

WELLINGTON MULTI SERVICE CENTRE INC.



PARTICIPANTS HANDBOOK

62 WARNE STREET
(CWA BUILDING)
WELLINGTON NSW 2820
TELEPHONE: 6845 3474

WELCOME TO WELLINGTON MULTI SERVICE CENTRE INC.

The Wellington Multi Service Centre is a Not for Profit organisation that aims to support the aged, Frail and disabled people to live independently in their own homes and Reduce the risk of social isolation. We provide Meals, Social Support, in- home Respite and co-ordinate a carer's support group. We are an NDIS registered provider

Our vision is to promote and enhance choice, convenience and independence to help achieve your goals and needs.

ACCESSING SERVICES

Am I eligible to receive service?

We offer support or people who are applying for the NDIS, new to the NDIS, or whom are transitioning from another program to the scheme.

If you're not receiving any NDIS supports and would like to start, you will need to contact the NDIA and request an access form.

Once you have received your NDIS plan and have accepted the plan we are able to assist you with accessing our service.

Assessment

Once a referral is made to our service, a staff member will contact the person requesting service within 5 working days and arrange an assessment interview.

The assessment interview will take place where the participant is most comfortable, mostly in the participants' home by the coordinator or a designated staff member. Participants are encouraged to have any support people & other networks present if they wish at any time.

This process consists of meeting with participants and their carers, family or advocate to collect information to help develop and understand the participant's needs, goals and the supports needed to achieve these goals. A Service Agreement will be created from the information collected and then agreed upon by both parties and signed. Each participant will receive a signed copy of their Service Agreement.



Participants will be advised if they will be placed on a waiting list and given an idea of the approximate waiting time and information given on alternative services which may be of help.

Reviews

Re-assessments will be carried out both formally and informally by the Co-ordinator or designated staff member on a regular basis or as participants needs change.

We will telephone (or visit) you to check that our services are meeting your needs, but you can let us know at any time if your needs change.

Human Rights

PARTICIPANTS RIGHTS

Each participant access supports that promote, uphold and respect their human rights and is enabled to exercise informed choice and control.

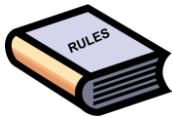
- Dignity & Respect
- Freedom of Expression
- Self – Determination
- Choice & Control
- Confidentiality & privacy
- Freedom from discrimination, exploitation, abuse, harm, neglect and violence
- The role of family, friends, carers and advocates in the safeguarding of rights and
- Comprehensive systems to prevent or promptly respond to any breaches or rights.

PARTICIPANTS RESPONSIBILITIES

The Participant/ participant's representative agrees to:

- Inform the provider about how they wish the supports to be delivered to meet the Participant's needs
- Each participant has the right to have their family, carer or other support persons present at any time.
- Pay the invoices issued by the Service Provider in connection with the services provided,
- Treat the Service Provider with courtesy and respect,
- Talk to the Service Provider about any problems with the services being provided,
- Tell the Service Provider is there is a change to the NDIS plan that is the basis for this agreement,

- Let the Service Provider know if any contact details set out in this agreement change
- Give the Service Provider the notice required, followed by completing an exit service form. (See below ‘to end this agreement’).



SERVICE PROVIDERS RESPONSIBILITIES:

The Service Provider will:

- Work with the Participant to provide services that meet the Participant’s needs
- Treat the Participant with courtesy and respect
- Consult the Participant if decisions need to be made about how the services are provided
- Apply any arrangements agreed with the Participant and described in the Table of Services at the end of this agreement to help the Participant carry out their responsibilities
- Listen to the Participant’s feedback and resolve problems quickly, provide information on managing complaints or disagreements and details on provider’s cancellation policy
- Give the participant a minimum 24 hours’ notice if the provider has to change a scheduled appointment to provide supports
- Give the participant the required notice if the provider needs to end the service agreement and assist transition to another provider. An exiting service Form is to be completed. (see ‘ending this agreement’ below for more information)
- Protect the Participant’s privacy and confidential information
- Have insurance (workers compensation and public liability) that covers the way services are provided
- Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance scheme Act 2013 and rules, and the Australian Consumer Law
- Keep clear records about the services provided to the Participant

- Issue regular invoices that explain what services have been provided, their cost and when payment is due
- Let the Participant know if any contact details set out in this agreement change, and
- Review the service with the Participant every 3 months.
- As a registered provider we have to act on reportable incidents and have an incident management system in place.
- Reportable incidents are serious incidents or allegations which result in harm to an NDIS participant and occur in connection with NDIS supports and services.

For more information on Reportable Incidents can be found on our website wellingtonmultiservicecentre.com or reportableincidents@ndiscommission.gov.au



ABUSE POLICY SUMMARY

The purpose of our policy is to guide commitment of all staff of Wellington Multi Service Centre Inc., in preventing and responding appropriately to the abuse of participants, volunteers and staff. In addition, Wellington Multi Service Centre Inc. will act in the best interests of an our participants, volunteers and staff who has been abused by upholding their rights and ensuring that the dignity and respect of all people accessing services is upheld at all times.

That staff are protected and supported by the Wellington Multi Service Centre Inc. policy governing the management of suspected or actual cases of abuse of participants, volunteer or co-worker, particularly staff who may be unwilling to report abuse for fear about their own safety, should the perpetrator of the abuse become aware.

Wellington Multi Service Centre Inc., is committed to dealing effectively with the abuse of participants, volunteers and staff and is committed to:

- Creating a climate of trust, where staff are encouraged, comfortable and confident about identifying and responding to the abuse of participants, volunteer and co-workers
- Protecting staff, volunteers, participants and anyone else from any adverse action when making a report.
- Developing a process to deal with reports thoroughly and taking appropriate action to address the reported abuse and prevent it from re occurring.
- Providing resources and training for staff about how to identify and respond to the abuse of participants, volunteer and co-workers.

- Properly managing any workplace issues that the allegations identify or that result from a report or any other identified problem (e.g. staff safety).
- Working collaboratively within the agency and across agencies to achieve the best outcome for the for participants, volunteers and co-workers and prevent abuse from reoccurring
- Reassessing / reviewing the policy periodically to ensure it is relevant and effective.

For a full copy of this policy please contact our staff and a copy will be sent to you.



PARTICIPANTS CENTRED APPROACH

A participant's centred approach ensures participants are at the centre of planning and decision making. This approach works with participants to identify their needs, aspirations and strengths and to develop plans with each person to achieve what is important to them now and into the future.

Wellington Multi Service Centre Inc., is committed to the aim of a participant's centred approach and to understand what each individual person wants and needs to live their own, personally defined, good life.

Wellington Multi Service Centre encourages each participant to engage family, friends and their community groups in the support and delivery of their service provisions that they chose.

You have the right to exercise control and choice when you use our services or supports.

You can make choices about the services and supports you use, and how you use them.

For a full copy of this policy please contact our staff and a copy will be sent to you.

PARTICIPANTS NON RESPONSE

This policy sets out the response procedure for Volunteers and Staff, on arriving at participants home to provide a service and there is no response from the participants or carer.

Wellington Multi Service Centre Inc. (WMSC), staff and volunteers have duty of care for all participants and carers of this services.

If a staff member or volunteer has had a non- response from a participants or carer for a pre-arranged service provision, they must follow procedures to ensure participants or carer is located.

For a full copy of this policy please contact our staff and a copy will be sent to you.



PRIVACY AND CONFIDENTIALITY

Wellington Multi Service Centre Inc is committed to protecting your privacy and confidentiality. We only collect information that we need to provide a service to you and we seek consent to provide information to other parties (only as required). We securely store our records and staff and volunteers are not permitted to discuss service users with anyone.



COMPLAINTS AND FEEDBACK

Wellington Multi Service Centre Inc., encourages service users to provide feedback on the supports we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with the service you receive, please let us know by ringing the office, have face to face, place in suggestion box, webpage and email. All complaints and feedback are treated in confidence and participants will be supported by the Wellington Multi Service Centre through all aspects of making a complaint.

If the issue is not satisfactorily resolved you can submit your complaint in writing to:
The Manager
Wellington Multi Service Centre Inc.
PO Box 161
WELLINGTON NSW 2820

If you are unhappy with the Manager's decision you may wish to contact our Committee on the above address or someone outside the area of Wellington Multi Service Centre Inc., such as one of the advocacy and external complaints contacts listed over the page.

NDIS Quality & Safe guard commission Phoning: 1800 035 544 (free call from landlines)

Once your complaint has been finalised someone from Wellington Multi Service Centre Inc., will be in touch to gather feedback on how your complaint process was managed and how we could improve the process if needed.



ADVOCACY

You have a right to use an advocate of your choice to negotiate on your behalf with Wellington Multi Service Centre Inc. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

An advocate is a person who, with your authority represents your interests. Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Wellington Multi Service Centre Inc.

If you wish to appoint an advocate let us know in writing, the name of the person you wish to be your advocate. You can use the form - Authority to Act as an Advocate available from the office. You can change your advocate at any time using the Authority to Act as an Advocate form.

ADVOCACY AND EXTERNAL COMPLAINTS CONTACTS

NATIONAL DISABILITY ADVOCACY AGENCIES IN NSW

- Ability Incorporated- (02) 6628 8188
- Brain Injury Association of NSW Inc.- (02) 9868 5261
- Disability Advocacy Network Inc.- (02) 6921 9225
- Disability Advocacy NSW Inc.- (02) 49270111 OR 1300 365 085
- TTY 1800 555 727 and ask for 1800 800 110
- Indigenous Disability Advocacy Service (IDAS) (02) 4722 3524

COMPLAINTS & FEEDBACK AGENCIES IN NSW

- website ndis.gov.au
- NDIS Quality & Safe guard commission Phoning: 1800 035 544 (free call from landlines) or
- TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.

HOW DOES THE SERVICE OPERATE?

The service is overseen by a community based committee which is elected annually. The day to day co-ordination is carried out by paid staff. We encourage our participants to become active members of our committee to help shape and improve our service.

THE COLLECTION, STORAGE, ACCESS, USE AND DISCLOSURE OF YOUR INFORMATION.

Data Collection
and Analysis

COLLECTION

Wellington Multi Service Centre Inc uses a Participants Assessment Information Form for the collection of participant's information relevant for provision for Service Delivery and development of their Service Agreement. (e.g. Name, Address, Date of Birth, Telephone Number, Next of Kin, Services Required - Care Plan , Consent, Dietary needs, Name of Doctor, supports needed, costs).

Health related information is only collected if it has any relevancy to Service Provision.



CONFLICT OF INTEREST

Wellington Multi Service Centre actively manages real and possible conflicts of interest that have the potential to negatively impact or influence services. This is part of our commitment to always provide safe and high-quality supports.

Where personal interest comes into conflict with a person's work-related or volunteering responsibilities. Wellington Multi Service Centre exercises good governance, to ensure any conflicts are identified and prevented or resolved.

A conflict of interest may be naturally occurring rather than as an indication of improper activity and all conflicts whether real or possible must be identified, declared, recorded and managed.

Staff/ Volunteers/committee members are not allowed to be involved in any aspect of providing supports to family members or friends. Staff are also unable to access any information relating to family members or friends.



STORAGE

All participants' records containing relevant information to their service provision are kept in a locked filing cabinet. Once a participant's service provision is no longer required, files are moved and archived for seven years, after this time all participants' records are shredded. Participants that are under the age of 18 years when services were provided, records are archived but can not be shredded until 7 years after turning 18.



ACCESS

Participants have the right to access their personal records with 24 hour notice. Only participants have access to their records unless written permission is given by the participants. Participants have the right to update, correct or amend their personal information at any time.



USE OF INFORMATION

The information collected is used for the following reasons:

For the effective service provision, continuous improvement and for emergency situations.

Funding purposes and statical reporting.

Where appropriate, and with the consent of the participant, information on the support plan is communicated to family members, carers, other providers, and relevant government agencies.

Wellington Multi Service Centre is regularly subjected to external auditors by both our Age Care funding Peak body and NDIS Practices Standard. Your personal service file may be checked by the external auditor and you may be contacted to participate in an interview to gain feedback of the services you receive from Wellington Multi Service Centre Inc.,

If you do not want to participate in the Audit process. Please tick the box below.

No



DISCLOSURE

Wellington Multi Service Centre Inc can only disclose your information with your consent. Times when information may be shared would be when referrals and collaborations with/ to other services providers are needed to meet participant's needs.

Also in situations where it is seen to be a serious threat to any persons health or safety. Your information will be disclosed if required by law.



ENDING AN AGREEMENT

If either the Participant or the Service Provider want to end this agreement, each of them agrees to give 2 weeks' notice to the other. If the Participant or the Service Provider seriously breaches this agreement, the notice period will be waived.



TRANSITIONING TO OR FROM ANOTHER PROVIDER

Transitioning to another provider requires 2 weeks' notice, WMSC will ensure a smooth transition to another provider and ask that the participant/ carer complete an exit interview form as part of the transition process and help us to improve our services.

When transitioning from another provider WMSC will collaborate with each participant/ advocate to ensure a smooth transition.

SERVICES WE PROVIDE

WMSC NDIS Supports include: (not limited to)

Assist Personal Activities

- Day to day personal support
- Meals/ meal prep
- Learn new skills
- Shopping

Assist travel/ transport

- Access to transport enabling you to achieve your goal.

Household Tasks

- Domestic assistance

Participate Community

- Peer support
- Information
- Connecting with community groups
- Social outings
- Social media

Wellington Multi-Service Centre Inc is able to provide information about other services and make referrals if required.



CONTACT INFORMATION

- Street Address:** 62 Warne Street
Wellington NSW 2820
- Postal Address:** PO Box 161
Wellington NSW 2820
- Office Hours:** Monday & Friday – 9 am to 4 pm
(Closed between 1 – 2 pm)
- Telephone:** (02) 6845 3474
- Email:** wellomsc@westnet.com.au
- Webpage:** wellingtonmultiservicecentre.com

If you need Translating and interpreting of our information in another language, other media or easy to read formats please contact the office and we will endure to help.

