

# participant induction package

I  ndis



INCLUSIVE  
COMMUNITY  
NAVIGATION

# WELCOME



We're so glad you're here and are part of our growing community. Our services are designed to assist you by developing your team to get the most out of your NDIS funding, supports and life.

This booklet will outline how you can start working with us, our processes and how we protect your rights.

*susan tippett*

FOUNDER & SUPPORT CO-ORDINATOR



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# INCLUSIVE COMMUNITY NAVIGATION

# about us



*susan tippett*

FOUNDER & SUPPORT  
CO-ORDINATOR

## hi!

My name is Susan and I have worked in the human services sector across Brisbane South, Logan and Gold Coast for the past 10 years.

During these years I have worked in the preventative health, carer and disability fields, delivering person-centred services and assisting people to work towards their goals.

Previous to establishing Inclusive Community Navigation, I worked as a Local Area Coordinator. I enjoyed this role but felt that ultimately I wanted to work in a more hands on way to assist people to reach their goals and navigate their life in a direction of their choosing.

I myself, am a carer and understand the challenges and rewards of supporting a loved one to live their best life. It can be difficult to manage day to day life, and plan for the future at the same time.

My family has been my inspiration to help and inspire others. There is a high prevalence of disability (physical and neurological) within my family but not once have we let that get in the way of helping our loved ones do the things they want to do and getting them the help they need.

I look forward to helping participants, families and carers plan for their future, engage in the community and live their best life!





**Disability need  
not be an  
obstacle to  
success.**

**Stephen Hawking**

At Inclusive Community Navigation we believe that you are capable of incredible things. We're just here to help you unlock what's already there!

**vision  
and  
mission**



# what is support co-ordination?

At inclusive community navigation we offer a person centred boutique style service to help you work towards your goals.

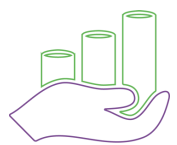
Support coordination is:



- Help to understand your NDIS Plan



- Help to develop your client profile so people know how to help you



- Developing a budget projection so you can make informed choices



- Connection and coordination with service providers



- Links to other services outside of NDIS funding



- Assistance to manage points of crisis



- Help to build your team



- Communicating and Reporting to the NDIS

**We are your biggest cheerleader!**

# entry & exit policy



Our services are available to people with a disability who are eligible for the NDIS.

When a participant requests access to our services, this starts the entry process.

During entry, participants are formally assessed. This can vary between participants but generally this is where we consider participants needs, abilities, goals, risks, any current or previous supports and their level of funding.

This process must be done in a manner that is fair, consistent and transparent.

Following the assessment, a decision is made on whether to provide the participant access to supports.



When participants leave our services, this is referred to as exiting and can happen for a number of reasons including;

01

If they relocate to an area outside our area of service delivery

02

When our support schedule and service is no longer able to meet the participants needs or assist in achieving chosen goals

03

If they transfer to another service provider

04

If there is a lack of available resources or funding

05

In the event of a death of a participant using our services

06

If the participant is unwilling to meet the reasonable conditions required in their support plan affecting the safe delivery of services and the health and safety of staff

07

If there is changes in the participants condition resulting in support needs above what we can deliver

08

If the participant and/or family member/carer engages in behaviour which is unacceptable towards us, such as violence, abuse, aggression, theft or property damage

09

If there is continued non-payment of service delivery fees incurred from supports and services provided



# our commitment to ensure service accessibility

As part of our commitment to ensure service accessibility, we will;

- Ensure non-discriminatory access for all participants enquiring or requesting access to our services
- Maximum accessibility to our services for all NDIS Participants who need our services
- Proactively communicate information about our supports and services as part of broader community engagement activities
- Identify and reduce barriers and provide equal access for all NDIS Participants who need our services
- Regularly review the accessibility of our services and take action to improve access where ever possible
- Make all reasonable adjustments to accommodate participant cultural/language needs and those of family/significant others, advocates
- Provide participants with all options we are aware of in the community that could benefit them and expand their choices in any aspect of their life

## entry to services

Entry and access to our services is provided on the basis of relative need and availability of resources. Each participant requesting access to services is formally assessed before they commence services.

Each participant requesting access receives a timely response regarding their request. A meet and greet may be held to gather information required to decide on a participants request to access services.

Written communication is provided, clearly outlining one of the following;

- Acceptance of a request for access to our services
- Refusal of a request for access to our services based on the applicant not being a priority
- Refusal of a request for access to our services based on the applicant not being eligible for the NDIS
- Request for additional information (such as formal assessment if required)







01  
A participant's inability or unwillingness over a period of time to work towards agreed goals

02  
Other participants, workers, or the participant themselves are at risk of harm

03  
Financial requirements are not being met

04  
If there are changes in the participant's condition resulting in support needs above what we can deliver

# exiting from service without consent

We may implement an exit process for a participant without their consent under the following circumstances;

## exit from services

- Participants have the right to leave our services at any time they choose
- Participants are supported to investigate more appropriate services if they are likely to enable positive outcomes
- Participants are required to give 2 weeks notice of their intention to exit our service
- Our exit process is fair and transparent and upholds the rights of the participant
- If a participant is leaving due to dissatisfaction with the service, they are encouraged to raise a complaint about their dissatisfaction
- We will understand, accept and learn from a participant or family decision to exit our service
- We will support participants with an exit plan after we become aware of a participant who will exit our services
- Participants are offered the opportunity of an exit interview
- Participants are provided information on how they can re-enter our service



# withdrawal of services



We will properly assess matters that lead to withdrawal of services and provide affected participants reasons for the withdrawal of service e.g. shortage of resources.

We will not withdraw services for a participant based solely on a dignity of risk choice made by the participant.

If we withdraw services for a participant, we will support the participant to engage services from another provider.

# participation induction fact sheet



## about

This fact sheet is about how we make sure your rights are met.

## what are my rights?



01  
If you need help saying what you want, you can get an **advocate**. An advocate is an independent person who will speak for you. If you want an advocate, we can help you find one.



02  
If you are not happy with our service, you can make a **complaint**. Your **complaint** will help us improve our service.



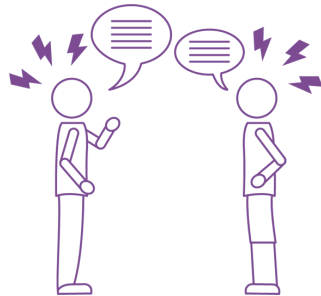
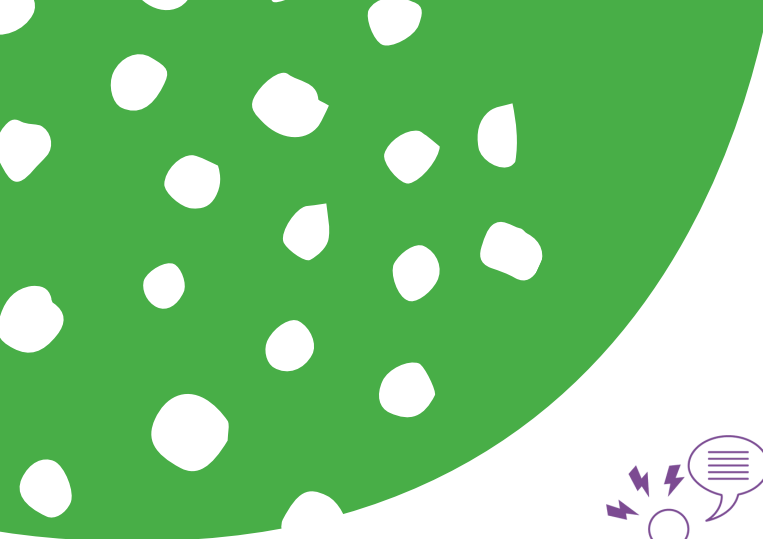
03  
You can make your own **choices**. We will give you all the information you need to make the right choice.



### You have the right to:

- Have your values and beliefs respected
- Make informed choices
- Be protected from violence, abuse or discrimination

# what are our responsibilities?



We aim to ensure there is no **conflict of interest** between you and our staff.

A conflict of interest is when someone does not do their job fairly. They may provide better services to one participant than other participants.



We have a **duty of care** to protect you from getting hurt as we help you reach your goals.



We protect your private information.



We create a service agreement that explains all the services you will receive.

This also helps us understand if our services are meeting your goals.

# understanding NDIS budgets

## Core –Daily Activities, Social, Community and Economic Participation, Consumables and Transport

This funding may be used flexibly to access the following services. You will be provided with tailored options throughout your provision of support coordination



**Domestic Assistance**



**Personal Care Supports**



**Meal Preparation**



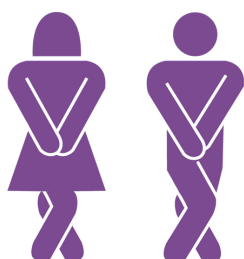
**Short Term  
Accommodation  
(Previously known  
as respite)**



**Employment &  
Volunteering Support**



**Transport**



**Continence Aids**



**Level 1 & 2 Assistive  
Technology**



**Group Activities**

# understanding NDIS budgets

## Capital Supports

**Assistive Technology – These items need Assessments and Quotes submitted to the NDIA for approval but can include;**

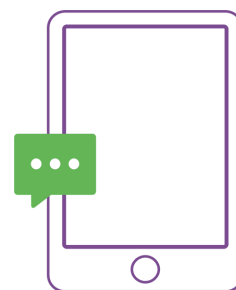
This is a guide only. There may be many other items that fall under this category.



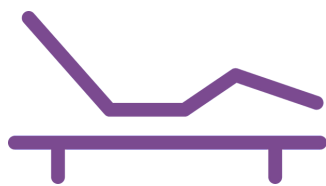
**Wheelchair**



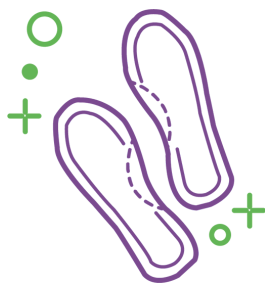
**Mobility Scooter**



**Communication Device**



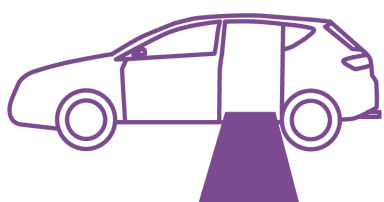
**Electric Bed**



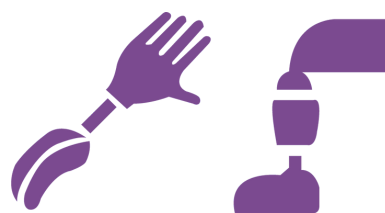
**Orthotics/Medical Grade Footwear**



**Commodes**



**Vehicle Modifications**



**Prosthetics**



# understanding NDIS budgets

**Home Modifications – Can be changes to your owned home to assist with accessibility and safety.**

This is a guide only. There may be many other items that fall under this category.



**Disability Accessible Bathroom**



**Wider Doorways**



**Access Ramps**



**A builder will need to provide a quote**



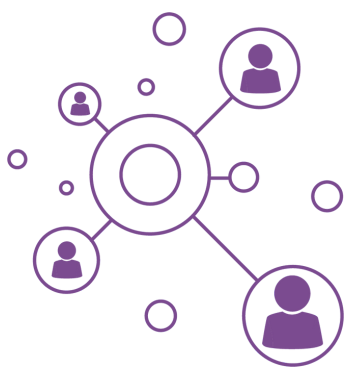
**An occupational therapist will need to do an assessment**

**so the NDIA can decide if they approve the request.**



# understanding NDIS budgets

**Capacity Building Supports - are broken into categories and only flexible within that particular category**



**Support Co-ordination**  
Help to connect you to services



**Improved Living Arrangements**  
Help to find and maintain a place to live



**Increased Social & Community Participation**  
Increased support to get involved & meet new people



**Finding & Keeping a Job**  
Help to get job ready & maintain employment



**Improved Relationships**  
Help to understand & manage my emotions



**Improved Health & Well-being**  
Help to manage my diet & exercise



**Improved Learning**  
Help to select & participate in higher education



**Improved Life Choices**  
Help to manage the NDIS  
Plan & pay the bills



**Improved Daily Living**  
Help to develop your skills & independence

# What is advocacy?

## factsheet



01  
Advocacy may assist you with speaking, acting, and writing on your behalf to promote, protect and defend your welfare and justice:



02  
**Independent** support for when you do not feel heard.



03  
Work with you to ensure **your** concerns are expressed and taken seriously.



- 04
- Are on **your** side
  - Are primarily concerned about **your** needs

### An Advocate can be:



- A **family member**



- A person from an **advocacy group**

# What is advocacy?

## factsheet



- A person from a **legal organisation**

### When may it be helpful to work with an Advocate?



- You feel that you do not have control over the choices being made in your life
- You don't feel like people, services and/or government departments are listening to you
- You do not have family, or friends who can help you to express your wishes

### Advocate **DO NOT**:



- Give legal advice or, financial advice



- Manage or coordinate services



- Provide personal care



- Provide mediation or counselling



- Do something for you that you or someone else is able to do



- Make decisions for you



- Provide emergency and crisis care

## Where to find an Advocate?

Inclusive Community Navigation **DOES NOT** provide advocacy support. But, we will help you to choose an advocate you would like to work with.

The Australian and Queensland Government's provide funding to Advocacy Organisations to deliver this independent service to you.

Use the below provider finders to search for an organisation you would like to work with;

### National Disability Advocacy Provider Finder

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

### Queensland Based Advocacy Providers

<https://www.qld.gov.au/disability/legal-and-rights/advocacy>

# duty of care & dignity of risk policy



## About this document

We will make sure you are always able to make choices for yourself.



Making your own choices can make you feel:

- Special
- Independent
- Smart
- In control



Our workers want you to make your own decisions all the time, but sometimes they may help you. This is called a duty of care.



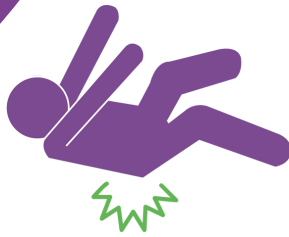
## This document will

Talk about how you can make decisions



Explain why sometimes a worker might have to help you make a decision

# duty of care & dignity of risk policy

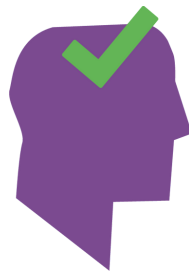


Explain what may happen when you make decisions

## Dignity of Risk



**Dignity of risk** means you are allowed to make decisions and choices of what you can and cannot do.



You are always allowed to make your own decisions.

**An example of a decision you can make, may be:**



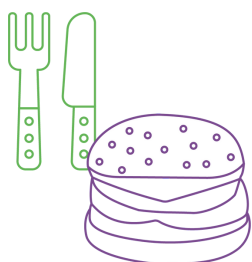
Choosing to ride a bike



Choosing to wear a nice jacket



# duty of care & dignity of risk policy



Choosing to eat something yummy



You are allowed to make mistakes and have accidents



We will always continue to support you, even if a mistake or accident happens when you make a decision

## What is duty of care?



A duty of care means your workers have to help keep you safe



Sometimes if you make a decision a support worker might need to help you

# duty of care & dignity of risk policy

**A support worker might help you make a decision, if the decision:**



Could hurt you



Could hurt someone else



If your support worker thinks that your decisions could hurt you or could hurt someone else they must try to help you.

**A support worker may help you make a decision by:**



Talking about what might happen



Making some changes to make the space you are in safer

# duty of care & dignity of risk policy



Helping you to do the activity



Sometimes it may be too dangerous and the support worker might need to stop you from making the decision



This might make you feel:

- Sad
- Angry
- Confused



The support worker will always tell you why they stopped you from making a decision.



You and the support worker can talk about why your decision was stopped and ways you can safely make the decision

# duty of care & dignity of risk policy

## How to get help:



If you think your support worker has stopped you from making a decision unfairly, you are allowed to make a complaint (see feedback and complaints easy read).



If you think your support worker knew you would get hurt and didn't help you, you are allowed to make a complaint.



We will help you make a complaint if you decide to do this.

# decision making & consent policy

## About this document

This document provides information about your rights to make decisions about your life. Decision making is all about what you want. You have the right to be respected and treated like other people.



## In this document you will learn about:

- Your right to make decisions about your life
- The meaning of consent
- How we help you to make decisions
- What happens during emergencies.

Our job is to provide support in a way that makes you feel safe and comfortable.



If something makes you feel unsafe or uncomfortable, you can say no.

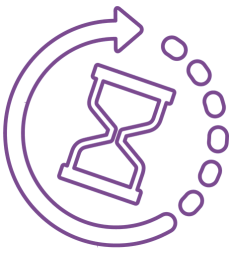


## When you can make decisions

You have control over your life. We are here to support you to make decisions. You can make decisions about:

- Daily activities
- Food and drink

- Money
- Household tasks
- Hygiene (such as showering and brushing teeth)
- What help you receive from us
- Medical visits and treatments
- Taking medicine
- Sharing your personal information



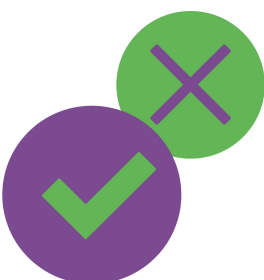
We will give you as much time as you need to make decisions.



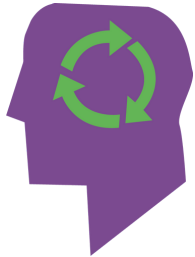
## Consent

When you agree that something should take place, you are giving consent. Before giving consent you have to understand:

- What will be happening
- What you will have to do
- How the activity or treatment will make you feel
- What might go wrong.



You can make the decision all by yourself if you feel comfortable. You can ask questions if you are unsure or want more information at any time.



## Withdrawing consent

Withdrawing consent means that you are changing your mind.

If you feel uncomfortable about something that is happening, you can withdraw consent at any time.



## The Law

We always follow the rules set by the government to make sure that you know your rights. If you are 18 year or older you can make your own decisions and give consent.



If you are under 18 you can make some decisions as well. However, your parent or guardian may need to help you.



## How to give consent

You can choose how you give consent and tell us your decisions. You can give consent by:

- Using body language (such as pointing or moving your head)
- Signing a piece of paper with a pen
- Saying 'yes' or 'no'
- Showing us a picture
- Spelling out your answer





Remember that the way you let us know about your decisions is up to you!



### **Substitute decision makers**

Sometimes you might need help to make a decision. You can ask a person you trust and they can give you advice.

You can talk to:

- Your parents or guardian
- Your support worker or carer
- Your close friends and family



A substitute decision maker may be assigned if:

- You do not have anyone to help you make decisions
  - You are having trouble making your own decisions
- A substitute decision maker can help make informed decisions for you. Their job is to help you make good decisions that will improve your life.



### **Emergency treatment**

We will always help to protect you from harm.



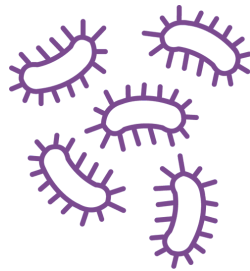
If you are in an emergency, we may **NOT** ask for consent if:

- you are too hurt to give consent (for example, if you are not awake)
- the doctor believes the emergency treatment will save your life
- you haven't told us that you DO NOT want the treatment
- the person doing the treatment has looked at your care plans.

# infection control policy

## About this document

Infection control is something we all have to do to keep everyone healthy. Good infection control stops germs from spreading.



**Germs** are tiny life forms, so tiny we can't see them without special equipment. Some germs can make you sick.



This document will tell you about methods of infection control. You will learn about:

- Handwashing
- Personal Protective Equipment (PPE)
- What to do if you sneeze or cough
- Cleaning up



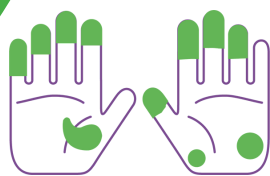
We are here to help you. If you have a question or are unsure about something, ask us.



## Handwashing

To stop the spread of germs, you need to keep your hands clean. You should wash your hands with soap and water:

# infection control policy



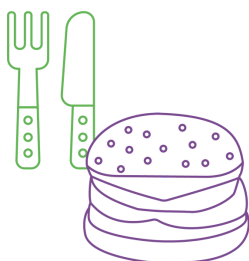
- When your hands look dirty



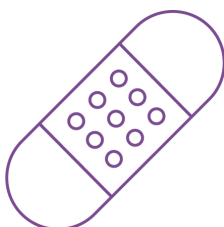
- After using the toilet



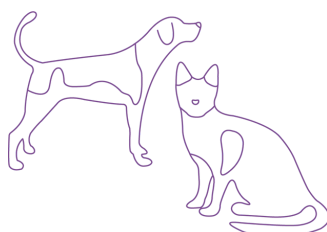
- After sneezing, coughing or blowing your nose



- Before and after eating



- After touching cuts, wounds or bandages



- After touching animals

Follow these steps when washing  
your hands:

# 6 steps to successful everyday hand washing



Wet hands with water.



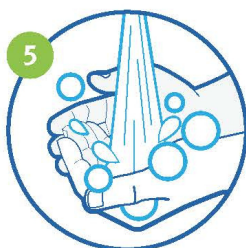
Put soap on hands.



Lather thoroughly, interlock  
and rub hands together.



Continue to wash hands  
for 15 - 20 seconds.



Rinse hands under water.



Dry hands with paper towel.

# infection control policy



If you do not have soap and water, you can also use hand sanitiser.

Follow these steps:

1. Put a small amount of hand sanitiser on your hands
2. Rub your hands together
3. Let the sanitiser gel dry (this will take about 1 minute)



Any time you wash your hands, remember to:

- Take off any jewellery
- Wash your palms
- Wash your finger tips
- Wash the top of your hands
- Wash between your fingers
- Wash under your nails

## Personal Protective Equipment (PPE)



Personal protective equipment (PPE) is clothing and tools used to keep everyone safe from germs.

You might see people wearing PPE such as:



- Face masks

# infection control policy



•Gloves



•Aprons

Sometimes you might have to wear PPE too.

For example, you might need to wear a face mask if you are sick.



PPE should always fit correctly. Please tell someone if your PPE doesn't feel comfortable or does not fit well.

## What to do if you sneeze or cough



Germs can spread when people sneeze or cough. When you sneeze or cough, cover your mouth with a tissue and throw the tissue away.

# infection control policy



If you do not have a tissue sneeze or cough into your elbow (**NOT** into your hands).



Wash your hands after coughing or sneezing.

## Cleaning Up



Keeping all areas clean is important for stopping the spread of germs for people providing you a service and for you living in your home.



# feedback & complaints policy

## why we like feedback & complaints



We welcome feedback to ensure the services you receive are good. If you would like to provide feedback or make a complaint, you can contact us via the following:

**Inclusive Community Navigation**  
*Susan Tippett*

0403 042 045

[info@inclusivecommunitynavigation.com.au](mailto:info@inclusivecommunitynavigation.com.au)

## What happens when you complain?



We want you to make complaints and give feedback without fear.





Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your consent.



Consent means saying **YES** to sharing information with others.

## How do you handle complaints?



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

## How do I make a complaint?

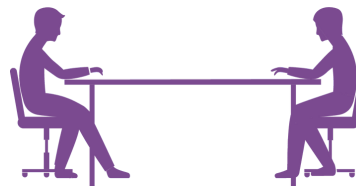
We regularly ask for feedback through:



Phone

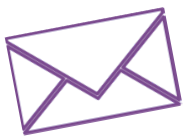


Survey



Service Review Meetings

## You can also make a complaint by:



- Writing to us
- Sending an email, or
- Speaking to someone
- Contacting the NDIS Quality and Safeguards Commission (Phone 1800 035 544)



If you need help to make a complaint, we will support you.

You can also ask a family member, friend or advocate to help you make a complaint.

# privacy & confidentiality policy



## About this document

This document tells you about our privacy and confidentiality policy.

The privacy and confidentiality policy says, how we do what the law tells us we must do to protect your privacy.



**Privacy** means that any person has the right to have their personal information to not be told or shown to anyone.

**Confidentiality** means that there is a duty to keep your personal information private and protected.

## Your privacy

This document is about your privacy. This document will tell you:

- What we know about you
- Why we know things about you
- How we will use what we know
- How we will keep what we know safe
- What we do when your personal information has been accessed without your consent.

If you would like to know more information or you have a question, please ask our staff.

# privacy & confidentiality policy



There are laws to protect your personal information. Personal information is anything that is about you.

This could be:

- Your name
- Where you live
- Your date of birth
- Your job or day activities
- Information about your disability



This means we will not tell people your personal information unless we have to.

You do not have to give us your personal information. If you choose not to give us personal information we may not be able to give you services you need.



We will keep your information private.

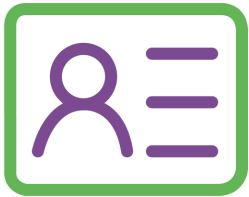


## Why do we keep your personal information?

We ask for your personal information for different reasons:

- It helps us to provide the right services and supports
- We can help you with complaints
- We can give you details about our activities
- We can get staff and pay them for their work.

## What personal information do we keep?



The personal information we keep might include:

- Your name
- Your date of birth
- Your phone number
- Your email address
- Information about your disability



We also keep personal information on:

- Other service providers you receive services from
- Your family or carers
- Our staff



Sometimes your personal information is sensitive information.

Sensitive information is normally private and can include:

- Your cultural background
- Your religious beliefs
- Your sexual orientation
- Information about your health



We **will not** tell anyone about your personal information unless we have to.

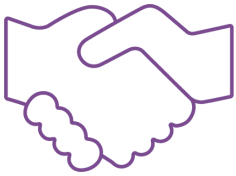
The NDIS Commission might need the information to **keep you safe.**

## How do we use your personal information?



We will use your personal information to help us provide the best services and supports.

We might need to tell other people about you because they give you the supports you need.



You need to **give consent** for us to tell other people your personal information.

Consent means you say **'yes'**.



We might give other people your information when you have not given consent if:

- The laws say we must, or
- It will keep you safe.

You can ask us any time about the personal information we keep about you. You can request a copy of your personal records.

## How do we keep your personal information safe?



We keep paper records safe in our offices under lock and key.

We keep your personal information stored on computers protected with a password.

Only staff who provide supports and services to you can see your personal information.



We only keep your personal information as long as we need it.

We destroy your personal information when we no longer need it.

## What happens if someone has accessed your personal information without your consent?



When someone has accessed your personal information without our permission and without your consent, this is called a data breach.



If a data breach happens:

- We will tell you what happened
- We will take action to make sure you will not be harmed
- We will find out why it happened
- We will improve the way we handle your personal information
- We may have to report this to the government
- This will not affect the services we provide you



- We may have to report this to the government
- This will not affect the services we provide you







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