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Introduction

Compassionate Care WA (CCWA) offer a range of NDIS services in accordance with the NDIS Standards, Legislation and Regulations. All relevant Policies can be found on our website.

The NDIS Commission aims to uphold the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the [United Nations Convention on the Rights of Persons with Disabilities](#).

Culture, Diversity, Values and Beliefs

We are committed to providing quality services and supports to each client that respect their culture, diversity, values and beliefs in line with the 'Cultural and Linguistic Diversity (CALD) Strategy 2018' guidelines. This is the NDIA's public statement of commitment to working alongside people with disability from CALD backgrounds to achieve access to, and outcomes from, their NDIS Plan on an equal basis with the broader population.

The NDIA recognises that people with disability from a CALD background can face additional challenges in terms of inclusion in their communities, and this extends to their ability to access the NDIS and supports.

We support the client's right to practice their culture, values and beliefs while accessing supports. Our workers are inducted to recognise and respect diverse backgrounds and allow clients to practice their culture, values and beliefs while accessing supports.

Client needs, support requirements, strengths, goals, culture, diversity, values and beliefs specified by the client, including input from their family/support network, are identified during the Initial Assessment Process and documented by the Managing Director or Service Facilitator prior to the commencement of services.

Client preferences, such as the same language, same culture or specific criteria, will be considered where possible.

Feedback and Complaints

If you have feedback, a complaint or a concern about the quality or safety of services provided by CCWA, please contact us. You may provide as much detail as you wish.

How to Contact Us

Email: enquiries@compassionatecarewa.com.au

All suggestions and feedback are welcome. Your input helps Compassionate Care WA improve governance, policies, processes, service delivery and the protection of client rights.

Telephone: 01300 714 372
Email: enquiries@compassionatecarewa.com.au
Website: Compassionatecarewa.com.au
Address: Suite 1, 40 Main Street, Ellenbrook WA 6069

Other Complaint Pathways

You can make a complaint on behalf of a person with a disability to the [NDIS Commission](#).

If you have complaints or concerns about the way a NDIS provider treats its workers, you can contact the [Fair Work Commission](#).

More information:

- How to make a complaint; <https://www.ndiscommission.gov.au/document/806>
- Make a complaint (Complaint Contact Form);

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

- NDIS Complaints Management and Resolution; Rules 2018

<https://www.legislation.gov.au/Details/F2018L00634>

- How to make a complaint about a provider

<https://www.ndiscommission.gov.au/about/complaints>

- Compliance and Enforcement Policy V2.0 – June 2019

<https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/compliance-and-enforcement-policy-v2-june-2019-word.pdf>

- NDIS Complaints management

<https://www.ndiscommission.gov.au/providers/complaints-management>

You have the right to raise complaints or concerns if an incident occurs or if your care does not meet your expectations. A formal investigation will begin once we receive your complaint or concern. Clients will be provided with information about incident management and investigation outcomes.

Violence, Abuse, Neglect, Exploitation & Discrimination

We are committed to providing quality services and supports that are free from violence, abuse, neglect, exploitation or discrimination, and to maintaining a process to actively prevent these incidents.

We recognise the right of the client to feel safe and to live in an environment where they are protected from violence, abuse, neglect, exploitation or discrimination.

We are committed to respecting human rights and believe that all people should be treated with dignity and respect. Compassionate Care WA seeks to prevent or mitigate any negative human rights impacts in connection with our operations or activities and maximise any potential positive impacts where we are present. All Compassionate Care WA workers are required to comply with this Policy. As part of our commitment to respect human rights, we will:

Work to align our business activities and practices with the UN Guiding Principles on Business and Human Rights

Treat our employees fairly and without discrimination and promote diversity in the workplace. Respect the human rights of the communities in which we operate.

Consult with our clients on human rights issues and provide easily accessible feedback and complaints management to resolve grievances in a timely manner

Recognise the rights of Indigenous people, acknowledging their connections to lands and waters and respecting their culture

Compassionate Care WA implements the following practices and safeguards in relation to preventing abuse, neglect and exploitation of clients.

Staff proactively attempt to identify and understand the communication modes and individual needs of clients, as documented in the My Plan.

Recruitment, training and supervision of staff focus on values and the rights of clients to have a voice, choice and control in their lives.

Staff are informed of their obligations in interactions with clients and their significant others, families and supporters, and must conduct these interactions in a manner that reduces the opportunity for abuse and neglect to occur. Meetings are to be held at a location consented to by the clients.

Staff are provided with education and training on recognising and responding to indicators of abuse. We encourage and support any person to report incidents, including violence, abuse, neglect, exploitation or discrimination, during the delivery of services and supports.

We respect the client's right to access an advocate. Please refer to the Advocacy section in this Client Handbook.

Dignity of Risk

We are committed to delivering quality services and supports to each client that provide informed choice, support control and maximise independence in relation to the supports provided.

“People with disability have the same right as other members of Australian society to be able to determine their own best interests, including the right to exercise choice and control, and to engage as equal partners in decisions that will affect their lives, to the full extent of their capacity.” *

“People with disabilities should be involved in decision-making processes that affect them, and where possible, make decisions for themselves.”

(National Disability Insurance Scheme Act 2013)

At Compassionate Care WA, we will support the Client to:

- Understand relevant information
- Access relevant information as needed
- Use or weigh up relevant information
- Communicate the decision in words, gestures or by other means

We facilitate environmental factors, such as the quality of support relationships, to support the Client's ability to make a decision.

The client's representative can assist the client by making a decision where there is no conflict between them and the client, and where it does not jeopardise the wellbeing of the client. This decision will be based on the client's wishes and preferences.

An advocate can promote the wishes and preferences of the client and seek to enable them to access services and support.

We recognise and respect the client's autonomy to make their individual choices, as well as their right to intimacy and sexual expression.

The benefits and risks of the client's options and decisions will be advised to the client.

We will allow sufficient time for the client to consider and review their options and seek advice at any time.

Drugs and Alcohol

CCWA will ensure, to the best of our ability, that we maintain a healthy and safe workplace free from the effects of inappropriate drug, tobacco (including vaping), and alcohol use.

The Cancer Council advises there is no safe level of exposure to second-hand smoke.

CCWA acknowledges the individual choice of customers to use alcohol and tobacco but retains the right to prioritise the safety of our employees where this practice places them at risk. CCWA does not tolerate employee exposure to the customers, their families or other associates illicit drug use.

CCWA has a zero-tolerance policy on illicit drugs and alcohol. No employee, or person acting on behalf of CCWA, is permitted to work while under the influence of illicit drugs or alcohol. No employee, member or customer is to be subjected to smoking in confined spaces, including vaping. While smoking is allowed during assistance, it must be outside and not within four meters of a client or staff member.

Right to access an advocate

We respect the client's right to access and engage an advocate of their choice to negotiate on their behalf. One of the purposes of the NDIS is to provide funding for reasonable and necessary supports to enable eligible individuals to:

- Make decisions that will affect their lives, to the extent of their ability
- Achieve their goals, objectives and aspirations
- Maximise their independence
- Increase their social and economic participation
- Develop their capacity to take part in the community actively

[\(National Disability Insurance Scheme Act 2013\)](#)

Advocacy can be defined as speaking, acting or writing with minimal conflict of interest, on behalf of the interests of a disadvantaged person or group, to promote, protect and defend the welfare of and justice for either the person or group by:

- Acting in a partisan manner (i.e. being fair and equitable)
- Being primarily concerned with their fundamental needs
- Remaining loyal and accountable to them in a way that is empathic and vigorous (whilst respecting the rights of others)
- Ensuring the duty of care at all times

[\(National Disability Advocacy Program \(NDAP\)\)](#)

The Client may use an advocate:

- During the assessment and planning as well as review process
- Once an incident including violence, abuse, neglect, exploitation, or discrimination occurs

- To provide feedback or make a complaint
- For any communication between the client and Compassionate Care WA

We will allow sufficient time for the client to consider and review their options and seek advice at any time. The benefits and risks of the options will be advised to the client.

The information will be written or verbal to the Client about the use of an advocate (including an independent advocate) and how access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made.

We aim to create a supportive environment for any person who provides feedback and/or makes complaints.

We will support the Client where they request for any assistance, by providing the information on the type of individual advocacy.

The [National Disability Insurance Scheme Act 2013](#) defines an independent advocate, in relation to a person with a disability, to mean a person who:

- Is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with a disability
- Provides independent advocacy for the person with a disability, to assist the person with a disability to exercise choice and control and to have their voice heard in matters that affect them
- Acts at the direction of the person with a disability, reflecting the person with a disability's expressed wishes, will, preferences and rights
- Is free of relevant conflicts of interest

The Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with a disability; and requires registered NDIS providers to cooperate with and facilitate arrangements for advocates (including independent advocates) and other representatives of persons with disability who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

For further information on disability advocacy and finding a disability advocate, please contact us.

Conflict of Interest

Compassionate Care WA is committed to manage conflicts of interest in an open and transparent manner at all levels in the organisation and comply with NDIS rules and other obligations.

“Conflict of interest occurs when an individual or a NDIS provider is in a position to exploit their own professional or official capacity for a personal or corporate benefit (other than in the usual course of charging fees for services or supports rendered).”

(The NDIS Code of Conduct - 2018)

A conflict of interest may affect the way a person acts, decisions they make or the way they vote on group decisions.

We will ensure that each client will be treated equally, and no client will be given preferential treatment above another in the receipt or provision of supports.

We will act proactively to manage perceived and actual conflicts of interest through the development and maintenance of organisational policies to ensure that personal or individual interests do not impact on the organisation's services, activities or decisions.

We also will:

- Ensure our organisational or ethical values do not impede a client's right to choice and control
- Manage, document and report on individual conflicts as they arise
- Ensure that advice to a client about support options direct or indirect by the Provider, is transparent and promotes choice and control

Declaration and management of conflicts of interest are specifically required for management members as part of their legal responsibilities as management members.

Our management team, employees, and workers:

- Are required to act in the interests of the organisation, and to notify the organisation when this conflicts with other interests or commitments
- Will present each client with a range of choices about providers of supports and not only CCWA
- Will not seek to influence the customer to select CCWA
- Will never accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of a NDIS client
- Must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of CCWA or provision of supports to the Client
- May not accept meals, drinks, or entertainment even if unsolicited

We will ensure that when providing services and supports to the Client, any conflict of interest is declared, and any risks to the Client are mitigated.

Transitions to or from a provider

Each client has the right to choose other providers, and CCWA will collaborate with the alternative providers to share information and meet client needs. We are committed to implementing a system to ensure each client will experience a planned and coordinated transition to or from the provider.

We consider the client during the transitions to or from CCWA aiming for them to be involved in the communications consistently. We will communicate and collaborate with the alternative providers, when transferring from CCWA, considering the client needs

and disability levels. Associated risks with the transition are assessed, addressed to, and are documented. The clients will be engaged and communicated through the process of transition. The process of transitioning to or from the provider will be reviewed once applied for. If practical, CCWA may conduct an exit interview with the client or their family/support network.

Client's Money and Property Management

Our employees and workers are trained and inducted to appropriately manage, protect and account for the client's money or other property, where they have access to and responsibility for safeguarding clients' money.

Workers are only authorised to use the client's money or other properties with the consent of the client and for the purposes intended by the client's parent or guardian at the start of any new planned activities.

Where clients live independently, we will support the clients to access and spend their own money as agreed. At CCWA, employees and workers are not allowed to provide any financial advice or information other than that which would reasonably be required under the client's plan.

On moving into a SIL/SDA home, we may take an inventory of your belongings and ask for confirmation of CCWA provided furniture and fittings (in non-shared living areas). Any intentional damage caused by a client will incur a request for reimbursement at replacement cost

Clients are supported to jointly form House Rules to promote the most harmonious living arrangements to help enable all clients can thrive.

Support Coordination

CCW provide Support Coordination and maintains a strict conflict of interest process to ensure that the NDIS standards are met to separate the function of Support Coordination and SIL and Community Service provision. There are two types of Support Coordination.

1. Standard Support Coordination helps clients connect with providers and build skills to manage their plan.
2. Specialist Support Coordination is for higher, intensive level or complex supports requiring specialized clinical or therapeutic expertise.

Welcome

At CCWA we aim to provide Person Centred Supports, this includes client and staff matching to the best location and house available.

You will have been assigned a dedicated Team Leader who is your point of contact, they will be visiting you regular in your new home, if you have any questions please contact your Team Leader.

Welcome to your new home!