



Disability Connect
New South Wales



Participant Welcome pack



Contact us

Phone: 1300 858 423

Email: hello@dcnsw.com.au

www.dcnsw.com.au

PARTICIPANT WELCOME PACK

DCNPSS023

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INTRODUCTION

Thank you for choosing to receive your supports from Disability Connect NSW. We were established with the importance of your life at the centre of everything we do, we strive to be the business that is all about you.

Disability Connect NSW will ensure that you are included in all decisions about your life, ensuring that you have a voice and that your voice is heard. This includes where you live, what you participate in and how you participate in those activities.

Our experience covers:

- Intellectual Disabilities – including complex diagnoses
- Complex and Forensic Mental Health/Psychosocial Disabilities
- Criminal Justice
- Children and Young People – including VOOHC
- Child Protection – including OOHC
- Homelessness – including accommodation transitions

Disability Connect NSW encourage all participants to engage with a variety of providers to ensure that there is an increase in safety and collaboration.

SERVICES WE PROVIDE

Disability Connect NSW provides support in the following areas:

- Accommodation
 - Supported Independent Living
 - Short Term Accommodation
 - Medium Term Accommodation
- Social and Community Participation – including Innovative Community Participant
- Domestic Assistance – including Capacity Building
- Transport – including Travel Training
- Assistance with Daily Life – including In-Home Supports
- Personal Care

CONTACT INFORMATION

You will be provided with the contact details for the Team Leader that supports your services with Disability Connect NSW and the contact details for our Central Office Team.

Your Point of Contact	
Name	
Position	
Phone	
Email	
Postal Address	
PO Box 29, Glenfield NSW 2167	
Phone	1300 858 423
Email	hello@dcnsw.com.au
Website	www.dcnsw.com.au

OUR TEAM MEMBERS REQUIREMENTS

Disability Connect NSW celebrates our Team Members and are lucky to have the best Team Members that the sector offers, to ensure that we keep our participants safe, supported and engaged in our services, our many team members are put through a rigorous recruitment process which includes:

- Comprehensive Interview Process
- Reference Check with previous employers
- Police Check
- Working with Children Check
- NDIS Worker Screening Check

These safeguards are enforced by Disability Connect NSW to maintain the highest calibre of Team Members who will deliver your supports.

MANDATORY REPORTERS

All of our Team Members are mandatory reporters, and this is a responsibility we take seriously. Mandatory reporters are required by law to report suspected child abuse and neglect to government authorities. Mandatory reporters are people who deliver the following services, wholly or partly, to children as part of their professional work or other paid employment, and those in management positions in these services:

- Health care — registered medical practitioners, specialists, enrolled and registered nurses, registered midwives, occupational therapists, speech pathologists, psychologists, dentists, and other allied health professionals working in sole practice or in public or private health practices.
- Welfare — registered psychologists, social workers, caseworkers, and youth workers.
- Education — teachers, counsellors, principals
- Children’s services — childcare workers, family day carers and home-based carers.
- Residential services — refuge workers, community housing providers.
- Law enforcement — police.
- Disability services – disability support workers and personal care workers.
- A person in religious ministry or a person providing religion-based activities to children (e.g., minister of religion, priest, deacon, pastor, rabbi, Salvation Army officer, church elder, religious brother, or sister)
- Registered psychologists providing a professional service as a psychologist to adults.

YOUR RESPONSIBILITIES

- To cooperate with Disability Connect NSW in the provision of your services.
- To participate in open communication with your service providers to develop an effective support plan to ensure we best meet your needs and include activities you would like to participate in and the lifestyle you would like to lead.
- To take responsibility for the results of the decisions and choices you make with the options you are provided with.
- To inform us immediately if you are not being treated with dignity, confidentiality or if there are any problems or concerns with supports and/or activities suggested to you.
- To inform Disability Connect NSW if your plan payment method changes or if you stop being a participant in the NDIS.
- Treating all staff linked with you with respect and encouraging your friends or family to treat all workers with respect and courtesy.

YOUR RIGHTS

- To be treated with dignity, confidentiality, fairly and with respect.
- To receive a service that is free from discrimination and that promotes your legal and human rights.
- To be informed of any changes in the fee schedule during service delivery.
- Make comments, suggestions, raise issues or complaints about your services if you are not entirely satisfied and without the fear of retribution.

- Change to a different service provider if you are not satisfied with the providers, you have been linked with.
- Receive information in a format that is clear and that makes sense to you.

ADVOCACY

Advocacy can be defined as standing up for the rights of people who are being treated unfairly and standing alongside an individual and speaking out on their behalf in a way that best represents the interests of that person.

Types of Advocacies:

1. Systemic advocacy

Systemic advocacy works towards changing the structures in society that create inequalities and disadvantage. Many peak bodies are involved in systemic advocacy work.

2. Legal advocacy

A community legal service would be an example of an agency providing legal advocacy. These organisations assist people with issues that require advice or knowledge from someone with legal knowledge such as tenancy issues, guardianship, and police issues.

3. Informal advocacy

Informal advocacy is usually provided by a carer, family member or friend as a natural extension of their role in your life. This person, who knows you well, can help you explain to others what you need or want. There are carers' groups available who provide carers with support, networking opportunities and training to assist them to effectively advocate on behalf of their family member with a disability.

4. Self-advocacy

Self-advocacy means you know your rights and responsibilities, you speak up for your rights, and you are able to make choices and decisions that affect your life.

5. Individual Advocacy

Individual advocacy is provided on a one-to-one basis by an advocate who is generally employed by an advocacy service. An advocate seeks to uphold the rights and interests of the person with a disability and to address issues such as equity, discrimination, abuse, or neglect. If you feel uncomfortable about a decision that has been made by your service provider or are frightened to make a complaint yourself then an advocate can support, you by speaking on your behalf.

NSW Advocacy Services

- Blind Citizens NSW - 02 9744 1516
- Disability Advocacy NSW - 1300 365 085
- Family Advocacy - 1800 620 588
- First Peoples Disability Network - (02) 9267 4195
- Intellectual Disability Rights Service - 02 9265 6300

- Multicultural Disability Advocacy Association of NSW Inc Granville (Head Office) - 1800 629 072
- People with Disability Australia Inc Sydney (Head Office) - 1800 422 015
- Self-Advocacy (Sydney) Incorporated - 02 9622 3005
- Sydney Region Aboriginal Corporation Legal Service - 02 4722 3524
- Women's Domestic Violence Court Advocacy Service - 1800 938 227

National Advocacy Services

- Autism Aspergers Advocacy Australia – email convenor@a4.org.au
- Autistic Self Advocacy Network of Australia and New Zealand (ASAN AUNZ) – email chair@asan-au.org
- BlaQ Aboriginal Corporation – email admin@blaq.org.au
- Blind Citizens Australia - 1800 033 660
- Children and Young People with Disability Australia - 1800 222 660
- Disability Advocacy Network Australia – email ceo@dana.org.au

THE NDIS PRACTICE STANDARDS

Disability Connect NSW actively implements the NDIS Practice Standards. These practice standards create an important benchmark for providers to assess performance and to demonstrate that you receive a high quality and safe supports and services for NDIS participants. Together with the NDIS Code of Conduct, the NDIS Practice Standards will assist NDIS participants to be aware of what quality service provision they should expect from NDIS providers

The NDIS Practice Standards:

- Rights and responsibility for participants
- Governance and operational management
- The provision of supports
- The support provision environment
- High intensity daily personal activities
- Specialist behaviour support
- Implementing behaviour support plans
- Early childhood supports
- Specialised Support Coordination, and
- Specialist disability accommodation

THE NDIS CODE OF CONDUCT

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- 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 of people with a disability
- Take all reasonable steps to prevent and respond to sexual misconduct.

YOUR PRIVACY

Disability Connect NSW is committed to protecting your privacy. Privacy laws provide you with certain rights in relation to how we handle your personal and health information. These laws regulate the way Disability Connect NSW collects, stores, uses, and discloses personal and health information.

What information is collected about me?

Disability Connect NSW collects relevant personal information about you for the purposes of assessing your eligibility for our services and for providing the services outlined in your Service Agreement. You are not required by law to provide the personal information we request from you, but Disability Connect NSW may not be able to provide you with a service if we do not have this information.

How is my information stored?

This personal information is entered into our participant information system and may also be stored in paper files. Disability Connect NSW has a legal obligation to protect the privacy of your personal information and to ensure your paper and computer-based records are secure. Your information may only be accessed by authorised staff who need this information to provide your services.

Is my information used for any other purposes?

No, except when the intended release of information was notified to you at the time it was collected or is allowed or required by law. Disability Connect NSW will always seek your consent before sharing your personal information with external service providers or agencies. To help plan for services that support people in their homes and communities, information that does not identify you by name or address is provided to government funders (both the Australian and NSW Government). This information cannot be matched or compared to your Medicare or Centrelink records.

How can I access my participant service record?

You may request your participant service record at any time free of charge. To access your participant service record please contact the Disability Connect NSW Managing Director.

How do we safeguard your privacy?

To protect your privacy rights, Disability Connect NSW staff will:

- Inform you about personal information we collect from you and store your personal information in a secure, protected environment.
- Confirm your personal details are accurate before we create a service agreement.
- Correct your records as changes are reported to keep information current.
- Provide you with access to your personal information on request, free of charge.

- Ask for your consent before sharing your personal details with other service agencies.
- Be trained to understand the importance of privacy and confidentiality.
- Sign a code of conduct agreement to safeguard your privacy and confidentiality.

HOW DO I MAKE A COMPLAINT OR PROVIDE FEEDBACK?

Disability Connect NSW values all feedback including complaints about the services that you are receiving, these allow us to build better policies, processes and improve our service delivery to all participants.

We will often reach out to you for feedback, this will be done by your Team Leader or one of our Central Office Support Team Members. If you wish to contact us to provide feedback or make a complaint you are encouraged to do so via your Team Leader, on the above details or by contacting us at hello@dcnsw.com.au.

Disability Connect NSW may do any one or more of the following:

- Make a formal apology
- Take remedial action as appropriate
- Provide an undertaking that the conduct will not occur again
- Implement measures to ensure that the conduct will not occur again
- Take no further action on the matter.

If you feel we have not handled your complaint appropriately or within a timely manner you are able to contact the NDIS Quality & Safeguards Commission, see the attached 'How to make a complaint' brochure.