



headwayadp

# Participant guide to headway adp



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# Our Service Charter

Headway ADP is a specialist Brain Injury Service enabling Participants to achieve life goals through effective planning communication and one to one support which encourages independence and social inclusion.

## Our Vision

Encourage participants with an Acquired Brain Injury to achieve their life goals.

## Our Mission

Headway ADP provides participants who live with an Acquired Brain Injury the advocacy, support and guidance to achieve their life goals. We are committed to empowering all participants to reach their full potential through an individualised, person centred approach.

## Our Values

*Empowerment – Inclusion- Respect – Quality – Transparency - Diversity*



# More on our Service Charter



The service charter has been developed with feedback from participants and underpins our commitment to our participants. The aim of this charter is to provide you with a clear understanding of the standards of service you can expect when using our services and your rights and responsibilities as a service user.

When you use Headway ADP services, we will:

- ✓ Treat you with courtesy, respect and dignity
- ✓ Be fair, open and reasonable
- ✓ Respect your privacy and confidentiality and comply with privacy laws
- ✓ To have any complaints dealt with in a timely manner
- ✓ Operate within the NDIS Practice Standards
- ✓ Provide services individually tailored to meet your needs
- ✓ Promote self-determination and assist you to make informed decisions and choices
- ✓ Promote safe work practises to protect participants and staff
- ✓ Provide you with information about other services if we are able to assist you
- ✓ Provide access where appropriate to interpreters, advocates and information using various media and community resources.
- ✓ All Headway ADP Participants are made aware of the Organisations Service Charter after intake at Participant Get Togethers and through multimedia: I.e Newsletters, Participant Guide, Website



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## Your Rights

As a participant at Headway ADP you have a right to:

- ✓ Person Centred and tailored services, with recognition for your individual needs and situation
- ✓ Information in a format that is appropriate for you
- ✓ Choose your level of involvement in Headway ADP services
- ✓ Change workers
- ✓ Make choices and decisions that enables your right to intimacy and sexual expression.
- ✓ Make choices and informed decisions that promotes dignity of risk in decision making.
- ✓ Receive support to develop and maintain your identity (i.e. personal gender sexuality, cultural religious and spiritual).
- ✓ Receive support to connect with maintain and strengthen family/kinship networks.
- ✓ Access activities and environments that embrace freedom of cultural expression and are culturally safe.
- ✓ Refuse or reject activities or choices unless there is safety or contractual requirements as part of a service plan.
- ✓ Provide feedback or communication regarding any aspect of services that you receive.

# YOUR RESPONSIBILITIES

- ✓ Your responsibilities
- ✓ As a participant of Headway ADP we ask you to:
- ✓ Provide, to the best of your knowledge, all accurate, relevant and up to date information that helps us provide services to you
- ✓ Tell Headway ADP about any changes to your needs or circumstances
- ✓ Treat Headway ADP staff and other participants with courtesy and respect
- ✓ Show consideration for other participants when involved in group activities/outings
- ✓ Actively work with Headway ADP support on your goals
- ✓ Commit to attending your chosen groups and activities
- ✓ Provide Headway ADP with notice in the event of non-attendance or cancelling services



# ABOUT US

- ✓ Headway ADP opened in 1983 and has been providing specialist support services to people with Acquired Brain injury (ABI) for over 35 years.
- ✓ The house and services originated through Lidcombe Hospital (Head Injury Unit) in response to the lack of services available for both the person with acquired brain injury and their families upon returning into the community. Successful transition into the community followed within a few years and in 1989 the purpose built Headway House was opened at 6 Percy Street Bankstown. In 1992 Headway ADP became an incorporated association and we retain this status to this very day. As a proud Not For Profit we remain committed to many of the original goals of the founding members and community.



# In brief

Headway ADP is committed to enabling of people living with an Acquired Brain Injury to achieve their life goals. Headway ADP is registered with NDIS to provide services where brain injury is recognised as the primary disability affecting your life. Headway ADP targets individuals aged over 18 years and participants must commence with the service before 65 years of age.

***The ABI may be caused by a range of factors including***

- ✓ Trauma
- ✓ Stroke
- ✓ Hypoxic brain damage
- ✓ Brain Cancer or other Neurological conditions

***Headway ADP can support you to implement your plan and Service Agreement to achieve your life goals.***

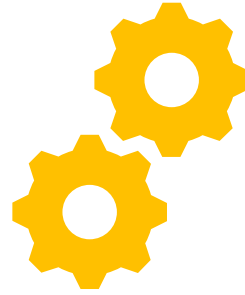
***We do this in a number of ways.***

***We will :***

- ✓ Assist you to understand your funding arrangements and determine how best to use plan funds to achieve your goals.
- ✓ Help you to understand and select services that reflect your goals and help you achieve them.
- ✓ Provide 1:1 assistance to access services and supports.
- ✓ Provide group-based life skills and social development, access and training.
- ✓ Provide 1:1 supports within the home and in the community to live as independently and autonomously as possible.
- ✓ Provide advocacy and support to liaise with medical professionals, the NDIA and other third parties that affect your life.
- ✓ Provide opportunities for personal growth and sharing of lived experience through community education.







## JOINING OUR TEAM AT HEADWAY ADP

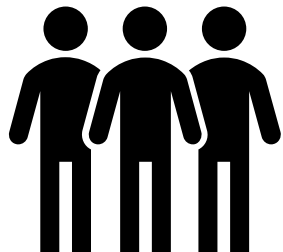
Everyone who joins Headway ADP is given a copy of the Participant Guide. The Participant Guide gives you information that will help you to make choices about the services you receive. If you have trouble understanding the guide just ask your Service Coordinator for help. We are more than happy to explain any information and answer any questions you have about Headway ADP or our services. We can also provide you with brochures, website information and Newsletters that will enable you to make informed choices.



Headway ADP follows the NDIS Principles and use the Human Rights Framework to help us assist individuals to realise their potential, participate in social, economic and cultural life and have access to supports throughout their lives.

***Headway ADP abides by the NDIS Practice Standards and Code of Conduct. The four core standards are listed as follows:-***

- ✓ Rights and Responsibilities
- ✓ Provision of Supports
- ✓ Governance and Operational Management
- ✓ Support Provision Environment



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# NDIS Code of Conduct

The Code of Conduct promotes the Health, Safety and well being of persons with disability, by setting out acceptable appropriate and ethical conduct for NDIS Providers and workers delivering supports or services. The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to do the following in providing supports and services.

- ✓ act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- ✓ respect the privacy of people with disability
- ✓ provide supports and services in a safe and competent manner with care and skill
- ✓ act 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 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.

The Practice Standards and Code of Conduct are discussed regularly at Participant Get Togethers. You will have a chance to have your say asks questions and provide feedback to the Business Manager and key staff about any concerns or issues relating to the framework. Where the NDIS provides updates or clarification regarding the Practice Standards or Code of Conduct, Headway ADP will consult with you.

# WHAT NEXT ?

Headway ADP offers a range of tailored services designed to meet your individual needs. When you meet your Headway ADP Service Coordinator you will sit down and discuss your plan goals and service options with an experienced staff member who understands Acquired Brain Injury, knows the local community and is supportive of your choices and decisions.

Headway ADP put you in control. When you join our team at Headway ADP you will be allocated a personal passtab quick pin (normally this is your initials) for entry into Headway ADP building. Your quick pin will also be used whilst out in the community and with supports in your home. On commencement of a shift you will be asked to sign in on a smart phone or tablet, to ensure that you are receiving the service you have requested and your sign in also verifies you are safe whilst being supported by the team at Headway ADP.

**Headway ADP is a registered NDIS provider.** We provide the following categories of assistance:

- 1:1 daily living and life skills training
- Group and centre based activities,
- Participation in community, social and civic activities,
- Travel and transport training ,
- Support coordination
- Plan Management



# What we offer

## ***1:1 Daily living and life skills training***

- ✓ is provided to participants with the purpose of achieving greater independence, better life choices and better health outcomes. Headway ADP specialise in supporting plan goals that reflect the unique nature of Acquired Brain Injury. Skills area include activities of daily living and day to day memory tasks that require decision making and safe choices.

## ***Our Support Coordinators***

- ✓ will discuss the contents of your plan, get your plan moving and tailor your plan and supports to meet your unique needs. We are skilled in supporting plan reviews or changes in circumstances.

## ***Social Development Activities***

- ✓ are a feature of our unique service delivery. Participants request these activities through Participant Get Togethers. Our activities provide the chance for you to have fun, make new friends and participate in activities of your choice. Headway ADP ensure that activities promote social skills, and learning within an ABI inclusive environment.

## ***Community Based Activities***

- ✓ are great hit with all of our Participants. They give you the opportunity to do something you enjoy on a regular basis. Through these activities you can meet people with common interests, make new friends, reduce social isolation, learn new skills and have fun. Favourite activities include ten pin bowling and fishing 4 therapy.

## ***Centre-based Activities***

- ✓ Headway ADP has a proud tradition of delivering centre based programs that are much more than day programs. From Yoga to Cooking, to our popular BEAT program our centre provides a comfortable environment and quality instruction that caters for the individual needs of people living with an ABI.





## INFORMATION & ACCESS

### At Headway ADP

Headway adp collects, keeps and maintains your records in order to provide a professional service which meets your individual expectations and plan goals. Headway ADP conforms to the federal privacy act 1988 and the Australian Privacy Principles which governs the collection, use and storage of personal information.

All Participants are issued two folders. The first folder which is held in a secure cabinet at Headway ADP house. Headway ADP Management ensure that your personal information is managed, kept securely and kept private unless you have given explicit consent to release to third parties.

This information is also kept maintained within secure password protected drives that are maintained by an accredited Information Technology Platform.

Contents of your folder include:-

- ✓ Personal Information—all about you
- ✓ Reports—medical, therapy, specialist
- ✓ Individual Funding— including plans
- ✓ Correspondence—formal communication with third parties
- ✓ Work Health & Safety—incident reports, inspections





# INFORMATION & ACCESS –

## In the home

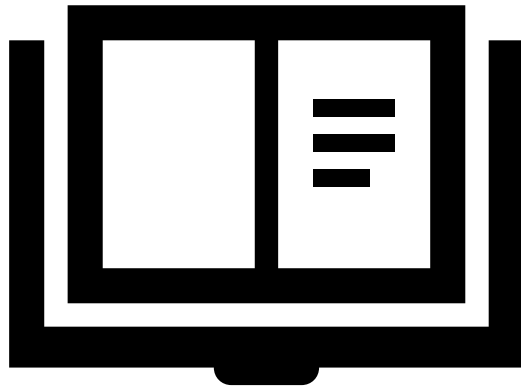
The second folder is maintained within your home and includes information that provides directives to support staff about your needs and day to day services we provide:-

Capture Ipad and how staff use it.

Contents include:-

- Participant Detail Form
- Program Outline
- Contact List
- Medical
- Individual Support Shift
- Work Health & Safety
- Other Information

Participant may request access to their files via their service coordinator. Access by a participant to their file require the authorisation of the Business Manager and will be arranged by the service coordinator once approved.



# Groups at Headway ADP -

*Headway ADP's centre based programs have been developed using best practice adult learning and rehabilitation principles. Our programs seek to combine a range of learning activities that cater for the diverse needs of people living with an ABI.*

The benefits of attending our programs include the following:-

## **Cooking Groups at Headway ADP**

- ✓ Relearn and practice cooking skills in a supportive environment
- ✓ 1:1 Support when required
- ✓ Learning about diet and Nutrition
- ✓ Following simple recipes under the guidance of a skilled facilitator
- ✓ Strengthening skills in fine and gross motor including the use of cooking and eating utensils.
- ✓ Learning to work with adaptive equipment
- ✓ Budget management
- ✓ Good food practices
- ✓ Teamwork and decision making



# BEAT GROUP AT HEADWAY ADP



## 1 PHYSICAL

- ✓ Adaptive physical exercise tailored to individual needs.
- ✓ Use of equipment such as Octa band, Thera bands, light gym equipment and other ball games.

## 2 COGNITIVE

- ✓ Cognitive training and learning activities using explicit brain training apps such as Lumosity, language and literacy exercises, visual and spatial puzzles
- ✓ Work on areas such as memory, problem solving, attention, Numeracy, flexibility and speed of information processing.
- ✓ Using adaptive equipment such IPAD, Computers or more conventional media such writing pads and white boards.

## 3 SOCIALISATION

- ✓ Social Interaction is an important part of the program. While enjoying morning tea on our veranda, participate in stimulating conversation to practise and improve your social skills.

## 4 ART AND VISUAL MEDIA

- ✓ New activities are learnt through our art classes. Come and try dot art, papier Mache, collage work or paint a canvas while working on new learning, problem solving, attention and fine motor skills.



# COMMUNITY EDUCATION

## *Who are our Speakers?*

An Acquired Brain Injury can change your life forever. Our panel of presenters will share their lived experience to demonstrate the behaviours that can typically lead to a brain injury and the impact this has had on their lives. A brain injury not only affects your life choices and independence but has an enormous impact on family, friends and loved ones. A Brain Injury is for Life.

Our speakers all have “lived experience” of the daily challenges of ABI. They share their stories to describe the behaviours that caused their brain injury and the impact this has had on their lives since. A brain injury does not discriminate by age or gender. It not only affects your life choices and independence but has an enormous impact on family, carers, friends and loved ones.

## *Get Involved?*

- ✓ Would you like to be part of our Community Education Team?
- ✓ Speak to your Service Coordinator if you would like to be involved.

## *What do our speaker's talk about?*

- ✓ Our speakers provide general education about the brain and how their lives have changed post injury
- ✓ Our speakers discuss ways of reducing risk taking behaviours

## *Who is the target group we present to ?*

- ✓ Learner/provisional drivers and traffic offenders, as well as other community groups by request including Universities and fellow charity organisations.
- ✓ Community groups who would like to know more about ABI
- ✓ Young adults who engage in risk taking behaviour
- ✓ Headway ADP acknowledges the funding received from The South Western Area Health Service to provide ABI targeted training, learning and social development. In addition this funding allows Headway ADP to engage with At Risk drivers through its community education program.



# SERVICE AGREEMENT WITH US

A service agreement is a written agreement between you and Headway ADP about the services and supports that you will receive from us. This may include 1:1 support in your home or in the community, social groups, activities of your choice, support coordination or plan management. The service agreement covers how and when the services will be provided.

Headway ADP service agreements are:

- ✓ By signing the agreement both Headway ADP and the participant agree to points listed below.
- ✓ developed via open, honest and timely communication
- ✓ built to meet your needs at your preferred times
- ✓ developed to ensure best use of funds and transparency in how they are used
- ✓ subject to regular reviews and consultation with you about how supports are provided
- ✓ Built around our values and Service Charter, with a commitment to addressing feedback or complaints in a timely manner
- ✓ Transparency, all conditions and requirements are clearly indicated within the service agreement.
- ✓ Current, accurate with up to date information.



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# SERVICE AGREEMENT WITH US

## ✓ *Service Cost*

Support costs maybe funded via the NDIA (National Disability Insurance Agency), Continuity of Support (COS), Individual funding packages, LTCS (Life Time Care Scheme), iCare, insurance company or the NSW Trustee & Guardian. The funding body determines which services are eligible for draw down and payment to Headway ADP.

## ✓ *Additional Cost*

Charges such as transport, entrance fees, event tickets, food/drink, memberships for gyms or other Headway ADP social activities will incur an out of pocket cost. We try to keep costs to you as low as possible.

## ✓ *Conditions of Service*

Start and finish dates of the Service Agreement will reflect the Service Plans published by the NDIS or other funding bodies.

At least 24 hours notice must be given if you anticipate being unavailable on the day or at the time you usually receive your support service. Where possible, another time may be negotiated. Failure to notify us of a cancellation may result in a disruption to your service or a cancellation fee applying.

Cancellation of contractual arrangements with Headway ADP will be subject to a reasonable notice period. I.e. 30 days unless agreement is reached to terminate services earlier.

- ✓ Transport is provided explicitly to support the Participant who utilises Headway ADP services directly. Headway ADP will not provide transport assistance to third parties unless agreed by the Business Manager.



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ALL Headway ADP Staff are expected to show you the following qualities:-



## In providing supports and services that meet your needs Headway ADP workers are expected to:-

- ✓ Respect you as a person
- ✓ Ensure that you are free from abuse and neglect
- ✓ Protect your privacy, and take steps to notify and report any instances where your privacy has been compromised.
- ✓ Complete all Mandatory NDIS approved and internally developed training modules to ensure that they are fully aware of their requirements
- ✓ Keep the relationship professional.
- ✓ You as a Participant are expected to:-
- ✓ Treat community support workers with dignity and respect
- ✓ Work on activities to achieve plan goals
- ✓ Avoid offering your community support worker gifts, items or money
- ✓ Keep the relationship professional
- ✓ Respect the Support Workers privacy i.e. do not ask for personal phone number, address or Social Media accounts
- ✓ Refuse invitations from staff to attend their homes, private functions or events
- ✓ Ask your service coordinator to provide extra hours of support or extend shifts

If you have any concerns or wish to raise a complaint regarding a Community Support Worker you suspect is affected by drugs or alcohol please refer to our Complaints protocol where you are encouraged to contact your Service Coordinator or Business Manager as soon as possible. All matters will be dealt confidentially. Where your complaint is not resolved to your satisfaction you can contact the NDIS Commission on 1800 035 544

# WORK HEALTH & SAFETY–

## At Home and in the community

*Headway ADP promote safe work practices, safe work environments and safe support environments. Our staff are required to report and/or take action when they identify the following:-*



External hazards e.g. broken steps, long grass, inadequate lighting particularly after dark or in stair/access areas.	Internal trip hazards: e.g. Carpets or mats which may cause a fall, slippery tiling, broken power outlets or appliances, poisons or sharps that are not secured.	Community Support Workers do not lift heavy objects or materials.	Unsecured pets to avoid harm to any worker or visitor	Environment al health hazards, including smoking areas, gas or other flammables	Hoarding or hazardous work areas caused by clutter or blocked exits	Electrical hazards- Faulty power cords and equipment Domestic or trades	Broken security gates or locks	Failing emergency equipment– e.g. smoke detectors, personal alerts.
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## DUTY OF CARE:

Duty of Care relates to Headway ADP's responsibility to minimise or mitigate risk associated with predictable events, based on sound risk management principles:



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Examples are:

- ✓ Staff are required to take reasonable care to avoid injury to participants who could foreseeably be harmed by an action/inaction that could be prevented : e.g. transfers in and out of a vehicle, wearing a secure seatbelt, ensuring vehicle road worthiness.
- ✓ Staff are required to support individuals to manage medications or attend clinical reviews as directed, to maximise the participant's wellbeing and minimize harm.
- ✓ Staff are required to report issues that endanger the participant, to Headway ADP management asap. Headway ADP staff are also required to submit individual support notes daily and complete incident reports (where appropriate) for the purpose of response and resolution.
- ✓ Pre Inspection of home environment prior to service delivery, and completion of a risk management checklist.
- ✓ Adequate training for staff and assessment of support needs will occur prior to commencing shifts and providing services.
- ✓ At a Organisational level, management are required to record incidents and anticipate potential failures via a risk management register, which is presented to the Headway ADP committee bi monthly for address.

**Note: SELF ADMINISTRATION OF MEDICATION** -You are responsible for taking your medication when you are at Headway ADP or with Headway staff. Staff are not allowed to give you any medication. Staff can help to remind you when it is time to take your medication but you must get it out & take it yourself. This includes Panadol & paracetamol. If you need to take these during the day for headaches, pains etc you must bring your own to Headway.

# Creating a safe environment at Headway House

Headway ADP is committed to providing a safe environment for our participants, visitors and staff. It is important for everyone to look after safety at Headway ADP. Not just your own safety but the safety of others too. To help us make Headway ADP as safe as possible there are some rules for everyone to follow. These are:

PASSTAB (IPAD IN THE FOYER and ACTIVITY ROOM 1)

HEADWAY HOUSE INSPECTION CHECKLIST

NO SMOKING POLICY

- **PASSTAB**—Everyone that comes to Headway House must sign in on PASSTAB. An IPAD is kept in the foyer's main entry and in Activity Room 1. You must sign in with your quickpin, when you arrive and the time that you leave. In an emergency we then know how many people are in the building. Designated fire wardens are alerted by a back to base alarm system. They will address any groups present, check all rooms and they will ensure that all participants and workers use the lit exits that are unlocked every morning. After exiting the building to one of two assembly points, the designated officer will then conduct a full head count, only re-entering the building after clearance is given by fire or other authorised official.
- **HEADWAY HOUSE INSPECTION CHECKLIST**-To make sure that everyone is safe within the premises, Headway ADP conduct routine inspections at Headway House. This is to make sure that we reduce dangers in the building including trip or fire hazards that could put your safety & the safety of others at risk. A fully maintained cabinet of Personal Protective Equipment, a defibrillator and other cleaning products are maintained and secured within the building, and all exit lights, security doors and extinguishers are checked in accordance with relevant WH and S legislation. Significant concerns are addressed as per the checklist and items are immediately replaced: e.g. smoke alarms.
- **NO SMOKING POLICY**-Everyone knows that smoking is toxic and a major health risk. To protect everyone's health we have a no smoking policy at Headway ADP. No one is permitted to smoke within Headway House or within 3 metres of a doorway. There is to be **No Smoking** in any of Headway's ADP motor vehicles. Also, Headway staff are not permitted to smoke whilst driving you to a location or providing support to you. If you want to smoke while staff are there please go outside.





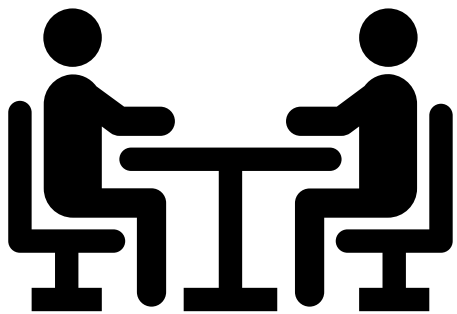


# FEEDBACK & COMPLAINTS AT HEADWAY ADP

AT Headway ADP we expect that all staff show you the respect that you deserve. For over 35 years Headway ADP has promoted Human Rights Principles which empower and encourage you to speak up. We will ensure that services are provided in an environment that is free from discrimination, financial, sexual, physical or emotional abuse, neglect or exploitation.

## Monitoring Complaints at headway ADP

- ✓ All complaints are recorded and maintained in our complaints register. Once recorded all complaints are addressed in a four week time frame or sooner unless the complaint is unresolved, represents a conflict or needs to be escalated.
- ✓ The Business Manager reports all complaints and feedback bi-monthly to the management Committee for quality purposes.
- ✓ Only people involved in your complaint or are being investigated will be told, with your permission. If you have difficulty or a sound reason for not raising an issue to people listed above (you may have a complaint about them) you can escalate to the next level.

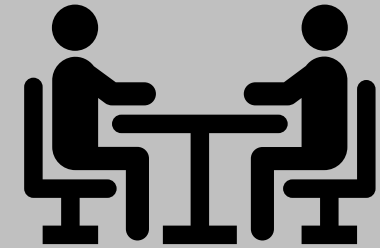


# Will anything happen to me if I make a Complaint?

Nothing will happen to you if you bring up a complaint and it is confidential unless you give permission to talk to the other party.

By telling us about your problems we can help you so that we can give you a better service. We always aim to do our best for you.

- Step 1- Talk with the Person e.g. Support Worker
- Step 2- Talk with your Support Coordinator
- Step 3- Talk with the Business Manager
- Step 4- Talk with the Management Committee
- Step 5 – Talk to the NDIS Commission
- Step 6 – Talk to Commonwealth Ombudsman Office



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## The NDIS COMMISSION AND WHAT IT CAN DO FOR YOU

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. They work to ensure that the support you get through the NDIS is good and safe. If you feel that your issues or complaints remain unresolved they are able to investigate on your behalf.

**The NDIS Commission have been addressed to support you to maintain the following Principles:-**

### **YOUR RIGHTS:**

- ✓ To be safe and have good quality services
- ✓ The right to make a complaint

### **WHAT THE COMMISSION WILL DO:**

- ✓ Make sure services treat you well
- ✓ Tell workers they must follow the NDIS Code of Conduct
- ✓ Make Services report abuse, neglect and other bad things
- ✓ Give information and advice to make services better

### **IT IS OK TO COMPLAIN**

- ✓ You can make a complaint about support you get through the NDIS
- ✓ Talk to your service provider first
- ✓ You can get help from family, friend or an advocate
- ✓ If the service does help you or you do not want to talk to ask the NDIS Commission
- ✓ We will listen to you and we will try to make it better.

### **MAKING A COMPLAINT**

- ✓ You can make a complaint by phoning us **Phone 1800 035 544**
- ✓ You can fill out the complaint form on our website which is [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



**NDIS Quality  
and Safeguards  
Commission**

# OTHER SERVICE YOU MAY LIKE TO CONTACT

If after working through all the steps, you are still unhappy with the way that we have tried to fix your complaint you have the right to talk to other services who can help you fix it.



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# Headway ADP Quality Framework

Headway ADP take great pride in pursuing quality principles and make a concerted effort to inform and discuss changes in policy or service delivery to participants, in a form they can fully understand. Information is provided through regular participant get togethers, participant questionnaire via survey monkey, group activities and 1:1 reviews. We love hearing your opinion and building options based on your feedback.

All Senior staff take the time to know all of our participants, and this arrangement ensures that you feel supported and have an active voice about the services you are receiving.

You can access your information at any time.

Headway ADP is committed to all staff completing NDIA quality training modules and has encouraged development of staff through internal/external training modules, regular performance reviews and regular review of plans. We have a proud reputation as a fierce advocate and champion for those who do not have a voice. Our modest size and specialization as an ABI provider ensures that we are better equipped than many competitors, to address the unique needs of our key participant.



## YOUR NDIS PLAN & PLAN REVIEWS

Whenever you or your carers are experiencing frustration or need advocacy to address complex issues, our approach is person centred, holistic, and extends to those living independently, those living with elderly carers or those who may not have the means or capacity to navigate their plan independently.

Examples of us going the extra yards include:

1. Accompanying all participants who wish for support at NDIS reviews within the home or other suitable review environments
2. Facilitating reviews and Change of Circumstances requests via direct negotiation with the NDIS. Following up if the agency fails to act or delays action.
3. Ensuring other providers are meeting requirements contractually, particularly where we see negligence or potential risks. Where applicable. we report issues to the relevant authorities for address.



# QUICK GUIDE TO NDIS

**ADVOCACY:** Headway ADP has a history of strong advocacy. We are absolutely determined to support you before, during and after your plan is published. This means assisting you to get the best outcome in terms of funding, support and services. We regard it as a privilege to walk alongside you when you feel you need us. **You do not need to meet a planner** (see below) without our support. You can choose where you wish to see them: I.e. In your home, at Headway ADP or somewhere else and can insist that you have supports present.

**PLANNER:** A term used to describe the person who works for the NDIA (National Disability Insurance Agency) and determines how a plan can be costed and developed. Planners are public servants and they have delegation to cost and approve plans. If a planner calls you or your carer our strong advice is to refuse phone interviews or interviews at the premises of the agency without support. LAC's (see below) do not have the delegation to approve plans.

**LAC (Local Area Coordinators)** collect information on behalf of the NDIS to inform planners. LAC's in Sydney work for the St Vincent's De Paul Society or Uniting. Participants reviewed by LAC's are supposed to have lesser support requirements than those reviewed by Planners, although we sometimes find this assumption problematic. If you are concerned that your LAC does not have knowledge or experience with ABI you need to let us know so you can be accompanied to 1:1 interviews or assessments.

**EVIDENCE:** All decisions by the Agency should be evidence based. This means that medical reports, particularly from your treating doctors and therapists, are extremely important. If you don't have current evidence or information, make sure you talk to us. Evidence is not about a planner's opinions, but should be based on observations (by an experienced worker/carer) and facts. Therapist and specialist reports help inform NDIS decisions and ultimately, your funding.

**REVIEW:** If you are unhappy with an NDIS plan or an NDIS decision you can request a review. Reviews within the first 90 days of release are treated as a greater priority than other unscheduled reviews. A review of a decision can take some time (up to 3 months) so it is best to commit existing funding in the hope that the review may increase or improve funding amounts/distribution. Headway ADP can assist you to submit a review. You will often need evidence from a doctor or allied health professional (see above) to support the review.

**CHANGE OF CIRCUMSTANCES:** If your health deteriorates or your informal supports (carers or friends) are no longer able to assist you with daily activities including social activities, Headway ADP can assist you in lodging a Change of Circumstances request. You will need evidence from an allied health professional or doctor to support this change. If the agency accepts these changes, you will be given a new plan commencement date and plan. Please advise us immediately if there is the need for an emergency response.

**FUTURE GOALS:** Whilst many first plans do not address future needs it is envisaged that as the scheme matures participants will benefit from acquiring new skills, growing independence and living more fulfilling lives. The idea is that a plan will change as things in your life change and you grow.

**SUPPORT COORDINATION:** If you feel unable to organise your activities or would like some assistance putting your plan into place, Headway ADP is here to help. Headway is also prepared to assist you to appeal where these supports are needed but remain unfunded.



**If you have more questions about the NDIS or need assistance understanding any of the terms/language above, please let your key worker know. We are your service and we are here to make your NDIS journey as effective and rewarding as possible**

# WELCOME

HEADWAY ADP  
WELCOMES YOU AS OUR  
NEW PARTICIPANT

YOUR SERVICE  
COORDINATOR IS



**Office Hours**  
Monday to Friday  
8.30am -4.30pm

(closed all public  
holidays)

**address:**  
6 Percy Street  
Bankstown NSW 2200

**telephone:**  
9790 0046 or 9790 0344

**Emergency contact**  
Bill Sayers 0412 971 393

