

ATTUNED CARE

PARTICIPANT HANDBOOK



THE ADVENTURE IS YOURS,

we're just along for the ride!



Legal name: The Trustee for Attuned Care Unit Trust

Business name: Attuned Care

ABN: 13 787 147 985

ACN: 659 204 458

Phone: 1300 974 994

Email: contact@attunedcare.com.au

Address: 1 Roy Terrace, Christies Beach 5165



Welcome

Attuned Care is a South Australian organisation dedicated to developing innovative, person-centred services to those living with a disability, in an effort to promote and support independence, freedom of choice and the right of all to live a life of one's own choosing. We are a small but passionate team of disability support professionals who are committed to supporting people in directing their own adventures through life!

This Handbook contains important information related to how we structure our service delivery in a way individualised to each participant, how you can provide feedback or lodge a complaint, and how Attuned Care strives to ensure the personal safety of participants who engage with our support provision. Attuned Care operates by the NDIS Code of Conduct, as well as in compliance with relevant state and federal legislation, the NDIS Rules and Guidelines, and in conjunction with the oversight of the NDIS Quality and Safeguards Commission.

The NDIS Quality and Safeguards Commission aims to uphold the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the United Nations Convention on the Rights of Persons with Disabilities.

The Commission will achieve this through:

- Empowering people with disability to exercise choice and control in the support services they receive, while ensuring appropriate protections are in place.
- Building the capacity of people with disability, their families, and their carers to make informed decisions about NDIS providers.
- Responding to and managing concerns and complaints.
- Supporting a strong and viable market for disability supports and services.

On behalf of the entire team at Attuned Care, thank you for choosing us to be involved in your service delivery. As our motto goes, the adventure is yours, we're just along for the ride!

Our team

Benjamin Green

Managing Director

bgreen@attunedcare.com.au
0434 832 098

Ilaisa Poulton

Managing Director

ipoulton@attunedcare.com.au
0431 626 342

Catherine Symons

Individual Support Assistant

Fulori Poulton

Individual Support Assistant

Shaun Read

Individual Support Assistant

Melanie May

Boot Hill Support Volunteer



Your Rights & Responsibilities

Attuned Care is committed to upholding the human rights of the people who engage with our service delivery; we respect the fact that all people are individuals, and deliver our services in a manner that is person-centred and appreciates the individuality of each participant.

People living with a disability have the same rights as all others within their community, and are entitled to equality, dignity, self-direction and freedom, and to live free from violence, abuse, discrimination, exploitation and neglect. Attuned Care operates in conjunction with legislation put in place to protect the rights of people with a disability.

You have the right to:

- Have your rights recognised according to the United Nations Universal Declaration of Human Rights.
- Autonomy and freedom of expression.
- Be treated with dignity, courtesy and respect, with consideration given to differences related to race, ethnicity, gender, sexual orientation, age, disability, religion, socioeconomic status or personal values.
- Privacy, confidentiality and dignity.
- Know what personal information of yours needs to be collected and what it will be used for.
- Be an active contributor in decision-making related to the development and delivery of services by Attuned Care
- Engage with supports in a safe environment, free from violence, abuse, neglect, exploitation and discrimination.
- Practise your culture, values and beliefs while accessing supports.
- Be informed on how to make a complaint about service delivery and be confident your complaint will be handled appropriately.
- Be informed about Attuned Care's recording and reporting processes.
- Expect Attuned Care to collaborate with any relevant external Allied Health or support professionals.
- Expect Attuned Care to communicate with you, your advocate and/or your interpreter in a way that mitigates or removes any barriers to effective communication and ensures you stay informed.
- Expect Attuned Care to provide a high quality, professional service that is individualised to you and your needs, goals, interests and ambitions.
- Have your service delivery regularly reviewed and changed as you need.
- Continuity of supports, and to be notified by Attuned Care (with 48 hours notice) if there is a change to a scheduled service session (not including emergency related situations).

As an individual engaging in Attuned Care's support provision, you have an obligation to:

- Treat others with dignity, courtesy and respect.
- Respect the privacy, confidentiality and dignity of others.
- Provide written consent (if you so choose) for Attuned Care to collect any relevant personal information that is accurate and complete as of the date of provision such as support plan information, NDIS Plan or goals and any relevant healthcare plans (e.g. asthma management plans, anaphylaxis management plans, etc.)
- Advise Attuned Care if there are any changes to personal details/information.
- Inform Attuned Care about how you wish supports to be delivered to meet your needs.
- Attend service sessions in a fit state (not unwell, intoxicated or under the influence of drugs) and inform staff if there are any risks that may have an impact on them.
- Provide Attuned Care with a minimum of 24 hours notice if you are unable to make a scheduled service session.
- Notify Attuned Care if there are any changes to your NDIS Plan, or if you cease being an NDIS Participant.



Transition to/from another provider

Transitioning to or from another service provider can be a daunting process, and Attuned Care will ensure all the necessary steps are taken to support you throughout. Our *Transition to or from a Provider* policy aligns directly with Section 23 of the NDIS (*Quality Indicators for NDIS Practice Standards*) and aims to ensure that you receive a planned, coordinated and well communicated transition to or from Attuned Care. This policy is developed, applied, reviewed and communicated to all staff.

In ensuring a smooth transition to or from another provider, Attuned Care may need to work with you, your nominated representative(s) or other stakeholders in the completion and/or review of the following documents:

- Referral Form
- Participant Assessment and Support Plan
- Participant Risk Assessment (as included in the Assessment and Support Plan)
- Service Agreement
- Participant Consent Form
- Talent Release Form
- Any quotations for relevant Support Items

All participants have a right to choose which service providers their supports are delivered by, and Attuned Care will endeavour to collaborate with external organisations where appropriate to facilitate transitions to or from our service. All relevant personal information will be shared with external service providers only when express permission and consent is provided by the participant or their nominated representative. If practical, Attuned Care will perform an exit interview with the participant and/or their nominated representative.



Conflict of Interest

Attuned Care is committed to managing conflicts of interest in an open and transparent manner at all levels in the organisation, in an effort to comply with NDIS rules and other obligations.

According to the NDIS Code of Conduct 2018:

A conflict of interest occurs when an individual or an NDIS provider is in a position to exploit their own professional or official capacity for a personal or corporate benefit (other than in the usual course of charging fees for services or supports rendered).

A conflict of interest may affect the way a person acts, decisions they make or the way they vote on group decisions.

We will ensure that each participant will be treated equally, and no participant will be given preferential treatment above another in the receipt or provision of supports.

Attuned Care will act proactively to manage perceived and actual conflicts of interest through the development and maintenance of organisational policies to ensure that personal or individual interests do not impact on the organisation's services, activities or decisions.

We will also:

- Ensure our organisational or ethical values do not impede a participant's right to choice and control.
- Manage, document and report on individual conflicts as they arise.
- Ensure that advice to a participant about support options (including those not delivered directly by the Provider) is transparent and promotes choice and control.

Declaration and management of conflicts of interest are specifically required for management members as part of their legal responsibilities as management members.

Our management team, employees, and workers:

- Are always required to act in the interests of the organisation, and to notify the organisation when this conflicts with other interests or commitments.
- Will present each participant with a range of choices about providers of supports and not only Attuned Care.
- Will not seek to influence the customer to select Attuned Care.
- Will never accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of an NDIS participant.
- Must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of Attuned Care or provision of supports to the Participant.
- May accept meals, drinks, or entertainment only if such courtesies are unsolicited, infrequently provided, and reasonable in amount.

Attuned Care will ensure that when providing services and supports to the Participant under the NDIS, any conflict of interest is declared, and any risks to the Participant are mitigated.

Service Agreement

Attuned Care will prepare a Service Agreement for you which details the services you wish for us to provide, how you cancel a service session or end your participation in the service, the rights and obligations of both yourself and Attuned Care, and financial information such as the cost of services over the term of the Agreement, or payments will be arranged and NDIS funding related information such as Item Names, Numbers and Support Categories.

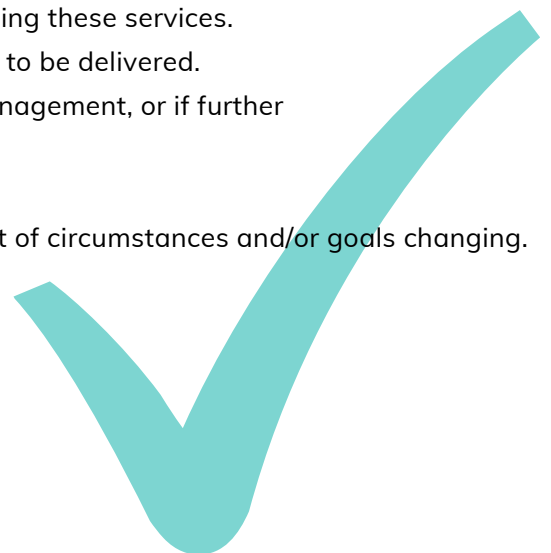
A Service Agreement will be signed by both yourself and an authorised representative of Attuned Care and you will receive a two-party signed copy of your Service Agreement once completed. If this is not practicable, a record will be made of the circumstances under which you did not receive a copy of the Agreement.

Assessment & Support Plan

Attuned Care will develop a *Individualised Participant Assessment and Support Plan* in close consultation with you and your nominated representative, as well as any Allied Health professionals that may have input in particular areas of your support. This Plan will be directly aligned with your NDIS Plan, particularly any goals that you have set, and will include:

- Personal identity information such as your name, address, contact details, etc.
- Personal information related to you cultural identity, family and other support networks and the contact details of any relevant healthcare professionals.
- Your support needs.
- Service specific goals (i.e. your personal goals re-contextualised to the service provision environment).
- How you communicate most effectively with others.
- The specific types of services you will receive.
- The Attuned Care team members that will be involved in providing these services.
- Any participant risk assessments conducted regarding services to be delivered.
- Any information related to Mealtime or Emergency/Disaster Management, or if further assessment/planning is required.

Your Plan will be reviewed and reassessed annually, or in the event of circumstances and/or goals changing.



Recording & Reporting

Attuned Care utilises two separate systems for recording and information storage - ShiftCare and Snapforms.

ShiftCare is used to record and store the following information;

- Your personal details and emergency contacts.
- Your Participant Assessment and Support Plan.
- Service sessions and rostered team members who will be present to support you.
- Progress notes for each service session, any changes to support needs or achievement of goal.

Snapforms is used to create forms for the purpose of gathering information related to;

- Whether or not your individualised service delivery is enabling you to work towards, and achieve, your goals.
- How effective support staff are at implementing any prescribed behaviour support methods necessary to your support.
- Reporting of any incidents or identified hazards.

Data gathered from forms designed to collect information related to success measures of goal development and achievement will subsequently be used in reports, generated every six months, that will present and analyse our team's efforts to support you to work towards your goals and whether or not our service delivery plan is sufficient in meeting your needs as an individual. These reports may be useful whenever the time comes for your NDIS Plan to be reviewed.

Additionally, Attuned Care uses Xero to generate invoices for service sessions; the only personal information stored on Xero are your name, address, NDIS Number and the name of your nominated representative or legal guardian.

Storage of your personal information is done in accordance with Attuned Care's Privacy and Dignity Policy and Procedure and Information Management Policy and Procedure. Your permission to record this information will be obtained using a Participant Consent Form when you start commence your services.



Incident Management

Incident management is an integral part of Attuned Care's service provision; we recognise its importance in the ongoing improvement of the safety and effectiveness of our support provision to each individual, as well as the continuous development of our service delivery.

Attuned Care supports all members of our team to identify and report incidents as we are made aware of them, fostering a culture of using incident reports as tools of education and improvement.

Our *Incident Management Policy and Procedure* necessitates that all incidents related to all participants occurring in connection with services provided by Attuned Care be documented and investigated, in accordance with the NDIS (Incident Management and Reportable Incidents) Rules 2018.

All reportable incidents, as defined in the NDIS (Incident Management and Reportable Incidents) Rules 2018 will be reported both internally and to the NDIS Quality and Safeguards Commission. Incidents that qualify as Reportable Incidents are any one of the following:

- The death of a person with a disability.
- The serious injury of a person with a disability.
- Abuse or neglect of a person with a disability.
- Unlawful sexual or physical contact with , or assault of, a person with a disability.
- Sexual misconduct committed against, or in the presence of, a person with a disability, including grooming of the person for sexual activity.
- The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.

All incidents that occur in the course of service delivery will be recorded and investigated in our incident management system. All incidents will be investigated and assessed thoroughly and appropriately and you will be informed of the outcome of any incidents you are directly involved in.

All actions taken as a result of incident investigation will prioritise the safety and well-being of participants and workers, and any and all necessary steps will be taken to ensure that a similar incident does not occur again.

If you would like a copy of Attuned Care's *Incident Management Policy and Procedure*, please don't hesitate to contact us.

Money & Personal Property Management

Attuned Care's *Participant Money and Property Policy and Procedure* details how we will safely protect and account for any money or personal property you request us to manage. Any money or personal property you give our team the responsibility to manage will only be used with your consent and in the ways you direct.

Our team will support you (where required) to access and manage your personal funds, and can provide support with developing money management skills such as budgeting. Staff members are not allowed to provide financial advice or information, other than what may be reasonably required under your NDIS plan.



Mealtime & Medication Management

If you require assistance with managing medication while with our service, or have specific dietary/swallowing needs, our team will ensure that you have access to the support and/or equipment necessary to eat, drink and take your medication. Attuned Care's staff will work collaboratively with any relevant health professionals in adhering to any recommendations or instructions given related to Mealtime and Medication Management. Our *Medication Management Policy and Procedure* and *Mealtime Management Policy and Procedure* is developed and communicated to all members of our support team.

Your Participant Assessment and Support Plan and Mealtime Management Plan are reviewed at least annually in accordance with the professional advice of the participant's practitioner, or more frequently if needs change or difficulty is observed. As a result of our review, we will amend these documents if required.

Feedback & Complaints Management

Attuned Care welcomes any feedback, positive or constructive, as it enables us to continually find ways to improve and make our service delivery better for all participants. Whether you have questions about how your services are delivered, unsure as to the reasoning behind certain decisions we make or have feedback related specifically to a member, or members, of our team, we encourage you to provide any feedback as you see fit. We take all feedback seriously and do our best to address and resolve any issues that may arise. You can rest assured that any feedback you provide will not affect your service delivery, nor will it cause you to be treated unfairly or in a negative manner due to said feedback.

All feedback you provide will be kept confidential and only relevant individuals will be privy to the information you provide; the only time this information will be shared with your prior permission or consent is when we have reasonable cause to believe someone is at risk of serious harm or a criminal offense has occurred.

How to provide feedback?

Attuned Care's Feedback and Complaints Form is designed to collect any feedback you, or your nominated representative, advocates or friends/family members wish to provide. A copy of this form is included in your Welcome Pack, and more copies can be requested in person, contacting us on 0432 472 489, or email us at contact@attunedcare.com.au and ask us to send you a copy. You may also access a digital version of this form at <https://www.attunedcare.com.au>.

Feedback can be provided anonymously; when filling out the Feedback and Complaints Form, simply amend the form as you see fit, or leave certain sections blank that contain identifying information. Alternatively, you may email details of your feedback to contact@attunedcare.com.au.

I have provided feedback, now what happens?

Once you've provided feedback using any method you're most comfortable with, our *Feedback and Complaints Management Policy and Procedure* dictates that we:

- Take immediate action where there is reasonable cause to believe there is a high risk of violence, abuse, neglect, exploitation or discrimination.
- Acknowledge reception of your feedback or complaint within five business days.
- Aim to resolve concerns within 21 business days of receiving feedback or complaint.

Once an outcome has been reached, you may take your feedback or complaint further if you are not satisfied with how it has been managed, by contacting either of Attuned Care's Managing Directors. Their details can be found on page 5.

Advocacy

According to the Department of Social Services, “advocacy for people with disability can be defined as speaking, acting or writing with minimal conflict of interest on behalf of the interests of a disadvantaged person or group, in order to promote, protect and defend the welfare of and justice for either the person or group.” The ways in which independent advocates can perform their role in supporting people living with disability include;

- Acting in a partisan manner (i.e. being on their side and no one else's);
- Being primarily concerned with their fundamental needs;
- Remaining loyal and accountable to them in a way which is empathic and vigorous (whilst respecting the rights of others); and
- Ensuring duty of care at all times.

Accessing an advocate may be useful:

- During the assessment and planning as well as review process.
- If an incident including violence, abuse, neglect, exploitation, or discrimination occurs.
- To provide feedback or make a complaint.
- For any communication between you and Attuned Care.

How to access an advocate?

- The National Disability Advocacy Program (NDAP)
 - Email: disabilityadvocacy@dss.gov.au
 - Disability Advocacy Finder: <https://askizzy.org.au/disability-advocacy-finder>
- Office of the Public Advocate - Disability Advocate
 - Address: 211 Victoria Square, Adelaide, SA 5000
 - Phone: 08 8342 8200
 - Email: disability.advocate@sa.gov.au
 - Website: <https://www.opa.sa.gov.au/advocacy-education/disability-advocate>
- Disability Advocacy and Complaints Service of South Australia (DACSSA)
 - Address: Level 7/70 Pirie Street, Adelaide, SA, 5000
 - Phone: 08 7122 6030
 - Email: admin@dacssa.org.au
 - Website: <https://www.dacssa.org.au/dacssa-you/contact/>
- The Disability Gateway - South Australia - Advocacy
 - Phone: 1800 643 787

Website: <https://www.disabilitygateway.gov.au/legal/advocacy/sa>



Privacy, Confidentiality and Consent

Attuned Care is committed to protecting the dignity, confidentiality and right to privacy of every participant. While collecting personal information is crucial in developing and providing the highest quality services possible, Attuned Care ensures that any information collected is collected with your consent and is stored and used in an appropriate manner.

As part of our onboarding process, Attuned Care will ensure that consent is obtained using the Participant Consent Form before any and all collection of required personal information. We only collect personal information which is necessary for the quality of provision of services and supports, and given voluntarily to the provider. This information will also be used to:

- Identify your needs, support requirements, strengths, goals, culture, diversity, values and beliefs.
- Manage and improve the process of planning and delivery of the services and supports.
- Manage the administrative and financial requirements of the services and supports.
- Disclose the information to the NDIS Quality and Safeguards Commission, NDIA or other authorities if required.
- Disclose the information to health professionals if needed.
- Disclose the information to other parties such as your Nominee or advocate.

You have the right to gain access to any personal information Attuned Care holds; our Privacy and Dignity Policy contains information on how you may request access to, and correct, your personal information.



