



# Client Welcome Pack

EASY READING

## How to use this guide

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4ability wrote this guide. When you see the word '**we**' it means the 4ability.



We have written this guide in an easy to read way. We use pictures to explain some ideas.



We have written some words in **bold**. We explain what these words mean in the end.



This Easy Read guide is a summary of our full policies.

A policy is a plan the government writes that tells people what to do.



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

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## Introduction

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This handbook provides:

- Our rules and **policies**
- How our services run
- How to solve problems



Welcome to 4ability

- Contact: 02 9454 7754

Address: 7/29 Clyde Road, Dee Why, 2099, NSW.

- Email: [contact@4ability.com.au](mailto:contact@4ability.com.au)
- Website: [www.4ability.com.au](http://www.4ability.com.au)

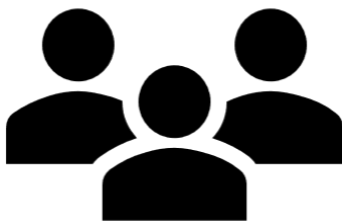
## About us

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We are dedicated workers that follow important views:

- Inclusion
- Choice
- Trust
- Friendship



Our services

- Help in the community and home
- Group Activities
- Breakaway/holidays
- **Personal Care** and more

## Staff

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### Our Staff will:

- Assist you with community skills.
- Assist you with personal care.
- Support you with necessary household duties.
- Support you in the Community and home.



### Our Staff cant 'do:

- Lift /move/ push heavy furniture/ objects.
- Climb ladders.
- Clean windows/ pressure clean.
- Accept any financial rewards or gifts.
- Talk to clients outside of work hours.



### Dress Code

- Professional and comfortable clothes
- Covered Footwear

## Fees

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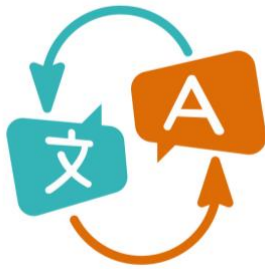
We charge with NDIS price guide.

You can view the **NDIS** price guide here:

<https://www.ndis.gov.au/providers/pricing-and-payment>

## Help Interpreting

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We can help you with:

- Effective communication
- Interpreters and translators
- Easy reading documents

## Your Rights

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You have rights to:

- High quality services
- Respect
- Be accepted for who you are
- Stay safe
- Be given information you understand
- Be supported to make your own decisions
- To be a part of your community
- Be supported to be as **independent** as possible
- Speak up and be listened to
- Have a support person or **advocate**
- Be able to **complaint** safely
- Your **personal information** kept private



## Your Responsibilities

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We need you to:

- Treat staff and others with respect
- Remember everyone has the same rights as you
- Give us the information we need

## Inclusion

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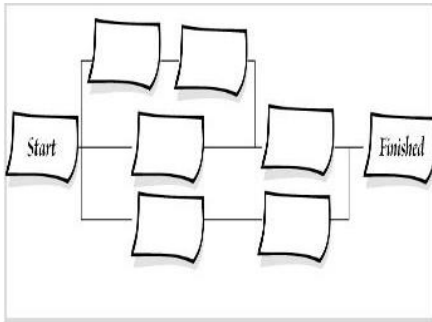


We work to you:

- Participate in your community
- Be active in the society
- Be respected in your Cultural Background
- Be respected with your Sexuality choices

## Individual Outcomes

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We plan, assessed and delivery

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.



A **Care Plan** tells us about you and how best to support you:

- Support needs
- Communication
- Interests and hobbies
- Goals and what you would like to learn
- Personal and Family History
- Culture and Religion



Person-Centred Planning (PCP)

It is a plan that we make with you, focus on:

- Who you are
- How to be involved in the community
- Goals and Future plans

We will review your Plan at least once a year.





## Consent

- We ask your permission before acting
- If you cannot give **consent** we will ask your **guardian**



## Decision Making and Choice

- You choose all aspects of your life
- You are in control

## Feedback & Complaints

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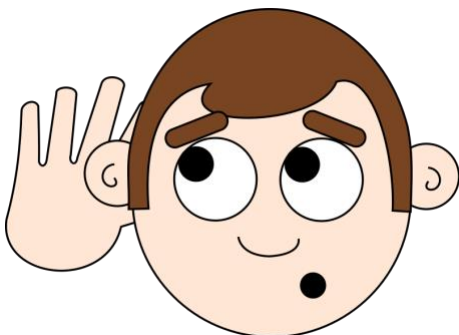
### It's OK to Complain

- If you are not happy with our services you can tell us. This is called a **complaint**.
- We deal with all complaints fairly and equally



### Get Help to Complain from:

- Workers (staff)
- Family or friends
- **Advocate**
- **NDIS Commission**



### We will listen to you

- We will not punish you for making a complaint
- You will still be able to use our services if you make a complaint.
- We will try to improve things



## Feedback

- Your feedback helps us to improve
- We will often ask you for feedback
- You can submit anonymous feedback
- You will always receive a reply quickly



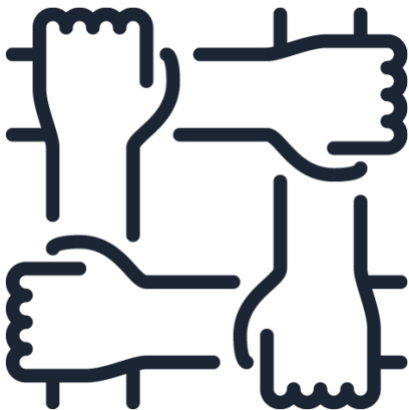
## Survey

- We survey on a regular basis
- We can do on-line or ask you and your **guardian** personally



## How to Complain

- Contact us by phone or email
- Anonymous feedback can be send to our address
- Ask our staff if you need help



## Another ways to complain

- NSW Ombudsman  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
(02) 9286 1000
- NDIS Commission  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
1800 035 544
- Advocacy  
An advocate is trained to speak for you.

If you are not sure how to find an advocate,  
we can help or find one on:



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

## Service Access

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We make our service available

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

Each participant has sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit.

Feel free to ask about our policy and procedure.

## Service Management

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- We believe in the good staff and training
- We are responsive to your feedback
- We ensure that the Human Services Standards are in place
- We revise our documents and forms always

## Work Health And Safety

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We must keep you safe and healthy when you are with us

We have a **duty of care** for your safety.



### Our Staff:

- Are **First Aid** trained
- Has access to a first aid kit



### Home service

- Your home is our workplace
- You have to provide a safe environment
- We will identify any risk at your place
- Treat our staff with respect



### Community service

- We will follow the Standard **Protocols**
- We will make a risk assessment
- We will make a hazard check list



## Medication

**Medications** are the tablets, drugs and creams you use to stay healthy.

### Rules:

- All tablets must be in a Webster Pack
- Webster Pack must contain participant's name, the name of the medication, the dosage and administering times. A medical practitioner or pharmacist must only complete this form of labeling
- You must also give us a Medical Management Form sheet.
- We support you to maintain your independence and take your own medicines in a safe way



## Medical Management Plans

- If you have Epilepsy, Diabetes, Asthma, allergy with risk we need a Medical Management Plan
- This plan tells staff how to manage their condition



## Infection Control

- Wash hands
- Gloves and protection for Staff
- Client and Staff there are sick stay home
- Follow health protocols

## Service Agreements

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A **Service Agreement** is a document.

We write it after talking with you.

It tells everyone about the agreed services:

- What and when we will do it
- Who is involved
- How much (the cost)

We will all sign the document to say we agree.



## Service Termination

Ability will terminate a participant's services when:

- no agreed goals;
- risk of harm;
- financial not being met;
- incompatibility with other participants or
- dramatic health or behaviour changes

Participants must be offered support to access interpreters or advocates to assist them through this process if necessary.



## Suspending Services

- If you go to Hospital
- If you have Medical reasons

## Cancelling Services

- You or your representative can cancel
- By writing 28 days in advance.

## Canceling Bookings

- Given 7 day's **notice**

## Client Exit

- When you choose to leave we will give information to help you to move.
- We will share information if you approve
- We facilitate the transition to a new provider

If we can't give you the supports you need, we will find other services that can help you. This is called **referral**.



## Paying your Bill

- Claim directly from the NDIS, or
- Send an invoice every week to you or Plan Manager.

The person paying your bills has 2 weeks to pay.

Unpaid fees may mean that we cancel your booking but we will talk to you before this happens.



## Privacy & Confidentiality

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Your personal information belongs to you

- We need your permission to collect and share information about you.
- We will tell you why we need it. That includes photos, videos and statements.



Keeping it safe

We will protect your information and only use it for the right reasons, and only show the right people.

We will only share your information if:

- You give permission to share it
- We are very worried about your safety
- If the law requires us to share it.



## Injuries and Incidents

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Your safety is very important to us

Sometimes people make mistakes or treat other people badly. We call these things '**incidents**'

Tell our staff straight away if something happens to you or someone else that:

- Hurts you or them
- Scares you or them
- Breaks or loses something

If something goes wrong



We follow NDIS rules:

- We must tell the NDIS Commission
- We must investigate the incident
- We must do something so that the incident doesn't happen again
- We must talk about all this with the person who was hurt.




### Injuries

Our staff can help with simple injuries, or to look after people until an ambulance arrives.

We may call your emergency contact

## Words in this Handbook

	<p>We have written some words in <b>bold</b>. We explain what these words mean below:</p>
<p><b>Advocate</b></p>	<p>An advocate is someone who supports you with speaking up. They may speak on your behalf.</p>
<p><b>Bold</b></p>	<p>Darker text: This is bold text.</p>
<p><b>Care Plan</b></p>	<p>A Care Plan tells staff about you and how best to support you.</p>
<p><b>Suspending Services</b></p>	<p>If you stop coming to activities.</p>
<p><b>Complaint</b></p>	<p>If you are not happy with our services you can tell us. This is called a complaint.</p>
<p><b>Consent</b></p>	<p>Consent means you have said we are allowed to share the information or do something.</p>
<p><b>Duty of care</b></p>	<p>The law says we must keep you safe when you are getting our services. This is our duty of care.</p>
<p><b>First Aid</b></p>	<p>Our staff can help you with simple injuries. They can look after you until an ambulance arrives.</p>
<p><b>Guardian</b></p>	<p>A guardian is someone appointed to make decisions for you.</p>
<p><b>Independent</b></p>	<p>Free from outside control</p>
<p><b>Incidents</b></p>	<p>When something going wrong</p>

<b>Medications</b>	The tablets, drugs and creams you use to stay healthy.
<b>NDIS (National Disability Insurance Scheme)</b>	The National Disability Insurance Scheme is called the NDIS. The NDIS is the new way to help people under with disability get <ul style="list-style-type: none"> <li>• Care</li> <li>• Supports</li> </ul>
<b>NDIS Commission</b>	The NDIS Quality and Safeguards Commission is an independent agency. They regulate NDIS providers and promote safety and quality services, resolve problems and identify areas for improvement.
<b>Notice</b>	Giving notice means you: <ul style="list-style-type: none"> <li>• Tell us you're leaving soon</li> <li>• Keep attending until you finish</li> <li>• Keep paying until you finish.</li> </ul> Service Agreement will tell you how much notice.
<b>Personal Care</b>	When you need help with your personal hygiene. Cleaning yourself and using the toilet.
<b>Personal Information</b>	Information can be documents, photos, videos, correspondence about you and your family.
<b>Policies</b>	Policies are the rules that tell staff how to do their jobs. They are based on laws.
<b>Protocols</b>	A protocol is a set of rules and guidelines
<b>Referral</b>	Get Recommendation for service
<b>Service Agreement</b>	A written agreement about the services we provide.