

Guide to being a Great Mate

Our Guide to being a Great Mate is like your go-to friend, giving you all the deets on what to expect, how things work, and the awesome support you'll get from the Great Mates crew. Consider it your one-stop shop for everything you need to know – we've got your back!

Things to remember

If you have any thoughts on how to improve this care plan, please send them to your Team Leader.

Help & support

If you need help or have questions, chat with your Team Leader or call 1300 303 101.

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SECTION 1: OUR ORGANISATION

WELCOME TO GREAT MATES

This handbook explains the disability services we provide and how they may assist you in achieving your goals. Importantly, this handbook explains how we partner with you to meet your support needs.

ABOUT US

We empower people with different abilities to live their lives. We're a person-centred disability support service provider that helps you meet your needs and goals in life, and we're by your side every step of the way.

Contact details

| | |
|-----------------|--|
| Address | 9/58 Highland Way, Upper Coomera, 4209 QLD |
| Phone | 1300 333 999 |
| On Call contact | 1300 303 101 |
| Email | hello@greatmates.com.au |

YOUR CONTACT PERSON

Contact details

| | |
|-------------------|--------------|
| Contact person | |
| Phone contact | |
| Email | |
| Emergency Contact | 1300 303 101 |

OUR VISION

At Great Mates, we aspire to create an inclusive future where everyone, regardless of ability, thrives in a supportive community. We are dedicated to empowering individuals through innovative disability services, breaking barriers, and building bridges to a more vibrant and inclusive society.

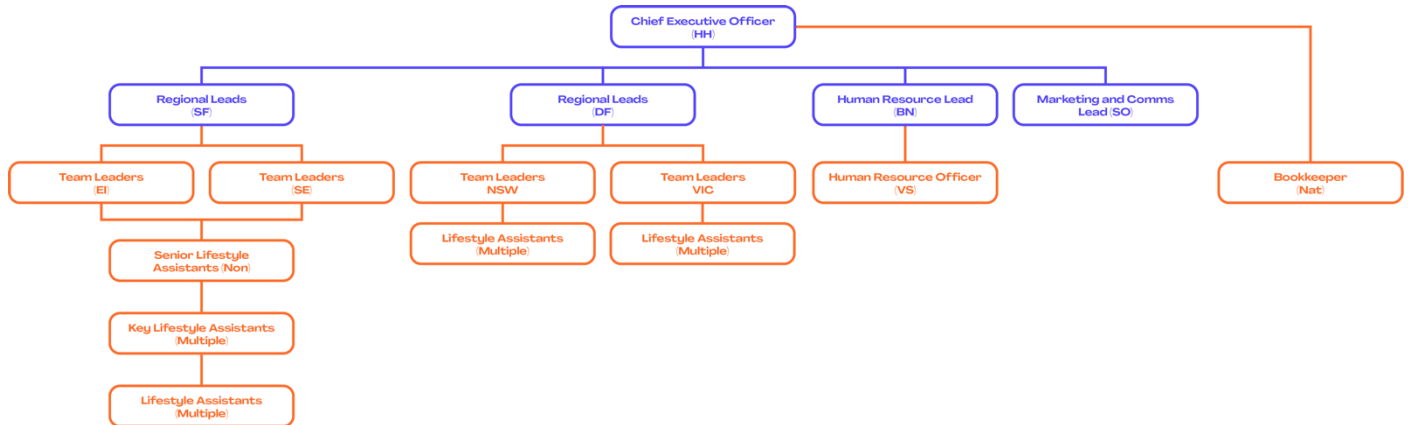
OUR MISSION

At Great Mates, we're on a mission to empower individuals with disabilities through a supportive and inclusive community. We provide person-centred services that promote independence, dignity, and meaningful connections. Through innovation, collaboration, and advocacy, we strive to break down barriers and create a thriving environment for everyone, fostering a world where people with disabilities are celebrated for their diverse strengths. Together, we're building a more inclusive and compassionate society.

OUR VALUES

- Be You.* We all have qualities that makes us unique and special. After all, there's only one you in the world 🤪 We're all about embracing who you are and supporting who you will become by providing opportunities to grow your future. No one can be a better version of you than you! You are at the heart of what we do, and we'll always treat you how we want to be treated ourselves – with the highest standard of respect, compassion, and dignity.
- Be Brave.* We encourage bravery and applaud confidence. Our wheels are always spinning as we plan for the now to improve for the future. We're not afraid of a challenge or to try something new. Our programs and initiatives are always being improved on for the best possible outcomes and to create new opportunities for everyone.
- Be Great.* We champion greatness. Greatness for us means excellence in all we do, from policies to procedures, living standards to the quality of our on-road travel fleet. And for you, greatness means personal growth and empowerment to choose what you want to do.
- Be Mates.* Relationships are everything. We're always working hard to build and maintain strong relationships with everyone we meet – from parents to allied health professionals, support coordinators to case managers and within our own team. At Great Mates, it's important that everyone is included, and every voice is heard, valued, and listened to. We're always here for you.

ORGANISATION STRUCTURE



OUR SERVICES

Great Mates offers support and care to people with disabilities throughout Queensland, New South Wales, and Victoria. We are a registered NDIS provider able to implement complex care for medical and behaviour where we can implement behaviour support plans.

ACCESS AND ENTRY REQUIREMENTS

To be eligible for the NDIS, you must:

- 🏠 have a permanent and significant disability or a developmental delay
- 🏠 be an Australian citizen, hold a Permanent Visa or a Protected Special Category Visa
- 🏠 be under 65 years of age
- 🏠 require support from a person or equipment to do everyday activities.

To be eligible for our NDIS services, you must:

- 🏠 meet the NDIS eligibility criteria
- 🏠 have a NDIS plan that identifies the services provided
- 🏠 have a NDIS support plan that requires services that are included in our registration groups
- 🏠 have funds available in your plan to pay for our services.

Note: We do offer a fee for service. Please let us know if you wish to pay the full fees.

WORDS WE USE AND WHAT THEY MEAN

| Keyword | Meaning |
|-------------------------------|---|
| Lifestyle Assistant or worker | The team or employees. |
| Person, we support | you, your family, carer, participant, or advocate. |
| Workplace or environment | Service delivery, including in your home, during transport, community spaces, public spaces, or other facilities. |
| Service | Services and activities that we deliver are related to a service agreement and support plan. |
| We, us and our | Means the legal entity who, and the highest authority of, Great Mates. |

SECTION 2: WORKING WITH YOU**DATA SECURITY/ARCHIVING PERSON WE SUPPORT'S FILES**

Great Mates data is password protected and stored on a secure online cloud server. We are regularly backup data to ensure record protection in case of a system crash or hard drive failure. Person, we support files are kept for seven years, as required by legislation. Aboriginal or Torres Strait Island person we support files are stored indefinitely.

PERSON, WE SUPPORT SERVICE SUSPENSION AND LEAVE

When using our services, you may terminate them for any reason, and at any time, you just need to provide us with the length of notice included in your service agreement.

You may request your services to be suspended, as per the terms of your Great Mate service agreement.

You may leave Australia on holiday or for another reason. Note: there is a *grace period* of six (6) weeks before the National Disability Insurance Scheme (NDIS) reviews your need to continue our services.

PERSON WE SUPPORT ACCESS TO PERSONAL RECORDS

Great Mates keeps personal records on our people we support. At any time, you, or your advocate/guardian, can request access to see your personal information.

Included below is the process we will follow to provide you with your personal information/records:

- 📄 You, or your appointed advocate/guardian, request access to your records, verbally or in writing.
- 📄 The Team Leader will confirm your request within forty-eight (48) hours.
- 📄 The Team Leader will update you about the release of your information within seven (7) working days.
- 📄 A reply to your request for information will be provided to you within two weeks of your original application.
- 📄 Personal information is only released with the approval of the Team Leader.
- 📄 We will provide your personal information to the agreed person when consent is received.
- 📄 The Team Leader can assist you in understanding the information and will explain the terminology used.
- 📄 On infrequent occasions, access to records may be denied. Denial is based on advice received from our legal representative. Should this situation arise, the denial will be discussed with you, your family, and your advocate.

PERSON WE SUPPORT ASSESSMENTS AND CHOICES

You are at the centre of our services. We will partner with you to learn about your strengths and preferences to design the right supports for you.

We were hoping you could tell us what services you need and how and when you want them delivered. This holistic and collaborative approach ensures that Great Mates can meet your expectations. We will design a service that assists you to maintain and to improve your lifestyle while increasing your independence and involvement in the community.

Your support (or service) plan is developed with you as its focus. We will create the plan in collaboration with you, your family or advocate, our team, and any other required support professionals. Assessments will be undertaken before you commence receiving service from Great Mates. Our Team Leader and/or Regional Lead will conduct all assessments face to face with you, your family and/or advocate.

Your support plan will be person-centred and take an individualised approach. The plan will focus on you as an individual and be designed to promote your independence. We will record your unique skills and strengths, together with your goals and aspirations. The plan will be flexible and open to change, depending on your progress and other factors. Great Mates will regularly review your support plan to ensure that we are meeting your needs and personal requirements. We welcome your feedback regarding the services we provide you.

You can ask your worker about your support plan. Whilst you are given a copy of this plan, you can seek more information and clarification from your worker. If it is out of their capability to inform you, we will contact you to discuss your plan.

Below is the process that is taken to commence the development of the support plan:

1. Great Mates will perform assessments face-to-face with you, your family and/or advocate. Any specific access or entry requirements we have will be discussed with you.
2. Assessment interview time/s are arranged by telephone. Your advocate will be invited to be present (if applicable).
3. During your first meeting, the Team Leader and/or Regional Lead will explain our assessment process to you. They will provide information on collecting and using personal data, privacy, information-sharing, and confidentiality considerations. They will also remind you that an advocate can be arranged if you want one.
4. If you have specific communication needs, our Team Leader and/or Regional Lead will make the necessary arrangements to ensure these needs are considered. For example, interpreters and translated information can be provided. If you have a vision impairment or hearing loss, we will make the necessary arrangements for the essential support service during assessments.
5. The Team Leader and/or Regional Lead will inform you of your right to opt-out of sharing your personal information to meet government requirements.
6. The Team Leader and/or Regional Lead will review completed assessments. Identified areas of your independence and needs will form the basis of your care discussions.
7. Developing your support plan is a consultative process between all relevant parties. Here we will look at various areas related to your services, such as:
 - ☞ Risks to you and in your environment
 - ☞ Emergency and disaster management
 - ☞ Mealtime management (if relevant)
 - ☞ Your health needs, including comprehensive assessments, oral health, and medication requirements
 - ☞ How we can assist you in gaining vaccines or similar services
8. We will explain your support plan and give you time to review the plan. Let us know what needs changing, adjusting or if it works for you.
9. Once your plan has been determined and happy, we will ask you to sign off on it. You will be provided with a copy of your support plan.
10. Great Mates will regularly assess your support plan to check that your needs are being met.
11. Our Lifestyle Assistants will collect information when they work with you. This information is entered into your record, so we have evidence-based information to check that our service delivery meets your current needs, interests, and aspirations.
12. Great Mates will conduct regular assessments in the future with you to review your support plan and make sure the supports you are receiving still meet your needs.

13. We can re-negotiate your service agreement to take into consideration any changes in your needs or circumstances, which may include a:
- ✎ change to your support worker or representative
 - ✎ request to increase or decrease the number or types of service we provide.
14. You can opt-out of providing the information requested by government bodies such as the NDIS; please inform our Lifestyle Assistant if you want to opt-out.

COMMUNICATION WITH PEOPLE WE SUPPORTS

Following our initial assessment of your communication needs, we will provide written, verbal or translated options to communicate with you on an ongoing basis.

If you prefer a communication method, please let our team know to arrange this for you. How you wish to communicate with us is recorded in your support plan and allows our staff to communicate how you wish.

PERSON WE SUPPORT ASSISTANCE WITH MEDICATION

The Team Leader will discuss your medication requirements with you and then complete an assessment regarding your medication needs. If our Team Leader has any concerns regarding your ability to manage your medication safely, they will complete a Self-Administration of Medication Assessment.

If you need assistance with your medication, all oral medications will be provided in a Webster Pack (or another multi-dose-controlled medication pack).

During your assessment, our team will determine if you have any issues with taking medication and how we can arrange a medication plan to support you.

SMOKING

If you smoke, we ask that you please not do so while our Lifestyle Assistant are performing their duties. We are committed to providing a safe workplace for our team.

INTERPRETER SERVICES

If you are from a non-English speaking background, we can engage an interpreter if you would like one. We will only engage an interpreter if we have your permission.

The interpreter will attend meetings with you and record all meeting information in your record. We can arrange for a telephone interpreter service in an emergency or a crisis.

MANAGEMENT OF BUDGETS, STATEMENTS AND FEES

You receive a NDIS funding package to pay for your disability support and support management. Your package lets you decide the type of disability supports you need, who provides it and where it is provided. Thank you for choosing Great Mates as part of your support team. Our team will never offer you financial advice or information.

Great Mates will regularly inform you of the cost of the services being provided. We are transparent with our fee structure. When starting your service with us, we will provide you with a statement outlining your fees. We then will provide you with a statement each month that outlines your fees.

Fees may be changed during your service delivery, but you will be informed of this increase two weeks in advance.

Please note: There are annual changes in the NDIS Price Guide; these will automatically adjust your fees.

Before services are provided, we will inform you of:

- 📄 chargeable fees
- 📄 payment methods, i.e. direct debit, cheque, money order (please never pay a \${Staff Worker} directly)
- 📄 your budget (or the amount of money you can spend)
- 📄 methods for payment of fees.

If you are using the National Disability Insurance Agency (NDIA) to manage your funds, Great Mates will work with the NDIA.

MONEY AND PROPERTY ASSISTANCE

Your money, or other property, will only be used with you and for the purposes you request.

If you require Great Mates to provide financial assistance, you, your family, or advocate must approve the arrangement and complete a Money and Property Consent Form.

If your Support Plan requires Great Mates staff to be involved in handling your money, strict procedures will be followed to protect you from financial abuse. Your Service Agreement and Support Plan will outline the assistance you need relating to your money and property.

You, your family, or your advocate should sign the Service Agreement and Support Plan. If you don't want to sign the Service Agreement and Support Plan, we will record the reasons for future reference.

Our staff are not permitted to provide you with financial advice or information other than what is required under your Support Plan.

Great Mates undertakes an annual audit relating to your money and property supports and will provide you with a copy of this report.

GIFTS

Great Mates recognises that you may, on occasion, like to give a gift to a Lifestyle Assistant. If you wish to give a gift, we prefer that it is something that can be shared by all Lifestyle Assistants, e.g. flowers, a cake, or chocolates.

Please NEVER offer or provide money to a Great Mates Lifestyle Assistant.

RE-NEGOTIATING AN AGREEMENT

When your needs or circumstances change (e.g. support worker or advocate), or where you request an increase or decrease in the number or type of services, the re-negotiation of your Great Mates service agreement may be required. Our Team Leader and/or Regional Lead will advise you if this is the case and arrange for a revised service agreement to be prepared.

PERSON WE SUPPORT AUTHORITY TO HOLD KEY/S

If our staff need to hold your house key, or have access to a house code, to provide your services, the Authority to Hold Key Form will need to be completed by yourself and our Team Leader and/or Regional Lead on your admission to our service, or when the need arises.

When you no longer want us to hold your house key or know your house code, you will need to complete a Withdrawal of Authority to Hold Key Form. The Team Leaders will help you to do this.

PERSON WE SUPPORT TRANSPORT

During your initial meeting with Great Mates, we will discuss your transport requirements. Together, we will determine the most appropriate transport services to meet your needs and if this is required as part of your package or as an additional service.

If you did not arrange transport as part of your service agreement, we could help. Great Mates can arrange to include transport services as part of your package or as an additional service. Contact our Team Leader for assistance.

TRANSITION AND RE-ENTRY

Your needs and interests may change while working with our service, which may mean you need to transition (move) to another provider. Great Mates will assist and support you during this process. We will work with the other service providers to ensure your transition is smooth and meets your needs with your approval.

If you leave our service and want to return, we would be pleased for you to come back.

You will need to:

- ✎ meet the program requirements to access funding, including prioritisation
- ✎ be placed on a waiting list (if no positions are currently available) and be contacted once a position is available
- ✎ undergo a risk assessment that reviews the risks relating to staying and leaving our service
- ✎ undertake a screening assessment
- ✎ agree to the conditions of the program
- ✎ pay any relevant fees.

During temporary absences, such as a hospital visit, our team will regularly contact you, your family or your advocate when planning your entry to or exit from our service. We will also assist you in contacting the hospital to book any appointments.

WITHDRAWAL FROM OUR SERVICE

Should you wish to stop your Great Mates services, please contact our Team Leaders immediately for this to be arranged.

Great Mates has the right to stop providing services to you if you do not meet your responsibilities. You will never be excluded from service provision because of a 'dignity of risk' choice. In all cases, we will speak with you and discuss the reasons for any withdrawal of service.

Where you agree, we will support you to find another service provider.

WILL

The Lifestyle Assistant of Great Mates are not permitted to advise you on making or changing your Will. Lifestyle Assistants are not allowed to witness any legal documents, including a Will.

Great Mates do not store Wills on your records. If you require a representative to assist, we recommend you contact the Public Trustee who can arrange to manage your Will on your behalf.

ACCESSING SERVICES

The best way to receive information about all the services available to you is to speak to your Great Mates contact person. You are entitled to receive information regarding our services, and we want to provide you with the most appropriate ones.

SERVICE AGREEMENT

Once Great Mates has been selected as your service provider, we will develop a service agreement with you, your family, or your advocate (if required). This service agreement will list the schedule of supports, the responsibilities of Great Mates, your responsibilities (as a person we support), your emergency and disaster plan and our cancellation policy.

CHARTER OF RIGHTS

Your Rights

As an individual, you have many rights, and we support and assist you in identifying and exercising these rights to achieve your goals. Great Mates adopts a policy of non-discrimination regarding eligibility and entry to our services and when providing support services to you.

You have the right to:

- ✎ access supports that promote, uphold, and respect your legal and human rights
- ✎ exercise informed choice and control to maximise independence
- ✎ freedom of expression, self-determination, and personal decision-making
- ✎ access supports that respect your culture, diversity, values, and beliefs
- ✎ a support service that respects your right to privacy and dignity
- ✎ be helped to make informed choices which will maximise independence
- ✎ receive support that is free from violence, abuse, neglect, exploitation, or discrimination
- ✎ receive supports which are overseen by strong operational management
- ✎ receive services that are safeguarded by informed and compliant risk and incident management systems
- ✎ receive services from workers who are competent, appropriately qualified and have expertise in providing person-centred supports
- ✎ advise consent to the sharing of information between providers during the transition
- ✎ opt-out of giving information as required by NDIS.

Your Responsibilities

As individuals using our support services, we ask you a few essential things. The information below explains your responsibilities when using our services. We ask that you:

- 🏠 Respect the rights of Lifestyle Assistants, to ensure their workplace is safe and healthy and free from harassment
- 🏠 Abide by the terms of your agreement with us
- 🏠 Understand that your needs may change, meaning your services may need to change
- 🏠 Accept responsibility for your actions and choices, even though some decisions may involve risk
- 🏠 Tell us if you have problems with the care or service you are receiving from us
- 🏠 Provide us with enough information to develop, deliver and review your support plan
- 🏠 Care for your health and wellbeing as much as you are able
- 🏠 Provide us with information that will help us to meet your needs
- 🏠 Provide us with a minimum of twenty-four (24) hours' notice if you need to cancel your service
- 🏠 Remember that our Lifestyle Assistants are only authorised to perform the agreed number of hours and tasks outlined in your service agreement
- 🏠 Participate in the safety assessments of your home
- 🏠 Ensure your pets are controlled during service provision
- 🏠 Provide a smoke-free working environment
- 🏠 Pay the agreed amount for the services provided
- 🏠 Tell us in writing (where able) and provide appropriate notice when you want to stop receiving our services
- 🏠 Inform a Lifestyle Assistant (when asked) if you wish to opt-out of providing your information to government bodies such as NDIS.

Our Responsibilities

Great Mates will:

- 🏠 provide the supports that meet your needs at your preferred times
- 🏠 regularly review the provision of your supports with you
- 🏠 communicate openly, honestly, and promptly
- 🏠 treat you with courtesy and respect
- 🏠 discuss with you all decisions regarding your supports and how they are being provided
- 🏠 listen to your complaints and feedback and address any problems that may arise
- 🏠 provide you with twenty-four (24) hours' notice if we need to change a scheduled support provision appointment
- 🏠 keep your personal information confidential
- 🏠 support your culture, community, and any other needs
- 🏠 implement policies and procedures to ensure your safety and the safety of others during service provision.

NDIS CODE OF CONDUCT

Great Mates employees follow the NDIS Code of Conduct by:

- ✎ acting with respect for individual rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions
- ✎ respecting your privacy
- ✎ providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency
- ✎ promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you
- ✎ taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse towards you
- ✎ taking all reasonable steps to prevent sexual misconduct towards you.

ABUSE

Great Mates recognises your right to feel safe and to live in an environment where you are protected from assault, neglect, exploitation, or any other form of abuse.

We encourage and support any person who has witnessed the abuse towards one of the people we support or suspects that abuse has occurred to make a report and be confident of doing so without fear of retribution. Our reporting process includes any kind of abuse, including financial, emotional, social, psychological, sexual, physical abuse or neglect.

You can make a report to whomever you feel comfortable and safe with; this may include one of our Lifestyle Assistants, our Team Leaders, Human Resources Lead, a family member, your advocate, or a trusted friend.

If you would like to speak with someone outside of Great Mates, you can contact the NDIS Quality and Safeguards Commission:

- ✎ Phone: 1800 035 544 (free call from landlines) or TTY 133 677
- ✎ National Relay Service and ask for 1800 035 544
- ✎ Interpreters can be arranged.

You can also complete a NDIS Complaint Contact Form online. Go to the NDIS Quality and Safeguards Commission website business.gov.au

Great Mates acknowledges that prevention is the best protection from abuse and neglect and recognises our duty of care to put in place prevention strategies that include appropriate protocols that assist in identifying potential risks. Our prevention strategies include only employing skilled Lifestyle Assistants, who respect the rights of the people we support and who are aware of current legislation and policies regarding abuse and neglect. Our Lifestyle

Assistants can assist you, your family or advocate, to access our complaints process and raise any concerns regarding our service provision.

Where abuse, harm or neglect has occurred, Great Mates will respond quickly, considerately, and effectively to protect you from any further harm. We will provide you with access to any required counselling, medical and/or legal assistance.

When you make allegations of abuse, neglect, violence, exploitation, or discrimination, you have the right to have an advocate present. Great Mates can arrange this for you.

FAMILY ASSISTANCE

Great Mates encourages and supports families to maintain contact with you. Your family is welcome to contact us for information and support with your permission. Your family or advocate can be involved in planning the services you will receive through your person-centred support planning meeting.

We can help your family by:

- 🏠 communicating in a way they understand
- 🏠 providing information regarding available services, including those offered by other agencies
- 🏠 helping to build trust and respect between Lifestyle Assistants, you, and your family
- 🏠 providing them with the opportunity to take part in service delivery planning
- 🏠 creating opportunities to develop links with you
- 🏠 assisting them to access counselling and support services
- 🏠 providing them with access to effective complaint procedures
- 🏠 helping them to access advocacy services where required.

CONTINUITY OF SUPPORT

In the unlikely event of an emergency or any interruption in your care, I want to assure you that Great Mates is steadfastly committed to ensuring that your support continues seamlessly, without any disruptions along the way.

Our team understands the importance of consistency and reliability in the care you receive, especially during unforeseen circumstances. That's why we've developed a comprehensive emergency response protocol and personalized care plan tailored specifically to your needs. This personalized plan is meticulously crafted to address every aspect of your care requirements, ensuring that your support remains consistent and uninterrupted, regardless of the situation.

Whether it's temporary adjustments, alternate arrangements, or any other necessary measures, we're fully prepared to adapt and ensure your well-being is our top priority. We want you to feel completely confident and reassured about the continuity of your care. If you ever feel the need to review or discuss this plan at any time, please don't hesitate to inform us. Our dedicated team will be more than happy to guide you through the process step by step, ensuring your satisfaction and peace of mind every step of the way.

The Team Leader will arrange your support schedule, so you know who will be working with you to deliver your services and support. We will provide you with a Lifestyle Assistant who has the skills and knowledge you require. Wherever possible, we will meet your support requests, e.g. you would like a worker who speaks the same language, is from the same culture or meets other specific criteria.

Lifestyle Assistants are allocated to you regularly so that you can feel comfortable with them and receive predictable and continuous support. The supports we provide are linked to your support plan and will demonstrate consistency with your needs and requests.

What will happen if your worker is absent?

- 📌 Great Mates will contact Lifestyle Assistants with relevant qualifications as a suitable replacement.
- 📌 Where possible, we will provide a Lifestyle Assistant who has worked with you previously and is aware of your requirements.
- 📌 Where possible, we will advise you of the details of the replacement Lifestyle Assistant.
- 📌 We will gather your feedback on the replacement Lifestyle Assistant upon completion of the service.
- 📌 The replacement Lifestyle Assistant will be sensitive to your needs and ensure that care is consistent with your expressed preferences.
- 📌 We will seek your approval for the placement staff member and will never place someone to support you who you do not wish.

EMERGENCY AND DISASTER PLANNING

We will create an emergency and disaster plan with you and other relevant support networks. This emergency plan will be trialled before we activate it, and staff will consult with you about changes and improvements. This plan will be adjusted depending on any current emergency or disaster.

This plan is attached to your Service Agreement.

VACCINATIONS

Our team will support you in gaining any vaccinations that you request. We will work out a plan with you. We will look at how you will get to the vaccination location, the types of support you need, and support you during and after the process.

INFECTION MANAGEMENT

Your wellbeing is essential, and we will take all measures required to reduce any contamination in your environment, including wearing masks or gowns, cleaning surfaces, handwashing, and use of antibacterial gels. Please make sure that you keep yourself and your environment as clean as possible.

YOUR ADVOCACY RIGHTS

An advocate is a person who will listen to you, help you make decisions about what should happen in your life and then speak, on your behalf, to arrange for those decisions to be implemented. An advocate will ensure that your rights are respected and speak out for you if your needs are not met.

You can ask anyone that you know well and trust to be your advocate, such as a:

- ☒ member of your family or a friend
- ☒ a person from a legal advocacy service.

Great Mates can help you find an advocate by providing a list of available advocacy services. Once you have selected an advocate, the Team Leader and/or Regional Lead will provide you with a form that must be completed called the Authority to Act as an Advocate Form.

With your permission, Great Mates will:

- ☒ provide your advocate with all the information they need to ensure that we (and any other service providers) are acting in your best interest
- ☒ work closely with your advocate and involve them in the planning of services that will be provided to you
- ☒ ensure our Lifestyle Assistants understand the role of your advocate.

Great Mates will ensure that your advocate is invited to attend:

- ☒ consultation meetings
- ☒ person-centred planning meetings and reviews
- ☒ any other relevant meetings or conferences.

You can use your advocate:

- ☒ any time you wish to communicate with us
- ☒ during your initial assessment consultation
- ☒ during your interviews and reviews
- ☒ during service delivery
- ☒ when you want to make a complaint
- ☒ when you want to give feedback.

We encourage you to bring your advocate to your initial assessment meeting to hear your voice during the planning process, guiding and developing your person-centred support plan. Your advocate is welcome to attend any meeting and speak on your behalf.

Great Mates will provide your advocate with the opportunity to discuss problems or concerns they may have. Failure to adequately address your advocate's concerns will lead to our team informing them of our complaint process and providing the governing agencies' contact details who have the responsibility to ensure we perform our job correctly.

You can change your advocate at any time. If you change your advocate, please inform us as soon as possible to update your information and ensure that we talk to the correct person.

CONSENT

When you provide consent, you give your permission or say that it is okay for something to happen. You must always fully understand why a person requires your consent. If you have any doubt about this, you should ask our Team Leader, or your advocate, for help.

You can withdraw your consent at any time. For example, the withdrawal of consent means if you are taking part in a particular program and decide that you do not like the program, you can tell us that you no longer want to participate in that program.

Great Mates will need your consent to:

- 📄 read the information that service providers have about you and for us to provide any information about you to other service providers, your family or advocate
- 📄 collect data relating to you for funding bodies
- 📄 ask people to attend your person-centred planning meeting
- 📄 carry out any training programs or behaviour change programs we want to put in place for you
- 📄 assist you to see a doctor or a dentist
- 📄 provide appropriate services and supports
- 📄 provide you with medication.

Usually, consent will be documented in your support plan. However, we will ask you to sign a consent form to release your personal information. We will always ask for your permission and explain the reasons for accessing your information when providing it to Lifestyle Assistant or another service provider. If you are unsure during this process, you should ask your advocate for help.

If you feel that you cannot consent about issues in your life, we can talk to your family or advocate and ask them to assist. If you do not have family who can make decisions for you, we will help you apply to the court, or other government bodies, to appoint a Guardian who can legally help you make these decisions.

What is a Guardian?

A Guardian is usually a person who has been legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from your State Government Advocate.

PRIVACY STATEMENT

Great Mates complies with all relevant privacy legislation and has systems for the collection, use, disclosure, quality, security, accuracy, and correction of personal information relating to you, as the person we support.

Your privacy and dignity will always be maintained. You will be asked to sign a Privacy Agreement to consent to collect, use, and disclose your personal information to comply with the *Privacy Act 1988*. If you want more information about this, you should read our Privacy and Confidentiality Policy and Procedure. Information regarding your privacy is also included in your service agreement.

Your Privacy Officer is the Human Resources Lead, Bianca Noka and can be contacted via:

- ✉ mail: 9/58 Highland Way, Upper Coomera
- ✉ phone: 1300 333 900
- ✉ email: bianca.noka@greatmates.com.au

Requests for access to the personal information we hold should be made in writing to the Human Resource Lead. Where you believe that a breach of this policy or the *Privacy Act* has occurred, a written complaint should be made to the Human Resource Lead.

Failure to receive a response within thirty (30) days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) via:

- ✉ mail: GPO Box 5218, Sydney NSW 2001
- ✉ fax: 02 9284 9666
- ✉ email: enquiries@oaic.gov.au
- ✉ online: <https://www.oaic.gov.au/>

CRITICAL INCIDENT

While we hope that a critical incident does not occur, in the event it does, we are prepared to support and assist you by following procedures that appropriately deal with a critical incident.

A critical incident is classified as an event (or alleged event) that occurs because of, or during, the delivery of services and has caused, or is likely to cause, a significant negative impact on your health, safety, or wellbeing.

If an incident does occur, we will engage the required authorities to support you during this time.

Critical incidents that relate to you may include, but are not necessarily limited to:

- ❏ an unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault, or indecent assault) that occurs as a result or during the delivery of services
- ❏ allegations of serious, unlawful, or criminal activity or conduct involving an \${Great Mates} employee, subcontractor or volunteer that has caused, or has the potential to cause, serious harm to you
- ❏ an incident where you assault or cause serious harm to others (including our employees, volunteers, or contractors), as a result, or during the delivery, of services
- ❏ a severe fire, natural disaster, accident, or other incidents that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a substantial threat to your health and safety.

Great Mates has established procedures that identify, manage, and resolve incidents which include:

- ❏ Lifestyle Assistant will report all incidents to the Team Leader
- ❏ completion of an incident report that identifies and records an incident
- ❏ the Team Leader is responsible for reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies
- ❏ compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- ❏ supporting and assisting you if you are affected by the incident
- ❏ review of the incident by the Team Leader if you or others were affected
- ❏ collaborating with you, your family and/or advocate to manage and resolve the incident
- ❏ reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.

COMPLAINTS AND FEEDBACK

Your feedback allows us to provide you with high-quality services; we actively seek your input. Feedback can be provided anonymously or through written or online surveys or conversations with you. We would like your feedback on:

- ☞ quality of care received
- ☞ consistency of services provided
- ☞ support worker performance
- ☞ supports that work for you
- ☞ changes you want made to assist you
- ☞ what you like and dislike about our services.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint you provide as a serious issue. No matter what the situation, a Lifestyle Assistant will not react badly to your complaint; you should feel safe knowing that they will not retaliate or hurt you in any way.

You can make an anonymous complaint to our Complaint Manager using the Anonymous Complaints and Feedback form provided during the intake process. Remember not to identify yourself during this process if you wish us not to know who is making the complaint.

You can make a complaint regarding our services, or a Lifestyle Assistant provided to work with you. If you do not feel comfortable making a complaint, someone else can do this on your behalf, including:

- ☞ an advocate
- ☞ a family member
- ☞ a close friend
- ☞ your care worker
- ☞ a person you know and trust.

Please send your complaints addressed to the Complaint Manager via:

| | |
|----------|---|
| Website: | https://greatmates.com.au/get-in-touch/feedback-complaints/ |
| Email: | Form or they can email feedback@greatmates.com.au |

Once a complaint has been received, Great Mates Complaint Manager will investigate the complaint and find a resolution. The Complaint Manager will write a letter to confirm that your complaint has been received. This letter will provide you with the expected date Great Mates of the complaint resolution.

The complaint will then be investigated, and a plan to resolve it created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution or unhappy with the outcome and feel the matter is not resolved.

If you are not happy with the solution proposed by Great Mates regarding your complaint, you can speak to other organisations, such as:

Commonwealth Ombudsman – Disability Services

Telephone: 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au

NDIS Complaints

Telephone: 1800 800 110
Email: feedback@ndis.gov.au or
Website: <https://www.ndis.gov.au/contact/feedback-and-complaints>

NETWORKING

We will engage with your networks and community to ensure you are offered the opportunity to be involved in activities and areas of interest.

We will access networks such as religious groups, local ethnic groups, community groups, or other you request. We believe that it is essential that you are part of your community, so we work with you to ensure that this happens.

LEGISLATION AND STANDARDS

Great Mates operates in compliance with all current legislation and standards. Please contact us for a copy of the legislation that applies to the service we are providing you. The primary legislation and standards that cover your service include the following:

- 📖 National Disability Insurance Scheme Act 2013
- 📖 Disability Act and Regulation
- 📖 National Disability Insurance Scheme Practice Standards and Quality Indicators 2020.

RISK-TAKING

You have the right to participate in lawful activities that may involve a degree of risk. We will always allow you a dignity of risk, and our role is to look at the activity and not you. We will discuss this with you if you wish to undertake the activity. Any dangerous risk may require you to sign that you are willing to take the risk. We always assume that you have the capacity to make your own choices.

We will work with you and advise the various options available regarding the activity to make an informed choice.

We will undertake an individual risk profile of you and a risk assessment of your environment. These assessments will include risk assessments when you leave your home environment.

CONTINUOUS IMPROVEMENT

We aim to provide you with a high-quality service that meets your expectations and needs. To do this, we ask you to let us know how we can maintain and improve the services we provide to you. You can do this by giving feedback or making a complaint.

Our collaborative and person-centred approach means that Great Mates will respond to your information positively to improve the services we provide.

WORK HEALTH AND SAFETY

Under the *Work Health and Safety Act 2011*, Great Mates has a duty, under the law, to make sure our Lifestyle Assistants can work with you in a healthy and safe environment. Some things you can do to assist in this matter include:

- 🔒 notifying our Lifestyle Assistant of any unsafe conditions in your home
- 🔒 participating in safety assessments of your home
- 🔒 arranging repairs of any hazards identified during our safety assessment of your home
- 🔒 ensuring your pets are controlled during service provision
- 🔒 providing a smoke-free working environment
- 🔒 providing a workplace for Lifestyle Assistant that is free of racial, sexual, physical, or emotional abuse
- 🔒 treating our Lifestyle Assistant with dignity and respect
- 🔒 advising our Lifestyle Assistant if you are unwell or cannot do things the way you usually do them
- 🔒 telling our Lifestyle Assistant if your doctor has diagnosed you with a short-term infectious illness
- 🔒 providing cleaning equipment that is suitable and well maintained
- 🔒 providing safe, non-toxic cleaning products
- 🔒 ensuring your mobility equipment and any other items required to live independently in your home is available and well-maintained.

We will conduct a safety check during our first service and discuss any risks we identify with you. The safety of the service will be reviewed with you, on an ongoing basis, following state and federal work occupational health and safety legislation.

SECTION 3: NDIS PRACTICE STANDARD AND QUALITY INDICATORS (Abbreviated version)

The NDIS Practice Standards create an essential benchmark for us to assess our performance and to demonstrate how we provide high-quality and safe supports and services to you. Together with the NDIS Code of Conduct, the NDIS Practice Standards assist you in understanding what quality service provision you should expect from us.

These NDIS Practice Standards set out your rights and responsibilities when delivering support and services to you.

1. PERSON WE SUPPORT RIGHTS AND RESPONSIBILITIES

The standards addressed in this division include:

- 1.1 Person-Centred Supports
- 1.2 Individual Values and Beliefs
- 1.3 Privacy and Dignity
- 1.4 Independence and Informed Choice
- 1.5 Violence, Abuse, Neglect, Exploitation and Discrimination

People with a disability have the right to respect, dignity, and full participation in society. It is important to us that you know and understand your rights. We are here to support you and provide guidance and assistance in any choices you make.

We respect your right to privacy and the confidentiality of your personal information and records. Also, we will uphold your right to make your own decisions.

It is your right to try new activities and experiences, and we will assist you while ensuring that you are treated fairly and independently.

You have the right to talk freely and express your thoughts, opinions, and choices. We will listen to you and support the choices you make. We will include your family, advocate, and support workers in discussions when you want them involved.

We understand that everyone communicates in different ways; we have various communication methods that you can use to communicate with us safely and privately.

We will support you in participating in the community of your choice and working with you, your family, and support workers to make this happen.

{Great Mates} will respect your cultural background and endeavour always to meet the cultural needs and requirements you may have.

2. PROVIDER GOVERNANCE AND OPERATIONAL MANAGEMENT

The standards addressed in this division include:

- 2.1 Governance and Operational Management
- 2.2 Risk Management
- 2.3 Quality Management
- 2.4 Information Management
- 2.5 Feedback and Complaints Management
- 2.6 Incident Management
- 2.7 Human Resource Management
- 2.8 Continuity of Supports
- 2.9 Emergency and Disaster Management

It is essential that you feel free to tell us what you think about the services we provide to you. It is your right to share your opinions on anything related to the services we provide, whether they be good or bad. We welcome your input and want you to offer it without fear of reprisal, discrimination, or negative consequences.

You can ask for support from another person when making a complaint, such as a family member, a support worker, your advocate, or the Ombudsman.

Whatever the issue, we will do everything possible to solve your problem. We appreciate your opinion about our services and will introduce service improvements based on your feedback (when required).

Great Mates recruit quality, caring Lifestyle Assistant, who receive ongoing training. We provide continuous improvement of services, correct working processes, and effective and transparent communication, which are key to our services' success.

We will work closely with you to provide and maintain excellent service and support and strengthen our systems and processes to deliver positive results when resolving any problems.

Great Mates management possesses the skills and experience to implement and monitor the effectiveness of our policies and procedures and make necessary changes when required.

3. PROVISION OF SUPPORTS

The standards addressed in this division include:

- 3.1 Access to Supports
- 3.2 Support Planning
- 3.3 Service Agreements with People we support
- 3.4 Responsive Support Provision
- 3.5 Transitions to or from the Provider

Great Mates will support your goals and decisions regarding the services you choose. We will offer you guidance and assist you in identifying your strengths and weaknesses to develop appropriate skills to help you achieve your goals.

We will never discriminate against you, irrespective of your age, gender, disability, cultural background, or sexuality.

Great Mates will assist anyone enquiring about our services. We will provide support and advice regarding the appropriateness of our services or give a referral to an alternative service that may be more suitable for you. You have the right to seek the service you need and access the support you require.

Great Mates will encourage and help you to participate actively and meaningfully within the community of your choice.

4. PROVISION OF SUPPORTS ENVIRONMENT

The standards addressed in this division include:

- 4.1 Safe Environment
- 4.2 People we support Money and Property
- 4.3 Management of Medication
- 4.4 Mealtime Management
- 4.5 Management of Waste

Great Mates endeavour to ensure you are always safe, physically, and emotionally. Our Lifestyle Assistant are trained in appropriate procedures designed to keep you safe, and they will report any risks, or potential risks, to the Team Leader.

We will work with you and/or your advocate to ensure you understand our fees and payment methods of our fees. All information will be clear and accurate.

If you require medication, our Lifestyle Assistant are trained in managing your medication appropriately. We will also ensure that you take your medication safely.

Once we identify that you need mealtime assistance with your diet, dysphagia or similar, we will create a plan to support your mealtime and allow choice on meals preference

Great Mates Lifestyle Assistants are trained to manage waste to protect you, or any other person, from harm resulting from exposure to waste, infectious or hazardous substances created during our service delivery. Our policies and procedures comply with relevant legislation and include incident management processes and emergency plans. Where possible, we manage waste in a sustainable manner, such as recycling paper, glass, and plastic waste, where appropriate.

Great Mates has established procedures that identify, manage, and resolve incidents which include:

- 📄 completing an incident report that identifies and records an incident
- 📄 the Lifestyle Assistant reporting all incidents to our Team Leader
- 📄 reporting reportable incidents to the NDIS Commissioner and other appropriate authorities
- 📄 complying with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- 📄 supporting and assisting you if you have been affected by an incident
- 📄 reviewing the incident with you and the appropriate Lifestyle Assistant
- 📄 working with you to manage and resolve the incident effectively
- 📄 making amendments to systems and procedures to reduce the risk of recurrence.