



# PARTICIPANT HANDBOOK

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## WELCOME

Welcome to Enablepath Support Services

This handbook is a guide created for you to learn more about our services and how we can assist you. It will also provide you and your family with important information about using our service, as well as your rights and responsibilities.

We will always try to provide your services when and how you request them to an excellent standard.

We want your experience with us to be a positive one and to make a real difference in your life.

This handbook will be regularly reviewed and updated to align with any service changes and continuous improvement initiatives based on your needs and your feedback. You will be notified of any changes as they occur.

We look forward to working with you to achieve your goals!



## ABOUT US

Enablepath Support Services is an organisation solely focused on providing key and quality services to people with a disability in the local community.

We are committed to providing you with high-quality service. This means offering you services and supports that are based on your individual needs and goals.

### OUR CONTACT DETAILS

Contact Number: 0406335676

After Hours Contact: [0406335676

Email address: mameosman1@gmail.com

Mail Address: 13 Prion Road, Bellbird Park QLD 4300

### OUR VISION

Our vision is to build a people-centric organisation that changes people's lives and helps them to live a great big meaningful life.

We also want to see a future where people with disability and their families are not withheld by disabilities and are able to fully integrate and play active roles in society, maximise their potential, independently make choices, pursue interests and develop skills.

### OUR MISSION

Our mission is to provide quality services to people by empowering them to exercise choice and control and access the full range of quality services and supports that best help them achieve their specific life goals.



## OUR VALUES

We are a values-driven organisation and recognise the importance of a values-based culture in delivering our services. Our values reflect our passion and commitment to making a life-changing difference for the people we care for.

### **Integrity**

We are open and honest in our communication and operate according to the highest ethical standards.

### **Respect**

We are respectful, upholding the human rights of everyone we support and work with. We foster an environment of mutual respect and trust among ourselves and all with whom we serve.

### **Excellence**

We strive for excellence in everything we do – from the services we provide to the outcomes we support clients to achieve.

### **Innovation**

We create and respond to innovative practices that will enable our people to flourish.

### **Empathy**

We understand what others are going through and are here to provide support.

### **Accountability**

We are responsible for ensuring our organisation always maintains high standards and achieves high success levels. We are committed to driving a culture of continued learning.

### **Inclusion**

We understand that diversity is a strength. We will particularly ensure that the thoughts and aspirations of people with disability, and their families, underpin everything that we do.

## ABOUT OUR SERVICES

### OUR SERVICES



Enablepath Support Services provides a range of NDIS supports and services, including 101-Accommodation/Tenancy,102-Assistance to Access and Maintain Employment,106-Assistance with Life Stage Transition,108-Assistance with Travel and Transport,115-Assistance with Daily Tasks/Shared Living,116-Innovative Community Participation,117-Development of Life Skills,120-Assistance with Household Tasks,125-Participation in the Community,136-Group and Centre-Based Activities.

## **ACCESSING OUR SERVICES**

Enablepath Support Services is here to support you with your NDIS journey every step of the way.

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

### **ACCESS AND ENTRY REQUIREMENTS**

Services can be accessed through self-referral or third-party referral. Contact us to assist you with the referral process.

To access our services, you must meet the eligibility criteria or requirements as follows:

- You meet the NDIS eligibility criteria
- You hold an NDIS plan that identifies the services provided.
- You must have funds available in your NDIS plan to pay for services.
- The services listed in your NDIS plan must align with the supports that we can provide as an NDIS registered provider.

Participants who meet the eligibility criteria will start the intake process.

Anyone wishing to access our services must participate in an intake interview. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process. The purpose of this interview is to assess your needs and whether Enablepath Support Services is able to support you. You will be contacted within 1 business day of the intake interview and advised of the outcome.

Enablepath Support Services adopts a policy of non-discrimination in the provision of our support services to individuals and the eligibility and entry to these services.



## **PRIORITY OF ACCESS**

Consideration must also be given to the participant's priority of access by examining the following:

- Their relative need to receive the service compared to others who receive or want to receive services.
- The extent to which Enablepath Support Services can contribute to their needs being met.
- The resources available within Enablepath Support Services to meet the participant's needs.
- Other services the participant receives, and how Enablepath Support Services's services will complement those and contribute to improved outcomes for the participant.
- The best interests of the participant.

## **INITIAL ASSESSMENT AND PLANNING INTERVIEW**

If you are offered services and accept, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement. This will be completed during an initial assessment and planning interview, which will take place within 7 business days of your acceptance. You have the right to negotiate any terms included in the Service Agreement.

During the assessment and planning interview, we will discuss and agree on how we will provide our services to you, depending on your preferences, goals and support needs, and your preferred communication methods. We will also provide you with information to you about our policies and procedures, including our *Feedback and Complaints Management Policy and Procedure* and *Incident Management Policy and Procedure*.

We will review the provision of your supports regularly with you and your supporters. Flexibility will be provided in regard to the timing of review assessments based on your needs and wishes, and you can request a review at any time.

## **SERVICE REFUSAL**

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

Enablepath Support Services may refuse to offer our services where:

- They do not meet our eligibility requirements.



- Other 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.
- We do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.

Any participant who was refused services has the right to appeal. Appeals should be directed in writing to Enablepath Support Services's Director.

### **WAITING LIST**

A participant who meets Enablepath Support Services's eligibility criteria and cannot be offered service due to lack of service capacity can elect to be placed on our Waiting List. Participants on our waiting list will be contacted at least every 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.

### **SERVICE AGREEMENT**

On engagement with Enablepath Support Services, we will sign a Service Agreement with you or your representative (if required).

The Service Agreement outlines the services to be provided by Enablepath Support Services, the duration of these services, the roles and responsibilities of both parties, how to resolve any problems, the pricing for our services and what happens if either party wants to change or cancel services.

This Service Agreement will help to make sure both you, and we have the same expectations of what support will be delivered and how it will be delivered.

When your needs or circumstances (including those of your representative) change, or when you request an increase or decrease in the number or type of services, a re-negotiation of your Service Agreement with us may be required.

### **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.

## **SERVICE AND SUPPORT SCHEDULE**

The NDIS will fund you to have the supports you need. When you tell us what you would like from us, we will write this down on the Service and Support Schedule Form, which will tell you:

- What type of support you would like to purchase from us.
- When this support will be delivered, and how often.
- How much each support cost.

We cannot help with things you might like to do that are not listed on your Service Agreement and the Service and Support Schedule Form; however, we can help you either find another service that can help you or help you ask the NDIS for more funding.

## **PROVISION OF SERVICES**

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

- comply with the NDIS Act 2013 (Cth);
- comply with any conditions of NDIS Registration; and
- obtain and maintain accreditation against the NDIS Practice Standards and Quality Indicators.

All aspects of Enablepath Support Services's service delivery promote participants' active participation and inclusion in the community. We support participants in developing and maintaining their independence, problem-solving, social and self-care skills appropriate to their age, developmental stage, cultural background, needs and goals.

We do this by:

- 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.



- Using a strengths-based approach to identify individual participant needs and life goals, particularly in relation to recognizing the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

## **DECISION-MAKING AND INDIVIDUAL CHOICE**

We are committed to upholding your rights to make decisions about your life in relation to the service you receive and to have the information you need to make decisions and choices. We will:

- Create opportunities for you and the people in your support network to participate in decision-making in relation to your life, daily activities and the services you receive from us.
- Give you the support you need to develop the skills to participate in decision-making processes. This includes ensuring you can have formal or informal advocacy supports in decision-making processes if this is the support you require.
- Give you information and support to access an independent support person of your choice to assist you in making decisions and choices.
- Write down the decisions you make, and review this regularly to make sure we are implementing your decisions.
- Train our staff to support you in participating in decision-making processes.

Enablepath Support Services will support the choices about the way your supports and services are delivered. We will offer guidance and help you make informed decisions to help you achieve your goals.

We will work fairly with you as an individual, irrespective of age, gender, cultural background or sexuality.

## **SUPPORT PLANNING AND REVIEWS**

After you have signed your Service Agreement, we will develop a Support Plan with you. The Support Plan will include the following:

- Your goals.
- Strategies to achieve your goals, including your strengths and support needs.
- The people we should talk to for advice and support for you to achieve your goals.

At the same time as writing the Support Plan, we will complete a Risk Assessment to identify strategies to keep you and your support staff safe.

We will review and update your Support Plan every year or earlier if:



- You want to change your goals.
- We need to update the strategies we have agreed on.
- Your support needs change.

Your support staff will help you track your progress in achieving your goals and will develop a report for you to take to your next planning meeting if you would like support to share how your goal progress is going. Should you require this support, we will include report writing time in your table of supports.

At all times, you are welcome to have a support person with you when we are developing and reviewing your Support Plan (see *Your Advocate* section). We will only share your Support Plan with other people if you give us permission (see the *Privacy and Confidentiality*, and *Consent* section).

We will arrange schedules to ensure that you know who is attending to your needs and supports and pair you with staff members who hold appropriate skills and knowledge. You can request staff members who speak the same language as you, are from the same culture or meet specific criteria, and we will try to match them with you where possible.

## **SERVICE TERMINATION**

You have the right to exit Enablepath Support Services's services at any time, and a decision to do so will not prejudice future access to our service. You must give us at 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

If you have decided to exit our service, you will be offered an exit interview, where we can discuss the reason why you are leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support you during the exit process. We will develop an Exit Plan with you, as well as assist you in identifying and accessing alternative services through referrals, where required.

If you wish to end your service provision, please speak to any of our staff members.

Enablepath Support Services may terminate a participant's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other participants using the service is displayed; or
- dramatic health changes require significantly increased levels of care or a service model not provided by Enablepath Support Services.



Any person whose services are terminated has the right to appeal. Appeals should be directed in writing to Enablepath Support Services's Director.

### **SHORT NOTICE CANCELLATION OR NO SHOW**

If you do not advise us with enough time that you cannot attend an arranged meeting or session with our staff (short notice cancellation), and if our staff has had to travel to meet with you and you are not home (no show), we may charge 100% of the agreed fee associated with the activity from your NDIS plan.

The short notice cancellation or no-show charges are subject to the *NDIS Pricing Arrangements and Price Limits* and the terms of the Service Agreement with the participant.

We will discuss any potential cancellation or no-show charges with you before making any charge to your NDIS Plan.

Of course, we are more than understanding if there have been exceptional circumstances that have caused you not to be present for the planned meeting or session.

## **YOUR RIGHTS AND RESPONSIBILITIES**

### **PARTICIPANT CHARTER OF RIGHTS**

Enablepath Support Services 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 in exercising your rights, we must comply with the *United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, United Nations Declaration on the Rights of the Child, NDIS Act 2013* and *NDIS Practice Standards and Quality Indicators*.

You have the right to:

- Have access to and supports that promote, uphold and respect your legal and human rights.
- Exercise informed choice and control.



- Freedom of expression, self-determination and decision-making.
- Access supports that respect your culture, diversity, values and beliefs.
- A service that respects your right to privacy and dignity.
- Be supported to make informed choices that will maximize independence.
- Access supports free from violence, abuse, neglect, exploitation or discrimination.
- Receive supports that are overseen by strong operational management and governance.
- Access services that are safeguarded by Enablepath Support Services with well-managed feedback and complaints, risk and incident management systems.
- Receive services from staff members who are competent, qualified (where applicable) and have expertise in providing person-centred supports.
- Consent to the sharing of information between providers during the transition.
- Opt-out of giving information as required by the NDIS Commission.

## YOUR RESPONSIBILITIES

As a participant using our services, there are a few things that we ask of you. We ask that you:

- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your *Service Agreement* with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs.
- Accept responsibility for your actions and choices, even though some decisions may involve risk.
- Tell us if you have problems with the services you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your own health and wellbeing as much as you are able.
- Provide us with information that will help us better meet your goals and needs.
- Provide us with a minimum of two (2) clear business days' notice to cancel a service.
- Be aware that our staff are only authorized to perform the agreed number of hours and tasks outlined in your *Service Agreement* and *Service and Support Schedule Form*.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice before the day you intend to stop receiving services from us.
- Inform staff if you wish to opt out when asked.



## CULTURAL DIVERSITY

We recognize and celebrate all forms of diversity, including diversity of religion, spirituality, ability, sexuality, gender identity, culture and heritage.

Enablepath Support Services commits to cultural diversity and to supporting our participants by respecting their culture, values and beliefs. We will recognize and value the multicultural nature of Australian society and provide specific acknowledgement and support to the customs of Australian Indigenous people.

We will work with you to identify staff that support, respect and value your lifestyle choices. We will explore with you what is important to you and how we best support you to do the things you like, for example, rostering staff to assist you in attending special days or events that are important to you.

## YOUR ADVOCATE

Sometimes it can be hard making a complaint or ask for what you want without the help of an advocate. An advocate is someone who will listen to you, help you to make decisions about what should happen in your life and make sure your voice is heard. An advocate can be a family member, friend or someone from an advocacy service. An advocate can:

- Give you information about your rights and responsibilities
- Listen to your concerns
- Help you resolve problems or complaints
- Speak with us on your behalf
- Refer you to other agencies when needed.

An advocate makes sure that people who provide supports to you respect your rights and will speak out for you if your needs are not being met.

If you want someone to act or speak on your behalf, we will help you find an advocate by providing a list of Advocacy Services. Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://askizzy.org.au/disability-advocacy-finder>.

There are forms available for completion once you have decided on your advocate. You can change your advocate at any time.

Enablepath Support Services will:

- With your permission, provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest.



- Work closely with your advocate and involve that person in the planning of services that will be provided for you.
- Ensure our staff members understand the role of an advocate and promote the use of advocates as support persons for people who receive services from us.

We encourage you to include your advocate in your initial meeting so your voice is heard during the assessment of your services' needs and planning processes. This input will ensure that we provide you with a person-centred Support Plan.

Your advocate is welcome to any meeting or to speak on your behalf.

If you change your advocate, we ask you to please inform us, so we can update your information and ensure that we talk to the correct person.

When can you use your advocate?

- Any time you wish to communicate with us;
- At the initial assessment meeting;
- During interviews and reviews;
- During service delivery;
- When you have a complaint;
- When you wish to give feedback.

Your advocate, with your permission, will be provided with all the information they need to ensure that we and any other service providers are acting in your best interest. This includes working closely with your advocate and involving that person in the planning of services that will be provided for you.

Enablepath Support Services will always allow the advocate to have the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by us, your advocate will be informed of the complaints management process and also of agencies that have a responsibility to make sure that we do our job correctly.

## **YOUR CONSENT**

When you give consent, you are giving your permission or saying that it is 'OK' for a particular thing to happen.

Consent gives you a choice to determine if you want people to read your file or provide information to another person or agency.



You must always fully understand what a person needs your consent for. If you have any doubt, you should ask Enablepath Support Services or your advocate for help.

We should have no need to share your information with anyone outside our organisation or your authorized representatives.

If for some reason, currently unforeseen, Enablepath Support Services needs to share your information, we will ask you to sign a consent form, especially if this is consent for the release of your personal information.

You can withdraw your consent at any time.

Enablepath Support Services will need your consent to:

- be able to read the information that other service providers have about you and for us to provide any information about you to other service providers, your representative or advocate
- collect data relating to you for funding bodies
- ask people to attend your person-centred support planning meeting.

Usually, we will ask you to sign a consent form, especially if this is consent for the release of your personal information, or this will be documented.

We will always ask for your permission and explain to you the reasons for accessing your information. If you are at all unsure, you should ask your representative or advocate for assistance.

If you feel that you are unable to give consent, then we can talk to your representative or advocate. If you do not have family that can make decisions for you, we will help you find a support person to make an application to the court or other statutory bodies for the appointment of a Guardian to help you make those decisions.

A Guardian is usually a person who has been legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from the Office of the Public Advocate.

## **PRIVACY AND CONFIDENTIALITY**

Enablepath Support Services provides our participants with access to services and supports that respect and protect their dignity and right to privacy. Enablepath Support Services is subject to NDIS Quality and Safeguards Commission rules and regulations and will follow the guidelines of the Australian Privacy Principles in its information management practices.



Enablepath Support Services 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 relevant Federal and State or Territory privacy legislation.

Enablepath Support Services will ensure that you understand, and agree to, the type of personal information collected and the reasons for collection.

Enablepath Support Services will only collect information necessary for safe and effective service delivery. We will only use the information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it.

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 authorized by law.

You can access the information we hold about you at any time. If you wish to access your information, please speak to a staff member. You can also request to update or correct your information, subject to certain exceptions.

You can request Enablepath Support Services's Privacy and Confidentiality Policy and Procedure from any of our staff members.

Where you believe that a breach of this policy or the Privacy Act has occurred, a written complaint should be made to our Privacy Officer:

Full Name: {{{Privacy Officer Full Name}}}

Address: {{{Privacy Officer Address}}}

Contact Number: {{{Privacy Officer Contact Number}}}

Email Address: {{{Privacy Officer Email Address}}}

If you do not receive a response from our Privacy Officer within 30 days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) through:

- The online [Privacy Complaint form](#)
- By mail: GPO Box 5218, Sydney NSW 2001
- By fax: +61 2 9284 9666
- By email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).

## INTERPRETING AND TRANSLATION



If you are from a non-English speaking background, you may be eligible for NDIS-funded interpreter services through the Translating and Interpreting Service (TIS National). If you require an interpreter for an appointment, please notify our staff at least one week prior so that this can be arranged. Please advise us if a phone interpreter will be sufficient or if you require an interpreter on-site.

The delivery of safe, high-quality services relies on effective communication. Where required, we will engage an interpreter and translator with your consent to support your interaction with us.

## **OUR RESPONSIBILITIES**

### **OUR RESPONSIBILITIES**

Enablepath Support Services will:

- Provide the supports that meet your goals and needs.
- Regularly review the provision of supports with you.
- Communicate openly, honestly and promptly.
- Treat you with courtesy and respect.
- Talk with you about decisions concerning how supports are provided.
- Listen to you for feedback and any problems which may arise.
- Give you 48 hours' notice if there is a change in a scheduled appointment to provide support.
- Keep your personal information private.
- Keep yourself safe and ensure the safety of others.
- Have policies and procedures that are built on human rights.
- Adopt a Zero Tolerance policy when allegations of abuse, neglect, violence, exploitation or discrimination are made.

### **NDIS CODE OF CONDUCT**

All staff members who are engaged by Enablepath Support Services must abide by both the NDIS Code of Conduct and Enablepath Support Services's Code of Conduct. The Code of Conduct is signed by all staff members of Enablepath Support Services, including contractors and volunteers, when they commence.

All our staff members must:



- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respect your privacy
- Provide supports and services in a safe and competent manner with care and skill, acting with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with a disability
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- Take all reasonable steps to prevent sexual misconduct.

## **A SAFE ENVIRONMENT**

Enablepath Support Services recognises your right to feel safe and to live in an environment where you are protected from abuse, neglect, violence, exploitation, discrimination or any other form of abuse.

We will encourage and support any person who has witnessed the abuse of a participant or who suspects that abuse has occurred to make a report and be confident of doing so without fear of retribution.

The reporting process includes any kind of abuse such as financial, emotional, social, psychological, sexual, physical abuse or neglect.

Reports from witnesses and you can be made immediately to whomever you wish to report to, including a staff member, a family member, a friend and the Director. If you would like to speak with anyone outside of Enablepath Support Services, you can also contact the NDIS as listed under “Complaints”.

Enablepath Support Services acknowledges that prevention is the best protection from abuse and neglect and recognises its duty of care obligations to implement prevention strategies that include suitable recruitment and screening protocols for identifying potential risks.

Our team recognise that prevention strategies will include the employment of skilled staff who respect the rights of participants and who are aware of current legislation and policies about abuse, neglect, violence, exploitation or discrimination, as well as appropriate pre-employment checks such as National Police Check, Working with Children Check, NDIS Worker Screening Check, etc. Such staff will assist you and your representative in accessing our complaints mechanisms and in raising any concerns they have about your service provision.



Enablepath Support Services is committed to complying with all elements of the National Disability Insurance Scheme (NDIS) Code of Conduct. To follow the Code and guidelines, we will:

- Refuse to tolerate any form of abuse towards people with disabilities, by workers or other people with disabilities, and promotes zero tolerance for abuse
- Provide all staff members with training and information to correctly apply the obligations of the NDIS Code of Conduct.
- Act on all reported cases of abuse or suspected abuse.
- Agree never to take adverse action against any staff member or volunteer if they report abuse or neglect
- Base all necessary disciplinary actions on the principle of procedural fairness if a staff member violates the obligations of the NDIS Code of Conduct
- Respect and value the diversity of people and cultures to create an inclusive environment where it is safe for people with disabilities to express their cultural identity.
- Actively maintain a working environment that minimizes the risks of abuse.
- Create and maintain a positive complaints culture where people are not afraid to speak up.
- Foster a culture of zero tolerance to abuse towards people with disabilities.

Where abuse, harm or neglect has occurred, Enablepath Support Services will respond quickly, considerately and effectively to protect you from any further harm.

Where you make allegations of abuse, neglect, violence, exploitation, or discrimination, we will advise you that you have the right to have an advocate present.

## **COMPLAINTS AND FEEDBACK**

Enablepath Support Services values all feedback, positive and negative. We ask participants to speak up and not be silent; we want to know when a service has been exceptional or when individuals are not happy with the service received, or if they believe they have not been fairly treated.

Feedback can be provided in the following ways. Feedback may be through written surveys or through conversations with you, or anonymously. You can give us your feedback by:

- Completing a *Feedback and Complaints Management Form* and giving it to our staff.
- Talking directly to a staff member.
- Asking to speak to a Senior Manager or the Director.
- Contacting the office via phone or email.
- Contacting us anonymously or completing the *Feedback and Complaints Management Form* and send it to our office.
- Discussing your supports in your support reviews.



- Completing a *Participant Satisfaction Survey* form.

Your feedback allows us to supply you with high-quality services continually. We will actively seek input from you.

We would like feedback on the following:

- Quality of supports or services.
- Consistency of services.
- Our workers.
- What is working for you.
- What needs to change to assist you.
- What you like and what you do not.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint seriously. No matter what happens, our staff members are not allowed to react badly to your complaint; this means they are not allowed to retaliate or hurt you in any way.

You, as a participant, can make a complaint if you are not happy with a staff member or the services offered. Several people may be able to raise a concern or make a complaint on your behalf. These could include:

- Your advocate.
- A family member.
- A close friend.
- Your care worker.
- A person you know and trust, or
- Anonymously.

Once a complaint has been received, Enablepath Support Services will investigate and resolve the complaint.

The Director or their delegate will write a letter or email to you to let you know that the complaint has been received. This letter or email will give you a date by which Enablepath Support Services expects to have the complaint resolved.

The complaint will then be investigated, and a plan to resolve it will be developed. You will be told about this plan and will be able to tell us what you are feeling about it. You can let us know if you are happy, if you no longer have a complaint or if you are not satisfied with the outcome.



If you are not happy with the response from Enablepath Support Services about your complaint, you can take it to the NDIS Commission by:

- Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or
- Phoning 1800 800 110 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- Complete a complaint contact form:  
<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

## INCIDENTS

Risk management is an integral element of Enablepath Support Services's support planning processes. Enablepath Support Services recognizes that many of the participants using Enablepath Support Services services are at risk of incidents and accidents. All stakeholders are encouraged to raise any concerns regarding risk, incidents or safety.

Incidents are when you are hurt, have an injury, become sick, if your rights are not being met or if someone commits a crime against you (for example, stealing from you or hitting you).

While we hope that incidents do not occur, they sometimes do. We are prepared to support and assist you by following the correct procedures to deal with any incident during the provision of supports and services.

Some incidents are classified as critical or reportable incidents which are events (or alleged events) that occur because of or during the delivery of services directly provided and have caused or are likely to cause a significant negative impact on your health, safety or wellbeing.

As an NDIS provider, Enablepath Support Services is required to report serious incidents (including allegations) arising from the organisation's service provision to the NDIS Quality and Safeguards Commission and other relevant authorities. Critical or reportable incidents may include (but are not necessarily limited to):

- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- the unauthorized use of a restrictive practice in relation to an NDIS participant



Our staff must report incidents to their manager. Both managers and staff are responsible for finding ways to make things safe for you. Fixing incidents helps us learn how to:

- Make our supports and services better.
- Make sure we keep you safe.

To try and stop incidents from happening, we will:

- Talk to you and your family/carer/guardian/advocate about finding the safest way to support you.
- Train our staff members to safely support you. This includes things like:
  - How to safely help you with medication
  - How to safely help you with any physical support you need
  - Making sure your home is safe by supporting you in filling out safety checklists and fixing any problems
  - How to safely help you if you get upset or angry
  - How to stop other people from hurting you.

If there is an incident, the first thing our staff will do is ensure your safety. For example, if you become very ill, we will call an ambulance.

Staff will ring your family member/carer/guardian/advocate and let them know what happened.

If a crime has been committed, staff will also call the Police.

Staff may also need to let other people know about a serious incident, for example, the *NDIS Quality and Safeguards Commission*.

Your staff and managers will look at what happened and how to fix it so that it does not happen again.

While they are doing that, they will also:

- Let you know what they are doing to fix things.
- Ask you for your ideas on how to fix things.
- Ask your family/carer/guardian/advocate for ideas on how to fix things.
- Keep a record of all the things they are doing about the incident.
- Let you know how we can all work together to stop the incident from happening again.

Enablepath Support Services will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.



## **CONFLICT OF INTEREST**

Enablepath Support Services is committed to ensuring that actions and decisions taken at all levels in the organisation are informed, objective and fair. A conflict of interest is when a staff member's own interests are different to the participant's best interests. Our staff members, including contractors, should always do what is best for Enablepath Support Services and the participant. Enablepath Support Services also recognizes that participants may also have a conflict of interest with staff. We encourage participants to inform us so can try to make the necessary changes for optimal service provision.

## **WORK HEALTH AND SAFETY**

Under the Work Health and Safety Act 2011, we have a duty under the law to make sure that our staff can work with you in a healthy and safe environment. Some things you can do include:

- Notifying our staff of any unsafe conditions.
- Participating in safety assessments.
- Helping with fixing any hazards found through our safety assessment.
- Providing a smoke-free working environment.
- Providing a workplace for staff that is free of racial, sexual, physical or emotional abuse.
- Treating our staff with dignity and respect.
- Telling our staff if you are unwell or cannot do things the way you usually do them.
- Telling our staff if your doctor has diagnosed you with a short-term infectious illness.
- Inform our staff if you have been diagnosed with COVID-19 or other infectious diseases.

We will conduct a safety check during our first meeting and discuss any risk we identify with you. The safety of the service will be reviewed on an ongoing basis in accordance with work health and safety legislation.

## **EMERGENCY AND DISASTER MANAGEMENT**

We will communicate with you about the benefits of providing emergency contacts to be contacted on your behalf in response to any emergency or disaster situation.

Staff will actively work to improve the safety of our participants in emergencies by creating an emergency plan for you as part of your support plan and encouraging and supporting them to undertake personal emergency planning.



You and your representative can access our *Emergency and Disaster Management Plan* at any time and provide any suggestions/recommendations as appropriate.

If an emergency such as bushfires, extreme weather conditions, loss of electrical power or water shortage occurs, you and your representatives will be contacted to discuss options or alternative arrangements.

## **CONTINUOUS IMPROVEMENT**

We aim to provide you with high-quality service that meets your needs.

To achieve this, we need you to let us know how we can maintain and improve our services. You can do this by giving us feedback or making a complaint.

Our collaborative and person-centred approach means that Enablepath Support Services will respond to your information to improve the services provided.

## **ACKNOWLEDGEMENT**

I, \_\_\_\_\_ (Participant / Participant's representative),  
have read and understood the information provided in this *Participant Handbook*.

**Participant Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_



**Signature:** \_\_\_\_\_

**Participant's Representative Name (if applicable):** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_