



Participant Handbook

Table of Contents

About Us	3
<i>Vision</i>	3
<i>Mission</i>	3
<i>Values</i>	3
Our Services	4
Service Access	5
Service Agreement.....	6
Your rights.....	8
Your responsibilities.....	9
Your values and beliefs	10
Privacy and Dignity.....	11
Information and Consent.....	12
Your services	14
Support Planning.....	15
Advocacy	16
Safety	17
Incidents.....	18
Feedback and complaints	19
Helping us improve	21
Ending your services	22
Contact us	23

About Us

Trellis Australia is a registered NDIS provider. We provide services in Victoria.

Vision

Our vision is to bring out the best in people.

Mission

Our mission is to deliver best practice Positive Behaviour Support services to people with disability, foster the next generation of behaviour support practitioner and build capable organisations and environments.

Values

Integrity – We will always aim to do the right thing and work in line with our values.

Compassion – We will always try to show feeling and understanding and listen to what people need

Curiosity – We will be curious to learn more about the people we work with so that we can help them grow

Authenticity – We will be honest, trustworthy, reliable and open.

Creativity – We will always look for new, better and preferred ways to deliver the services people want.

Competency – We aim to be good at what we do.

Our Services

We work with people with a disability and their families to reach their goals.

The services we deliver include:

- Behaviour Support Services
- Therapy supports, such as Psychology, Occupational Therapy, Speech Pathology
- Counselling and emotional supports
- Helping organisations and other practitioners support people with behaviours of concern

We will help you to understand the services we deliver.

We can use an interpreter or give you information in a different format.



Service Access

You have the right to services that help you reach your goals.

If you want our services, you can contact us.

We will ask you some questions about yourself.

You must have a NDIS plan, which includes the type of supports that we provide.

You can choose the services you receive.

If we cannot deliver services to you, we will tell you why.

We will also give you information about other services that are similar.

We will contact you to:

- ✓ Tell you how long you need to keep waiting
- ✓ Tell you where you are on the list
- ✓ Ask if you want to keep waiting.
- ✓ You can make a complaint if you do not think we have been fair.

Service Agreement

If we can deliver services to you and you want them, we will make an agreement.

The agreement is called a **Service Agreement**.

We will make your Service Agreement with you and the people you want to involve. For example:

✓ Your family

✓ Your friends

✓ Your support person

✓ Your advocate



Your service agreement may include:

- ✓ The services we will deliver
- ✓ How we will meet your goals
- ✓ Any fees
- ✓ How you will pay fees
- ✓ Your rights and responsibilities
- ✓ Our responsibilities
- ✓ Any conditions
- ✓ What to do if there is a problem
- ✓ How to cancel an appointment
- ✓ How you can change or end the agreement
- ✓ How we can change or end the agreement

We will ask you to **sign the agreement.**

We will ask you to give us a copy of your NDIS plan.

We will give you a copy of your service agreement in a format that you understand.

Your rights

You have legal and human rights when receiving our services.

✓ You have the right to choose, get help or information to help you choose

✓ You have the right to be involved in planning your services.

✓ You can involve friends or family close to you or have an advocate or support person with you.

✓ You can choose how to spend your money and choose the services you receive.

✓ You have the right to receive services that help you reach your goals.

✓ You have the right to practice your culture and religion and choose the people or community you spend your time with.

✓ You have the right to communicate.

✓ You can use an interpreter or receive information in a different format.

✓ You have the right to privacy and dignity and intimacy.

Your responsibilities

If you want to receive our services, you will have responsibilities.

Responsibilities are things that are expected of you.

You have a responsibility to:

- ✓ respect our workers and other participants
- ✓ be polite to others
- ✓ act safely at all times
- ✓ tell us about the services you want and how you want to receive them
- ✓ tell us of any changes in your life that may affect our services.

You have a responsibility to tell us if you need to cancel an appointment as soon as you can.

You must tell us if you are unhappy with our services or if there is a problem.

You must also tell us if:

- you want to stop receiving services
- your NDIS plan change
- or you stop using the NDIS.

Your values and beliefs

You have the right to practice your culture and religion. You can choose the people or community you spend your time with.

You have the right to communicate. You can use an interpreter or receive information in a different format.

We will help you to live your life the way you want to.

We will respect the things important to you, for example:

- ✓ Your culture
- ✓ Your values
- ✓ Your beliefs
- ✓ Your religion
- ✓ Your sexuality
- ✓ Your language
- ✓ Your community
- ✓ Your goals
- ✓ Your strengths
- ✓ Your abilities
- ✓ Your needs



We will respect your identity and treat you with dignity.

Privacy and Dignity

You have the right to privacy, dignity and intimacy.



We make sure information about you is kept **private** and we won't tell anybody else what you

You do not need to give us your personal information. If you do not give us your personal information, we may not be able to deliver services to you.



Information and Consent

We will ask for your consent to collect personal and sensitive information about you.

Consent means you agree and say 'yes'.



Personal and sensitive information can be:

- ✓ your name
- ✓ your contact details
- ✓ your health
- ✓ your religion or culture

We will collect this information from you or people and providers you consent to.

We keep your information in a safe place like on a computer or in a file.

We protect your information with passwords and locks.

We use personal information about you to deliver services or information.

We also use it to improve our services and to follow the law.

We only give your information to workers who are involved in your services and people or providers you consent to. For example, your doctor.

Sometimes we must share your information to keep you safe and to follow the law.

- ✓ We may take photos or videos of you.
- ✓ We will only do this if you have **agreed**.
- ✓ We will tell you what the photos or videos will be used for.



If you change your mind, you can tell us.

You have the right to look at and get a copy of the information we keep about you.

If you think any of the information about you is wrong, you can tell us. We will change it or add what you have said.

We will tell you if we lose your information or if someone steals it.

We will keep your information for as long as the law says we must. After that, we will destroy it safely.

If you are unhappy about how we have kept your information you can complaint to us.

Your services

You have the right to choose.

We will find the help or information you need to choose.

We will make sure you can understand information.

You have the right to take risks. We will help you understand what might happen if you take a risk.

Your services will not restrict your rights.



Support Planning

You have the right to be involved in planning your services.

You can involve friends or family close to you. You can also involve an advocate or support person.

You can tell us how you want your services delivered. We will try to involve you in choosing your worker.



You can tell us about your **strengths, needs and goals.**

We will make a support plan with you and the other people you want involved.

We can also involve other providers with your consent. They can help us to make the best support plan.

We will look at your risks. We will try keep you and others safe by reducing these risks.

We will talk about your support plan and risks with you every year. We may do it sooner if your needs or situation changes.

Advocacy

You have the right to have an advocate.

An advocate is someone who helps to protect your rights.

An advocate can help us understand your needs and goals.

An advocate can help you choose.

Your advocate can attend service planning meetings.

They can also speak for you if you consent.

We can help you find an advocate if you ask us.

Click here for details of
an advocate near you:



<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Safety

You have the right to be safe, be respected and be treated equally.



We will make sure you and your is environment safe by:

- ✓ Looking at risks
- ✓ Working with you
- ✓ Working with other providers if you consent

We will also teach our workers about your rights so they can make sure you are safe.

Incidents

An incident is a situation where you are not safe or treated correctly.

Our workers have procedures to follow in case there is an incident.

Our workers will do their best to make sure you are safe.



If you think you have been involved in an incident or you do not feel safe you can tell staff about it.

After an incident, we will tell you what we did to fix the incident.

- ✓ We will offer you help and support.
- ✓ We will also ask for your opinion about the incident.
- ✓ We will use this information to help us improve our services.

We may need to give information about an incident involving you to the NDIS Commission.

You can ask for help to contact an advocate. You also can tell us if you want more information about our incident procedures.

Feedback and complaints

You have the right to give feedback.

If you are unhappy with our services, you can make a complaint.

You can give feedback or complaint in many ways. For example,



- ✓ filling in a survey
- ✓ filling in a feedback form
- ✓ telling a worker.
- ✓ calling us on (03) 9059 8032

You can have an advocate or support person complain for you.

You also have the right to complain to the NDIS Commission.

You can ask us to help you contact the NDIS Commission.

Complaints



- ✓ We will treat your complaint with respect and privacy.
- ✓ We will not treat you differently if you complain.
- ✓ We will tell you what we did to fix your complaint.
- ✓ We may ask for more information about your complaint.
- ✓ We will use this information to help us improve our services.
- ✓ We may need to give information about your complaint to the NDIS Commission.
- ✓ You can ask for help to contact an advocate. You also can tell us if you want more information about our feedback and complaint procedures.
- ✓ You can also put in an anonymous complaint.

Helping us improve

You have the right to give feedback about our services. We will use your feedback to improve our services.

We will ask you to tell us your thoughts about our services.

You can tell us what you like best about our services. Or what we can do better.

We may ask you to fill out a survey or attend a meeting.



Sometimes we will ask for your thoughts on a particular part of services. For example:

- ✓ how we fix complaints
- ✓ how we fix incidents
- ✓ how we respect your rights.

You do not have to give us your feedback. If you do, you will help us make our services better.

You can decide if you would like to be involved in our audits.

You will be automatically '**opted in**' to the audit process if you have already **consented**. However, this is not mandatory, and you can '**opt out**' at any time.

Ending your services

You have the right to end our services at any time.

You will have the same rights if you want to receive our services in the future.

You must tell us 30 days before you want to end your services.

If you end our services, we will help you plan other services to meet your needs.

We may give you information about other providers.

We may give other providers information about your needs with your consent.

We will try to make sure you are safe and your needs are met while your services change.

We will look at your risks and try to reduce them.

We will put this information in an exit plan.

We may end delivering our services to you.

We must tell you 14 days before we want to end your services.

We cannot end your services because you have made a decision we do not agree with.

Contact us

We are Trellis Australia

You can contact us in a few ways.



You can call us during our business hours on
(03) 9059 8032



You can write to us at Trellis Australia, Suite 305, 63
Stead Street, South Melbourne, VIC 3205



You can email us at info@trellisaustralia.com.au



You can contact us through our website
www.trellisaustralia.com.au

You can call the National Relay Service (NRS) on 133 677 or
www.relayservice.gov.au .

You can call the Translating and Interpreting Service (TIS) on 131 450 .



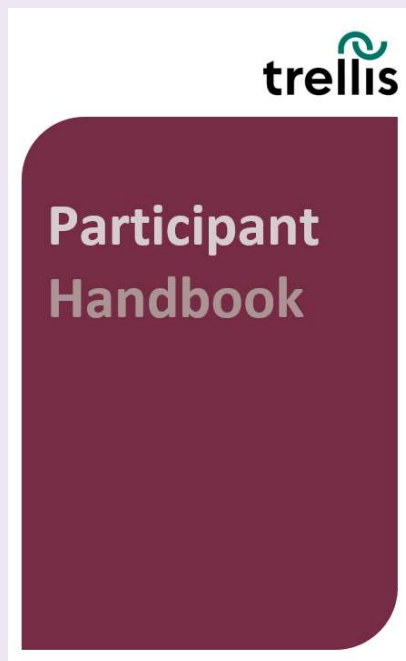
My name is: _____

This handbook was provided and explained to me on:

Date: _____

Signed: _____

Or advocate (if applicable)



To be maintained on participant file



(03) 9059 8032



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This document was developed by Engels Floyd & Associates www.engelsfloyd.com