

CLIENT INFORMATION BOOKLET



Golden Star Care PTY LTD

1. Welcome to Golden Star Care

At Golden Star Care we're dedicated to supporting you on your journey towards independence and empowerment. As a registered National Disability Insurance Scheme (NDIS) service provider, we understand the unique challenges you may face, and we're here to help you navigate them with compassion, expertise, and personalized care.

Our mission is simple: to provide you with the highest quality of services tailored to your individual needs and goals. Whether you're seeking assistance with daily living tasks, personal development, community participation, or specialized support services, our team of dedicated professionals is committed to working closely with you to achieve positive outcomes and enhance your overall quality of life.

At Golden Star Care we believe in fostering a supportive and inclusive environment where you feel valued, respected, and empowered to reach your full potential. Our person-centered approach ensures that your voice is heard every step of the way, and that our services are delivered with the utmost integrity, transparency, and professionalism.

We're here to partner with you on your journey towards greater independence, choice, and control. Thank you for considering Golden Star Care as your trusted partner in NDIS support. We look forward to working with you and making a meaningful difference in your life.

Welcome to the Golden Star Care family!

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2. Our Service Include:

- Assisting with daily living activities. (Standard/High intensity)
- Providing care in the accommodation (SIL).
- Support Coordination.
- Community nursing care.
- Social and community participation.
- Development of life skills.
- Mental health support.
- Household/daily task such as cleaning, gardening, home maintenance.

3. Our Responsibilities

Golden Star Care Pty Ltd will:

- Act with respect for your individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Respect your privacy.
- Provide Services in a safe and competent manner with care and skill.
- Act with integrity, honesty and transparency.
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of Services.
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.

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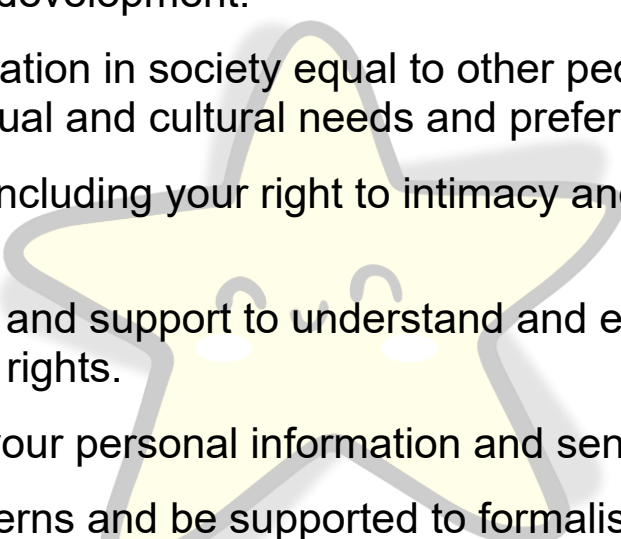
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- Take all reasonable steps to prevent and respond to sexual misconduct.
- Arrive at the location where the Services are to be provided at the appointment time, ready to deliver the Services.
- Provide the Services in a way that is consistent with all applicable laws, including the NDIS Act, NDIS Rules, the National Privacy Principles and the Australian Consumer Law.
- Treat you with dignity and respect at all times and value your legal and human rights, including your right to make informed choices concerning the Services to be provided to you.
- Notify you about changes to appointment times and other changes to the delivery of Services.
- With your reasonable assistance, provide a safe and comfortable space for the delivery of the Services.
- Treat your information as private and confidential.
- Provide timely invoices and statements for the Services.
- Communicate openly, honestly and promptly with you.
- Keep accurate and up-to-date records of all the Services provided to you.
- Make contact with the NDIA about your Plan when necessary.

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4. Your Rights

You have the right to:

- 1) Respect for your human worth and dignity.
 - 2) Freedom of expression, self-determination and decision-making.
 - 3) Respect for your intimacy and sexual expression.
 - 4) Realise your potential for physical, social, emotional and intellectual development.
 - 5) Full participation in society equal to other people, according to your individual and cultural needs and preferences.
 - 6) Autonomy including your right to intimacy and sexual expression.
 - 7) Information and support to understand and exercise your legal and human rights.
 - 8) Privacy of your personal information and sensitive information.
 - 9) Raise concerns and be supported to formalise complaints.
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5. Your responsibility:

You and your Representatives agree to:

- Let Golden Star Care know about any concerns you have with any of the Services which are being provided.
- Be actively involved in designing the support plan and setting and monitoring goals.

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- Ensure the fees for the Services are able to be met within the funding available in your approved Plan.
- Ensure all invoices are paid promptly and in full.
- Immediately notify Golden Star Care if you stop being a participant in the NDIS.
- Keep Golden Star Care informed of any change in circumstances that will likely affect the delivery of Services or impact this Agreement such as, where you live, medication/medical treatments and procedures, behavioural changes that are likely to impact on the safe delivery of the Services, guardianship and care arrangements.
- Be at the designated location where the Services are to be provided at the agreed appointment time.
- Treat all Golden Star Care staff, workers and others present during the delivery of support and services with respect and abide by Golden Star Care's Policies.
- Let us know if you suspend, change, or intend to change, your Plan, or if you are no longer a participant in the NDIS.
- Provide Golden Star Care with a copy of any updated or revised Plan as soon as reasonably possible.
- Golden Star Care providing documents and email updates to you electronically; and
- Inform Golden Star Care if you do not want to receive documents or email updates electronically.

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6. Our process

- To help provide you with the right support that fit your needs, we will ask you some questions regarding your background information, your disability (if applicable), your goals and how we best support your needs. Some of those questions are in the Client Intake Form we have provided you.
- If we think we can help you, we will arrange a time to meet and greet with you.
- We may discuss the terms of a Services Agreement at the meeting. During this meeting we may ask we you can provide us with your NDIS plan so that we can understand you a bit more.
- After the meeting, we will check your information you have told us to make sure we can help you.
- If we are what you are looking for and are happy with the terms of the Services Agreement, we will ask you to sign the Services Agreement and return it to us.
- Once we both sign it, an agreement between us is formed.

7. Support Planning

- Once you have signed the Services Agreement, we will undertake an assessment with you to understand your needs further.
- You will be fully involved in the assessment and may involve an advocate, your family and any people you want in the process.
- We will then develop a Client Support Plan in order to tailor our support to your needs.
- Your plan will be reviewed regularly as stated on the plan or as circumstances have changed.
- We will try to match the right staff member to meet your needs and goals.
- We will take consideration into your personality, language, culture and skill requirements to best support you.

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8. Your Choice

- We will talk to you (and your family, carers and where appropriate) to promote and ensure you make all decisions in relation to your services and supports.
- We provide you with enough time to make decisions that affect your life.
- We help you to make good choices, but the choices themselves are yours to make.

9. Conflicts of Interest

- If we are permitted to provide you with support coordination as well as other supports, a conflict of interest may arise.
- You will always be informed of other alternative providers available to provide necessary support, enabling you to exercise choice and control in the support you receive including from Golden Star Care Pty Ltd.
- Where we conduct support coordination services, to ensure that any conflict is managed, we will endeavour to always provide 3 quotes (if possible) from other services, in addition to our own.
- It is then your decision if you would like to choose Golden Star Care Pty Ltd's services and support or go with another provider.
- Your decision to choose an alternative provider will not affect the quality of services or support provided by Golden Star Care Pty Ltd.

10. Privacy

We acknowledge your right to privacy.

We use your information in line with privacy laws.

To provide our service at the best of our ability, your personal information may be collected. If your information provided is

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incomplete or inaccurate, we may not be able to provide you with the service you needs.

We may at times disclose personal information where it is necessary to other providers, health services or required by law.

Golden Star Care Pty Ltd will take reasonable steps to protects your personal information. The information no longer required will be disposed appropriately.

You have the right to request access to the personal information that Golden Star Care Pty Ltd holds about you.

You can update or change it as required.

Just let us know!

11. Feedback and Complaints

- 1) If you feel comfortable, you are encouraged to raise any feedback, concerns or complaints with us first, as this is often the best way to have your issue resolved quickly.
- 2) You can make a complaint:
 - a) In person to the Director (Tam Huynh) or a staff member.
 - b) Via Phone on 0420602720.
 - c) Via Email on peter@goldenstarcare.com.au.
- 3) You can make a complaint to the NDIS Commission by:
 - a) Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
 - b) Visiting
<https://www.ndiscommission.gov.au/about/complaints> and completing a complaint contact form.

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The NDIS Commission can take complaints about:

- c) Services or supports that were not provided in a safe and respectful way.
 - d) Services and supports that were not delivered to an appropriate standard.
- 4) We will resolve all complaints promptly in accordance with our Feedback and Complaints Management Policy.

12. Incident Management

- If you observe or are the subject of an Incident that does or could cause permanent or temporary detriment to your or another person, you must report the Incident to us.
- You will be protected against any adverse actions as a result of reporting or alleging that an Incident has occurred. There will be no negative consequences for reporting incidents.
- Incidents which occur are managed in accordance with our Incident Management and Reporting Policy.
- We also follow strict procedures in relation to reporting Reportable Incidents to the NDIS Commission and other external bodies (as applicable).

13. Exiting Service

WE ARE SAD THAT YOU ARE LEAVING. But

- You can leave our services at any time and in accordance with the terms of our Services Agreement. We will support you to find other services if you require assistance.
- Please provide feedback (if has not done so) then we can reflect on what we has missed, therefore, improving on our future services.

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- Should you return to our services, we will be more than happy to assist you through the intake process again.

14. Contact Us Now:

Via Phone: 0420602720

Via Email: info@goldenstarcare.com.au

Via Our Website: goldenstarcare.com.au

Via Our Facebook Page: Golden Star Care



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