ask any member of our staff.

## Feedback and Continuous Improvement

In addition to the above, GHA is continually seeking feedback on how we can improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member, at any time.

## Complaints

We encourage anyone with a complaint to speak directly to a GHA staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 24 hours, it will be escalated to GHA's Disability Services Manager (DSM).

You can use GHA's Feedback and Complaints Form to formally lodge your complaint and a staff member can assist you to do this if you wish.



Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint.

cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by GHA to continuously improve our service delivery.

## Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from GHA's Disability Services Manager (DSM), you can complain to the NDIS Quality and Safeguards Commission (NDIS Commission).

Complaints to the NDIS Commission can be lodged:

- Phone: 1800 035 544
  - Phone hours services are currently available Monday to Friday (excluding public holidays) between 9am – 5pm for all States and Territories (except for the Northern Territory, available until 4:30pm)
- Online: <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

## Accessing GHA's Services

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

To be eligible to receive GHA's services, a participant must meet the following eligibility criteria. The person must:

- have one or more identified intellectual, cognitive, neurological, sensory or physical impairments that are, or are likely to be, permanent
- have one or more identified impairments that are attributable to a psychiatric condition and are, or are likely to be, permanent or
- be a child who has a disability like those described above or a developmental delay.

Consideration must also be given to the participant's Priority of Access by examining:

- their relative need compared to others who receive or want to receive services
- any additional needs they have
- the extent to which GHA can contribute to those needs being met
- the resources available within GHA to meet the participant's needs
- other services the participant receives and how GHA's services will complement those and contribute to improved outcomes for the participant and
- the best interests of the participant.



Anyone wishing to access our services must participate in an Intake Interview. The purpose of this interview is to assess your needs and whether GHA is able to support you, to discuss GHA's process about service entry or exit, fees and charges and conditions related to your service delivery.

Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to support you in this process. You will be contacted within 1 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 support network to complete the required forms and arrange for an Assessment and Planning Interview, which will take place within 7 working days of your acceptance.

If you have any questions or concerns about accessing our services or would like to have a full copy of GHA's Service Access Policy and Procedure, please ask any member of our staff.

## Service Non-acceptance

If you are offered services by GHA and you choose not to accept this offer, GHA will accept your choice and will not prejudice future access to our service.

Should you change your mind, you are welcome to contact GHA at any time, noting that you may need to be placed on GHA's waitlist if we have no capacity to provide services to you at the time you do recontact us.

## Service Refusal

GHA 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.

Should you meet GHA eligibility requirements but we are unable to offer services to you due to a lack of capacity, you can be placed upon GHA Waiting List. We will advise you of the possible waiting time before our services might become available.

Where services cannot be provided to you by GHA, we will assist you with referrals and support to access alternative services within 5 working days.





# Waiting List Processes

A person who meets GHA's 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 3 months to:

- advise you of your current Waiting List status
- check whether you 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 GHA's Disability Services Manager (DSM)

If you require support to make an appeal, GHA staff can support you by either transcribing your feedback for the Manager's review or referring you to interpreter or advocacy services.

If you are not successful in your appeal, you will be advised of this in writing.

If you are successful in your appeal, a GHA staff member will support you through our intake process.

If you would like to access a full copy of GHA's Feedback and Complaints Policy and Procedure, please ask any member of our staff.

## Assessment, Planning and Review

GHA's Service Coordinator will conduct your Assessment and Planning Interview, where we will work with you and your support network to assess your individual needs and develop and agree upon a Service Agreement and Support Plan.

The assessment will consider:

- your needs (including health, wellbeing, safety and communication needs), goals and longer-term aspirations
  - if you require support with communication, what arrangements need to be put in place to assist staff to understand your communication needs, and how they might express concerns, including emerging health concerns
  - if any health needs are identified (including swallowing problems / dysphagia), what process needs to be followed to respond to medical emergencies
  - supports you require relating to preventative health activities, such as accessing recommended vaccinations, dental check-ups, comprehensive health assessments and allied health services



- the supports that can be provided by GHA to meet your needs, based on the least intrusive approach and in accordance with contemporary, evidence-informed practices
- your support network, and how they can be supported to engage with your supports
- your age, ability, gender, sexual identity, culture, diversity, values, beliefs religion or spirituality
- any barriers to community participation and strategies that could be put in place to help you overcome them
- identify any alternative service delivery plans in instances where service delivery may be interrupted and
- how, when, and where the supports you require will be delivered.

A Risk Assessment will also be completed and include appropriate strategies to treat any identified risks, and how these will be planned for and implemented.

Once developed, your Service Agreement will outline:

- your Support Plan
- the period for when the supports are to be provided
- fees associated with the supports to be provided
- any conditions attached to the delivery of supports, including why these are attached
- when and how the Service Agreement will be reviewed
- how GHA and yourself will deal with any problems or questions that arise, including complaint handling and dispute resolution
- arrangements for providing supports that need to be put in place should an emergency or disaster occur
- the ability for you to consent to GHA collaborating with other providers, including health care and allied health providers, to share their information, manage risks to them, and meet their needs
- what you and your support network's responsibilities are under the Service Agreement
- what GHA responsibilities are under the Service Agreement and
- what notice either you or GHA need to provide to change or end the Service Agreement and how this is done.

Information gathered during the Assessment and Planning Interview will also inform your Support Plan. Your Support Plan will outline:

- the supports that will be provided to you
- the support staff who will provide the supports to you
- how, when, and where your supports will be delivered
- from the completed Risk Assessment:
  - the degree to which you rely upon the services provided by GHA to meet your daily needs and
  - the extent to which your health and safety would be affected if those services were disrupted strategies to treat these risks, and how these will be planned and implemented.



- arrangements, where required, to proactively support you with preventative health activities, including helping you to access recommended vaccinations, dental check-ups, comprehensive health assessments, and allied health services
- if you require support with communication, what arrangements need to be put in place to assist staff to understand your communication needs, and how they might express concerns, including emerging health concerns
- if you require meal preparation or mealtime management:
  - an assessment of what is needed to sustain life and support ongoing good health
  - any dietary intolerances, allergies, medication contraindications or potential risks when providing meals
  - the level of support or help you need and or want
  - your preferences, and religious and cultural considerations
  - the timing of mealtimes and
  - and risks identified and how these will be treated
- if any health needs are identified (including swallowing problems / dysphagia), what process needs to be followed to respond to medical emergencies
- plans for how individual, provider, and community emergencies and disasters will be responded to, to ensure your safety, health, and wellbeing

You will be provided with a copy of your Service Agreement and Support Plan. With your consent, information about your Support Plan may be provided to your support networks, your other service providers, and relevant government agencies to ensure a holistic support approach is provided.

We will review the provision of your supports every 6 months with you and your support networks. 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. Where alterations to your support provided by GHA are required to best meet your needs, your Support Plan and Service Agreement will be updated.

## Transition to GHA from Other Services

If you are transitioning to receiving supports with GHA and have been receiving supports from another service provider (including hospitalisation supports), GHA will ask for your consent to contact your other support providers to discuss or obtain your support requirements, any Support Plans and information relating to your needs and goals, to assist with your transition to GHA.

GHA's Service Coordinator will meet with you, your support networks and any other support providers (with your consent) to develop a Participant Transition Plan. This Plan will outline assessment of risks associated with the transition (to ensure they are adequately identified, documented, and responded to), the timeframe for the transition and who will manage the steps involved in the transition. You will be provided a copy of your Participant Transition Plan.

If you have any questions or concerns about GHA's assessment and planning processes, Service Agreements and Support Plans or would like to access a full copy of GHA's Assessment, Planning and Review Policy and Procedure, please ask any member of our staff.



## GHA Booking Procedures

GHA's Service Coordinator will arrange your support schedule, so you know who will be working with you to deliver your services and support. We will provide you with a Care Worker (CAW) 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, is from the same culture or meets other specific criteria.

Care Worker (CAW) 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?

- Glow Healthcare Agency (GHA) will contact Care Worker (CAW) members with relevant qualifications as a suitable replacement.
- Where possible, we will provide a Care Worker (CAW) member who has worked with you previously and is aware of your requirements.
- Where possible, we will advise you of details of the replacement Care Worker (CAW) member.
- We will gather your feedback on the replacement Care Worker (CAW) member on completion of the service.
- The replacement Care Worker (CAW) 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.

## Leaving GHA's Services

All participants have the right to exit GHA's services 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. You will be provided with a copy of your Exit Plan and a letter outlining your rights to future service provision and some information regarding advocacy, should you require this. 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 GHA staff member.





With your consent, we will provide relevant information regarding your support needs to your new service provider/s (including temporary providers such as hospitals) to support your service provider transition.

Prior to exiting, participants and their support networks will be provided guidance and support to:

- investigate other options or models of support from GHA (if appropriate)
- explore the consequences of their decision to exit the service (if relevant) and
- consider re-entry to the service in the future should their needs or circumstances change

This information will be documented within the participants Exit Plan. GHA will also include an assessment of risks associated with the transition (including those that are developed in collaboration with your new service provider/s) to ensure they are adequately identified, documented, and responded to.

With your consent, copy of your most recent Risk Assessment and Home Risk Assessment (if applicable) will also be provided to your new service provider/s.

If you have any questions or concerns about information sharing with other service providers or would like to access a full copy of GHA's Providing Information, Advice and Referrals Policy and Procedure, please ask any member of our staff.

## Fees and Charges

We will discuss fees 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.

GHA 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.

## Incident Management

We at GHA have a moral, ethical, and legal responsibility to ensure you are safe and we take proactive steps to protect you from harm. Our incident management system identifies, assesses, manages and resolves incidents that occur in connection with providing supports or services to you and could cause harm to you. We at GHA will provide support and assistance to you if you are affected by an incident (including information about access to advocates such as independent advocates), to ensure your health, safety, and wellbeing. GHA does this in a number of ways.

All personal information we collect to manage incidents must be handled in accordance with GHA's Privacy and Confidentiality Policy and Procedure to protect your privacy.



Our Disability Services Manager (DSM) takes all reasonable steps to ensure that Reportable Incidents are notified to the NDIS Commissioner within the required timeframes by reporting this via the NDIS Portal.

## Reportable Incidents Requiring Notification Within 24 Hours

The Disability Services Manager (DSM) or another member of the Governing Body must report the following incidents to the NDIS Commission within 24 hours:

- the death of a person with disability
- the serious injury of a person with disability
- the abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability or
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming for sexual activity.

The following information must be provided:

- the organisation's name and contact details
- a description of the reportable incident
- a description of the impact on, or harm caused to, the person with disability (this may not be required if the reportable incident was a death)
- the immediate actions taken in response to the reportable incident, including actions taken to ensure the health, safety and wellbeing of the person affected by the incident
- whether the incident has been reported to the Police or any other body
- the name and contact details of the person making the notification
- if known, the time, date and place at which the reportable incident occurred
- the names and contact details of the people involved in the reportable incident and
- any other information requested by the NDIS Commissioner.

## Reportable Incidents Requiring Notification Within 5 Business Days

Reportable Incidents involving the use of a restrictive practice that is unauthorised or not in accordance with a behaviour support plan must be reported to the NDIS Commission within 5 business days of Manager or a member of the Governing Body becoming aware of the incident. However, if the incident resulted in harm to a person with disability, it must be reported within 24 hours.

## Investigating Incidents

The options for investigating incidents are:



- **No further investigative action** – This may be appropriate where it can be clearly established that the report of the incident is inaccurate or there is no basis for concern about your safety or the quality of care you are receiving. If the decision is not to undertake an investigation, the grounds for this decision must be supported and recorded with reasoning backed up by evidence. The incident must then be the subject of a review.
- **Monitoring and support required** – Certain information may raise issues that do not necessarily warrant an investigation, but nevertheless require changes in practices. GHA may manage these issues by monitoring and supporting affected staff members or participants including yourself, and documenting this on relevant staff files and in your file. The incident must then be the subject of a review (detailed below).
- **Internal investigation** – This option may be selected only where we have the capability to undertake an investigation independently.
- **External investigation** – In other cases, we will need to commission an investigation by an external party to ensure the investigation is robust, objective and expert. Our Investigation Manager may commission an investigator, or a person from another organisation, with relevant expertise.

Regardless of the type of incident or investigation method used, incident investigation must focus on the incident only. All parties involved in an incident must be provided with procedural fairness and with the support and information necessary to participate in the investigation process.

Our staff, contractors and volunteers working with children are Mandatory Reporters with respect to protecting people from harm. Our staff must report any suspected or actual reportable concerns to the Police or Child Protection authorities as soon as practicable. Our staff must also notify the Directors of their report. We must provide timely feedback to anyone who reports an incident, raises concerns, or makes a complaint about harm to another person.

Feedback must be provided to you as soon as possible and within 7 days from the incident occurring. If an incident cannot be responded to you in full within 7 days, an update must be provided. This should include the date by which a full response can be expected. The update should be provided verbally in the first instance then confirmed in writing.

## Freedom from Harm, Abuse and Neglect

When visiting our office when taking part in our services, you have the right to be free from harm and any form of abuse or neglect. GHA 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 GHA staff member.



GHA 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.

## Work Health and Safety

GHA is committed to providing services in a safe and healthy environment. Work Health and Safety is the responsibility of all GHA stakeholders – including staff, volunteers, 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.

Where services are provided by GHA in your home, we expect that you, or the owner of the premises, will take responsibility for your safety and the safety of our staff working there. As far as practicable, please ensure that the premises is safe for our staff and meets all relevant building regulations or legislation. If you cannot perform or arrange for appropriate safety checks, this service can be included in your care plan or arranged with another service with our support.

## Conflicts of Interest

GHA and its staff members have a duty to act in the best interest of GHA and to ensure the supports and services you receive are free from conflicts of interests.

At times, personal interests or other duties (such as to another organisation someone is employed by) may conflict with this duty. This is called conflict of interest.

Conflicts of Interest in NDIS service delivery commonly occurs where an NDIS Provider or its staff does not act in the best interests of NDIS participants when marketing, recommending, or delivering services.

Conflicts of interest should be avoided wherever possible however they can't always be avoided and do not necessarily represent a problem. It is important that they are managed properly so that staff are acting in the best interest of both yourself and GHA.

GHA requires all of its staff to declare all potential, perceived and real conflicts of interest that could impact how they deliver supports to you. This includes conflicts of interest relating to financial, business, or personal matters, as well as any financial or business interests that GHA has with other organisations.

When providing supports GHA's staff will not influence or direct you or your support network's decision-making, or limit your access to information, choice, and control.





Advice and information provided about support options (in and outside GHA) will be accurate, transparent, and objective.

All participants supported by GHA will be treated equally and not given preferential treatment above others.

If you have any questions or concerns about a conflict of interest or would like to access a full copy of GHA's Conflict of Interest Policy and Procedure, please ask any member of our staff.

## Gifts and Benefits

GHA and its staff members will not offer, provide or receive any gift, benefits, or commissions that may be perceived to influence a relationship or decision affecting the supports you receive. GHA and its staff members are unable to accept any gifts, benefits or commissions valued over \$100.

Gifts, benefits or commissions received under the value of \$100 must be approved by the Manager. Regardless of value, all gifts, benefits, or commissions, whether provided by or received by staff, must be recorded in GHA's Gifts, Benefits and Commissions Register.

### Do you have any concerns?

**Step 1.** You should speak to your service coordinator.

**Step 2.** If they are unable to resolve your concerns or your concern is about a member of staff you should contact:

Eunice Cespedes, Disability Services Manager

P: (02) 8660 1936

M: 0402 034 444

E: [eunice@glowhealthcareagency.com.au](mailto:eunice@glowhealthcareagency.com.au)

Between 9am and 4pm Monday - Friday.

### Feedback & Complaints



SCAN ME

### Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from GHA's Disability Services Manager (DSM), you can complain to the NDIS Quality and Safeguards Commission (NDIS Commission).

### Complaints to the NDIS Commission can be lodged:

Phone: 1800 035 544

Phone hours services are currently available Monday to Friday (excluding public holidays) between 9am – 5pm for all States and Territories

(except for the Northern Territory, available until 4:30pm)

Online: <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>



# Please tell us about your experience

How was your overall experience with Glow Healthcare? (please circle)

➖ 1 2 3 4 5 6 7 8 9 10 ➕

What was the reason you gave us this score?

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Do you have any suggestions for improvement?

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Do you have any compliments about us or our staff?

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## Your details:

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Yes, I would like a response.