



AXIA

ASSESSMENT & INTERVENTION AUSTRALIA

Participant Handbook

A Handbook for Participants who are supported by Assessment & Intervention Australia.



NDIS Registration Number - 4053338744

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1 Welcome

We would like to extend a warm welcome to Assessment & Intervention Australia (AXIA), your chosen provider of Behaviour Support services.

Choosing the right support is a significant decision, and we're delighted that you've entrusted AXIA with this important role.

AXIA will provide direct clinical services to NDIS participants while ensuring all governance, compliance and regulatory requirements are met. This approach allows us to offer a seamless, compliant and person-centred experience.

We believe every person has the right to live their very best life. What this looks like is determined by you: your choices, your goals and your preferences, and our dedicated teams are here to make sure you feel valued, heard, and empowered along the way.

We look forward to providing you with support.

Warm regards,

Tara-Jean Cliffe
Assessment & Intervention Australia

How to Use This Manual

This manual outlines the ways we work together, as well as providing a clear understanding of who we are as an organisation, why we exist, your rights as a participant of the NDIS, and what you can always expect from us as a registered NDIS provider.

2 About Us

Assessment and Intervention Australia (AXIA) was established with one key goal: to help people with complex disabilities live their very best lives.

Our team of dedicated professionals collaborates closely with participants, their families and other stakeholders to develop personalised support that encompass a wide range of services, including daily activities, therapy, personal care, and social and community participation.

With a focus on enhancing independence, inclusion, and overall quality of life, AXIA aims to empower participants to reach their full potential and lead fulfilling lives.

We provide all levels of support to people living in their own home, or who may be in between homes and seeking assistance gaining more stable living environment. We also work with people who may be in secure treatment settings and face barriers to their release and community reintegration.

Our team has extensive, specialised knowledge and experience supporting people who are dealing with a range of complex needs including: ,

- Dual and psychosocial disabilities,
- Substance dependency, Complex trauma, Complex behaviours,
- Participants who have contact with multiple service systems.

Each of our practice leads has more than 20 years' experience in the disability field in the government and private sectors, working with people with complex needs who may be regarded as high risk to themselves or others.

3 Principles of Practice



AXIA

ASSESSMENT & INTERVENTION AUSTRALIA

About Us

OUR PURPOSE: To create positive change and help people succeed



OUR VISION: At AXIA we are dedicated to transforming the lives of individuals with complex needs by centering our efforts on the person. Our commitment is to foster unparalleled success and well-being for each person we work with, driven by a deep-seated passion for adopting best practices that yield positive, life-enhancing outcomes. We believe in the power of personalised, person-focused support, which is why our collaborative approach involves not just working alongside you but also engaging deeply with your support networks and communities. We aim to create a nurturing ecosystem that respects the individuality of each person, empowering you to achieve your full potential. Our goal is to pave pathways of success that are as unique as the individuals we serve, ensuring that every intervention and strategy we employ is tailored to facilitate personal growth, independence, and a richer quality of life.

OUR VALUES

- We do what we say we will do.
- We listen.
- We speak up for people.
- We foster meaningful relationships.
- We achieve positive outcomes.
- We uphold the best interests of the individual.
- We pursue exceptional standards.



Meet our team! www.axiasupport.com.au



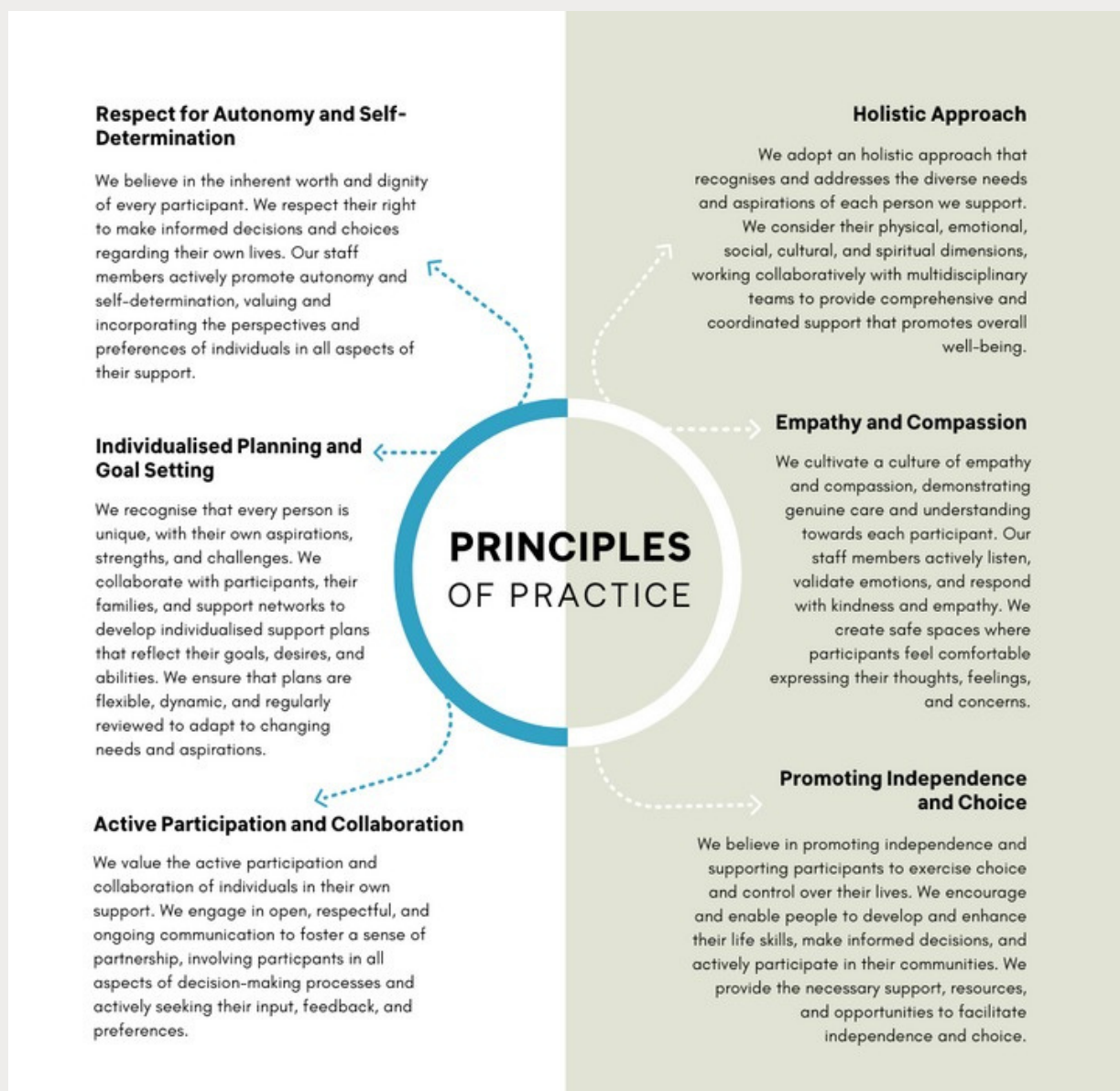
02 5562 8557

info@axiasupport.com.au

4 Our Principles of Practice

How we place you at the centre of everything we do.

Assessment & Intervention Australia (AXIA) are committed to providing person-centred support that empowers individuals with disabilities to live meaningful and fulfilling lives. Our Principles of Person-Centred Practice outlines the core values and principles that guide our service provision, ensuring that the needs, goals, and preferences of participants remain at the forefront of our practice.



5 Our Commitment to Protecting Your Rights

AXIA are committed to the practice standards and compliance requirements of the NDIS Quality and Safeguarding Commission. These standards are to protect you and your rights when you are provided with Assessment and Intervention Australia (AXIA)

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. The Commission will achieve this through:

- empowering people with disability to exercise choice and control in the support services they receive, while ensuring appropriate protections are in place;
- building the capacity of people with disability, their families, and their carers to make informed decisions about NDIS providers;
- responding to and managing concerns and complaints; .

You have the Right to access supports that:

Our **Participant Charter** outlines your rights and our commitment to upholding and protecting these.

- promote, uphold and respect your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy;
- are free from violence, abuse, neglect, exploitation or discrimination; and
- allow you to exercise informed choice and control access to timely and appropriate support is without interruption.
- Any cancellation of services will be managed in accordance with the Service Agreement.

It is our responsibility to:

- tell you about and uphold your rights;
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making;
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery;
- support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and chosen community in the ways you want to;
- treat you with fairly, with courtesy, dignity and respect and without discrimination;
- provide services that respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;

6 Feedback and Complaints

AXIA appreciates and welcomes all suggestions and feedback as valuable contributions to our governance. Your input plays a crucial role in shaping the development of our policies and processes related to the provision of services, support, and the protection of participant rights.

You also have the right to raise all your complaints or concerns in the unfortunate event of any incident occurring that did not meet your expectations of care.

AXIA is committed providing positive support experiences to our participants. Any feedback, compliments and complaints from our participants is valued. While we would always prefer to resolve your complaint directly, you are also able to make a complaint to any of the following outside agencies.

You can complete 'Feedback and Complaint' in a number of ways directly to AXIA.

If you have any feedback, or a complaint or concern about the quality or safety of services provided to you, you can make a complaint to the NDIS Commission.

Anonymous feedbacks/complaints are accepted. Provide as much detail as you wish, and/or you may use 'Feedback and Complaints website' tab.

If you have complaints or concerns about the way Assessment and Intervention Australia Disability Services treats its employees, you can contact the Fair Work Commission.

A formal investigation will commence once we receive a complaint or concern. You may also choose to have someone make a complaint on your behalf. You will be provided with information on incident management and investigation outcomes. More information:

How to make a complaint

Make a complaint (Complaint Contact Form);

NDIS Complaints Management and Resolution; Rules 2018

How to make a complaint about a provider

Compliance and Enforcement Policy V2.0 – June 2019

NDIS Complaints management

7 Incident Management

AXIA strongly encourages you to report any incidents, encompassing violence, abuse, neglect, exploitation, or discrimination, that may occur during the provision of services and supports. Our entire staff is trained to adhere to the necessary procedures pertaining to incident management.

We have established an incident management system to report, manage and resolve all types of incidents and will keep you informed of the incident investigation process and the outcome.

AXIA will identify, assess, manage, and resolve incidents where you:

- have, or maybe have experience any form of harm while receiving supports or services;
- and acted in a way that may have placed other people in connection with the provision of supports or services at harm or have caused serious harm, or a risk of serious harm, to another person;
- and reportable incidents that are alleged to have occurred in connection with the provision of supports or services include the administration of first aid.

Where violence, abuse, neglect, exploitation, or discrimination has occurred, AXIA will respond promptly to protect you from any further harm.

If a reportable incident occurs, or is alleged to have occurred,

Assessment and Intervention Australia gives details about the incident to the Commissioner. Details of certain incidents (such as the death of a person with a disability) are notified within 24 hours, while others are notified within five business days. The Commissioner will be kept updated and provided with a final report.

You and/or your representative must report any incidents including violence, abuse, neglect, exploitation or discrimination using the details provided in the 'Feedback and Complaints Policy' section of this 'Participant Handbook' and/or complete the 'Feedback and Complaints Management Form' through our website.

Alternatively, you may inform us of the incidents as follow:

Tara-Jean Cliffe

Phone: (02) 5562 8772

Email: info@axiasupport.com.au

<https://axiasupport.com.au/feedback>

8 Privacy, Confidentiality and Consent

AXIA is committed to ensuring, respecting and protecting your dignity and right to privacy. Our quality assurance systems and services are designed to comply with the 'Privacy Act 1988', the 'NDIS Quality and Safeguarding Framework' requirements, and other legal obligations.

All our employees and workers are trained to respect and protect your dignity and right to privacy with regard to all personal and confidential information.

To ensure your privacy when discussing sensitive or personal matters, Assessment and Intervention Australia Disability Services and AXIA will only collect personal information which is necessary for the quality of the services and supports provided voluntarily to you.

We will make sure that you understand and acknowledge the types of personal information that may be collected, and for what reason. This includes recorded material in audio and/or visual format.

This information will also be used to:

- Identify your needs, support requirements, strengths, goals, culture, diversity, values and beliefs.
- Manage and improve the process of planning and delivery of the services and supports.
- Manage the administrative and financial requirements of the services and supports. Disclose the information to the NDIS Quality and Safeguards Commission, NDIA or other authorities if required.
- Disclose the information to health professionals if needed.
- Disclose the information to other parties, such as your advocate.

We will provide an interpreter if required for communication, and will respect all working relationships with your own choice of interpreter or representative/s.

Personal and confidential information will only be collected, used, retained and disclosed to other parties (such as your advocate) after obtaining your consent, unless the information is required or authorised by law. In either case, we will always inform you as to the circumstances the information could be disclosed.

AXIA ensures all information is appropriately prevented from misuse, loss, removal, change or unauthorised access; as well as disclosure to, or use by, any other person or organisation. We aim to ensure that the collected information is both accurate and up to date.

9 Privacy, Confidentiality and Consent cont.

You have the option to request access to, or make amendments to, the collected information at any time by reaching out to us through email, mail, or phone using the contact details provided in the 'Provider Contact Details' section of this 'Participant Handbook'.

You can provide any feedback on the quality of service or make a complaint about a breach of privacy using the details provided in the 'Feedback and Complaints Policy' section of this 'Participant Handbook' and/or complete the 'Feedback and Complaints Management Form' online at either

<https://axiasupport.com.au/feedback>

10 Culture, Diversity, Values and Beliefs

AXIA is committed to providing you with quality services and supports that respect your culture, diversity, values and beliefs in line with the 'Cultural and Linguistic Diversity (CALD) Strategy 2018' guidelines.

The 'Cultural and Linguistic Diversity (CALD) Strategy 2018' 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.

More than a quarter of Australians (26 per cent) were born overseas, and of these, two-thirds were born in non-English speaking countries. Historically, Australians from culturally diverse backgrounds have been underrepresented in the disability sector.

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.

AXIA, we respect and support your right to practice your culture, values, and beliefs while accessing our supports.

Your specific needs, support requirements, strengths, goals, culture, diversity, values and beliefs, including the inputs from your family/support network, are identified during the Initial Assessment Process and documented in the 'Participant Support Plan'.

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

11 Violence, Abuse, Neglect, Exploitation & Discrimination

AXIA are committed to providing you with quality services and supports that are free from violence, abuse, neglect, exploitation or discrimination and have an established process to actively prevent these incidents.

AXIA recognise your right to feel safe and to live in an environment where you are protected from violence, abuse, neglect, exploitation or discrimination. We are committed to respecting human rights, and we believe that all people should be treated with dignity and respect.

AXIA seek to prevent, or mitigate, any negative human rights impacts in connection with our operations or activities while maximising any potential positive impacts where we are present. All of our workers are required to comply with this policy.

In our commitment to upholding human rights, AXIA 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 participants 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.

AXIA implements the following practices and safeguards in relation to preventing abuse, neglect, and exploitation of our participants:

Staff proactively attempt to identify and understand your communication modes and individual needs, as documented in the 'Participant Support Plan'. Recruitment, training, and supervision of staff focus on our values, including your rights to have a voice, choice and control in your life.

12 Violence, Abuse, Neglect, Exploitation & Discrimination Policy cont.

Staff members are apprised of their responsibilities in engaging with you, your significant others, families, and supporters, emphasising the importance of conducting these interactions in a manner that minimises the risk of abuse and neglect. Meetings are to be held at a location that meets with your consent. Staff are provided with education and training on recognising and responding to indicators of abuse, neglect and harm, exploitation, and rights-based approaches.

AXIA encourage and support you to report any type of incidents, including violence, abuse, neglect, exploitation or discrimination during the services and supports. (Please refer to the 'Incident Management' section in this 'Participant Handbook'.

We also respect your right to access an advocate. Please refer to the 'Your Right to Access an Advocate' section in this 'Participant Handbook'.

AXIA recognise that:

Every person has the right to receive support services free from violence, abuse, neglect, exploitation, and discrimination. The right for participants with disability to live a life free from violence, abuse, neglect, exploitation, and discrimination is legislated. Incorporating into everyday practice the right to living a life free from violence, abuse, neglect, exploitation, and discrimination. Upholding the participant's dignity as vital prior to and during an investigation of an allegation or suspicion of violence, abuse, neglect, exploitation, and discrimination. Each participant will have different considerations and expectations in relation to their risk of exposure to violence, abuse, neglect, exploitation, and discrimination which should be ascertained through assessment and consultation with the participant. Developing a support plan with the participant with specific strategies about their needs and preferences in relation to violence, abuse, neglect, exploitation, and discrimination. Staff at all levels, in any role, have the right to participate in an environment that is safe and healthy, to be treated with respect, dignity and fairness as they carry out their duties. If violence, abuse, neglect, exploitation, and discrimination is identified or disclosed, the immediate response should be to protect the person and others from further harm. Failure to act immediately on knowledge of violence, abuse, neglect, exploitation, and discrimination, or identified risks to the welfare and safety of a participant, can lead to disciplinary action, and the involvement of external authorities.

13 Decision-Making

AXIA are committed to delivering quality services and supports that promote your informed choices and the control to exercise them, as well as maximising your independence relating 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.” *

AXIA, we will support you to:

- understand relevant information;
- retain or remember relevant information;
- use or weigh up relevant information;
- communicate the decision in words, gestures or by other means.

AXIA facilitate the environmental factors – such as the quality of support relationships and the availability of someone willing to provide support – to shape your ability to make a decision.

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

* National Disability Insurance Scheme Act 2013

Your representative can assist you by making a decision where there is no conflict about it and where it does not jeopardise your wellbeing. This decision should be based on your own wishes and preferences. An advocate can promote your wishes and preferences, and seek to enable you to access services and support.

AXIA, your autonomy to make individual choices, as well as your right to intimacy and sexual expression, will always be respected.

14 Decision-making Policy cont.

Dignity of risk is another way of saying you have the right to live the life you choose, even if your choices involve some risk. We recognise your right to make informed choices and to take calculated risks. Every person has the right to experience and learn from life, to take advantage of opportunities, develop skills and independence even when these situations may pose a risk to their wellbeing.

AXIA recognise that we have a duty of care to prevent or minimise harm to you and others including our employees. The safety of you and our staff are considered in conjunction with risk taking and if required takes priority over risk taking, privacy and confidentiality

You will be supported to understand the benefits and risks of your options and decisions.

We will allow sufficient time for you to consider and review your options and seek advice at any time.

We respect your right to access an advocate. Please refer to the 'Right to Access an Advocate' section in this 'Participant Handbook'.

We will provide an interpreter if required for communication and will respectfully work with your own choice of interpreter or representative/s.

15 Your Right to Access an Advocate

At AXIA, we respect your right to access and engage an advocate of your choice to negotiate on your 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 for people with disability 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 on their side and no one else's); 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); and
- Ensuring the duty of care at all times. **

** National Disability Advocacy Program (NDAP)

You 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 yourself and AXIA Services.

16 Right to access an advocate Policy cont.

We will allow sufficient time for you to consider and review your options and seek advice at any time. You will be advised of the benefits and risks of these options.

We will provide you with written and verbal information about the use of an advocate (including an independent advocate). Access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made, as well as information on how to give feedback or make a complaint.

AXIA , we aim to create a supportive environment for any person who provides feedback and/or makes complaints. We will support you with any request for assistance by providing the information on the type of individual advocacy.

A confirmation will be obtained from you/your representative to authorise the advocate to act on your behalf. You will also be asked to sign an 'Authority to Engage an Advocate' form.

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, see: the Disability Advocacy Finder.

17 Conflict of Interest

AXIA are committed to managing conflicts of interest in an open and transparent manner at all levels of the organisation, and in compliance with NDIS rules and other obligations.

Conflict of interest occurs when an individual, or an 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 you will be treated equally, and that no participant 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 will also:

ensure our organisational or ethical values do not impede your right to choice and control; manage, document and report on individual conflicts as they arise; ensure that advice given to you about support options (including those not delivered directly by Assessment and Intervention Australia 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.

18 Conflict of Interest Policy cont.

Our management team, employees, and workers:

AXIA will ensure that, when providing your services and supports under the NDIS, as well as through this provider partnership any conflict of interest is declared, and any risks to you are mitigated.

are always required to act in the interests of the organisation, and to notify the organisation when this conflicts with other interests or commitments; will present you with a range of choices about providers of supports and not only Assessment and Intervention Australia ; will not seek to influence you to select Assessment and Intervention Australia; will never accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to your interests; must have no financial or other personal interest that could directly or indirectly influence or compromise your choice of Assessment Intervention Australia as your provider, or your provision of supports; may accept meals, drinks, or entertainment only if such courtesies are unsolicited, infrequently provided, and reasonable in amount.

19 Transitions To or From a Provider

You have the right to choose other providers, and AXIA will collaborate with the alternative provider/s to share information and meet participant needs.

AXIA will always consider your needs and associated risks to you during the transition to or from our service as a provider. You will be involved and communicated with at all times during this transition.

Our Continuity of Supports Policy outlines our commitment and responsibilities to enable a smooth transition to or from a provider. These include:

- Managing our day-to-day operations efficiently and effectively, assisting us to minimise disruption to support delivery.
- Ensuring we have suitably qualified and/or experienced staff who can step into roles should there be a staff member absence or vacancy.
- Ensuring that supports are planned with each participant to meet their specific needs and preferences.
- This includes documenting the needs and preferences of participants prior to working with them, to ensure these align with the supports we deliver them. Where changes or interruptions are unavoidable, we work with participants to explain alternative arrangements and to seek their consent to implement these.
- Having in place, disaster preparedness and planning measures to enable the ongoing delivery of critical supports before, during, and after a disaster, set out in our Business Continuity Plan.

We will communicate and collaborate with the alternative provider/s, when transferring from AXIA, considering your needs and identifying any associated risks with the transition with these risks being assessed, addressed and documented. You will be engaged and communicated with at all times and through the process of transition, including when a 'Referral Form' is being completed.

If practical, AXIA will conduct an exit interview with you, or your family/support network so that there are opportunities for learning.

20 Management of Your Money and Property

At AXIA employees and workers are trained and inducted to appropriately manage, protect and account for your money or other property, where access is granted.

AXIA are committed to implementing a system to ensure each participant's money, and the property is secure and safely managed, and each participant uses their own money and property as they determine.

AXIA ensures:

Where Assessment and Intervention Australia has access to a participant's money or other property, processes to ensure that it is managed, protected and accounted for are developed, applied, reviewed and communicated. Participants' money or other property is only used with the consent of the participant and for the purposes intended by the participant. If required, each participant is supported to access and spend their own money as the participant determines. Participants are not given financial advice or information other than that which would reasonably be required under the participant's plan. Providing a secure place for each participant for storage of cash, credit and debit cards and personal belongings. Provide assistance with budgeting, if required, in the participants support plan and storing copies in the participants file records. This includes ensuring that invoices and receipts are made available to the participant. That participants funds may only be used for their benefit only.

Ensuring our employees:

Understand and support participants rights to have access to and control over their own money and property. Provide appropriate support to participants relevant to their specific needs and preferences in line with best practice standards and guidelines. Understand that their responsibility is greater when dealing with participants with significant intellectual disabilities and or impaired capacity.

Workers are only authorised to use your money or other properties with your consent and for the purposes intended by you through the 'Participant Consent Form' at the start of any new planned activities.

21 Mealtime Management

If you require mealtime management, this would have been identified during the initial evaluation, and the particulars would be documented in the 'Participant Support Plan.

Assessment and Intervention Australia ensures each participant requiring mealtime management receives meals that are nutritious and of a texture that is appropriate to their individual needs, and appropriately planned and prepared in a manner that meets their individual needs and preferences.

Each participant requiring mealtime management is identified through thorough intake assessment and onboarding processes. We ensure that a participant requiring mealtime management has their individual mealtime management needs assessed by appropriately qualified health practitioner.

As your situation might change, we will review the 'Participant Support Plan' and 'Mealtime Management Plan' at least annually in accordance with the professional advice of your practitioner, or more frequently if needs change or difficulty is observed. As a result of our review, we will amend these documents if required.

Your written consent will be obtained through the 'Participant Consent Form' at the start of any mealtime planning, and you will be involved in the assessment and development of your mealtime management plans.

The 'Mealtime Management Plan,' if necessary, is shared with the assigned worker for implementation.

If safety incidents occur during meals, such as coughing or choking on food or fluids, the workers are briefed to follow the Incident Management process. All incidents are recorded and managed through the 'Incident Report Form' and 'Incident Register' in a timely manner.

Meals necessitating mealtime management, provided to you, are securely stored and, in compliance with health standards, can be readily identified with name tags designating specific participants. This precaution is implemented to prevent any mix-up or inadvertent serving of meals not intended for a particular participant. These guidelines are emphasized in the Notes section of the 'Mealtime Management Plan.'

22 Easy Read – How to make a Complaint

The following information has been written in an easy read format. We have used pictures to explain some very importance information. You can ask for help to read this information from a family memeber, friend or support person. You can also ask us to help you.

How to make a complaint



This information is written in an easy to read way. We use pictures to explain some ideas.



You can ask for help to read this information. A family member, friend or support person may be able to help you. Let us know if you would like us to help you.



This Easy Read information is a shorter version of another document. You can ask us for a copy of the longer document.



You have the right to complain about our service. It is ok to complain. When things go wrong, we can learn from our mistakes and make service better.



You can make a complaint in different ways. You can tell someone you have a complaint



You can write a complaint or use a complaint form. You can draw a picture of what went wrong

22 Easy Read – How to make a Complaint

The following information has been written in an easy read format. We have used pictures to explain some very importance information. You can ask for help to read this information from a family memeber, friend or support person. You can also ask us to help you.

How to make a complaint



You can use any type of communication that suits you to make a complaint.



People who support you can help you to complain. This means that your family, friends or other people can complain for you.



We will keep your complaint private Only people who try to fix the problem will be told about your complaint



You will not be in trouble for complaining. We will not make you feel bad for saying something is wrong with the service you use.



We will be honest and fair.



We will try to fix the problem quickly.

22 Easy Read – How to make a Complaint

The following information has been written in an easy read format. We have used pictures to explain some very importance information. You can ask for help to read this information from a family memeber, friend or support person. You can also ask us to help you.

How to make a complaint



We will tell you what we did to fix your complaint. We will work hard to make our service better



This is who to contact if you have a complaint

Tara-Jean Cliffe <https://axiasupport.com.au/feedback> (02) 5562 8772

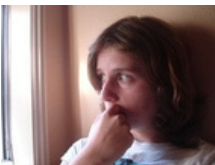
23 Easy Read – Freedom from Abuse and Neglect

The following information has been written in an easy read format. We have used pictures to explain some very importance information. You can ask for help to read this information from a family memeber, friend or support person. You can also ask us to help you.

Freedom from Abuse and Neglect



People with disability should always enjoy a comfortable environment that is free from abuse and neglect.



Abuse is when someone is cruel or ill-treats you.



Abuse is any unjust unfair or bad behaviour towards you.



Abuse is someone gets angry often, or shouts without a reason.



Abuse is when someone is stealing from you.



Abuse is when someone hurts you.



Neglect is when you are not being cared for properly

23 Easy Read – Freedom from Abuse and Neglect

The following information has been written in an easy read format. We have used pictures to explain some very importance information. You can ask for help to read this information from a family memeber, friend or support person. You can also ask us to help you.

Freedom from Abuse and Neglect



We encourage you to speak with us or your family, when you feel you have been wronged.



Speak with someone you are comfortable with about your concerns, abuse or bad behaviour.



We do regular checks on safety and make changes if needed.



If you want to talk with someone, you can contact us, the NDIS Commission or the NDIS



Call the NDIS Commission on 1800 035 544 Or visit their website www.ndiscommission.gov.au



Call the National Disability Insurance Scheme (NDIS) on 1800 800 110 Or visit their website www.ndis.gov.au

Tara-Jean Cliffe
info@axiasupport.com.au
(02) 5562 8772

24 Easy Read – Rights and Responsibilities

The following information has been written in an easy read format. We have used pictures to explain some very importance information. You can ask for help to read this information from a family memeber, friend or support person. You can also ask us to help you.

Rights and Responsibilities



People with disability have the same rights as everyone else



We will support your right to Be treated fairly

- Relationships Express
- your sexuality Religion
- Beliefs and values
- Legal rights Voting and
- making a Will
-



We will help you understand what choices you have.



You have the right to make your own choices about your life.



We will support your choices.



We can help you learn new skills and be more independent

24 Easy Read – Rights and Responsibilities

The following information has been written in an easy read format. We have used pictures to explain some very importance information. You can ask for help to read this information from a family memeber, friend or support person. You can also ask us to help you.

Rights and Responsibilities



We will speak up if something is not fair for people with disability



We make sure everyone in our service is safe and well



We do regular checks on safety and make changes if needed

25 Easy Read – Supporting your Choices

The following information has been written in an easy read format. We have used pictures to explain some very importance information. You can ask for help to read this information from a family memeber, friend or support person. You can also ask us to help you.

Supporting your Choices



This information is about Choice and Control Choice and control means you have the right to make choices about your own life.



You can choose what you want from our services. You can make decisions about how things work for you.



Choice and control includes

- Choosing your own goals



- Picking which service providers you want
- Deciding how you will live each day and what you want from your life

We will



- Give you good information to help you make good decisions
- Help you make decisions, if you want help
- Ask your family and friends about decisions, if you want us to
- Follow the law on decisions about your money, health and safety



If you make a decision and change your mind later that is ok.

Thank You

Participant acknowledgement Signature



ASSESSMENT & INTERVENTION AUSTRALIA