



# NDIS Participant Welcome & Induction Kit

Version 4

## Welcome and Induction Checklist

- I have completed an NDIS Participant Details Form
- I have completed the Privacy and Consent Form
- I understand that I can provide feedback or make complaint and I know how to do so if I need to
- I have completed the Your Safety and Supports form (if applicable)
- I have nominated a support person using the NSP form (if applicable)
- I understand my Participant Rights and Responsibilities

Participant Name \_\_\_\_\_

Participant Signature \_\_\_\_\_

Date \_\_\_\_\_

Staff Name \_\_\_\_\_

Staff Signature \_\_\_\_\_

Date \_\_\_\_\_

If you have any questions regarding the content of this welcome kit please speak to a Brook RED team member.

## Welcome to Brook RED NDIS Supports

Brook RED is a peer-operated community providing support to people with mental health concerns and disabilities. 'Peer-operated' means that all staff at Brook RED have a lived-experience of mental health concern and we use the unique insights and connections that a peer perspective provides in all of our work. We believe that our lived-experience helps us to understand what it is like to experience challenges and to need and have supports in life and we think this understanding helps us to work in different and more responsive ways.

The purpose of this handbook is to provide information about what we do, our values, your rights and responsibilities as an NDIS Participant and other information that we hope you might find useful.

Throughout this document, we refer to 'Nominated Support Persons'. A Nominated Support Person is someone who a person we work with identifies as a person they want to have actively involved in their supports from Brook RED. It may also be someone who is appointed by a court or tribunal to act as a substitute decision-maker or guardian for a person we work with. Brook RED recognises that the involvement of Nominated Support Persons is crucial to the recovery and wellbeing of the people we provide support to and we value the opportunity to work in collaboration with Nominated Support Persons to help us deliver the best possible supports.

We provide supports to help people move toward their goals and to living the life that they want to. Supports are tailored to each individual's needs and wants. The types of support we provide are:

- **Supported independent living (SIL)** - Assisting people to live independently in their homes.
- **Support coordination** - Helping people to understand and implement their NDIS plans to get the best possible personal outcomes.
- **Short-term accommodation** - Providing 24/7 support for people who require short-term respite.
- **Community and social support** - Support to assist people in connecting with community and participating in social and recreational activities.

## Our NDIS Support Principles

The six principles below guide our work in delivering NDIS supports.

### **Uniqueness of the Individual**

Brook RED understands that goals and journeys are personal and unique for each individual.

### **Real Choices**

Brook RED supports and empowers individuals to make their own choices and decisions about their lives.

### **Attitudes and Rights**

Brook RED will listen to, learn from, and act upon what you tell us important for you.

### **Dignity and Respect**

Brook RED aims to be courteous, respectful, and transparent in our interactions with you. We will be responsive to your values, beliefs, and culture.

### **Partnership and Communication**

Brook RED understands that recovery involves working in partnership with you and other supports.

### **Evaluating Services**

Brook RED welcomes and invites your feedback regarding any aspect of our programs and services.

## A Little Bit about Brook RED

### Our Mission

A community in which people who are recovering from mental illness are able to live full and satisfying lives.

### Our Vision

To use the unique insights and connections from our lived experience of recovery to support better opportunities and outcomes for people who experience mental illness.

### Our Values

**Connection** - We believe that empathy is critical to building genuine and meaningful relationships and is the foundation of all that we do.

**Hope** - We hold hope for better futures as we use our experience to improve outcomes for our members and others.

**Integrity** - We believe in being honest and ethical.

**Self-determination** - We respect that people choose their own path and know what is correct for them.

**Courage** - We strive to do things better and are brave and reflective in our work.

**Lived Experience** - We believe that our work must be informed at all times by lived-experience perspectives.

If you would like to know more about Brook RED, you can have a look at our website which details our history and gives much more information about our work.

## Participant Rights and Responsibilities

### Rights

1. The right to be treated with dignity and respect.
2. The right to receive service free from abuse, exploitation, discrimination, coercion, harassment and neglect.
3. The right to have your needs understood in a meaningful way.
4. The right to voluntarily access support services and advocacy.
5. The right to involve a Nominated Support Person (NSP) in your supports.
6. The right to nominate if you wish to have (or not to have) others involved in your support.
7. The right to your needs and feedback taken into account in the planning, delivery and evaluation of services.
8. The right to privacy and confidentiality.
9. The right to be involved in all aspects of your own recovery including decision-making.
10. The right to be treated in the least restrictive manner possible.
11. The right to access the information Brook RED has collected about you.
12. The right to express compliments, complaints, and grievances and to have them addressed without repercussions to services and supports.

### Responsibilities

1. Inform Brook RED of stated NDIS goals so that appropriate support can be provided
2. Inform Brook RED about supports and to work with Brook RED to design supports that meet your needs and support you to achieve your goals
3. Treat Brook RED staff with respect and dignity at all times
4. Take responsibility for the decisions you make and the results of those decisions
5. Be considerate of the property of other people and of Brook RED
6. Behave in a manner that supports a safe working environment for NDIS service provision
7. If applicable, ensure a suitable and safe working environment where NDIS service provision take place, for example, in your home if we visit you there

8. Communicate openly with Brook RED if there are any concerns about the services or supports being provided
9. Engage actively and openly with Brook RED in the planning, delivery and evaluation of services
10. Let Brook RED know immediately if the NDIS plan is suspended or replaced by a new NDIS plan or you stop being an NDIS Participant



## Privacy and Confidentiality

Brook RED knows that it is a privilege to be trusted with people's personal information and we take the responsibility to of keeping such information safe seriously. We follow the National Privacy Principles which govern the obligations we have with regard to:

- the collection, use and disclosure of personal information,
- an organisation or agency's governance and accountability,
- integrity and correction of personal information, and
- the rights of individuals to access their personal information

Our full Privacy Policy is available on our website. Some of our privacy and confidentiality commitments to the people we provide NDIS supports to include that we will:

- Only collect information about the people we support that can be shown to be directly relevant to effective service delivery and to our duty of care responsibilities.
- Seek express consent of the people we support (and their Nominated Support Persons) prior to releasing or gaining information to or from any other source.
- Ensure that personal information is stored securely and is only accessible to those Brook RED team members who need to see it.
- Advise the people we support with (and their Nominated Support Persons) of the nature of the personal information that we hold about them.
- Advise the client and family of their right to view the information that we keep about the people we support with.
- Ensure that personal information is only held by Brook RED as long as it is relevant to the delivery of effective services and/or our duty of care or legal obligations.
- Promptly and thoroughly investigate any privacy or confidentiality breaches or concerns and to take appropriate steps to remedy any issues.

## Service Agreements

Brook RED will enter into a service agreement with the people we provide supports to. Service agreements will be developed in collaboration with the people we provide supports to (and their Nominated Support Persons) but in general, a service agreement will outline the following information:

- Information on what supports and how much supports Brook RED will be providing
- When, where, how they will receive those supports
- How much the supports will cost and how they will be paid for
- How long the supports will be provided for
- How the Service Agreement can be ended
- What to do if problems occur
- Cancellation details

## Our Support Cancellation Policy

We understand that things in life change from time to time and that some days are better than others. Because of this, we understand that sometimes it is necessary to cancel appointments with us and we will always be as flexible as we possibly can when that happens.

In general, Brook RED appreciates a minimum of 48 notice to cancel appointment for supports. If insufficient notice is provided, Brook RED reserves the right to charge for the first 3 hours of the appointment for up to 8 cancellations per year. This policy is reflected in service agreements. If cancellations are frequent and become problematic to our operations we will discuss this with the person we provide support to (and their Nominated Support Persons) to identify how supports can be provided to minimise cancellations. If cancellations persist, Brook RED may need to consider our ability to continue providing services.

Brook RED makes every effort to ensure that we do not need to cancel shifts, but in rare circumstances we may be forced to. We will give the people we provide supports to (and their Nominated Support Persons) as much notice as we possibly can if we absolutely must cancel supports.

## Pricing of our NDIS Supports

For Support Coordination, Short-term Accommodation, and Community and Social Participation supports, Brook RED charges the rates specified in the current NDIS Price Guide and Supports Catalogue.

For Supported Independent Living (SIL) supports, Brook RED will submit a quote for services to the NDIS. Quotes are developed in collaboration with the people we provide support to (and their Nominated Support Persons) in order to make certain that the supports quoted for are appropriate and will support personal needs and goals. The NDIS reviews SIL quotes and may negotiate pricing directly with Brook RED.

## Advocacy

At Brook RED we believe that everyone should be able to have the help of an independent advocate where they need assistance to help them ensure that their interests are advanced, to protect and defend their welfare, and to make certain that their human rights are respected. Brook RED does not provide advocacy services but the organisations below can be contacted for advocacy support:

### **Brisbane – Speaking Up For Yourself**

Phone: (07) 3255 1244

### **Gold Coast – Gold Coast Disability Advocacy Inc.**

Phone: (07) 5564 0355

## Feedback and Complaints

Brook RED welcomes feedback so that we can understand our strengths and weaknesses and work toward be better at delivering NDIS supports.

You can give feedback your Brook RED Support Coordinator or Peer Support Worker or to any other team member at Brook RED. You can also provide feedback via our website.

We believe that everyone has the right to make a complaint and that no one who be punished if they chose to do so. Our complaints process is as follows:

### **Step 1** Speak to someone at Brook RED you are comfortable with

We think that it is best to address complaints as directly as possible. Ideally, speak to the person that you have a complaint with. If you don't feel that you can do that, you can speak to us about your complaint in person, on the phone, by email.

If you think that you need to speak to our NDIS Manager directly please contact:

Teresa Raj – NDIS Manager

Email: [teresar@brookred.org.au](mailto:teresar@brookred.org.au)

Phone: 0437 453 906

### **Step 2** Complete a Complaint Form

A Complaint Form needs to be completed for every complaint. You can fill out one yourself or we can help you to do it. You can make a complaint anonymously but that means that we will be unable to follow up with you.

Complaint Forms can be found on our website or you can ask any Brook RED employee for one.

You can give us your Complaint Form by:

Email: [enquiries@brookred.org.au](mailto:enquiries@brookred.org.au) or [teresar@brookred.org.au](mailto:teresar@brookred.org.au)

In person: to any employee

### **Step 3** Identify an appropriate person to follow up

The person receiving the complaint will determine who the complaint should be referred to for addressing, and will pass the complaint on to the identified individual.

This will occur within 2 business days of the complaint being received and the person following up your complaint will make contact to introduce themselves.

#### **Step 4 Identify a course of action**

The person following up with you will work with you to identify a mutually agreeable course of action for addressing the complaint.

You are welcome to have a support person or advocate during this process.

We will work to address all your concerns in a fair and timely manner.

#### **Step 5 Record outcome**

The resolution of the complaint will be recorded in the Complaint Form. If you are unsatisfied with the resolution, your complaint will be forwarded to the General Manager who will seek to identify a satisfactory course of action with you.

#### **Step 6 Seek external support**

If you are unsatisfied with the resolution of your complaint, we encourage you to seek support externally from someone who can support you to advocate for your position.

We can provide you with contact details of organisations that can assist you with this if you request them.

#### **Step 7 Record in complaints register**

Copies of all Complaint Forms will be forwarded to the HR and Compliance Manager and logged in the Brook RED Complaints Register.

#### **Step 8 Analyse complaints**

Brook RED will analyse complaints quarterly with consideration to improvements that will support satisfactory service and operations in future.

If you remain unsatisfied or wish to escalate a complaint, you can contact the NDIS Commission by calling 1800 035 544, visiting an NDIS office in person, or visiting [www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints) for further information.

And/Or

The Office of the Health Ombudsman by calling 133 OHO (133 646), emailing [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au), or visiting [www.oho.qld.gov.au/make-a-complaint/](http://www.oho.qld.gov.au/make-a-complaint/) for further information.

## Abuse, exploitation, discrimination, coercion, harassment and neglect

Brook RED believes that everyone deserves to be treated with dignity and respect. Brook RED will work to ensure that our NDIS supports:

- Are free from violence, abuse, neglect, exploitation or discrimination.
- Are provided in a safe environment.
- Identify and manage risks.
- Are provided by peer workers who are competent, capable, and hold relevant qualifications and training to carry out their work.
- Are underpinned by policies that work to keep people safe from violence, abuse, neglect, exploitation, and discrimination.
- Are delivered with continuous learning and quality improvement in mind such that any incidents are acknowledged, responded to, well managed, and that we learn from them so we do better in future.

## Useful Contacts

### **If you are experiencing a crisis**

Lifeline phone line for crisis support and suicide prevention

Phone: 13 11 14

### **National Disability Insurance Agency**

NDIS Participant Line

Phone: 1800 800 110

### **If you or someone else is being abused**

National Disability Abuse and Neglect Hotline

Phone: 1800 880 052

### **Human Rights**

Australian Human Rights Commission

Phone: (02) 9284 9600

## Exiting from Brook RED Supports

We know that transitioning away from our service can sometimes be a difficult process and we will always work with the people we support make the process as smooth, supportive, and straightforward as we possibly can. We are committed to providing complete, clear, and timely information for people transitioning away our service. We will always work to support continuity of supports with minimal interruption to supports wherever this is possible.

## Getting in touch with us

If you would like to have a conversation with us, have any questions, or would like any clarifications about our NDIS supports, please don't hesitate to get in touch with us.

We can be reached in the following ways:

Email to our general enquiries email [enquiries@brookred.org.au](mailto:enquiries@brookred.org.au)

Email our NDIS Manager, Teresa Raj at [teresar@brookred.org.au](mailto:teresar@brookred.org.au)

Or call Teresa on 0437 453 906

## Copy of Welcome and Induction Checklist for Participant File

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