



Client Welcome Pack

4ability PTY Ltd.

This handbook provides information on our services and supports, explains your rights and responsibilities as a client or participant and our responsibilities to you as your support provider.

inclusionCHOICE**trust**FRIENDSHIP

11/7 Clyde road, Dee Why - NSW, 2099 – Phone (02) 9454
7754

www.4ability.com.au

contact@4ability.com.au

4ABILITY – CLIENT WELCOME PACK

Table of Contents

4ABILITY – CLIENT WELCOME PACK	2
INTRODUCTION	4
ABOUT US	4
OUR VISION	4
OUR MISSION	4
OUR VALUES	4
WHAT DO WE DO	5
<i>4ability services</i>	<i>5</i>
<i>Programs - 4sociability</i>	<i>5</i>
4ABILITY STAFF	6
<i>Things 4ability Support Workers Can Do:</i>	<i>6</i>
<i>Things 4ability Support Workers Can't Do</i>	<i>6</i>
<i>Dress Code</i>	<i>6</i>
4ABILITY FEES	7
INTERPRETING, TRANSLATION AND COMMUNICATION	7
4ABILITY AND THE NATIONAL DISABILITY SERVICE STANDARDS - NDIS	7
YOUR RIGHTS	7
<i>Your Responsibilities</i>	<i>8</i>
<i>Person Responsible/Parent/Guardian Responsibilities</i>	<i>8</i>
PARTICIPATION & INCLUSION	8
INDIVIDUAL OUTCOMES	8
<i>Person Centred Planning (PCP)</i>	<i>9</i>
<i>Consent</i>	<i>9</i>
<i>Decision Making and Choice</i>	<i>9</i>
FEEDBACK & COMPLAINTS	9
<i>How to give Feedback or make a Complaint</i>	<i>10</i>
<i>What happens once I make a complaint?</i>	<i>10</i>
<i>What if I'm not happy with the conclusion of the complaint?</i>	<i>11</i>
<i>NSW Ombudsman</i>	<i>11</i>
<i>National Disability Insurance Agency Quality and Safeguards Commission</i>	<i>11</i>
<i>Advocacy</i>	<i>11</i>
SERVICE ACCESS	12
INDEPENDENCE AND INFORMED CHOICE	12
SERVICE MANAGEMENT	12
WORK HEALTH AND SAFETY (WHS)	13
<i>Home services:</i>	<i>13</i>
<i>Community services:</i>	<i>14</i>
MEDICATION MANAGEMENT	14
<i>Medical Management Plans:</i>	<i>15</i>

INFECTION CONTROL	15
CONTINUOUS IMPROVEMENT	15
SERVICE AGREEMENTS	15
SERVICE TERMINATION	16
CLIENT CHANGING SERVICES AND CONTINUITY OF SUPPORT	16
<i>Suspending your Services and Supports</i>	16
<i>Cancelling Your Services And Supports</i>	17
<i>Client Exit & Termination</i>	17
<i>Paying your Bill</i>	17
PRIVACY AND CONFIDENTIALITY	17
<i>Privacy Statement</i>	18
<i>Data Collection</i>	18
ABOUT INCIDENTS	19
<i>If something goes wrong</i>	19
<i>Injuries</i>	19
<i>Emergency and Disaster Management</i>	19
CONTACT US	20
ATTACHED FORMS	21
<i>Client Information & Welcome Kit Form</i>	21
<i>Media and Information Consent Form</i>	22
<i>Complaint Form</i>	25
<i>Feedback Form</i>	26
<i>Client Relationship Circle Form</i>	27

INTRODUCTION

Welcome to 4ability.

This handbook provides information on our services and supports, explains your rights and responsibilities as a client or participant and our responsibilities to you as your support provider.

This handbook reflects 4ability's policies and procedures together with all Legislative, Standards, principles and Guidelines requirements.

ABOUT US

inclusion**CHOICE****trust****FRIENDSHIP**

4Ability is a Sydney based NDIS approved disability service provider.

We are a team of sensitive, passionate and dedicated workers committed to helping and enriching the lives of vulnerable individuals in our community.

Our philosophy and mantra is simple and sincere: We embrace 4 very important concepts such as INCLUSION, while promoting the empowerment of all individuals through CHOICE. We strive to establish and maintain TRUST, while encouraging a wide circle of FRIENDSHIP.

4ability administration office is based in Sydney Northern Beach, NSW and the company supports people with disability and their families in the local area and all around Sydney.

OUR VISION

Our clients achieving their goals, dreams and possibilities with happiness and excellence

OUR MISSION

We are a team of sensitive, passionate and dedicated workers committed to helping and enriching the lives of vulnerable individuals in our community.

OUR VALUES

- Inclusion
- Choice
- Trust
- Friendship

WHAT DO WE DO

4ability is a growing company that incorporates a variety of specialist disability supports under the National Disability Insurance Scheme (NDIS).

4ability services

- Assistance with Daily Living
- Social Civic & Community Participation
- Household Duties
- Assistive Technology
- Group Activities
- Group Trips
- Assist-Travel/Transport
- Development of Life Skills
- Holiday plans
- Breakaway Holiday
- Camps

Programs - 4sociability

We are innovative and always open to create new programs to achieve the client's goals.

Saturday Group Activities

- Meeting new people while contributing in a positive way to the community
- Development of social networks
- Increased personal satisfaction
- Increased sense of belonging through interaction and engagement within the community

Activities

Exploring Sydney, Bush Walking, Mini-Golf, Zoo, Karaoke, Picnic, Market, Slot Car and a lot of fun activities.

Bowling Group Activities

- Development of social networks
- Increased personal satisfaction
- Increased sense of belonging through interaction and engagement within the community
- Maintaining friendships

Activities

Wednesday's Bowling activities. The group starts choosing a place to have dinner and after the interaction they play two games of bowling.

4ABILITY STAFF

We are committed to providing truly person-centred personalised support around our clients in a way that they expect to receive their support.

We build our client support teams around our clients by matching skills, personalities, values and experience.

Also for the safety of our clients, we conduct a police check, reference check and Working with Children's Check.

Things 4ability Support Workers Can Do:

- Assist you to develop community skills.
- Assist you with personal care, healthcare and hygiene.
- Support you with necessary household duties such as cooking, cleaning and laundry activities.
- Assist in medication management or attending medical appointments
- Assist in the development of care plans
- Use augmentative and alternative communication aids
- Think outside the box
- To be able to step back to allow the person they support to be independent.
- Encourage people in the community to speak to the person his support directly.

Things 4ability Support Workers Can't Do

- Lift /move/ push heavy furniture/ objects
- Climb ladders or reach above shoulder height
- Break manual handling policy & procedures
- Do excessive tasks in unreasonable time frame
- Have communication with clients outside of work hours or pass on phone numbers/ address details
- Clean windows/ pressure clean/ carpet cleaning If you need certain tasks completed, please contact us and we will arrange a professional in their field
- Accept any financial rewards or gifts

Dress Code

4ability prides itself on excellent workplace presentation and professionalism. While there is no formal uniform, we ask that everyone dress appropriately and comfortably for work. We ask that you wear appropriate footwear at all times to prevent injury, such as covered/closed in shoes and avoid excessively tight fitting clothing that may restrict movement.

4ABILITY FEES

Our fees are aligned with the current NDIS price guide.

Please phone us on 0425331302 or e-mail us on contact@4ability.com.au directly to ask us about our fees.

You can view the NDIS price guide here:

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

INTERPRETING, TRANSLATION AND COMMUNICATION

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available to support your interactions with us. Also we have the easy reading Welcome Pack that helps with reading and communicate effectively with all clients.

4ABILITY AND THE NATIONAL DISABILITY SERVICE STANDARDS - NDIS

YOUR RIGHTS

4ability recognises all people with disability have human and legal rights which should be respected at all times. 4ability promotes and protects those rights as an integral component of each and all of its services.

At 4ability it is important to us that you know and understand your rights, so we are here to support you and to provide encouragement, guidance and assistance in any choices that you make.

You have the following rights:

- All people have the right to respect for their human worth and dignity
- People with disability have the rights of freedom of expression, self-determination and decision-making
- 4ability actively prevents abuse, harm, neglect and violence
- People with disability have the same right as other people to be able to determine their own best interests, and make decisions that will affect their lives
- People with disability have the same right as other people to realise their potential for physical, social, emotional and intellectual development
- People with disability have the right to full participation in society equal to other people, according to their individual and cultural needs and preferences
- 4ability is committed to providing each individual using a service with information and support to understand and exercise their legal and human rights
- All people have the right to privacy of their personal information
- 4ability employs skilled staff and has systems and processes in place to support staff to promote and protect human rights
- People with disability have the same right as other people to raise concerns and be supported to formalise complaints

- People with disability have access to support when abuse or harm occurs
- 4ability will take all allegations of abuse, harm and neglect seriously and respond according to best practice

Your Responsibilities

- Let 4ability know if he/she is going to be absent from the service
- Respect the rights of other Clients and 4ability staff
- Take responsibility for the results of any decisions they make
- Play their part in helping 4ability to provide them with services
- Respect the property of 4ability
- Be punctual
- Provide accurate information about themselves

Person Responsible/Parent/Guardian Responsibilities

- Act in a way that respects the rights of the client and staff
- Speak to the staff and make requests in respectful ways
- Share appropriate information only with the correct people
- Work with the support planner to ensure information is correct and clearly explained;

PARTICIPATION & INCLUSION

4ability encourages people with a disability to actively participate in and have a meaningful inclusion within their chosen community.

We want you to make the most of the disability service and to not only take part but feel included as a valued member and it is your right to decide when and how you do this. As well as it being your right to decide when and how you have contact with your family and friends.

4ability works with you, your family and carers if you choose so, as well as with organisations within the community if that is what will help you.

At 4ability, we will also respect your cultural background and understand the needs and requirements that may come with it.

INDIVIDUAL OUTCOMES

4ability promotes individual decision-making and responsive services to people with disability. Person centred approaches are fundamental to this standard where individuals make decisions to achieve their preferred lifestyle and to assist in the growth of their community life.

You get help to do the things that are important to you.

4ability respects the things that are important to you. Such as your family, hobbies, religion, community, language or your culture.

Person Centred Planning (PCP)

Person Centred Planning forms a vital framework for the delivery of services whereby it establishes a partnership between people with a disability, their families and carers and the organisations that support them. 4ability always implement this practice to make participants the center of the decision making process. We focus on the person - who they are, how they would like to be involved in their community and what their future aspirations are.

It will change over time and it provides an action plan that sets out participant's goals, strategies for achieving these goals, personal responsibility and the timeframes that the goals are to be achieved.

See the Client Relationship Circle form in the attached forms.

Consent

4ability will always ask for a participant's permission before acting. If participants cannot give consent themselves, then we will ask their guardian for consent.

Each Participant is presumed to have the capacity to make their own decisions and those that do have the capacity will be consulted directly on any matters that require their consent. Should a Participant lack the capacity to make decisions, 4ability staff will obtain consent from service users directly or from a legally appointed guardian.

Decision Making and Choice

4ability supports each person receiving a service to make decisions and choices in all aspects of their lives. People have the opportunity to develop and maintain control over all decisions affecting their lives.

FEEDBACK & COMPLAINTS

It's OK to Complain

It is important to us that you feel free to tell us what you think about the services we offer, and we promise to listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, your feedback, whether it is good or bad, can only help us to improve our services and we welcome it, without discrimination or negative consequences.

All feedback will be used to inform and improve our business practices.

Feedback and suggestions are welcomed at all times from clients and families. We also survey our

clients and participants on a regular basis for their thoughts and feedback on service and support delivery.

All feedback will be confidential and only accessed by authorised members of staff. We will listen to your feedback and work to resolve any issues or problems as quickly as we can.

You can also arrange to have an advocate come to discuss the problem if desired.

How to give Feedback or make a Complaint

If you wish to give 4ability feedback or make a complaint, please contact us at any time via:

- 11/7 Clyde Road, Dee Why, NSW, 2099.
- contact@4ability.com.au
- (02) 9454 7754

You can also submit an anonymous feedback via mail to our address.

If you are not satisfied that your comment or complaint has been appropriately managed, please feel free to contact 4ability director on:

- services@4ability.com.au
- 0425 331302

What happens once I make a complaint?

- When you make a complaint we will explain:
- What will happen while the complaint is being dealt with.
- What supports are available to you while the complaint is being dealt with.
- Who will deal with the complaint.
- What will happen next, such as when you are likely to be contacted.

You should not:

- Be made to feel that you cannot make a complaint.
- Feel that making a complaint will have any effect on the services.
- Feel that you cannot request assistance while making the complaint.

The time it takes to resolve a complaint will depend on the nature of the complaint. Simple complaints may be resolved immediately. If we need to make further enquiries, it may take a few weeks to resolve.

What if I'm not happy with the conclusion of the complaint?

Some complaints cannot be resolved completely, or may not be resolved to your satisfaction. If so, you can request that the decision process be reviewed.

If you remain dissatisfied, 4ability will help you to look at other options to address your issues, including contacting the Ombudsman.

NSW Ombudsman

You can contact the NSW Ombudsman at:

- www.ombo.nsw.gov.au
- (02) 9286 1000 (Sydney metro) or 1800 451 524 (rural/ regional callers only)

National Disability Insurance Agency Quality and Safeguards Commission

A complaint can be made to the Commission by:

- Phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- Completing a complaint contact form

You can find out more information about making a complaint to the Commission by visiting <https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

Advocacy

4ability Disability Services can provide contact information and referral to independent Advocacy Services upon request at any time an individual feels they may need assistance. Individuals have the right to independent advocacy and the coordinator can provide information and assist with gaining independent advocacy for you. Our staff will assist with accessing this service when the individual may not be able to initiate the process themselves. You have the right to have an advocate present to assist you if you have a complaint.

Self Advocacy

- Self-advocacy skills are important for everyone. Self-advocacy is simply acting on your own behalf without using a third party to negotiate outcomes
- Self-advocacy is about communicating needs and wants to someone else. It involves taking responsibility for choices and decisions.

Developing Self-Advocacy

In order to be a good self-advocate, it is important to have the following:

- An understanding of their rights and responsibilities
- An understanding of their own abilities
- An understanding of what having a disability means in a community environment
- An understanding of what options are available
- An opportunity to develop and talk about an action plan

List of Advocacy Services

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.

SERVICE ACCESS

You have every right to seek and find the service you need and have access to the support you require fairly and equally.

Feel free to ask about using any services and if it is not available, we will explain why.

4ability makes information about the services we offer understandable and readily available so that participants and their families can make decisions about the options and services that best suit their individual needs and goals.

INDEPENDENCE AND INFORMED CHOICE

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

4ability will always make all effort to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and to ensure positive outcomes from any problems that may arise.

We believe good staff and training, continuous improvement of services from your feedback, good working processes and excellent communication between the team and clients are all key to our service management.

By being responsive to your feedback and as well as the opinions of other people with disabilities, families and carers, this can help us to continuously improve our activities/ services and maintain the quality that we offer.

We also ensure that the Human Services Standards are in place and that practices and policies reflect the highest possible quality. Revise Documents and Forms as processes improve and record any revisions of these documents.

WORK HEALTH AND SAFETY (WHS)

4ability aims to promote and maintain the highest degree of physical, mental and social well-being of all individuals. The organization will comply with all relevant federal and state legislation to ensure a safe workplace and all personnel have a responsibility to ensure a safe environment by implementing safe systems of work.

All 4ability's staff:

- are First Aid trained.
- have access to a first aid kit.
- working on community access will carry an appropriately sized first aid kit.
- working one on one with individual clients will also carry first aid where there is a need.

Home services:

- Your home is considered a place of work for our staff, under the Work Health and Safety Act 2011.
- You have a duty under this law to provide a healthy and safe environment for our staff who provide services and supports in your home.
- We will complete a safety check during our first service visit to ascertain and discuss any risks we identify.
- Safety checks will be conducted on an ongoing basis and in accordance with Work Health and Safety legislation.

To provide in-home services we ask that you:

- Participate in a safety assessment of your home.
- Fix any hazards found in your home, please discuss with your coordinator your options.
- Notify staff of unsafe conditions in your home.

- Ensure your pets are controlled and confined during service provision.
- Provide a smoke free working environment.
- Provide an environment that is free of any form of discrimination or harassment, sexual, physical or emotional abuse.
- Treat our staff with dignity and respect.

Community services:

- We will complete a hazard checklist during our first service visit to ascertain and discuss any risks we identify.
- We will follow the Protocols and Standard Operating procedures (SOPs) such Drive clients, Shopping procedures, Using Public Transport, Sunscreen protocol, etc.
- We will Make a Risk Assessment for activities such Feeding animals, Swimming at the beach, Theatre visits, etc.

4ability has a commitment to providing a safe environment for individuals and staff to ensure it meets WHS requirements. Extensive risk assessment processes ensure a safe and comfortable atmosphere for individuals and staff. Part of this process is ensuring that all individuals are thoroughly risk assessed to ensure full knowledge of any possible risks.

MEDICATION MANAGEMENT

We are committed to safe and effective prescription, storage, transportation, and administration of medication for participant's that is consistent with legislation and regulation. 4ability will:

- Obtain all relevant medical and personal information from families, guardians and advocates at the commencement of their service
- Support participant's to maintain their independence for as long as possible, including managing their own medicines in a safe and effective way
- Ensure all medication will be in a Webster pack. The staff will not be able to administer medication if it is not
- Medication must contain the participant's name, the name of the medication, the dosage requirements and administering times. A medical practitioner or pharmacist must only complete this form of labeling.
- Seek informed consent for any assistance it provides in medication management Collect and record accurate information about a Participant's medication
- Store and transport medicines in keeping with the manufacturer's requirements
- Only dispense those medicines retained in the original manufacturer's or other dispensed packaging unless a dose administration aid (DAA) could help to overcome specific problems that a Participant or staff member might face

- Ensure any staff providing assistance with medication are properly trained and assessed as competent to do so

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

4ability is committed to ensuring the health and safety of all participants and staff. As part of this commitment, we have adopted some protocols for infection disease such Influenza and Covid19.

To limit the spread of these infections it is requested that individuals who are sick stay home and recuperate.

CONTINUOUS IMPROVEMENT

4ability is consistently making improvements and increasing the quality of services, supports and care. Our Continuous Improvement Cycle is driven by valuable feedback from you, our staff, and other from the community from which changes in care, service and support needs are identified.

SERVICE AGREEMENTS

4ability will provide you with a quote and then a Service Agreement for services you wish to obtain.

A Service Agreement contains:

- Information on what supports the Client will receive
- How much funding has been allocated
- When, where, how they will receive those supports
- How much the supports will cost and how they will be paid for
- How long the supports will be for
- What is expected of the Client
- What is expected from the Service Provider
- How the Service Agreement can be terminated
- What to do if problems occur
- Information on cancellation policy

SERVICE TERMINATION

As part of 4ability entry processes, participants must be informed of their rights and responsibilities. Where a participant or family is asked to leave 4ability services, information regarding the reason for being asked to leave must be provided and explained to them. These reasons must also be included in the participant's Exit Plan if required (see below).

4ability will terminate a participant's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other participants using the service is displayed; or
- dramatic health or behaviour changes require significantly increased levels of care or a service model not provided by 4ability.

The service exit must only be actioned after discussion and consultation with the participant, their supporter/s and other important stakeholders, and strategies have been implemented to meet irreconcilable differences. Participants must be offered support to access interpreters or advocates to assist them through this process if necessary.

CLIENT CHANGING SERVICES AND CONTINUITY OF SUPPORT

Our customer journey aims to be a positive experience that embraces the themes of voice, choice and control.

If a participant chooses to access another service our staff will cooperate with the participant and relevant circle of support to ensure a smooth transition occurs.

When the business decides that they will no longer be able to support a person we offer all alternatives to help with new provider.

We support the customers to move to another provider by sharing the information's that is relevant and authorized by the customer.

Each participant is supported to understand under what circumstances supports can be withdrawn.

Access to supports required by the participant will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant.

Suspending your Services and Supports

You or your representative must advise your coordinator if you wish to temporarily suspend your services and supports and the length of time the services and supports should be suspended.

- If you need to go to hospital for a period of time, your services and supports can be put on hold until you return.
- Your Doctor may recommend that you are reassessed for service and supports as your needs may have changed during your absence.

Cancelling Your Services And Supports

You or your representative may cancel your services and supports permanently, by advising your coordinator in writing 7 days in advance without penalty. To cancel the booking it requires 7 days notice.

Client Exit & Termination

4ability is committed to providing clients with information and support through the process of transition or exit from the organisation's programs or services.

4ability will ensure:

- all clients are provided with the necessary information and explanation in appropriate communication formats in relation to their transition/ exit from the service
- clients are provided with information and support through the process of transition or exit from the organisations programs or services
- client transition strategies and exit planning will be documented in the client's individual service/person centred plan
- the client exit process is clear and that the organisation adopts fair and non- discriminatory processes when a client chooses to or is required to leave the service
- 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

- With you are agency managed we will claim directly from NDIS portal
- With you are Self-managed or Plan Managed we will send the invoices every week to you our to the 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 AND CONFIDENTIALITY

4ability maintains a commitment to protecting the privacy of everyone who is involved with our organisation.

We will occasionally collect materials, including photos, videos, statements, stories and experiences from individuals within our organisation. 4ability may, from time to time, use materials collected to

assist with our marketing, promotional material and documentation. Representatives from 4ability may also use collected material as examples in presentations of the work we do, or to highlight the challenges facing individuals we provide services for.

We will provide individuals and their families/carers or guardian with a Media Consent document, to allow us to use such materials with their permission. Individuals may refuse this request, and opt out if they would not like their photos, video footage or experience shared.

Privacy Statement

4ability embraces that Privacy is a human right. Peoples Rights related to privacy are set out in the Commonwealth Privacy Act 1988 and State and Territory privacy laws. People with disability have a right to privacy including in relation to the collection, use and disclosure of information concerning them, and in the dignified way services are delivered to them.

Individuals have the right not to have personal information disclosed to others without their informed consent. Personal information is information or an opinion about a person whose identity can be determined from that of personal information include a person's name, address, date of birth and details about their health or disability.

4ability will request a consent form when you first access our service and we will seek your consent once again at a review process.

Regardless of a consent form we will work to inform you about requests for information and seek your approval.

There are certain circumstances where 4ability may disclose information about a person without consent from the person involved. This might include mandatory reporting requirements on child protection matters, and obligations to report incidences of violence, exploitation, neglect and abuse, and sexual misconduct to the NDIS Commission and police.

Data Collection

Your information is stored in locked filing cabinets and password protected computers. We only collect information that is directly related to your services so that we can provide you with appropriate and relevant supports.

We also keep electronic files that are password protected. We only gather and maintain data that is directly related to your supports. This includes your name, age, address, what kind of disability you have present, your NDIS Plan details, other health or provider information/reports. You can access your information from 09:00-15:00 Monday-Friday (excluding public holidays) by phoning us on 0425 331302 or e-mailing contact@4ability.com.au.

ABOUT INCIDENTS

Your safety is very important to us. We work hard to deliver safe services. But sometimes accidents happen. Sometimes people make mistakes or treat other people badly. We call these things 'incidents'. NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe. That means you, our workers and other people in the community.

We think about how accidents can happen and how to prevent them. This is called 'risk management'. We ask you questions, and think about the supports we provide, about the places where those supports happen, about the people who work with you and other people around you.

We want everyone to be safe, and to feel safe. If you feel unsafe, you can tell us. We promise to listen.

If something goes wrong

Our staff knows what to do if there is problem or accident. We follow NDIS rules if an incident happens.

- 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.

We must follow these rules if someone gets hurt, if someone says they have been hurt, or if staff treats NDIS participants badly. If you don't feel safe to talk with our staff, then tell someone else. You can talk with your family and friends, or an advocate. You should complain to the NDIS Commission — they make the rules and help participants when people break the rules.

Injuries

Our staff can help with simple injuries, or to look after people until an ambulance arrives. We may call your emergency contact.

Emergency and Disaster Management

Responding to the impacts of natural or man-made disasters is one of the risks every organisation must face. We do recognise that we are an important contact for our clients and, as such, we may be able to assist them to access emergency help in the event of a disaster. We are in a good position to help our clients prepare themselves for the event of a disaster, and aim to do this as part of ongoing client support. Our main concern is the welfare of our clients and safety of staff and the restoration of our services as quickly as possible after a disaster.



Sydney based NDIS approved
disability service provider.



CONTACT US



4ability PTY LTD
Dee Why Grand - Suite 4128, 834 Pittwater Road,
Dee Why, 2099, NSW

contact@4ability.com.au
www.4ability.com.au

Phone - 02 9454 7754
Fax - 02 9454 7700

Sydney based NDIS approved
disability service provider.



ATTACHED FORMS

Sydney based NDIS approved disability service provider.



**Client Information & Welcome Kit
Acknowledgement Form**

By signing this document, I acknowledge that I have read and understand, and consent to the information contained in the Client Information and Welcome Kit, such as:

- What is 4ability and our services
- Your rights an Responsibilities
- Individual outcomes
- How to give Feedback or make a Complaint
- Work and Health Safety
- Medication Management
- Infection Control
- Continuous Improvement
- Service Agreement
- Privacy and Confidentiality
- Incident procedures
- Cancellation, exit terms

Further, I understand it is my obligation at all times it is my responsibility to fully comply with all of the requirements and responsibilities.

1A. ACKNOWLEDGEMENT AND SIGNATURE

I acknowledge that the policies contained within the Kit may be updated or otherwise modified, amended or cancelled from time-to-time and that 4ability will attempt to advise me of any changes as they occur. I also acknowledge that it is my responsibility to stay up to date with these policies and how they apply to me.

Name of 4ability Client: _____

[Please print]

Signed: Date: ____ / ____ / ____

(4ability Client / Guardian or Person Responsible) **[Please circle]**

1B. DISCUSSION OF CONSENT WITH CLIENT - (Please complete this section):

(i) If you have signed this form as the Guardian or Person Responsible on behalf of a Client or
(ii) If you have supported a Client in making a decision to consent to the terms in this form.
I have discussed this form and the information, acknowledgements and consents given in this form, with the client in a way which I believe is understandable by him/her to the greatest extent possible in the circumstances and which I believe allows him/her to be involved in the decisions recorded in this form as far as practical.

Name: _____

[Please print]

Signed: Date: ____ / ____ / ____

Sydney based NDIS approved
disability service provider.

Media and Information Consent Form



1. PRIVACY NOTIFICATION

This document should be read in conjunction with 4ability Privacy Policy, available at www.4ability.com.au.

1.1 Why we collect personal information

4ability collects, uses and shares certain personal information about you in order to:

- Help provide services and/or health support to you
- Help you understand what other services 4ability may be able to offer you
- Help you access the services you need.

1.2 Types of personal information collected

For these purposes will (if consent is given below) be collecting the following types of personal and sensitive information:

- NDIS number and other government identifiers
- Medical information
- Health Care Support Plan
- Contact details
- Images of you
- Other personal and sensitive information as needed to provide services

1.3 Who we may share personal information with

This information may need to be disclosed to various types of people and organisations to assist 4ability to provide its services and support. These include but are not limited to:

- Immediate and extended family or support network
- The various Divisions of 4ability
- NSW Department of Family and Community Services (FACS)
- National Disability Insurance Agency (NDIA)
- Employment Services
- NDIS and other government agencies
- Quality assurance auditors and certifiers
- Other disability service providers or health professionals who provide services to you
- Other recipients who need to know the information for 4ability to provide services and support to you

Sydney based NDIS approved
disability service provider.



1.4 Contacting us

You can obtain access upon request to the personal information that 4ability holds about you.

If you have any questions about this form, would like to request a copy of 4ability's Privacy Policy or would like to find out more about how 4ability deals with personal information, please contact us at contact@4ability.com.au.

2. CONSENT TO COLLECT AND DISCLOSE INFORMATION

I understand and acknowledge that:

- 4ability needs to collect and/or disclose this information for the purposes listed in section 1.1.
- I give consent for 4ability to collect and use the types of information about me as listed in section 1.2.
- I give consent for this information to be disclosed to the people or organisations as listed in section 1.3.

I further understand:

- What 4ability is going to do with this information and why
- That I can request access to the information about me at any time
- That I can change my mind about this at any time by informing contact@4ability.com.au
- That once I exit 4ability services my consent will no longer be applicable unless a legal exception is present.

3. CONSENT TO CAPTURE AND USE IMAGES

I give consent for 4ability to use any image, still or moving, taken of me to be used in 4ability publications, advertisements and marketing materials, including but not limited to development and promotion of 4ability services and events.

I understand:

- That I can withdraw this consent at any time, either generally or in relation to a particular image, by informing at contact@4ability.com.au. If the image has already been published 4ability will take steps that are reasonably practicable and within the control of 4ability to withdraw the image (for example, by removing it from 4ability's website or requesting removal if 4ability knows the image is on a third party website and can contact the third party) but cannot guarantee that the image will be removed in all media.
- That after the image has been published, it may appear in print, electronic or video media and may be accessible on the Internet or domains not under the control of 4ability.
- That any images or photographs may be posted online and on social media

I agree that I will make no claim against 4ability for any reward, monetary or otherwise, when the photographs are used in the publications or materials, or for the purposes nominated in this form.

Sydney based NDIS approved
disability service provider.



4A. ACKNOWLEDGEMENT AND SIGNATURE

To be completed by the Client or their substitute decision-maker.

I acknowledge that I have read and understand this form, and understand the ways in which 4ability may use my personal information and/or image. I hereby consent to 4ability using my information and/or image for the relevant purposes stated above.

Name of 4ability Client: _____

[Please print]

Signed: Date: ____ / ____ / ____

(4ability Client / Guardian or Person Responsible) **[Please circle]**

4B. DISCUSSION OF CONSENT WITH CLIENT

Please complete this section:

- (i) If you have signed this form as the Guardian or Person Responsible on behalf of a Client or
- (ii) If you have supported a Client in making a decision to consent to the terms in this form.

I have discussed this form and the information, acknowledgements and consents given in this form, with the client in a way which I believe is understandable by him/her to the greatest extent possible in the circumstances and which I believe allows him/her to be involved in the decisions recorded in this form as far as practical.

Name: _____

[Please print]

Signed: Date: ____ / ____ / ____

Sydney based NDIS approved disability service provider.



Complaint Form

Name of person making complaint:	
----------------------------------	--

- Participant Advocate/Carer Employer Other

Street:	
---------	--

Town/Suburb:	State:
--------------	--------

Postcode:	Phone
-----------	-------

Person receiving the Complaint

Nature of Complaint

How would you like to see this fixed?

Thank you for bringing this concern to our attention and we will do our best to resolve any outstanding issues with you. You can also send this complain Anonymous to Dee Why Grand - Suite 4128, 834 Pittwater road, Dee Why - NSW, 2099

Complaints can also be submitted online via email to contact@4ability.com.au

Sydney based NDIS approved disability service provider.



4ability Service Provider

FEEDBACK FORM

Tell us how we are doing!


























We like to try and get better and better.

Can you tell us how we are doing?

You can send this back to us by email at: contact@4ability.com.au

Or by post to: **Dee Why Grand - Suite 4128, 834 Pittwater road, Dee Why - NSW, 2099**

Circle the face that matches your thoughts.

We do what you want us to do					
We listen to you					
You are making gains towards your goals					
We are clear when we give you information					
You are happy with our service					

Feel free to tell us more here:

CONTACT US		
WHO: Dal Dudalski	PHONE: 0425331302	EMAIL: contact@4ability.com.au
SURVEY DETAILS:	Feedback	

inclusionCHOICEtrustFRIENDSHIP

Sydney based NDIS approved disability service provider.



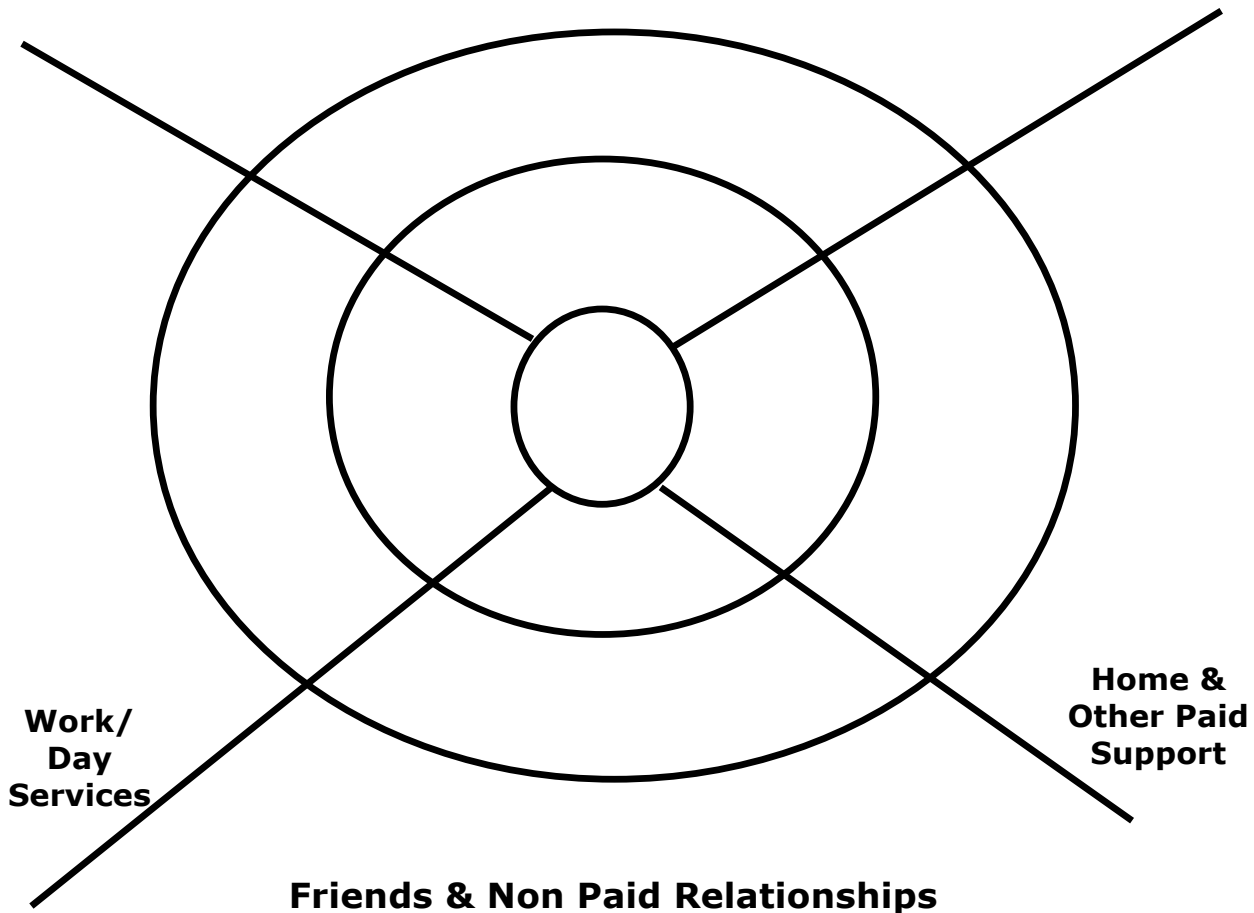
Sydney based NDIS approved disability service provider.

Client Relationship Circle



Relationship Circle for: _____ (Person's Name)

Family/Advocate/Carer



Signed:

Date: ____ / ____ / ____

[Please print]