



Welcome Pack



Our team are excited to welcome you to our service. We are a dedicated, one on one service who are passionate about supporting you to develop new life skills and gain the confidence you need to *flourish* and reach your goals.

We offer a range of activities and supports and can tailor this to your own goals.

- Cooking skills
- Everyday household skills
- Shopping
- Organisation
- Social skill development
- Independence in community and safety awareness
- Community outings
- Respite
- Over-night stays

Our team are highly skilled and receive a great deal of satisfaction in taking a person-centred approach. We are looking forward to being a part of helping you become the best version of yourself.



Rights and Responsibilities

We are here to assist you in exercising your rights in achieving your goals. Please let us know if at any time, you feel as though we have not supported you in the following rights.

Freedom	of expression, self-determination, and decision-making. To exercise informed choice and control.
Respect	<ul style="list-style-type: none">- of your culture, diversity, values, and beliefs.- of your legal and human rights and commitment to uphold and promote these rights.
Equity	Entitlement to participate and be heard equally, with the support of an advocate if you need help to be heard.
Privacy and Dignity	<p>Your dignity will be protected, including giving you the dignity to take risks. Your privacy will be protected, and you can choose what happens with your information. You have a right to:</p> <ul style="list-style-type: none">-Choose who we share information with-Provide consent to share information during transition-Access your person information at any time
Communication	You are supported and will receive clear and open communication about our work together in a way that suits your individual needs.
Safety	<p>We support and protect our clients' rights to be free from abuse, neglect, exploitation, violence, discrimination. You have a right to:</p> <ul style="list-style-type: none">-Receive supports which are overseen by strong operational management.-Access services which are safeguarded by Play Grow Flourish well-managed risk and incident management system.-Feel safe in the supports and services provided to you



Advocacy and Support

An advocate is a person who will listen to you and help you make decisions about the support and services you receive. An advocate will give you a voice when you are not sure that yours is being heard.

An advocate will speak up on your behalf if you want them to and ensure that we are providing you support that you want, as well explaining the terms and conditions of the service.

Who can be your Advocate?

You can ask anyone that you know well and trust to be your advocate. This may be a member of your family or a friend. You may want someone independent, a professional from a formal advocacy service. A List of advocacy providers are on the next page.

If you are not sure who to choose to be your advocate, talk to us. Part of our ongoing commitment to all clients is to help them find an advocate.

How we work with Advocates

We 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 staff understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.



Advocacy Services

Disability Advocacy Finder (askizzy.org.au)

Or email: disabilityadvocacy@dss.gov.au

Illawarra Advocacy

Phone	(02) 4229 4999
Website	https://www.illawarraadvocacy.org.au/
Email	admin@illawarraadvocacy.org.au

Multicultural Disability Advocacy Association NSW (MDAA)

Phone	0432 745 582
Website	https://mdaa.org.au/
Email	wollongong@mdaa.org.au

People with Disability Australia (PWDA)

Phone	(02) 9370 3100
Website	https://pwd.org.au/
Email	pwd@pwd.org.au

Indigenous Disability Advocacy service (IDAS)

Phone	(02) 9318 0144
Website	https://www.idrs.org.au/s32/_links/linksATSI.php
Email	info@idrs.org.au



Your Privacy

We understand that privacy is important to you.

The following information will explain how we handle your personal confidential information, and how your information is stored.

When you first come to see us, we will give you a Consent Form that outlines how we access, store, and share data. This includes requesting permission to contact other service providers and professionals or caregivers, that may be involved in your care.

Giving us the opportunity to collect this information from other service providers will tell us what has and what has not worked for you in the past. The more we understand your situation, the more we can do to make sure we provide you with the best service experience.

We will not share any information that you give us or that we collect from other service providers without first getting your permission unless authorised by law. Our staff will, of course, have access to your information as well as any relevant authorities, but only if we (or they) are concerned with your immediate health and wellbeing. If your health and wellbeing become a concern, we may also share your information with your legal guardian or caregiver, but only if you have consented.

Access to your personal information

You have the right to access the personal information and we are happy to support you in doing so. If you would like to access your information, please make a request in writing, and clearly describe the documents that you are seeking.

If you need support in completing this request, we are happy to assist – please contact us to obtain assistance:

- Administration Phone: 0422 335 439
- or
- email: playgrowflourish@gmail.com

If you have any further questions about how your personal information is handled, please ask an Play Grow Flourish staff member



Feedback and Complaints

We welcome any feedback that can help us improve the service we provide to you.

Tell us if you are not happy with the support or services that you have received.

We can arrange for interpreters, communication aides, online, mobile, or other technology assisted ways - anything that will help you inform us.

How to Make a Complaint or Provide Feedback

You are welcome to have someone to support you to make a complaint or provide feedback. This person may be a family member, friend, or a formal advocate.

1. In Person/ Verbally

- By talking to an Play Grow Flourish Staff member
- By calling Play Grow Flourish via Administration phone on 0422 335 439

2. In Writing

You can make your complaint in writing anonymously:

- By emailing: playgrowflourish@gmail.com
- Completing a Complaints Form and providing it to an staff member

3. Tell a Person you Trust

- You can tell a person you trust what the problem is so they can address it with us. They can call us, send a letter or email, or visit us in person.

4. Contact the NDIS Quality and Safeguards Commission

- Phone 1800 035 544
- Website: www.ndiscommission.gov.au



How we Manage Complaints

We will give you the time to explain what the problem is and listen to your suggestions about how we can address your concerns. Sometimes it might take longer than one discussion to resolve an issue. That is why we will help you fill out a Complaint Form so that you can make sure we understand your concerns.

We will work with you to navigate all the issues, investigate your concerns completely and work out a fair and reasonable solution to the problem.

After completing the written complaint, the process will involve:

- Giving you a letter confirming that we received your written complaint.
- Keeping you informed of the progress we make to resolve your complaint including, any action taken, the reasons for any decisions made and the options available to you if you wish to review any of the decisions.
- Keeping you involved in the resolution of the complaint.
- Letting you know in writing of the result of this process, making sure to explain any decisions made about your complaint.
- If we are not able to resolve your complaint within 28 working days, we will let you know how long we believe the process will take and continue to keep you informed as we work to resolve your complaint.

If you are not satisfied.....

If you feel that your complaint has not been resolved in a way that you had expected, then you can make a complaint to the NDIS Commission. The NDIS Commission is independent and is there only to protect the interests of people who use the support and services of any NDIS Service Provider.

Complaints can be made verbally, in writing or by any other appropriate means, and can be made anonymously. A complaint can also be withdrawn at any time.

If a person makes a complaint, the NDIS Commission will decide upon the appropriate action to take. The NDIS Commission may decide to:

- Take no action, or defer acting in some cases (for example, if the complaint was not made in good faith or there is not enough information to continue); or
- Help the complainant and other affected people to work with the NDIS provider to resolve the complaint; or
- Undertake a resolution process



Incident Management

What is an Incident?

An 'incident' can include anything that has or has not been done or an event that has happened in relation to the provision of our services that has, or could have, caused harm.

How We Manage Incidents

We will report any incident that occurs while providing supports or services to NDIS clients. Incidents are documented within twenty-four (24) hours of the incident happening using the 'Incident Report Form'. Some incidents are more serious than others. Reportable incidents include those that have, or are alleged to have, caused death, serious injury, abuse, neglect, or any restrictive practice to the person with disability. These types of incidents are reported to the NDIS Commission by Play Grow Flourish within twenty-four (24) hours of the incident.

Play Grow Flourish will arrange, for the necessary support and assistance to anyone affected by the incident. If you are affected by the incident, you may need information regarding speaking to an independent advocate and getting strategies to take care of your ongoing safety and wellbeing after the incident.

Every Incident is thoroughly investigated by Play Grow Flourish, focusing on improving outcomes for any person that is affected by the incident. We also use this information to improve our services.

Anyone affected by the incident will be included in the handling and resolution of the incident. This includes taking into consideration your views about whether the incident could have been prevented, how well the incident was managed and what could be done to prevent similar incidents from happening again.

Copies of our Incident Management and Reportable Incidents System policies and procedures are available for viewing by NDIS clients and their advocates.



Useful External Agencies that can help

National Disability Insurance Agency

Phone

1800 800 110

Website

www.ndis.gov.au

Email

Enquiries@ndis.gov.au

Beyond Blue

Phone

1300 22 4636

Website

www.beyondblue.org.au

Kids Helpline

Phone

1800 55 1800

Website

Kidshelpline.com.au