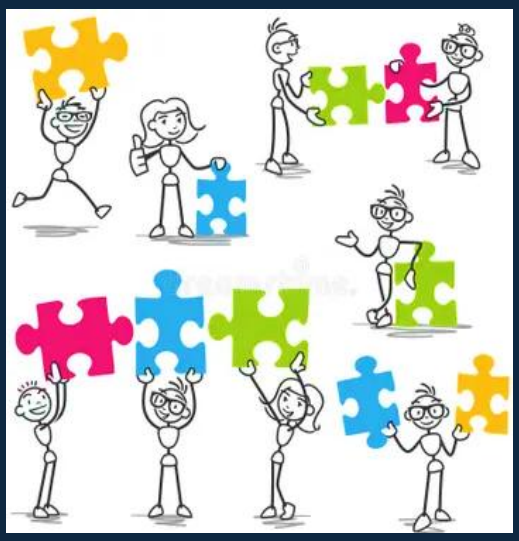


# NDIS Particpant Handbook

STRONGER SOLUTIONS

CONNECTING YOUR SUPPORTS

Support Coordination Services

PO Box 55, Austral NSW 2179 **P** 0409 604 102 **E** info@strongersolutions.com.au
**W** www.strongersolutions.com.au

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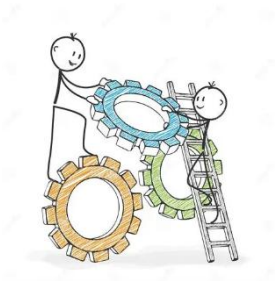
# 1. GIVING CONSENT




Giving consent means that you are agreeing to something.



You can give consent if you are over 18 years of age.



You may need some help with giving consent from family members, guardian or carers etc.



You can give consent in a few ways. You may sign a document, say “yes’’ or “no” or use sign or body language.



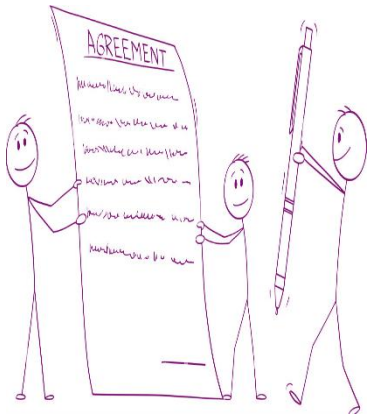
Stronger Solutions require consent regarding documents such as Service Agreements that tell other people your personal information.



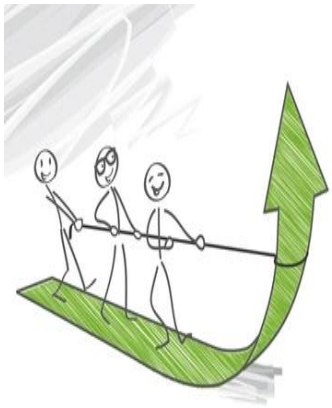
You can ask questions if you want more information before giving consent.

You can withdraw consent if you change your mind at any time.

# 2. SERVICE AGREEMENTS

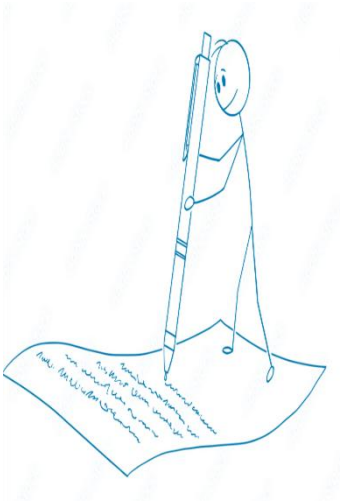



Stronger Solutions develop a Service Agreement that explains all the services you will receive.



This also helps us to make sure:

- Our services are meeting your goals.
- We are working together.



We will ask you to provide consent to our Service Agreement.

# 3. PRIVACY AND CONFIDENTIALITY




Stronger Solutions follows the law to keep your information safe and private.

We will only share your personal details if the law says we must, or if it is needed to keep you safe.



Personal information means things like your name, where you live, your disability, your health, your culture, or your religion.

We use this information to help support you the best we can.



We might ask other providers, family members, or carers for information if they help you.

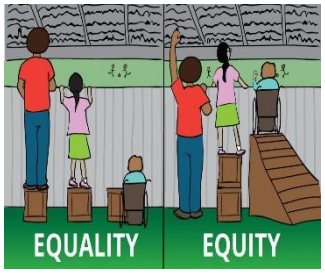


Your information is kept safe on computers with passwords. Sometimes things can go wrong, like a data breach.

A data breach is when someone gets your information without your consent. If this happens, we will investigate and act straight away.

# 4. YOUR RIGHTS

## Your values and beliefs




You have the right to have your values and beliefs respected, and to be treated fairly like everyone else.

## Making your own choices about your goals




You have the right to make your own choices about your goals.

We can give you information to help you make the best choices.

We are here to support you in making decisions

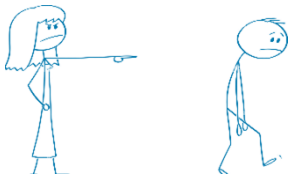
## Protection from Violence, Abuse, or Discrimination



You are entitled to protection from violence, abuse, or discrimination and live in Peace.




Stronger Solutions has a duty of care to ensure your safety as we support you in achieving your goals.



All Stronger Solutions staff are required to uphold standards that do not tolerate abuse, neglect, or exploitation.




You have the right to.

- Request an interpreter for your services.
- You can request materials in your preferred language.

# 5. FEEDBACK AND COMPLAINTS

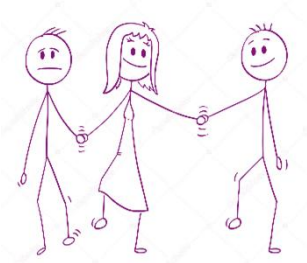



We want to hear what you think about our services, whether it's good or bad.

You can tell us about your thoughts by phone, by filling out a survey, by email, or by talking to us in person. There is a survey at the end of this document if you want to share your feedback.

If you are not happy with our services, you can make a complaint by:

- Telling a staff member in person
- Calling 0409 604 102
- Emailing info@strongersolutions.com.au



You can ask someone you trust, like a family member or carer, to help you make a complaint.

If you make a complaint, we will not treat you badly and your services will stay the same.



We will look into your complaint and try to fix the problem.

NDIS Quality and Safeguards Commission

Sometimes, we might need to tell the NDIS Commission about your complaint.

Your complaint helps us make our services better. If you are not happy with how Stronger Solutions handles your complaint; you can contact the NDIS Commission directly at 1800 035 544.



We will let you know what we are doing.

# 6. REPORTING AN INCIDENT

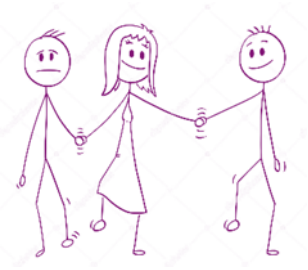
Our staff want to make sure that your rights are always upheld and that you are kept safe.



An incident is something bad that may happen to you such as abuse or neglect, illegal activity or damage to property.



If you have an incident, you should report it.



You can ask someone to help you report an incident such as a family member or carer.



You can report the incident by:

- Letting our staff know in person
- Making a phone call to 0409 604 102
- Emailing info@strongersolutions.com.au



We will need information like:

- What happened and what time.
- Where it happened.
- Who was there.



We aim to respond to the incident immediately and help to solve the incident.



All Stronger Solutions staff know what to do if an incident happens.

**Depending on what happened, Stronger Solutions might:**



- Give you extra help from a therapist or specialist.
- Take action with staff if needed.
- Tell your family or friends about the incident.
- Contact the NDIS Commission or the Police.

If you are not happy with how Stronger Solutions handled the incident, you can call the NDIS Commission on 1800 035 544.



We always try to make things better after something happens.



Stronger Solutions keeps information about incidents for at least 7 years from when they happened.

# 7. DUTY OF CARE




Our staff are here to help keep you safe.

This is called duty of care, we are responsible while you are in our care, and we will ensure that you are safe from risk of harm.

.




We want you to make your own choices.



But sometimes, we may need to step in to help keep you safe.

This might happen if:

- Someone could hurt you.
- You might hurt yourself or someone else.



Our staff might help by:

- Talking with you about what could happen.
- Moving you to a safer place.
- Supporting you with a task.



We will always explain what we're doing and why.

# 8. CONFLICT OF INTEREST



You can ask for help reading this document.
A friend, family member or support person may be able to help you.



What is conflict of Interest?

A conflict of interest is when someone doesn't do their job properly because they have interests in something else.




These interests could be personal or organisational.



Personal means that the person will get something from what they do.

Example:
A staff member from Stronger Solutions Services accepts gifts or incentives from a provider in exchange for referrals.




Organisational Conflict of Interest means the organisation someone works for could benefit from the choices they help you make.

Example:

- You choose a Service provider that provides you with two different types of Services, one could be Core Supports and the other Capacity Building services.
- This could be a conflict of interest because your Service Provider gets paid for both roles. They might recommend their own services—even if another provider would suit you better.

## What your Support Coordinator needs to do for you



Your support coordinator will:

- Follow the NDIS rules.
- Find you lots of options and information so you can make choices and choose the right service for you.




**Stronger Solutions** will make sure there is no conflict of interest between you and our staff by:

- Talking about conflict of interest with you.
- We will record conflicts if they occur.
- We will ensure you have options, choice and control to make your own decisions.




**Stronger Solutions will:**

- Make sure everyone is treated equally.
- Not give or take gifts from you or other service providers.
- Listen and give you information, to give feedback or make a complaint.
- You can ask an advocate or support person to help if you prefer.

# 9. HOW TO FIND OUT MORE INFORMATION ABOUT CONFLICT OF INTEREST



Ask our staff in person



0409 604 102



PO Box 55 Austral NSW 2179



info@strongersolutions.com.au



www.strongersolutions.com.au

# 10. How to find out more about Disability Advocacy Services



Sometimes it might be a good idea to talk to someone who knows about disability services, like an Advocacy Service.

The Advocacy Service will:

- Help you understand your options.
- Support and assist you with what options are available to your situation.

**Disability Advocacy Service Contact Details:**



Email intake@da.org.au

Phone: 1300 365 085

Regional Disability Advocacy Services:

Website: www.rdas.org.au

Phone: 1800 250 292

NDIS Quality & Safeguards Commission

Website: www.ndiscommission.gov.au

Phone: 1800 035 544



## 11. How to find out more about Interpreting and Translating Services for your preferred language including Australian Sign Language (Auslan).

English may not be your first language, and you may require Interpreting Services to support you to be understood with service providers.

If you require an Interpreting or Translating Service and Auslan, you can contact:




Services NSW
Phnoe:13 77 88
Website: www.service.nsw.gov.au

Translating and Interpreting Services (TIS National)
Phone: 131 450 or 1800 131 450
Website: www.tisnational.gov.au

## 12. Participant Feedback

**Stronger Solutions** values participant feedback and would love if you provided us information about our services so we can hear how we are going.

If you would like to, please fill in and return the survey below to your consultant.

1. How happy are you with the support you are currently receiving? (please circle the face)



Very happy Happy in between Unhappy Very unhappy

2. Is there anything you would like us to improve? (Please tick)

☐ Yes

☐ No

If you have something you would like us to improve, would you like to tell us what that is? (write it below)

_____

_____

3. How would you rate your experience of Stronger Solutions Services? (circle the number)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| Very good | Good | Average | Below Average | Poor |

Thank you so much for your time! Please return this form to Stronger Solutions.