



Welcome Pack

Glow Healthcare

Glow Healthcare

Welcome Message

Dear Client,

I am writing on behalf of the entire team at Glow Healthcare to extend a warm welcome to you as a new client of our disability services. We are thrilled to have you join our community, and we are committed to providing you with the support and care you need to lead a fulfilling and empowered life.

At Glow Healthcare, we understand the unique challenges that individuals with disabilities and their families face, and our dedicated team is here to assist you every step of the way. Our mission is to enhance the quality of life for our clients and to promote their independence, choice, and inclusion in the community.

As a new client, you can expect the following from our disability services:

- **Person-Centered Approach:** We believe in tailoring our services to meet your specific needs and preferences. Your voice is important, and we will work together to create a customized plan that best suits your goals and aspirations.
- **Highly Qualified Staff:** Our team consists of experienced and compassionate professionals who are dedicated to making a positive difference in the lives of our clients. You will be in capable hands throughout your journey with us.
- **Range of Services:** We offer a wide range of services and we are confident that we can provide the support that aligns with your individual requirements.
- **Open Communication:** We encourage open and transparent communication. If you have any questions, concerns, or suggestions, please do not hesitate to reach out to our team. We are here to listen and assist you.

We look forward to getting to know you better and working closely with you to achieve your goals. Your well-being and success are our top priorities, and we are committed to walking this path with you.

If you have any questions or need further information, please feel free to contact our Client Support Team at **(02) 8660 1936 Ext 14** or **info@glowhealthcareagency.com.au**.

Once again, welcome to Glow Healthcare. We are honored to have the opportunity to serve you, and we are excited to embark on this journey together. We believe that, with your determination and our support, there are no limits to what you can achieve.

Warm regards,

KENNETH MUFUMBIRO
Chief Executive Officer (CEO)

Participant Charter

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 you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, if supporting children, the United Nations Declaration on the Rights of the Child, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

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 chosen community in the ways you want to;
- 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.



PARTICIPANT RIGHTS
EASY READ ENGLISH

Privacy Statement

GHA is committed to providing quality services and respecting your rights. Your right to privacy and confidentiality will be recognised, respected, and protected in all aspects of your contact with us. This statement outlines our ongoing obligations to you in respect to how we manage your Personal Information.

GHA complies with the requirements of the Privacy Act 1988 (Cth)

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Personal Information includes Health Information, which is information about the physical or mental health or disability of an individual. Examples of Personal Information we collect includes: names, addresses, email addresses and phone numbers.

We collect your Personal Information in many ways including interviews, correspondence, by telephone, by email, via our website, from other publicly available sources and from third parties.

GHA will only request and retain Personal Information that is necessary to:

- assess your eligibility for support;
- provide safe and responsive support;
- monitor the supports provided; and
- fulfil contractual and other requirements to provide non-identifying data and statistical information to government agencies.

When we collect Personal Information, we will explain to you why we are collecting the information and how we plan to use it.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties (such as other disability services). In such cases we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information will only be disclosed:

- to prevent or lessen a serious and imminent threat to the life or health of you or another person;
- to outside agencies with your or your representative's permission;
- with written consent from a person with lawful authority; or
- when required by law, or to fulfil legislative obligations such as mandatory reporting.

Security and Destruction of Personal Information

Your Personal and Health Information will be stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. When your Personal and Health Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it.

SCAN ME



PRIVACY & CONFIDENTIALITY
EASY READ ENGLISH

Incident management

Your safety is very important to us. We work hard to deliver safe services. But sometimes accidents happen. Sometimes people make mistakes or treat other people badly. We call these things 'incidents'. This brochure explains how we try to prevent incidents and what we do if one happens. You can help prevent incidents happening too. Act safely. Treat other people with respect. And if you don't feel safe, tell someone about it.

Handling Incidents

If something goes wrong, our staff know what to do if there is problem or accident. We follow NDIS rules if an incident happens.

1. We must tell the NDIS Commission
2. We must investigate the incident
3. We must do something so that the incident doesn't happen again
4. We must talk about all this with the person who was hurt.

We must follow these rules if someone gets hurt, if someone says they have been hurt, or if staff treat NDIS participants badly. If you don't feel safe to talk with our staff, then tell someone else. You can talk with your family and friends, or an advocate. You should complain to the NDIS Commission — they make the rules and help participants when people break the rules

It's OK to Complain

If we don't act safely, tell us.

Write to us:

Glow Healthcare Agency (GHA)
20 Carlton St. Granville NSW 2142

Phone us:

(02) 8660 1936

You can contact the NDIS Commission

web: www.ndiscommission.gov.au

phone: 1800 035 544

Interpreters can be arranged.

Advocates can help you complain.

The National Disability Advocacy Program
can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

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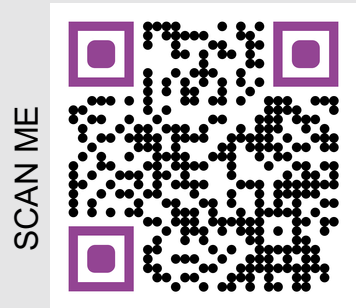


INCIDENT MANAGEMENT
EASY READ ENGLISH

Advocacy

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, speak to one of our staff. Alternatively, you can use the Disability Advocacy Finder, which is available online at:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>



AUTHORITY TO ACT AS AN
ADVOCATE FORM

Translator & Interpreter Services

Australian Government Translating and Interpreting Service | www.tisnational.gov.au

This service is available to all non-English speaking clients. The following services are available, immediate phone interpretation, pre-booked phone interpreting or on-site interpreting. For more information, please see contact information below:

Immediate phone interpreting (available 24/7): 131 450

ATIS phone interpreting (available 24.7): 1800 131 450

Pre-booked phone interpreter bookings: 1300 655 081 or

tis.prebook@homeaffairs.gov.au

Free interpreting service enquires: 1300 575 847 or tis.freeinterpreting@homeaffairs.gov.au

Complaints & Feedback

You can decide to make a complaint to either GHA or the Commissioner. Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services. When you tell us what you like or don't like, we will listen. And we will try to change things if we can. You will always receive a reply as quickly as possible.

To GHA:

If you wish to give GHA feedback or make a complaint, please contact info@glowhealthcareagency.com.au or (02) 86601936 as we value your feedback. Upon completion of the form, please email to info@glowhealthcareagency.com.au or post to 20 Carlton St. Granville NSW 2142

To the NDIS Commission:

Anyone can make a complaint to the NDIS Commission about a NDIS service provider. This includes a participant, their family members/friends, their NDIA appointed nominee, advocated, guardians or any other person who wishes to make a complaint.

Phone: 1800 035 544

Online complaint form: www.ndiscomission.gov.au

Helping you make complaints:

- from our workers
- from your family and friends
- from an advocate
- from the NDIS Commission

Contact Us:

Glow Healthcare Agency
20 Carlton St Granville NSW 2142
(02) 86601936
info@glowhealthcareagency.com.au
www.glowhealthcareagency.com.au

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COMPLAINTS & FEEDBACK FORM
VIA GHA WEBSITE

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ANONYMOUS COMPLAINTS &
FEEDBACK FORM

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COMPLAINTS & FEEDBACK FORM



accessibility

Easy Read
English

Glow Healthcare

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Abuse Neglect and Exploitation

WE WILL MAKE SURE THAT YOU ALWAYS FEEL SAFE WHEN YOU GET HELP FROM US.

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Advocacy

THERE MAY BE TIMES WHEN YOU WILL NEED THE HELP OF AN ADVOCATE.

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Child Safe

WE ARE COMMITTED TO PROVIDING AN ENVIRONMENT THAT ALIGNS WITH THE NATIONAL CHILD SAFE PRINCIPLES.

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Communication with you

PLEASE SPEAK TO US AND TELL US WHAT YOU WANT. TELL US HOW BEST TO CONNECT WITH YOU.

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Conflict of Interest

A CONFLICT OF INTEREST IS WHEN A PERSON'S PERSONAL INTERESTS CLASH WITH THEIR RESPONSIBILITIES.

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COVID-19

THIS DOCUMENT WILL HELP YOU UNDERSTAND COVID-19 AND HOW WE WILL HELP YOU DURING THIS COVID-19 PANDEMIC.

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Decision Making & Consent Policy

DECISION MAKING IS ALL ABOUT WHAT YOU WANT. YOU HAVE THE RIGHT TO BE RESPECTED AND TREATED LIKE OTHER PEOPLE.

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Duty of Care & Dignity of Risk

ALL OUR WORKERS WANT TO LET YOU MAKE DECISIONS ALL THE TIME, BUT SOMETIMES THEY HAVE TO HELP YOU. THIS IS CALLED A DUTY OF CARE.

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Entry & Exit

WE WILL ALWAYS MAKE SURE THAT ENTERING AND EXITING OUR SERVICES IS AS EASY AS POSSIBLE.

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Emergency & Disaster

WE WILL ALWAYS MAKE SURE THAT YOU ARE SAFE

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Feedbacks & Complaints

WE WELCOME FEEDBACK TO ENSURE THE SERVICES YOU RECEIVE ARE GOOD. YOUR SERVICES WILL NOT BE AFFECTED IF YOU MAKE A COMPLAINT.

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Incident Management

WE WILL ALWAYS RESPOND TO AND RESOLVE INCIDENTS. OUR GOAL IS TO MAKE SURE THAT YOU ARE HAPPY AND SAFE.

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Infection Control

INFECTION CONTROL IS SOMETHING WE ALL HAVE TO DO TO KEEP EVERYONE HEALTHY. GOOD INFECTION CONTROL STOPS GERMS FROM SPREADING.

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Participant Induction Pack

WE MAKE SURE YOUR RIGHTS ARE MET. YOU CAN MAKE YOUR OWN CHOICES. WE WILL GIVE YOU ALL THE INFORMATION YOU NEED TO MAKE THE RIGHT CHOICE.

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Participant Rights

EVERY PERSON THAT IS RECEIVING HELP FROM US HAS RIGHTS. YOUR RIGHTS HELP MAKE SURE THAT YOU RECEIVE THE BEST SERVICES FOR YOU.

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Privacy & Confidentiality

THE PRIVACY AND CONFIDENTIALITY POLICY SAYS HOW WE DO WHAT THE LAW SAYS WE MUST DO TO PROTECT YOUR PRIVACY.

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Risk Assessments

YOUR SAFETY IS ESSENTIAL TO YOUR SUPPORT ASSESSING RISKS TO YOU WILL OCCUR REGULARLY. YOUR RISK ASSESSMENT STARTS AT YOUR INITIAL INTAKE, THEN AT LEAST ANNUALLY. WHEN YOUR SITUATION CHANGES, WE WILL UNDERTAKE ANOTHER RISK ASSESSMENT.

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Service Agreement

THE SERVICE AGREEMENT HELPS ENSURE YOU RECEIVE THE SERVICES THAT ARE RIGHT FOR YOU. YOUR SERVICE AGREEMENT IS HELPFUL BECAUSE IT PROVIDES EVERYTHING AGREED TO IN WRITING.

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Support Planning

YOUR SUPPORT PLAN IS DESIGNED WITH YOU AT THE CENTRE OF ALL ACTIONS. TO CREATE YOUR PLAN, WE MAY NEED TO TALK TO YOUR FAMILY, HEALTH PROVIDERS AND OTHERS (WITH YOUR PERMISSION)

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Withdrawal from Supports

ONE OF US MUST GIVE THE OTHER 14 DAYS' NOTICE BEFORE THE WITHDRAWAL