

NDIS PARTICIPANT HANDBOOK

WESTERN DISTRICT HEALTH SERVICE



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Welcome to Western District Health Service

Western District Health Service (WDHS) has a proud reputation as one of Victoria's leading and innovative Rural and Regional Health Service providers. We have a strong commitment to our vision of 'Creating healthier communities'. Feedback from our community and users of our service is important in assisting us to meet our vision.

It is our aim to provide the most comprehensive range of high quality person centred and safe healthcare services within our capabilities to our community.

Our Mission

To support our community's physical, mental and social wellbeing by:

- Providing high quality and innovative services;
- Building enduring partnerships; and
- Delivering customer service excellence.

Our Vision

Creating healthier communities

Our Values

Integrity

- We will be open and honest and will do the right thing for the right reason.

Innovation

- We will be an industry leader by breaking new ground and improving the way things are done.

Collaboration

- We will actively work together in teams and partnerships.

Accountability

- We will take personal responsibility for our decisions and actions.

Respect

- We will value all peoples' opinions and contributions.

Empathy

- We will endeavour to understand other peoples' feelings and perspectives.

What you can expect from us

As someone who accesses services under the National Disability Insurance Scheme (NDIS), you are known as an NDIS Participant. Our services are person-centred; focussed on allowing you to live the life you want and assisting you to achieve your goals.

You can expect a professional and confidential service when you choose WDHS. Our staff are trained in the mandatory 'Quality, Safety and You' NDIS worker orientation module, NDIS Code of Conduct and other disability related competencies.

Your rights

As a consumer with WDHS, you have rights protected by law and governed by the NDIS Practice Standards. WDHS aligns with the NDIS Commission aims of upholding the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. For the comprehensive NDIS Participants Charter of Rights please refer to the NDIS Commission website.

<https://www.ndiscommission.gov.au/participants/right-participants>

You have the right to services and supports that are consistent and reliable, build on your strengths, enable you to reach your goals and are designed around who you are as a person.

You have the right to use an advocate or seek advocacy services. Please request a 'WDHS Advocacy Services' brochure or consult the NDIS Commission website for further information.

<https://www.ndiscommission.gov.au/participants/disability-advocacy>

Choice and control

As part of our person-centred approach, WDHS will involve you in decisions and discussions about your care. You have the right to choose your health care worker (where possible) to enable the best possible service for you.

Respect and identity

We are committed to providing a welcoming, inclusive and respectful service. Respecting your culture and identity is paramount. You have the right to receive services that respect your lifestyle and dignity.

Safety

Our aim is to make you feel safe and welcome, providing a service that is inclusive, free from abuse discrimination and neglect.

WDHS will provide a clean and safe clinical area for service provision. The Quality and Safety Committee oversees risk management for the organisation.

Child safety

WDHS has a 'Zero tolerance child safety' policy in accordance with the Child Wellbeing and Safety Act 2005 and Victorian Child Safe Standards 2015. We have clear policies and procedures to ensure:

- A supportive environment for children, staff or families who report allegations of abuse or child safety concerns
- Staff, volunteers, families and children are supported to report abuse allegations, and feel comfortable doing so
- Notification of suspected child abuse to authorities, including the police, that comply with legal requirements. WDHS continuously improve processes in which the safety of children is promoted and maintained.
- The risk of child abuse is reduced; and allegations of child abuse are properly responded to

Involving others in your service

You have the right to choose who is involved in your service, including family, friends and carers. You also have the right to withdraw or amend your instructions in relation to information sharing with these parties at any time. Please contact our Intake Department in writing to alter your sharing permissions.

Privacy and confidentiality

WDHS is committed to protecting the privacy of personal and health information that is collected, handled, used or stored across all services, regardless of its method of capture including electronic, scanned, verbal, and paper based information. We respect our consumer's right to privacy. Anyone with access to personal and health information, must take reasonable measures to ensure the privacy and security of the information. Your WDHS NDIS Service Agreement includes an authority to share information with parties you nominate.

We request certain information from you to ensure a holistic approach to your care and to assist us in understanding what level of treatment is necessary to achieve your goals. We collect personal information to comply with identification requirements.

The WDHS 'Privacy Policy' reflects the requirements of the Health Records Act 2001(Vic) and the Privacy and Data Protection Act 2014 (Vic).

There are times where your information is required to be shared in accordance with legislation. Please refer to the NDIS Commission '[Protection and Disclosure of Information](#)' rules and [NDIS Website](#) for details on sharing participant information.

Complaints and feedback

WDHS is committed to providing an accessible, responsive service using the Open Disclosure process to ensure transparency and accountability to consumers and staff whilst respecting privacy and confidentiality.

The WDHS Complaints Policy details the avenues available to consumers to make a complaint or provide feedback directly to our health service and how this complaint is managed. NDIS participants can make a complaint or provide feedback in person by speaking with a staff member, via a WDHS feedback form (available at all reception areas and on request) or by calling the Quality Department on (03) 5551 8222.

If you choose to, you can make a complaint directly to the NDIS Commission about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services or supports that were not delivered to an appropriate standard
- How an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

See the '[Relevant links and information](#)' section further in this document for more information.

Incident and Risk Management

The WDHS risk management program focuses on ensuring safe, quality care and services. WDHS is committed to ensuring that risk management is integral to its corporate and clinical governance, operational objectives, plans and systems.

Western District Health Service's (WDHS) approach to risk management is consistent with:

- The Australian/New Zealand Risk Management Standard: AS/NZS ISO 31000:2009 (revised 2018)
- The directions issued under the Financial Management Act 1994
- The National Safety and Quality Health Service Standards
- The National Disability Insurance Scheme—Risk Management Rules 2013
- The National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

WDHS is committed to a structured incident management and review process that is used to communicate either potential or actual harm, loss or damage. WDHS has a policy and system for reporting clinical and non-clinical incidents and hazards which aims to identify risk, improving safety of the provision of care and identifying issues that may impact the health and safety of employees, volunteers and contractors. Early identification of such incidents allows the organisation to immediately investigate the circumstances of the incident and if necessary institute corrective action to prevent similar occurrences in the future.

Your responsibilities

WDHS has a zero tolerance policy to aggression towards our staff. The 'Consumer Rights and Responsibilities' brochure, available at reception areas, details the responsibilities of WDHS consumers including:

- To respect the human worth and dignity of the service provider staff and other clients
- To treat service provider staff and other clients with courtesy
- To be responsible for any decisions you make
- To play your part in helping the service provider to provide you with services
- To ensure that service provider staff have a smoke free and safe working environment

Transition process

Entering our service – Intake process

There are several ways to refer to our service:

- If you are 3rd party managed, your Support Coordinator will liaise with our Intake Department
- If you are self-managed, you can call or email our Intake Department on 5551 8227 / wdhs.ndis@wdhs.net
- If you are managed by NDIA, you can call or email our Intake Department on 5551 8227 / wdhs.ndis@wdhs.net

Our Intake Department require certain documentation about you and your plan, this will be discussed with you. Information collected is kept secure and confidential. You can provide

instructions on the parties you wish information to be shared with through your Service Agreement with us. You can change your instructions on information sharing at any point in time by contacting our Intake Department.

We acknowledge the risk involved with transitioning from one provider to another and will work closely with you to ensure continuity of service.

Exiting our service

We respect your right to choose your service provider, so if at any stage you wish to transition to another provider, or cease services, please contact us and we will assist you as much as possible. Any information you may require to assist your transition will be provided upon request in accordance with the Privacy Act and your information sharing directive.

Should you wish to return to us at any time our staff will be happy to support you again through the intake process.

There may be situations where we are no longer able to provide you with the services you require. This may be due to lack of suitable healthcare workers. In this situation, we will work with you to endeavour to find a suitable alternative provider.

Relevant links and information

NDIS Commission – participant welcome pack

<https://www.ndiscommission.gov.au/document/1336>

NDIS Commission – Speak Up resources

<https://www.ndiscommission.gov.au/resources/speakup>

NDIS Commission – Disability Advocacy

<https://www.ndiscommission.gov.au/participants/disability-advocacy>

NDIS Commission – How to make a complaint

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

NDIS Booklets and Factsheets

<https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets>

NDIS Code of Conduct

<https://www.legislation.gov.au/Details/F2018L00629>

Western District Health Service website

<https://wdhs.net/v2/services/ndis/>