

# Participant Welcome Handbook



## **NDIS Support Coordination Psychosocial Recovery Coaching Peer Mentoring**

### **Welcome to Heart Wing Supports!**

We're so glad to have you on board. Our mission is to provide high-quality, person-centred services that support your goals, promote your independence, and enhance your quality of life. This welcome pack will introduce you to the services we offer, how we work, and what you can expect from us.

## **Our Services**

Here's a snapshot of how we can support you:

### **Support Coordination**

- We help you make the most of your NDIS plan by connecting you with the right services and supports.
- We'll work with you to understand your goals, explore your options, and coordinate with service providers to ensure you receive the support you need.

### **Psychosocial Recovery Coaching**

- Our recovery coaches specialise in supporting participants with psychosocial disabilities.
- Together, we'll create a personalised recovery plan, build your skills and confidence, and connect you with resources to help you achieve your goals.

### **Capacity Building**

- We provide coaching and resources to help you develop skills, manage challenges, and become more independent.
- Whether it's improving daily living skills, building routines, or connecting with your community, we're here to support you.

### **Peer Mentoring and skill development**

- Mentorship for coping with workplace challenges or learning about job-seeking strategies.
- Building social confidence to make new friends or strengthen existing relationships.
- Guidance on navigating NDIS services and other community supports.

### **Accommodation and Tenancy Support**

- Finding the right place to live
- Support with housing applications
- Understanding tenancy agreements
- Budgeting, cleaning and household management

---

## **How We Work**

We follow clear policies and procedures to ensure you receive the best care. Here's what you can expect:

### **Your Rights and Responsibilities**

- **Your Rights:** You have the right to respect, dignity, and choice. Your voice matters, and we'll always prioritise your safety and preferences.

- **Your Responsibilities:** To help us support you effectively, we ask that you communicate openly, provide accurate information, and treat our staff with respect.

## **Informed Consent**

- Before we begin any services, we'll explain everything to you in a clear and accessible way. You'll have the opportunity to ask questions and give your consent before we proceed.

## **Cultural Competency**

- We respect and celebrate diversity. We'll ensure our services are tailored to your cultural needs, preferences, and traditions.
- Do you or your loved one need an interpreter?

## **Worker Screening**

- All our recruited staff meet NDIS Worker Screening requirements, so you can feel confident in the quality and safety of our services.

## **Privacy and Confidentiality**

- Your information is private and secure. We'll only share it with your consent or when required by law.

## **Cancellation**

- Appointments cancelled with less than 24 hours' notice may incur a cancellation fee, in accordance with the NDIS guidelines (available at <https://www.ndis.gov.au/providers/pricing-arrangements>)

## **Dispute resolution/Feedback and Complaints**

- Your feedback is important to us. Whether it's a compliment, suggestion, or concern, we're here to listen. You can provide feedback at any time, and we'll address any issues promptly and fairly.
- To provide feedback, or make a complaint about your experience with Heart Wing Supports, you can
  - Contact me directly on 0421 530 716 which point I will try to resolve the issue with a plan that meets your need, or
  - Email me at [kim@heartwingsupports.com](mailto:kim@heartwingsupports.com) and put your complaint in writing and I will aim to respond to it within 48 hours, and resolve it within 14 business days as per my Feedback and Complaints Management Policy. A feedback and complaint form can be provided, or,
  - Contact an advocate, who can help you with your complaint and support you to notify me and get the complaint resolved or go through the appropriate channels, or

- You can find a local advocate by contacting one of the following:
  - **People With Disabilities WA (PWDWA)** <https://pwdwa.org/>  
(08) 6243 6948
  - **Advocacy WA** <https://www.advocacywa.org.au/>  
(08) 9721 6444
- Finally, you can contact the **NDIS Quality and Safeguards Commission**. The process and information can be found at the end of this document.

---

## **What to Expect**

### **Getting Started**

- We'll begin with an initial meeting to understand your goals, needs, and preferences.
- Together, we'll create a plan for how we can best support you.

### **Regular Check-Ins**

- We'll stay in touch to review your progress, update your plan, and ensure everything is on track.
- You can contact us anytime if your needs change or if you have questions.

### **Building Your Team**

- We'll work with you to connect with trusted service providers and resources that align with your goals.

### **Ongoing Support**

- Our team is here to support you every step of the way, whether it's coordinating services, providing coaching, or helping you navigate challenges.

---

## **Your Safety and Wellbeing**

Your safety is our top priority. We follow strict policies and procedures to ensure:

- You're free from harm, neglect, or discrimination.
- We're prepared to respond to emergencies or crises if needed.
- Our staff are trained in recovery-focused, trauma-informed care.

---

## Contact Us

We're here to help. If you have any questions or need support, don't hesitate to reach out:

**Contact:** Kim Henderson

**Phone:** 0421 530 716

**Email:** [kim@heartwingsupports.com](mailto:kim@heartwingsupports.com)

Thank you for choosing Heart Wing Support Coordination. We look forward to working with you and supporting you on your journey to achieve your goals!

If you have concerns about NDIS services or supports in Western Australia, you can contact the NDIS Quality and Safeguards Commission, which handles complaints about the quality and safety of NDIS services.

### **NDIS Quality and Safeguards Commission:**

- **Phone:** 1800 035 544
- **Email:** [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)
- **Online Complaint Form:** [NDIS Commission Complaint Form](#)

Their contact centre operates Monday to Friday, 9:00 AM to 6:30 PM AEDT (closed on public holidays).

### NDIS Commission

If your complaint pertains to the National Disability Insurance Agency (NDIA) itself, such as issues related to NDIS plans or access decisions, you can reach out to the NDIA directly.

### **National Disability Insurance Agency (NDIA):**

- **Phone:** 1800 800 110
- **Email:** [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
- **Online Feedback Form:** [NDIA Feedback and Complaints](#)

The NDIA National Contact Centre is available Monday to Friday, 8:00 AM to 8:00 PM local time.

### NDIS

For complaints specifically about the NDIS Worker Screening process in Western Australia, you can contact the NDIS Worker Screening Unit.

### **NDIS Worker Screening Unit (Western Australia):**

- **Phone:** 1800 225 558
- **Email:** [NDISCheck@communities.wa.gov.au](mailto:NDISCheck@communities.wa.gov.au)

For more information, visit the [NDIS Check Complaints, Feedback, and Appeals or Disputes](#) page.

### Western Australia Government

If you prefer to discuss your concerns in person, you can visit a local NDIS office or speak with a Local Area Coordinator (LAC) or Early Childhood (EC) partner in your area.

#### **Local NDIS Offices and Partners:**

- **Find Local Contacts:** [NDIS Offices and Contacts](#)

If you're not satisfied with the response from the NDIS Commission or NDIA, you can escalate your complaint to the Commonwealth Ombudsman.

#### **Commonwealth Ombudsman:**

- **Phone:** 1300 362 072
- **Website:** [Commonwealth Ombudsman - NDIS](#)

For additional support, the Health and Disability Services Complaints Office (HaDSCO) in Western Australia can assist with complaints about disability services.

#### **Health and Disability Services Complaints Office (HaDSCO):**

- **Phone:** (08) 6551 7600 or 1800 813 583 (country free call)
- **Email:** mail@hadsco.wa.gov.au
- **Website:** [HaDSCO - Make a Complaint](#)

They are located at Albert Facey House, 469 Wellington Street, Perth WA 6000.

### Hadsco

These agencies are available to assist you with your concerns and ensure that NDIS services in Western Australia meet the required standards.

### **Emergency Contacts and Support Services**

- 📞 **NDIS Quality and Safeguards Commission:** 1800 035 544
- 📞 **National Disability Abuse and Neglect Hotline:** 1800 880 052
- 📞 **Police / Emergency Services:** 000
- 📞 **Mental Health Crisis Line:** Lifeline 13 11 14 Text: 0477 13 11 14