

Welcome

Thank you for choosing St Mary's House of Welcome to work with you and support you as your National Disability Insurance Scheme (NDIS) Service Provider.

We offer our experience and a professional and comprehensive service range, designed to assist you to achieve your goals. Our clients are the most valuable part of our organisation, and we will work with you to ensure your satisfaction and from now and for as long as you want to receive our services.

The intention of this information pack is to keep you and your family be informed about our services, key policies, and your rights and responsibilities. Please keep this information pack for your future reference. Our staff will be happy to answer any of your enquiries.

I encourage you to contact us at any time with your questions, comments, or feedback. Please do not hesitate to call your Support Coordinator on 9417 6497.

Thank you for choosing to work with us. We are very pleased to be able to support you to achieve your goals and to help you to make the most your NDIS funding, to achieve maximum independence.

We know your experience with us will be supportive, focused on your needs and responsive to your requirements.

Again, thank you and welcome!

Yours sincerely,



Robina Bradley

CEO

If you need any assistance with communications

We can assist with arranging interpreters, contacting the national relay hearing service or providing information in easy read formats.

- Telephone Interpreting Service (TIS): If you require an immediate phone interpreter, please contact TIS National on 131 450 or 1800 131 450 (Automated Service)
- National Relay Service: If you are deaf, or have a hearing or speech impairment, please contact us through the National Relay Service: Ph: 133 677 and then ask for (03) 9417 6497.

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St Mary's House of Welcome Contact Details

Hours of Operation	Monday to Friday 8.30am to 4.30pm & Saturday 8.30am -12.30pm
Address	165- 169 Brunswick St, Fitzroy VIC 3065
Postal Address	PO Box 60, Fitzroy, Vic, 3065
Telephone	(03) 9417 6497
Fax	(03) 9416 3263
Website	www.smhow.org.au
Email	operations@smhow.org.au

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Emergency Contact	<p>If you need assistance after hours, please call the following:</p> <p>Lifeline Crisis Hotline: 13 11 14</p> <p>St Kilda Crisis Centre: 1800 627 727</p> <p>Mental Health Psychiatric Triage 24 hours/ 7 days a week: 1300 558 862</p>
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Introduction to St Mary's House of Welcome

St Mary's House of Welcome is a not-for-profit organisation. Operating for 60 years and inspired by the spirit of the Daughters of Charity, St Mary's House of Welcome operates as a registered NDIS provider and seeks to further social justice by offering support, solutions, and hope.

St Mary's House of Welcome also operates as an open access service for people experiencing disadvantage and supports with practical support including meals, program and recreation activities, outings, information and referral, emergency relief, support services, drug and alcohol service referral and support and a psychosocial rehabilitation service (PDRS), NDIS transition and programs for clients supporting their mental health care. The Centre operates six days a week, Monday to Saturday.

With a non-judgmental 'open door' service approach to our community, St Mary's House of Welcome is a place where everyone is welcomed, opportunities for social connection are created, and practical support, activities/structured programs and information and referral to external agencies are provided.

Mission

St Mary's House of Welcome seeks to further social justice by standing with people offering support, solutions, and hope. We work to enable our clients to be nourished and safe, to have the services they identify to support them in their daily life and to their full potential. Our values guide our approach to provide respect, build relationships, to be welcoming, to provide hopefulness and responsiveness in our services.

Guiding Principles

Advocacy & Empowerment	Respect client's right to provide feedback, to complain, access an advocate and have choice and control of their supports
Collaborate with Others	Build partnerships to deliver better outcomes for people, collaborating with our supporters, our Catholic network, and tertiary service providers
Community Inclusion & Participation	Develop the capacity of people to participate in the community and in employment
Individual Risk and Needs Assessment	Providing interim support, referral and emergency relief conscious of mental health and the needs arising from substance abuse
Individual Skill Development & Capacity Building	Maximise independence and social and economic participation
Non-judgmental	Build trust to show we care and understand the most pressing needs
Open Access	We welcome all and prioritise people who are most vulnerable

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Operate Efficiently	Build sustainable services using our resources wisely, measure our operational efficiency and client service effectiveness
Person Centred & Strengths Based	Collaborate with clients to co-create services enabling them to pursue their goals and utilise their strengths
Purposeful Support	Individualised and group support towards realistic client outcomes targeting basic needs of people for food, cleanliness, clothing, safety and company
Support Diversity	Respect cultural, religious and sexual diversity and equality, build and maintain connections to people's unique community
Supported Referral & Transitions	Where needs fall outside our scope or expertise, or are better met by others, we assist people to access suitable vetted service providers.
Value Our Staff	We value accountability, capability development, teamwork and workplace safety

Our NDIS Team

We employ experienced staff that are aligned to our values and service Mission and take care in matching our clients' individual needs with the skills, experience, and qualifications of our staff. Our recruitment and induction processes are rigorous and include pre-employment screening: National Police Check, Proof of Identify, NDIS Worker Screening Check, Reference Checks and completion of the NDIS Commission Worker Orientation Module 'Quality, Safety and You'. All staff must comply with the St Mary's House of Welcome and NDIS Codes of Conduct for workers. Staff are also required to participate in our ongoing professional development activities, including the mandatory training required as an employee of St Mary's House of Welcome.

We guarantee our staff will always be:

- Inclusive
- Reliable and flexible
- Punctual and consistent
- Respectful of your privacy
- Professional and friendly

Key People & Contacts

Name	Role	Responsibility	Contact Details
Robina Bradley	Chief Executive Officer	The management and governance of St Mary's House of Welcome and management of all staff.	P: (03) 9417-6497
Kirsty Pleiter	NDIS Manager	The delivery of St Mary's House of Welcome programs including the NDIS Services and staff.	P: 9417 6497 E: kirsty.pleiter@smhow.org.au
Brian	NDIS Senior Support Worker	Supporting clients and delivering NDIS funded services.	P: 9417 6497 E: brian.reilly@smhow.org.au

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Name	Role	Responsibility	Contact Details
Niamh	Support Co-ordinator	Co-ordinating and putting in place NDIS participants funded supports.	P: 9417 6497 E: niamh.oconnor@smhow.org.au
Justine	Support Co-ordinator	Co-ordinating and putting in place NDIS participants funded supports.	P: 9417 6497 E: justine.rice@smhow.org.au
Ebony	Support Co-ordinator	Co-ordinating and putting in place NDIS participants funded supports.	P: 9417 6497 E: ebony.crothers@smhow.org.au
Lan	NDIS Support Worker	Supporting clients and delivering NDIS funded services.	P: 9417 6497
Andrew	NDIS Support Worker	Supporting clients and delivering NDIS funded services.	P: 9417 6497
Minh	NDIS Support Worker	Supporting clients and delivering NDIS funded services.	P: 9417 6497
Jack	NDIS Support Worker	Supporting clients and delivering NDIS funded services.	P: 9417 6497
Donna	NDIS Program Coordinator	Coordinating and delivery client group programs	P: 9417 6497 E: donna.sesto@smhow.org.au

Operating Hours

Our NDIS Service typically runs from Monday to Friday 8.30am to 4.30pm and Saturday 8.30am -12.30pm, with some additional after-hours and weekend activities, such as camps, arranged when required.

NDIS Services

The aim of St Mary's House of Welcome NDIS Program is to improve the person's quality of life, help them to understand and manage their mental health and build their level of independence in the community.

Program Goals

- Increase Choice & Control:** Build capacity to exercise greater choice and control, and develop decision making and problem-solving skills. (Support Co-ordination)
- Social and Community Access:** Participate in social, community and civic activities, developing social skills, volunteering, voting, and following a personal interest or hobby.
- Maintain Relationships:** Build and keep friendships and relationships with friends and family to reduce loneliness and have someone to contact when needed.
- Individual Skill Development:** Maintain or improve personal health and wellbeing, enjoyment, and satisfaction with improved quality of life and personal health. Be able to access health services when needed and increase your independent daily living skills reducing the need for support with skills including:

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- ability to do domestic tasks
 - manage personal care, medications, and health management
 - control finances or money
 - travel independently & use transport
 - get out of the house without support
 - enhance communication skills
 - reading & writing - Living & Communication Skills Program
 - use of technology
 - prepare for, find, or retain a voluntary or paid job in supported employment or open employment
 - attend education or training and learn a new skill or gain knowledge
5. **Housing Support:** Retain or prepare to live independently in a home that is safe, meets your needs and is suitable for the next 5 years.
6. **Obtain other supports through Support Co-ordination**
- **Household Tasks:** Organise paid support for household tasks, cleaning, garden maintenance etc.
 - **Therapeutic Support:** Access Occupational Therapy, Physiotherapy, Psychology support
 - **Personal Support Worker:** Support at home or in accessing the community
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Eligibility Criteria

To be eligible for St Mary's House of Welcome NDIS Program you must:

- have a permanent and significant mental health issue
- be an Australian citizen, or hold a permanent visa or a Protected Special Category visa
- be under 65 years of age and over 18 years of age
(Existing participants over 65 years of age may be those that have unsuccessfully applied twice for NDIS eligibility will continue to have access through Continuity of Support (COS) funding)
- need support from a person or equipment to do everyday activities
- not require restrictive interventions or complex behaviour support
- be able to administer medication themselves and not require complex health support
- be independent with personal care and able to independently transfer if in a wheelchair
- live in the inner Melbourne community within approximately 7.5 kilometres of St Mary's House of Welcome to ensure that people use their local services to build their community connections and local supports.

A supported referral to suitably vetted service providers will be offered where the person does not meet eligibility criteria, or where their needs fall outside our scope of expertise, or are better met by others.

Access & Waitlisting

The following order of priority of access will apply to the program:

1. Existing participants in the current St Mary's House of Welcome Day to Day to Living Program who will be supported to apply to the NDIA at least twice and to appeal any ineligibility decision.
2. NDIS eligible people who currently access St Mary's House of Welcome other services including those that attend St Mary's House of Welcome for meals and social and recreation activities, those that have an NDIS Plan and receive support from another NDIS provider.
3. Other people who meet St Mary's House of Welcome eligibility criteria

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- Priority of access will be given to adults with a severe and persistent mental illness condition that are either homeless, isolated in the community, or disadvantaged.
- A waitlist will be maintained with the request date recorded and Registration Form completed. This will be reviewed as vacancies become available, and communication with those on the waitlist maintained. Interim support, referral and emergency relief will be provided and any immediate housing, mental health or needs arising from substance abuse will be addressed.
- Interpreters and advocates will be provided where necessary and key materials translated into community languages where required and practical to do so.

Schedule of NDIS Service Fees

St Mary's House of Welcome is currently registered for these NDIS Support Categories:

- | | |
|--------------------------------------|--|
| 1. Assist - Life Stage, Transition | 7. Participate Community |
| 2. Assist - Travel/Transport | 8. Support Coordination |
| 3. Assist - Personal Activities | 9. Innovative Community Participation |
| 4. Assist - Personal Activities High | 10. Assistance with Accommodation and Tenancy Obligations (Soon to register for this category) |
| 5. Development - Life Skills | |
| 6. Group/Centre Activities | |

General Charges & Fees

NDIS Prices	<p>The service fees charged will be at the latest NDIS Price Guide rate and relevant support category. These fees will be claimed on a fortnightly basis via the NDIS Portal or by invoice to a Plan Manager, or the person directly (if self-managing their NDIS package).</p> <p>The prices listed in the attached St Mary's House of Welcome Fee Schedule are dictated by the NDIS Price Guide which is subject to change by the National Disability Insurance Authority (NDIA). These prices will change with updates from the NDIA and be charged accordingly. The NDIA will increase participant's NDIS Funding to cover this increase.</p> <p>Note that the rates generally used are for weekday 9.00am – 5.00pm only. The relevant weekend, after hours weekdays, weekend and public holiday rates will be charged as required.</p> <p>The services provided are GST exempt, as per the Australian Tax Office information about GST and the NDIS.</p>
Temporary Transformation Payment for Community Participation Supports	<p>From 1 July 2019, St Mary's House of Welcome will claim the higher NDIS support price limit permitted through a Temporary Transformation Payment (TTP). The TTP is a loading to assist providers with the costs associated in transitioning to the NDIS.</p> <p>The TTP support item number is the support base number with the addition of the letter T.</p>

Activity Costs - Social and Community Access & Participation	<p>Social and Community Access and Participation Activities have costs such as entrance fees, event tickets, cooking ingredients, art, and craft supplies, etc. that are not normally included as part of a Participant's NDIS funded supports. These must be paid separately but may be claimed against your NDIS funding package in some instances or be the responsibility of you or your representative to pay.</p> <p>Community and Social Activity Costs will be charged to a NDIS package where the activity directly relates to the participant's goals, and if the person is at risk of social isolation. Or, where it can be demonstrated that a participant cannot afford the expense related to the activity and the consequence of not paying would result in them not attending, leading to increased social isolation. This can also be charged when the person is trying new recreational pursuits; and engaging in broader community participation. This should be specified in the person's plan wherever possible. See Schedule of Fees for details.</p> <p>Hours in a Community Access budget will be converted to a fee and claimed by St Mary's House of Welcome for the activity costs.</p>
Cancellations	<p>Due to the rostering of staff and activity expenses, we request that all services are cancelled with 24 hours' notice for a service. Fees will be charged for cancelled activities according to NDIA guidelines and the current NDIS Price Guide.</p>
Establishment Fee for Community Access	<p>This payment covers once off costs to assist new participants in their first year to design and implement their NDIS Plan. This fee applies to all new NDIS participants will be charged according to the NDIA guidelines and the current NDIS Price Guide.</p>
Non-Face-To-Face Support Hours	<p>From 1 July 2019, St Mary's House of Welcome will claim, where applicable and agreed with the participant, billable non-face-to-face activities, provider travel, cancellations and report writing including that undertaken by Support Coordinators and other staff.</p> <p>Billable non-face-to-face activities must relate specifically to the non-face-to-face services delivered, and do not include general administrative tasks. This includes writing a report about the client's progress for the NDIA/LAC Planner or St Mary's House of Welcome Co-workers and research linked to the person's goals rather than activities such as enrolling, progress note writing and staff rostering.</p> <p>The amount charged is based on the time spent delivering the non-face-to-face support each time and claimed as hours of support against the relevant support item.</p> <p>Community and centre-based supports include a non-face-to-face component in the price. St Mary's House of Welcome will therefore not make any additional or separate claims for non-face-to-face activities linked to this support.</p>
Travel & Transport Costs	<p>Staff Travel to and from Clients</p> <p>Effective from 1 July 2019 where clients agree, St Mary's House of Welcome will claim for the time spent travelling to each participant, for core supports - as indicated by the travel column in the NDIS Support Catalogue. Only the actual travel time can be claimed, up to a maximum of 30 minutes within city areas.</p>

	<p>Accompanied Transport</p> <p>A worker accompanying a client on a community outing and/or transporting a client from their home to the community, will be charged at an hourly rate against the type of support item being delivered. This will be at a maximum amount that can be claimed for return travel within city areas of 30 minutes.</p> <p>Where St Mary's House of Welcome we will also claim time spent travelling from the last participant, to St Mary's House of Welcome centre, their usual place of work. Costs will also be shared equally between clients when travelling from one client to another in the same area.</p> <p>A separate claim for the travel will be made under the type of support category being provided at the set hourly rate.</p> <p>Contribution Towards Transport Costs</p> <p>A contribution towards the cost of transport for staff includes tickets, road tolls, parking fees and running cost of vehicles, can be charged against the Participant Transport – Level 1-3 budget, or as out of pocket expense and invoiced to the client.</p> <p>Where a St Mary's House of Welcome vehicle is used to Pick Up and Drop off a client to the Centre, or an activity, this will be charged to the appropriate NDIS Price Guide Support Item.</p>
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(Please see the St Mary's House of Welcome website for the current Fee Schedule and further details of the NDIS Support Items used for each activity and related costs.)

Personal Information, Assessment of Needs & Risks

We are required to collect some of your personal information, to assess your support needs and identify any risks related to providing support to you. This will help us ensure you have the correct NDIS funding to achieve your goals and to better meet your needs.

Transition to/from the Service

When you first commence or leave the service we will, with your consent and permission, document the referral to and from other services providers and plan the transition in collaboration with you when possible.

These transitions will be properly communicated and effectively managed so that any risks associated with each transition are identified, documented, and responded to.

Our Intake and Exit Policies and Procedures for transitioning are well developed, applied, reviewed, and communicated to all staff. This may include the completion of the following with you:

- Referral & Personal Details Form
- Service Quotation
- Participant Risk Assessment
- Support Plan
- Service Agreement & Consent Form

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Transition Plan when leaving the service

Management of Money and Property

We prefer not to have responsibility and access to your money or other property but have processes in place to ensure that it is managed, protected, and accounted for with a policies and procedures in place. Staff are instructed to ensure your money or other property is only used with your consent and for the purposes you intended.

We will support you to access and spend your own money as you determine and build your budgeting and money management skills if you wish.

Staff are not permitted to give financial advice or information other than that which would reasonably be required under your NDIS plan.

Conflict of Interest

As SMHOW is registered to provide both Support Coordination and Direct Supports there is potential for a real or perceived conflict of interest when we provide both services to the one person.

Support Coordination still works within SMHOW's vision and values, however, to prevent any conflict we treat the two areas as separate areas, with separate roles, functions, operations, information storage, and administrative activities.

If information related to Support Coordination is accessed by someone who is not an authorised Support Coordination staff member it is treated as a breach of privacy and reported via SMHOW's incident reporting system.

We also ensure complete transparency by informing you that:

- You can choose to use either SMHOW or another provider for support coordination,
- You can choose to use either SMHOW or other providers for direct supports,
- There are many other registered service providers (listed on the NDIS website), who offer similar or identical direct supports, and you are free to choose whichever provider you want,
- If you choose to use SMHOW for support coordination you do not have to use any other SMHOW direct supports.

You will be given at least four service provider options, where there is choice of provider, along with explaining what supports are on offer.

We also expect all staff to adhere to our Code of Conduct to avoid any real or perceived conflicts of interest, and to report any which may be identified to the Chief Executive Officer.

Service Agreement

We will prepare a Service Agreement for you to sign which explains how your NDIS funding is to be used by us and what services you want us to provide. It will include details about:

- What services are to be delivered
- The cost, NDIS Support Category and payment arrangements
- How to cancel a session or end the service

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- Your rights and responsibilities

Where the service agreement is created in writing, you will receive a copy of the agreement signed by you and our staff. Where this is not practicable, or you choose not to have an agreement, a record is made of the circumstances under which you did not receive a copy of the agreement.

Support Plans

We will develop a Support Plan with you and your family or advocate which will identify your goals and what you want to achieve from coming to St Mary's House of Welcome. This will be based on your priorities and your NDIS Plan.

We will need a copy of your NDIS Plan to confirm your goals and what support you are funded to receive. You will also be asked to agree with the Support Plan and to sign it with a copy provided to you as well. The Support Plan will include:

- your goals and needs
- the exact types of services you will receive
- who will provide which services
- when your services will be delivered

Your Support Plan will be reviewed at least annually or when your circumstances or goals change.

Success Measures

We want to show if you have developed any skills, confidence, or abilities, and what you have achieved from participating in the NDIS program, so we will ask you to complete some short surveys including the Life Skills Profile LSP-16 when you start, and then again towards the end of your NDIS Plan so we can both see any improvements.

Recording and Reporting

We use a computer information management system called SupportAbility to securely record and store the following information:

- Client Personal details, emergency contacts
- Support needs, risks/alerts
- Goals and Support Plans
- Attendance and completion of activities
- Recording hours against your NDIS plan and claiming funding through the NDIS My Portal
- Progress notes on changes to support needs, achievement of goals and outcomes

Reports can be generated quarterly to you, so that you understand the hours and funding spent, and balance remaining in your NDIS Plan. We are also required to prepare a report for your NDIS Planner and your NDIS Plan review meeting on what you have achieved and provide recommendations for your future support needs.

Your permission to record this information will be obtained with a consent form when you start.

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Your Rights & Responsibilities

At St Mary's House of Welcome, we aim to provide an excellent, respectful, and caring service, which demonstrates our belief in the intrinsic worth of people by respecting differences, cherishing individually and nourishing dignity.

We are passionate about upholding the rights of our clients and encourage people to understand their rights. We also want to equip you with information on what to do if you feel that your rights may have been violated.

People with a mental health issues have the same rights as other people in their community including the right to freedom, respect, equality, and dignity and to fulfil their potential, to exercise control over their own lives, and to live free from abuse or neglect.

We recognise and support the specific laws that are in place to protect the rights of people with a disability including the:

- UN Convention on the Rights of Persons with Disabilities 2007
<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>
- Victorian Charter of Human Rights and Responsibilities Act 2006
<http://www.humanrightscommission.vic.gov.au/index.php/the-charter/>
- Victorian Disability Act 2006 <http://www.legislation.vic.gov.au/>

You have the right to:

- Be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientations, religion, personal values, age, disability, and economic or veteran status
- Receive humane care and treatment, with respect and consideration
- Access supports that are free from violence, abuse, neglect, exploitation, or discrimination
- Have your rights recognised in accordance with the Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Expect that your personal privacy will be respected, and confidentiality protected
- Practice your culture, values, and beliefs while accessing supports
- Be provided with a safe environment when you visit St Mary's House of Welcome
- Be included in decision making about the service you receive including preferred gender of worker (where available) and choose to use or not to use our service
- Have autonomy, including your right to intimacy and sexual expression
- Expect us to work in a collaborative manner with your healthcare professionals and respect their contribution
- Receive a prompt and efficient service and accurate, accessible, and relevant information in a timely manner regarding the scope and availability of services
- Make a complaint about the service received from St Mary's House of Welcome and expect that this complaint will be investigated appropriately and in confidence without retribution
- Review and amend your records with a St Mary's House of Welcome representative in attendance
- Have an advocate, interpreters, cultural liaison worker, family member or friend present at your service planning meeting if desired
- Actively participate in the development and provision of our services

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- Be informed about any legal reporting requirements
- Undertake a review of the supports and services being offered at least annually or as your needs change.
- Where possible, St Mary's House of Welcome will give you a minimum of 24 hours' notice if there is a change to a scheduled appointment, support or services which was agreed to be provided.

As a client at St Mary's House of Welcome you have an obligation to:

- Be respectful of others, including St Mary's House of Welcome staff and other participants and St Mary's House of Welcome property
- Maintain confidentiality regarding information about other participants
- Provide complete and accurate information to ensure the most appropriate service can be delivered including about your NDIS Plan and goals
- Ask questions to ensure my understanding of the services provided and the claims process
- Inform St Mary's House of Welcome when I am unable to keep a scheduled appointment. Where possible, give St Mary's House of Welcome 24 hours' notice if I cannot make a scheduled appointment. I agree to do this by contacting St Mary's House of Welcome directly on 9417 6497.
- Attend the service in a fit state (not unwell, intoxicated/under the influence of drugs or unable to participate fully) and inform our staff of any changes to your situation or risks that may/or will have an impact on them
- Provide consent to obtain accurate and up to date information about yourself to receive the best possible support including changes such as health or behaviour support needs, nominated representative, address and contact details etc.
- Arrive and depart at the designated Program start and finish time
- Pay additional expense invoice fees to St Mary's House of Welcome by the due date
- Raise any concerns or suggestions for improvement about the service being provided to the NDIS Team Leader (in complete confidence).
- Notify St Mary's House of Welcome immediately if there are any changes to your NDIS plan, including suspension, my old NDIS plan is being replaced by a new NDIS plan or I stop being a NDIS participant.
- Allow St Mary's House of Welcome to make service bookings on My Place portal, the NDIS online service. All bookings will be scheduled as outlined in the Services Agreement- Schedule of Support.

Feedback Policy

St Mary's House of Welcome actively supports your right to provide feedback about our services. We encourage you to provide feedback, both positive and constructive, if you are unsure about our processes or have a question about a decision we have made. St Mary's House of Welcome is receptive to feedback as it helps us to make our service better for you and for all service users.

We encourage you to provide feedback about our policies and procedures and the systems you use to interact with us. We strive to make our systems as accessible and user friendly as possible and would be grateful to hear any ideas you have, to assist with improving the way we work.

We take all feedback and suggestions for improvement seriously and we do our best to resolve any issues that may arise. All feedback will be dealt with promptly and fairly and without consequence. 'Without consequence' means you will not lose services or be treated negatively because of any feedback you provide to us.

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We will keep your feedback confidential and only relevant people within St Mary's House of Welcome will be informed. We will only tell other people about any matters raised if we have your permission to do so. The only time we will tell anyone about your feedback without your permission is when we believe that someone is at risk of serious harm or if we believe a criminal offence has occurred.

How to provide feedback to St Mary's House of Welcome

There are many ways to provide feedback to us. St Mary's House of Welcome "Consumer Feedback Policy" and "Feedback Form" can be obtained by requesting a copy in person, contacting (03) 9417 6497 for a copy to be sent to you or by accessing our website www.smhow.org.au. You can choose the easiest way for you.

- Speak to staff directly or anyone you feel comfortable with
- Phone our office on (03) 9417 6497
- Email us at: operations@smhow.org.au
- Write to the CEO at St Mary's House of Welcome, 165 -169 Brunswick St, Fitzroy VIC 3065

What happens when you make a feedback?

We will respond to your feedback as quickly as possible. Our Feedback Procedure requires that we:

- take immediate action where there appears to be a high risk of harm, neglect, or abuse
- aim to acknowledge feedback within the next business day from receipt
- call you within two business days of acknowledgment
- aim to resolve concerns within 21 business days of receiving the complaint
- if you are dissatisfied with the outcome of your feedback you can ask for a supervisor or manager to review your complaint and how it was handled and/or write to the CEO if your concerns are not addressed
- after this, if you are still not satisfied, you may seek assistance from the NDIS Quality and Safeguards Commission. You can also speak with them directly if you would prefer or are not happy with the way we do anything

This is free and confidential service to assist people to resolve a concern.

- NDIS Quality and Safeguards Commission Ph: 1800 035 544
<https://www.ndiscommission.gov.au/about/complaints-feedback/contact>
- Australian Human Rights Commissioner Ph: 1300 369 711 www.humanrights.gov.au/complaints/make-complaint
- You may also apply to the Victorian Equal Opportunity and Human Rights Commission Phone: 1300 891 848, TTY: 1300 289 621 or email: complaints@veohrc.vic.gov.au if you believe your rights have been breached.

Advocates

You can get help to complain from our workers, your family, or friends, from an advocate or from the NDIS Commission. Independent advocates are available to support you with accessing services, providing feedback, or discussing any concerns you may have with our service or any NDIS or government funded service.

An advocate can assist you by:

- giving information about rights and responsibilities
- listening to your concerns

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- helping resolve problems or complaints
- speaking with a service provider if they wish
- referring clients to other agencies when needed.

You can access an advocate through the following services:

- The National Disability Advocacy Program Finder: Email: <mailto:disabilityadvocacy@dss.gov.au> or at: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>
- Disability Justice Advocacy Inc., Unit 2, 28A Albert Street, Preston 3072 VIC. Ph: 03 9474 0077 or 1800 808 126, Email: info@justadvocacy.com, Website: www.justadvocacy.com/
- VALID Disability Advocates, 130 Cremorne Street, Richmond 3121, Ph: 03 9416 4003, Email: intake@valid.org.au, <https://www.valid.org.au/advocacy>
- A list of disability advocacy services can be found at <http://www.daru.org.au/organisation-type/individual-advocacy>
- The Office of the Public Advocate Service, Level 1, 204 Lygon Street, Carlton Victoria 3053 Ph: 1300 309 337 or Email – OPA_Advice@justice.vic.gov.au,

Incident Reporting Policy

St Mary's House of Welcome fosters a culture supportive of incident identification and reporting which helps ensure that we're aware of all incidents that occur and are working towards continuous improvement in the safety of services to people with disability and within our office environment.

St Mary's House of Welcome incident reporting procedures require reporting incidents of any participant related incidents, that occur in connection with providing supports and services, in accordance with the NDIS Incident Management guidelines. This includes the following specific types of incidents:

- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- Unauthorised use of restrictive practices in relation to a person with disability
- The death of a person with disability

All incidents that happen in the delivery of NDIS supports and services will be recorded and managed in our incident management system. We will identify any incident and respond, including the activities undertaken to ensure the safety and wellbeing of clients and workers. We will appropriately assess and/or investigate all incidents and inform you of the outcome if you are directly involved in the incident.

To access the NDIS Incident Management Guidelines you can follow this link -

<https://www.ndiscommission.gov.au/providers/provider-responsibilities/incident-management-and-reportable-incidents>

If you would like a copy of our Incident Policy, please let us know.

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Privacy Policy

St Mary's House of Welcome is committed to providing quality services to you and we respect and support your right to privacy, confidentiality and access to your personal information. This privacy policy tells you the kinds of personal information we collect and hold, how and why we collect and hold that information and how we use it.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool>

What is personal information?

Your personal information is information about you which can identify you and includes your name, address, date of birth, and can include information about your illnesses, symptoms, disabilities, and any information collected about you to provide a service.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, and from third parties.

When you participate in activities at St Mary's House of Welcome we may record information such as your contact details, medical information, and dates of your participation in programs. If you have a Key Worker, they may also record information that keeps them up to date with your needs and enables them to assist you with your identified goals.

Why do we collect personal information?

The information collected may be used by St Mary's House of Welcome for statistical analysis and reporting, planning for future services and for program monitoring purposes or provided to relevant government departments, including the NDIA. The primary purpose is for providing our services to you, providing information to you and marketing. We may also use your Personal Information for secondary purposes, in circumstances where you would reasonably expect such use or disclosure.

St Mary's House of Welcome collects and holds a broad range of personal information in records for a variety of different purposes and activities including:

- providing you with services you may need
- the performance of St Mary's House of Welcome legislative and administrative functions
- policy development, research, and evaluation
- the management of contracts and agreements
- the management of audits (both internal and external)
- employment and personnel matters for St Mary's House of Welcome staff and contractors (including security assessments)
- correspondence from members of the public to St Mary's House of Welcome
- complaints (including privacy complaints) made, and feedback provided to St Mary's House of Welcome
- requests made to St Mary's House of Welcome under the [Freedom of Information Act 1982](#) (Cth)
- the provision of legal advice by internal and external lawyers.

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Important Information

When we collect Personal Information we will, where appropriate, explain to you why we are collecting the information and how we plan to use it. We will not ask you for any personal information which we do not need. The Privacy Act requires that we collect information for a purpose that is reasonably necessary for, or directly related to, a function or activity of St Mary's House of Welcome.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose for example an audit conducted by the NDIS Commission.
- With your consent; or where required or authorised by law.
- Where you are at risk of self-harm or harm to others

Who else sees your information?

Your information can only be seen by St Mary's House of Welcome staff in this service. Where it is deemed important to discuss or share your information with other people, this can only occur if you agree or if it is required by law.

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party. We will not seek information about you from another service provider without your consent.

Consent

In all circumstances, we will seek your consent prior to releasing personal information except in emergency situations where immediate care is required. Please let us know if you wish to withdraw or change your consent. We will keep a copy of this request on your personal file.

In some circumstances, you may not be able to give consent for your information to be used (for example, with severe illness or major injury or other impairment). In these cases, information will only be given to an authorised representative. Authorised representatives can include guardians, attorneys under enduring power of attorney, administrators under the Guardianship and Administration Act 1985, parents, and agents under the Medical Treatment Act 1988.

We may be required to disclose your personal information to funding bodies in accordance with conditions stipulated in funding agreements. In some cases, we are required by law to collect and release certain information. For example, a court or tribunal hearing.

Where is the information stored?

Your information is stored electronically in computer files and/or as a hard copy in a secure filing cabinet that protects it from misuse and loss and from unauthorised access, modification, or disclosure.

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When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most Personal Information will be stored in client files and kept by us for a minimum of 7 years.

Accidental and unauthorised disclosure of personal information

In the unlikely event of accidental or unauthorised disclosure of personal information, we will deal promptly with the situation by containing it to prevent any further compromise of information. The circumstances will be investigated and managed to mitigate any further risk.

If the breach is serious (referred to as an eligible data breach), we will notify all relevant parties, including the Australian Information Commissioner as required under the Notifiable Data Breaches scheme, review the incident and take any additional action necessary to prevent future breaches. We will endeavour to learn from incidents to improve how information is handled.

For further information on how St Mary's House of Welcome responds to data breaches please refer to the OAIC's [Data breach notification — A guide to handling personal information security breaches](#).

Access to your Personal Information

You have a right to request to see your information or to have it explained to you. If you believe information is incorrect you may request to have it amended. You cannot however delete or remove any information. In some special circumstances, there are laws that may stop us from giving information to you.

If you wish to access your Personal Information, please contact directly or via email: operations@smhow.org.au or call us on (03) 9417 6497. St Mary's House of Welcome will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website. If you wish to access this Policy in an alternative format (e.g. hard copy), please contact St Mary's House of Welcome. This Policy is available free of charge.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy or about the way your information is being managed, please contact us at:

St Mary's House of Welcome, 165- 169 Brunswick St, Fitzroy VIC 3065

Ph: (03) 9417 6497 Email: operations@smhow.org.au

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All privacy complaints are taken seriously and will be responded to immediately.

You can also make a complaint to the NDIS Commission by phone: 1800 035 544 (free call from landlines) or TTY 133 677. Or [National Relay Service](#) and ask for 1800 035 544.

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