



RANCARE
CONNECT

Participant Handbook

Everything you need to know about Rancare Connect





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Welcome



Rancare Connect acknowledges and pays respect to the Traditional Owners of the land on which we work, learn and play.

Rancare Connect values and respects the diverse backgrounds, abilities, and identities of all participants. We are committed to creating a safe, inclusive and supportive environment where everyone feels welcome, heard, and empowered.

Welcome to Rancare Connect!

We're thrilled that you've decided to join us, and we look forward to an incredible partnership filled with collaboration, happiness, and success.

At Rancare Connect, our mission is to support you in achieving your goals, making informed choices, protecting your rights and ensuring a safe environment. For the purposes of this Participant Handbook and all supporting Rancare Connect Policies and Procedures, "Participant" refers to you - a person with disability who meets the access requirements to become a participant in the NDIS. We also refer to parents, guardians, carers, responsible persons, identified personal representatives, other service providers, or any individual who will support you to read and understand these documents as your "support person"

The Participant Handbook is designed to introduce you to Rancare Connect, detailing the services we offer, what we do, our terms and conditions, and relevant supporting resources. This handbook also contains our your Individual Service Agreement and should be considered alongside your Plan. While not exhaustive, this handbook serves as a valuable resource and reference tool for you.

We regularly review and update the Participant Handbook to reflect any service changes and process improvements based on your needs and feedback. You can find the latest versions of the handbook on our website; www.rancareconnect.com.au. If you need more information about the content or would like to suggest improvements, please don't hesitate to reach out to us directly:

Email: admin@rancareconnect.com.au

Phone: Jodie 0400 524 631

Narelle: 0423 202 370

Once again, welcome to Rancare Connect.

Company Overview

Our History

Rancare Connect was founded with a vision to transform the way support services are delivered, ensuring that every individual has the opportunity to lead an independent and fulfilling life. Our journey began in 2022, driven by desire to create a positive impact in the lives of people with disabilities and their families.

Our Mission

At Rancare Connect, our mission is to foster independence and empower our participants to pursue their goals. We also have dedicated programs supporting participants to find meaningful work and prepare for independent living.

We are dedicated to supporting you in achieving your personal goals, making informed choices, and protecting your rights. Through collaborative efforts, we aim to create an environment where every individual feels valued, respected, and capable of reaching their full potential.

Our commitment is to provide comprehensive services and resources that not only enhance your quality of life but also open doors to fulfilling employment opportunities. By focusing on your strengths and preferences, we strive to help you build the skills and confidence needed to thrive in the workforce and beyond.

Our Goal

It is our goal to help you navigate the journey towards greater independence and meaningful engagement in work or community participation, ensuring you have the support and tools necessary for success.



Please carefully read and review this participant handbook. To reduce our environmental impact we recommend that you do not print this entire document, and only print the final pages where you see this printer icon. Please complete and sign the final pages and return to Rancare Connect by email or in person.

Our Values

1. Empowerment

We are dedicated to empowering our participants to take control of their lives. By providing the necessary tools, resources, and support, we help individuals foster independence and achieve their personal goals. Similarly, we strive to ensure our staff feel empowered to make meaningful contributions to our services and to think creatively and innovatively.

2. Respect

We honour the individuality of each participant and staff member, ensuring their voices are heard, their choices are respected, and their rights are protected. We strive to create an environment of mutual respect and understanding.

3. Inclusion

We are committed to creating an inclusive environment where everyone feels valued and accepted. Our services are designed to be accessible and responsive to the diverse needs of our participants and staff, fostering a sense of belonging for all.

4. Collaboration

We believe that the best outcomes are achieved through collaboration. We work closely with participants, their families, staff, and other stakeholders to develop and implement plans and work environments that reflect shared goals and values.

5. Safety

The safety and well-being of our participants and staff is paramount. We ensure that all our services are delivered in a safe, secure, and supportive environment, promoting physical and emotional well-being.

6. Accountability

We hold ourselves accountable to the highest standards. We take responsibility for our actions and outcomes, ensuring that we meet the expectations of our participants, staff, and stakeholders. We are committed to transparency and continuous improvement.

“ I like budgeting and doing exercises at the Pier. Everyone is really nice and helps me and I like cooking. ”





Our services

Accountability and Operational Excellence

We are accountable for all decisions that we make and actions that we take, and we are committed to driving a culture of continued learning.

Our Services

We can assist you with the following National Disability Insurance Scheme (NDIS) support categories:

- Accommodation/Tenancy
- Assistance to access and maintain employment or higher education (including School Leaver Employment Support (SLES))
- High intensity daily personal activities
- Assistance in coordinating or managing life stages, transitions and supports
- Assistance with daily personal activities
- Assistance with travel/ transport arrangements
- Assistance with daily life tasks in a group or shared living arrangement
- Innovate community participation
- Development of daily care and life skills
- Household tasks
- Assistive products in household tasks
- Communication and information equipment
- Participation in community, social and civic activities
- Group and centre-based activities

We have various programs such as garden clubs, men's groups, social groups, work readiness programs, 1:1 support, small group community support, school-holiday programs, work experience support and short term accommodation options. We can chat to you about your interests to find options that are suitable for you.

How to can you access our services?

You can reach out to us directly via email at admin@rancareconnect.com.au or give us a call. Jodie 0400 524 631 or Narelle: 0423 202 370.

When you get in touch, we will chat with with you about our services and your needs and goals. You have choice and control over the supports you receive, including how and when the supports are provided including having a range of service providers to work with.

How it works?

We're here to offer you the support you to live the life you want. We understand that everyone is unique, with different aspirations and support needs. That's why our approach isn't one-size-fits-all. We'll tailor our support services to fit your specific needs.

Person-Centred Support

The term "person-centred" speaks for itself; it emphasises placing individuals with disabilities at the heart of decisions concerning their lives.

A person-centred approach involves active listening, collaborative thinking, coaching, idea-sharing, and seeking continuous feedback. This process remains ongoing to ensure each person receives support tailored towards their evolving personal goals.

The ultimate objective is to comprehend each individual's desires and requirements, facilitating them to lead their own personally defined fulfilling life.

This approach thrives when friends, family and support people contribute to the process, helping to identify and nurture the individual's strengths.

Our services are guided by a person-centred approach, promoting and safeguarding individual rights, including choice and control, freedom of expression, self-determination, and decision-making. We consistently prioritise each person's strengths, interests, communication preferences, and the individuals they wish to involve.

Individual Values and Beliefs

Rancare Connect embraces individual values and beliefs, embracing a diverse group of participants. Our participants perceive events uniquely, influenced by their individual needs and past experiences.

At Rancare Connect, support is provided in a manner that is respectful and non-judgemental, considering each participant's past experiences and social support. Participants and their families and/or support people are actively involved in collaboration and decision-making regarding their care.

We believe that all participants are capable of assuming personal responsibility for their health, regardless of their unique abilities and challenges. Participants thrive and evolve in an environment of acceptance, trust, and empathetic understanding.

Sustained change for participants occurs when individuals feel ready and supported, not merely when the system expects it. Our support workers have faith in each individual's ongoing capacity for self-determination and growth, and in their own ability to nurture this process with participants.

Independence and Informed choice

Informed choice

Individuals with disabilities, regardless of their specific diagnosis, have the inherent right to make decisions, exercise choice, and give informed consent. This principle underpins the support provided by National Disability Insurance Scheme (NDIS) services, where it is the responsibility of providers to empower NDIS participants to exercise their autonomy. This involves ensuring that participants are fully informed about their care and the options available to them, enabling them to make choices that reflect their own preferences and best interests.

Dignity of Risk

Taking risks is an essential part of life. Dignity of risk means exploring new opportunities and extending a person's choice. The right of people with a disability to 'dignity of risk' and to express their will and preference is acknowledged and respected by Rancare Connect. Supported decision making will support participants to make informed decisions and help ensure the balance between dignity of risk and participant safety. You can read more about this in our Supported Decision Making Policy.

Supporting Intimacy and Sexual Expression

Ensuring participants' rights to intimacy and sexual expression is an essential part of respecting their autonomy. Rancare Connect staff provide non-judgemental support and create a safe environment where individuals feel comfortable expressing their needs and desires. We are committed to upholding these rights while offering guidance and information to promote healthy and consensual relationships. It is essential for the participant's support network to understand that such information may be kept confidential, unless the participant has provided consent, or if we have reasonable belief that not sharing the information may place the participants health, wellbeing or safety at risk.



At Rancare Connect, we believe that people with disability have the capacity to make decisions affecting their own lives.

Unless a nominee has been appointed, we support adult participants in making decisions for themselves. In this document, we refer to any assisting individual, whether a parent, guardian, advocate, family member, friend or representative, as the "support person."

The support person will provide assistance to the participant as outlined in this agreement, ensuring their decisions are respected and upheld.

Participant Rights

At Rancare Connect, we place our participants at the heart of our organisation. We recognise and actively promote your rights through our services and delivery model. As a participant of Rancare Connect, you have both rights and responsibilities that contribute to a strong and mutually beneficial partnership.

Your rights as a participant include:

- You can access to all information held by the organisation about yourself.
- Recognition and respect for the rights of your legal guardian or advocate.
- Involvement, with your permission, of your chosen representative/ support person in decisions about your plan, which will include goals, activities, services, and time frames.
- Awareness of the standard of service you can expect, provided in a manner that respects your dignity, independence, and cultural needs.
- Decision-making authority over the services you receive, including the right to refuse a service.
- Fair and prompt handling of complaints, without discrimination, and the option to involve an advocate of your choice.
- A person-centred approach ensuring your views and choices are central to all planning and evaluation processes, maximising social participation and cultural inclusion.
- Respect for your privacy and confidentiality at all times.
- Access to information and support to understand and exercise your legal and human rights.
- Protection from abuse, neglect, and exploitation, including measures to ensure a safe and protective environment.
- The ability to voice complaints about services received without fear of disadvantage.
- Clear guidelines on how to report incidents or concerns, with assurance that reports will be taken seriously and handled promptly and fairly.

These rights are integral to our commitment to providing you with the highest quality of care and support.

At Rancare Connect we respect to the Participant's legal and human rights. In this regard, this Participant Handbook has been developed and includes our policies and procedures, located in the 'Policies and Procedures' section of this handbook.

Participants Responsibilities

Responsibilities of Participant and their Support Person

The Participant and their support person agrees to:

- Inform Rancare Connect about their preferences for how supports should be delivered to meet their needs
- Discuss any concerns about the supports with Rancare Connect
- Notify Rancare Connect immediately if there is a change in their plan manager, NDIS plan, or any other information that may affect invoicing
- Participate in external audits as required, or opt out in writing by notifying Rancare Connect via email or letter
- Provide the required notice if they need to end the Service Agreement
- Inform Rancare Connect if they are unable to attend a service or a scheduled meeting
- Seek support if they require assistance to understand this document

Participants and their support person are expected to:

- Take responsibility for the consequences of their decisions
- Actively participate in the service
- Show respect for staff, peers, and the property of Rancare Connect
- Be punctual and maintain personal hygiene to the best of their ability for the health and safety of people around them. We can support you in this area if required
- Provide accurate information about themselves
- Advise Rancare Connect of any changes to personal details (contact number, address, etc.)
- Treat the Provider, staff, and other participants with courtesy and respect





Rancare Connect Responsibilities

Responsibilities of Rancare Connect

Rancare Connect agrees to:

- Respect the Participant's legal and human rights
- Respect the Participant's culture, diversity, values, and beliefs
- Protect the Participant's personal privacy and dignity
- Collaborate with the Participant's interpreter, representatives or support person
- Respect the Participant's autonomy to make individual choices
- Respect the Participant's right to access an advocate
- Provide services and supports as per the Support Plan (quote) document
- Review the provision of supports at least every 6 months with the Participant
- Treat the Participant with courtesy and respect
- Communicate openly and honestly in a timely manner
- Consult the Participant and/or the Participant's representative on decisions about how supports are provided
- Listen to the Participant's feedback and resolve problems quickly
- Provide information about managing any incidents, complaints, or disagreements
- Give details of the provider's cancellation policy
- Provide the required notice if the provider needs to end the Service Agreement
- Keep clear and accurate records of the services provided to the Participant
- Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law
- Provide supports that meet the Participant's needs at their preferred times
- Provide as much notice as possible if Rancare Connect needs to change a scheduled appointment to provide supports, and seek alternative solutions
- Issue regular invoices and statements of the supports delivered to the Participant

At Rancare Connect, we will ensure that participants are:

- Free from violence, abuse, neglect, exploitation, or discrimination
- In a safe environment that is appropriate to their needs
- In an environment where any risks to them are identified and managed
- Supported by workers who are competent in relation to their role, hold relevant qualifications, expertise, and experience in providing person-centred support
- In an environment where incidents are acknowledged, responded to, well managed, and learned from

NDIS Code of Conduct

The NDIS Code of Conduct requires workers, key personnel and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.
8. Not engage in unfair pricing when supplying or promoting goods for NDIS participants.





Rancare Connect Code of Conduct

Rancare Connect is dedicated to providing exceptional services and support to people with disability. As a part of our commitment to quality and integrity, all staff members are expected to adhere to the following code of conduct. This code ensures that we maintain a safe, respectful, and professional environment for both our participants and our team.

1. Respect and Dignity:

- Treat all participants, their families, colleagues, and support people with respect, dignity, and compassion.
- Honour the individual rights of participants, including their right to freedom of expression, self-determination, and decision-making.

2. Integrity and Honesty:

- Act with integrity and honesty in all interactions.
- Be transparent and accountable in your actions and decisions.

3. Confidentiality:

- Respect the privacy and confidentiality of participants' personal information.
- Only share information when it is necessary for the provision of services and with appropriate consent.

4. Competence and Skill:

- Provide services in a safe, competent, and professional manner.
- Continuously seek to improve your skills and knowledge through ongoing professional development.

5. Safety and Well-being:

- Prioritise the safety and well-being of participants in all activities.
- Take proactive steps to identify and mitigate any risks to participants' safety.

6. Responsiveness:

- Promptly address and act upon any concerns or complaints related to the quality and safety of supports and services.
- Be responsive to participants' needs and feedback.

7. Non-discrimination:

- Ensure all actions and decisions are free from discrimination, harassment, or bias.
- Promote inclusivity and equity in all aspects of service delivery.

8. Avoiding Conflicts of Interest:

- Disclose any potential conflicts of interest and take appropriate steps to manage them.
- Ensure that personal interests do not interfere with professional responsibilities.

9. Fairness:

- Avoid any practices that could be perceived as exploitative or unfair.



Rancare Connect Code of Conduct

10. Empowerment and Choice:

- Support participants in making informed choices about their lives and services.
- Encourage and facilitate participants' independence and empowerment.

11. Preventing Harm:

- Take all reasonable steps to prevent and respond to any form of violence, exploitation, neglect, or abuse.
- Actively work to create a safe environment for all participants.

12. Respectful Communication:

- Communicate with participants in a manner that is respectful, clear, and supportive.
- Ensure that communication methods are appropriate to the needs and preferences of each participant.

Adhering to this code of conduct is essential to maintaining the trust and confidence of our participants and the broader community. All staff members are expected to uphold these standards and contribute to a positive, ethical, and professional environment. Failure by our staff to comply with this code will be investigated and acted upon urgently.

Staff Training and Hiring: At Rancare Connect, we prioritise the wellbeing of our participants by ensuring that our staff are thoroughly trained and well-equipped to recognise and respond to any signs of concern. Our employees complete regular training that covers the latest best practices in safeguarding, ensuring they remain vigilant and knowledgeable. Our rigorous hiring process includes a detailed interview, thorough reference checks, and comprehensive background screenings. This process ensures that only those with the highest commitment to care and integrity are entrusted with the responsibility of supporting our participants.

Our commitment to safety and quality care is reflected in every step we take to build a team dedicated to making a positive difference in the lives of those we serve.

Emergency and disaster preparedness

Rancare Connect will develop and emergency response plan to address unexpected events (such as Covid-19) that could lead to:

- Loss of life
- Significant injuries to employees or occupants
- Business shutdown
- Operational disruptions
- Physical or environmental damage

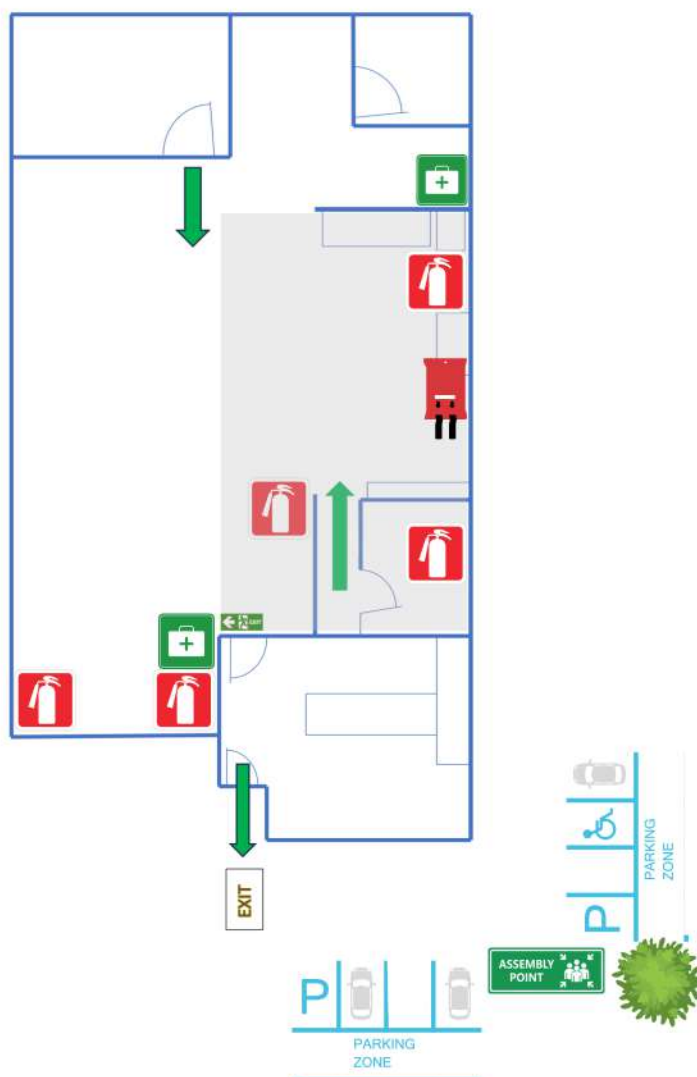
You will be informed by email about how we will operate, or limit operations during an emergency.

Our Head quarters located at 5/1889 Frankston - Flinders Rd Service Rd, Hastings VIC is equipped with emergency evacuation lighting, fire extinguishers and first aid kits. The nearest AED is located 650m away at Bunnings Hastings 1837 Frankston-Flinders Road, Hastings VIC 3915.

If you believe you have an infectious disease, please advise us before your support begins so we can arrange PPE to protect our staff and other participants.

Your safety and well-being are our top priorities, and we are committed to ensuring a prompt and effective response in any emergency

In the event of a fire or other potentially hazardous leaks or spills all employees and participants at Rancare Connect must immediately proceed to the front exit and gather in the car park which is our designated assembly point. Follow the instructions of the fire wardens and do not re-enter the building until it is declared safe by the authorities.





General Policies and Procedures

These policies and procedures need to be signed before commencement.

Feedback, Complaints and Advocacy Policy
Right to Access an Advocate Policy
Privacy and Confidentiality Policy and Procedure
Participant Consent Policy and Procedure
Culture, Diversity, Values, and Beliefs Policy and Procedure
Participant Safeguarding Policy and Procedure
Bullying and Harassment Policy and Procedure
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Human Resource Management Policy and Procedure
Information Management Policy and Procedure
Governance and Operational Management Policy and Procedure
Prevention and Control of Infectious Disease Policy and Procedure
Risk Management Policy and Procedure
Rancare Connect Bus Policy and Procedure
Rancare Connect Participant Transition Policy

Please let us know if you would like an easy read copy of any of the policies contained in this handbook



Feedback, Complaints & Advocacy Policy

1. Purpose

The purpose of this policy is to establish a clear, accessible, and effective process for feedback, complaints, and advocacy at Rancare Connect. We value feedback as a vital tool for improving our service delivery and ensuring that participants, their families, advocates, and carers have a voice.

2. Scope

This policy applies to all current, past, and prospective users of Rancare Connect's services, including participants, their families, supports, advocates, and carers.

3. Definitions

- Feedback: Any comments, compliments, or suggestions provided by participants, their families, advocates, or carers regarding the services provided by Rancare Connect.
- Complaint: An expression of dissatisfaction related to Rancare Connect's services that expects a response or resolution.
- Participant: Any individual supported by Rancare Connect, including their family or advocate.
- Rancare Connect Staff: All personnel engaged by Rancare Connect, including employees, contractors, and sub-contractors.

4. Policy Statement

Rancare Connect is committed to:

- Encouraging and valuing feedback and complaints as opportunities to improve services.
- Providing a safe and supportive environment for making complaints without fear of reprisal.
- Ensuring all feedback and complaints are handled promptly, fairly, and confidentially.
- Complying with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and other relevant legislation.

5. Responsibilities

- All Rancare Connect Staff: Responsible for acknowledging complaints, logging them in the Incident Reporting and Complaints Register, responding to complaints (if appropriate), escalating complaints as needed, and recording follow-up actions.
- Rancare Connect Directors: Responsible for providing guidance, facilitating resolutions, reviewing data, maintaining the register, and submitting annual reports as required.

6. Procedures

6.1 Information Provision

- Information about our feedback and complaints procedures will be made available to participants and their families.
- Rancare Connect will provide information about the NDIS Quality & Safeguarding Commission, who can offer advice and assistance to clients. NDIS Quality & Safeguarding Commission Phone [1800 035 544](tel:1800035544)



Feedback, Complaints & Advocacy Policy

6.2 Making a Complaint

Complaints or feedback regarding service delivery, staff, or unresolved client-to-client issues can be lodged through:

- Email: admin@rancareconnect.com.au
- Post: 5/1889 Frankston-Flinders Road, Hastings, Vic 3915
- Phone: Jodie (0400 524 631) or Narelle (0423 202 370)
- In person: All staff members are equipped to receive feedback or complaints

6.3 Initial Response

- Upon receiving a complaint, staff must notify their manager to determine the course of action.
- For serious allegations, we follow our Incident management policy and management must be notified immediately.
- Rancare Connect staff will acknowledge the complaint, summarising the issue, expected response time, and contact arrangements.

6.4 Internal Review or Investigation

- Rancare Connect staff will maintain communication with the participant, investigate the complaint adhering to procedural fairness and natural justice, comply with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, and document actions and decisions.

6.5 Responding to a Complaint

- Rancare Connect staff will inform the client of the outcome, their right to escalate the complaint internally or to the NDIS Quality & Safeguarding Commissioner, and any service delivery changes resulting from the complaint.
- This information will be logged in the Incident Reporting & Complaints Register.

6.6 External Agencies

- Participants may seek external review at any time if dissatisfied with Rancare Connect's complaint resolution process.
- The National Disability Advocacy Program (NDAP) provides access to effective disability advocacy that promotes, protects, and ensures the full and equal enjoyment of all human rights, enabling community participation.
- Advocacy and Complaint Appeal Groups include:
 - People with Disability Australia (PWDA)
 - Group and individual advocacy services: 1800 422 015
 - Website: www.pwd.org.au



Feedback, Complaints & Advocacy Policy

6.7 Participant-to-Participant Issues

- For participant complaints about other participants, Rancare Connect staff will attempt resolution on the spot.
- If unresolved, the issue will be escalated to a manager and logged in the Incident Reporting and Complaints Register.
- Alternative solutions focusing on the participant's desired outcome will be explored.

6.8 Maintaining Records

- The Rancare Connect staff member who received the complaint ensures all complaint-related documents are retained in the Incident Reporting & Complaints Register with updates in the Client Management System.
- Rancare Connect management coordinate external reporting when appropriate.

6.9 Reviewing Complaints

- Rancare Connect's Management team reviews complaint data regularly, considering trends, service improvements, planning implications, and potential use of complaints for staff training.

7. Advocacy

- Rancare Connect supports participants in accessing advocacy services to assist them in making complaints or resolving issues.
- Advocacy for people with disabilities includes 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 their welfare and justice.

8. Training and Awareness







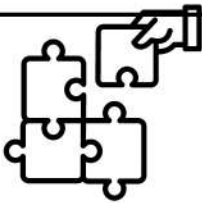


- Rancare Connect will provide training to all staff on handling feedback, complaints, and advocacy.
- Staff will be regularly updated on any changes to the complaint management process and relevant legislation.

9. Policy Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.

EASY READ COMPLAINT

HOW TO FILE A COMPLAINT OR GIVE FEEDBACK?

	This document is to help you Complain or give us Feedback.
	It is okay to complain if you are not happy. Tell us when you are upset about: Your supports Workers US (RANCARE CONNECT)
	You can talk to Narelle or Jodie, or other Rancare Connect staff.
	You can ask someone you trust to help you complain.
	You can ask an Advocate to help you. An Advocate is someone who speaks up for you if you cannot speak up for yourself. https://www.ndiscommission.gov.au/resources/find-assistance/find-advocate
	Not sure who to help you. Talk to Narelle or Jodie who will help you find someone.
	We will try to fix your problem. We will talk to you about your problem.
	We will keep anything you say private.
	Not Happy? You can tell: NDIS Commission 1800 03 55 44 (This is a free call from landlines) Or online www.ndiscommission.gov.au/about/complaints

Right to Access an Advocate Policy

1. Purpose

The purpose of this policy is to ensure that participants at Rancare Connect have the right to access an advocate to support their needs and rights.

2. Scope

This policy applies to all employees, contractors, volunteers, and participants at Rancare Connect.

3. Definitions

- Advocate: A person who supports and represents the interests of another individual.

4. Policy Statement

Rancare Connect recognises the importance of advocacy in promoting the rights and wellbeing of participants. We will:

- By way of this document participants have been made aware of their right to access an advocate.
- Provide information and assistance to participants seeking advocacy services.
- Respect the role of advocates in representing the interests of participants.

5. Procedures

- Information: Provide participants with information about their right to access an advocate and how to contact advocacy services.
- Assistance: Assist participants in finding and contacting an advocate if requested.
- Respect: Respect the role of advocates and ensure they are included in decision-making processes as requested by participants.
- Confidentiality: Maintain confidentiality and privacy in interactions with advocates.

6. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.

How to Access an Advocate

Advocacy is speaking, acting or writing with minimal conflict of interest on behalf of the interests of a disadvantaged person or group, in order to promote, protect and defend the welfare of and justice for either the person or group.

You can visit the following websites to find information about accessing and advocate

- Disability Advocacy Network Australia
 - <https://www.dana.org.au/find-an-advocate/>
- Ask Izzy Disability Advocacy Finder
 - <https://askizzy.org.au/disability-advocacy-finder>
- Disability Gateway
 - <https://www.disabilitygateway.gov.au/>





Privacy and Confidentiality Policy and Procedure

1. Purpose

The purpose of this policy is to protect the privacy and confidentiality of all personal information handled by Rancare Connect. This policy outlines our commitment to ensuring that personal information is collected, used, disclosed, and stored in accordance with relevant privacy laws and best practices.

2. Scope

This policy applies to all employees, contractors, volunteers, and participants at Rancare Connect.

3. Definitions

- Personal Information: Information or an opinion about an identified individual or an individual who is reasonably identifiable.
- Confidential Information: Information given in confidence or information that is not publicly available.

4. Policy Statement

Rancare Connect is committed to protecting the privacy and confidentiality of personal information. We will:

- Collect and use personal information only for legitimate purposes.
- Ensure personal information is accurate, complete, and up-to-date.
- Protect personal information from misuse, loss, and unauthorised access, modification, or disclosure by utilising third party software and cloud storage, as well as locked cabinets.
- Allow individuals to access their personal information and correct it if necessary.
- Destroy or de-identify personal information when it is no longer needed.

Personal and health records are stored securely and kept confidential. These records are maintained in accordance with the Health Records and Information Privacy Act 2002, which requires:

- Health records collected while an individual was an adult must be retained for 7 years from their last health service.
- Health records collected while an individual was under 18 must be kept until they reach 25 years of age.

Privacy and Confidentiality Policy and Procedure

5. Procedures

- Collection:
 - Collect personal information directly from individuals whenever possible.
 - Inform individuals about the purpose of the collection and how the information will be used.
 - Only collect information about the Participant that is directly relevant to effective service delivery and Rancare Connect's duty of care responsibilities.
 - Seek written consent from the Participant, family or support person prior to obtaining information from any other source.
- Use and Disclosure:
 - Use personal information only for the purpose for which it was collected, unless the individual consents to another use.
 - Disclose information only as required by law or with the individual's consent.
 - Seek written consent from the Participant or family prior to releasing information to any other source.
- Data Security:
 - Store personal information securely and ensure it is not left on view to unauthorised Rancare Connect staff or the general public.
 - Limit access to personal information to authorised personnel only.
 - Ensure that personal information about a Participant is only held by Rancare Connect as long as it remains relevant to the delivery of effective services and Rancare Connect's duty of care obligations. Review documents as per the QMS Schedule
 - Use secure methods to destroy personal information when it is no longer needed. Under the Health Records and Information Privacy Act 2002:
 - Adult health records must be retained for 7 years from the last service.
 - Health records of individuals under 18 must be kept until they turn 25.
- Access and Correction:
 - Provide individuals with access to their personal information upon request.
 - Advise the Participant, family or support person of the nature of the personal information held by Rancare Connect about the Participant.
 - Advise the Participant and family of their right to view the information that Rancare Connect keeps in respect of the Participant.
 - Correct any inaccuracies in the personal information promptly.
- Training and Awareness:
 - Train staff on privacy and confidentiality obligations.
 - Promote a culture of confidentiality within the organisation.
 - Ensure that staff understand and comply with the procedures for collecting, using, disclosing, and securing personal information.
- Grievances:
 - Promptly investigate, remedy, and document any consumer grievances regarding privacy, dignity, or confidentiality.
 - By adhering to these procedures, Rancare Connect ensures the privacy, security, and accuracy of personal information, while maintaining transparency and trust with Participants and their families.

6. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.



Participant Consent Policy and Procedure

1. Purpose

The purpose of this policy is to ensure that all participants of Rancare Connect give informed consent for any service provided by the organisation. When you become a Rancare Connect client, we strive to work towards your goals. From time to time, we may need to access information from Allied Health workers, Support Coordinators or Plan Managers. This information is provided to us so that we can provide the best service.

2. Scope

This policy applies to all employees, contractors, volunteers, and participants at Rancare Connect.

3. Definitions

- Informed Consent: Agreement given by a participant based on an understanding of the relevant information and implications.
- Participant: Any individual receiving services from Rancare Connect.

4. Policy Statement

Rancare Connect is committed to ensuring that participants give informed consent for all services. We will:

- Provide clear and comprehensive information about the services, including potential risks and benefits.
- Ensure that consent is given voluntarily without any form of pressure or coercion.
- Respect the participant's right to withdraw consent at any time.

5. Procedures

- Information Provision: Provide participants with all necessary information in a clear and understandable manner.
- Voluntary Consent: Ensure that consent is given freely and without coercion.
- Documentation: Document the consent process, including the information provided and the participant's decision.
- Withdrawal of Consent: Respect and document the participant's right to withdraw consent at any time.
- Capacity and Support: Assess the participant's capacity to give informed consent and provide additional support if needed.

6. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.



Culture, Diversity, Values, and Beliefs Policy and Procedure

1. Purpose

The purpose of this policy is to recognise, respect, and value the diversity of our participants and staff. This policy ensures that all services provided by Rancare Connect are inclusive and respectful of cultural differences, values, and beliefs.

2. Scope

This policy applies to all employees, contractors, volunteers, and participants at Rancare Connect.

3. Definitions

- Diversity: The inclusion of different types of people, such as people of different races, cultures, genders, religions, and sexual orientations.
- Cultural Competence: The ability to understand, communicate with, and effectively interact with people across cultures.

4. Policy Statement

Rancare Connect is committed to promoting a culture that respects diversity and inclusion. We will:

- Respect the cultural, religious, and personal values and beliefs of all participants and staff.
- Ensure that services are culturally appropriate and inclusive.
- Promote diversity understanding among staff through training and awareness programs.
- Encourage feedback from participants to improve inclusivity.

5. Procedures

- Assessment and Planning: Include cultural considerations in the assessment and planning of services.
- Training: Provide regular training to staff on diversity awareness and inclusivity.
- Inclusive Practices: Implement practices that accommodate the diverse cultural and religious needs of participants.
- Feedback and Improvement: Encourage feedback on inclusivity and make necessary improvements.

6. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.

Information about Incidents and Participant Safeguarding

At Rancare Connect, we ensure that all participants are safeguarded, and incidents including Violence, Abuse, Neglect, Exploitation & Discrimination are acknowledged, reported, notified to authorities (where appropriate), investigated, respond to, well-managed and learned from.

The Participant will be provided with information on how incidents involving the participant have been managed.

All our workers are aware of, trained in, and comply with the required procedures in relation to incident management.

Definitions

• Abuse

Abuse is any action that intentionally harms or injures another person. This can include physical, emotional, or psychological harm, and can be a single act or repeated over time. Types of abuse include:

- Physical Abuse: Inflicting physical pain or injury upon a person.
- Emotional/Psychological Abuse: Actions that harm a person's self-worth or emotional well-being, such as verbal abuse, threats, or manipulation.
- Sexual Abuse: Any non-consensual sexual contact, activity, or behaviour.
- Financial Abuse: Illegal or improper use of a person's funds, property, or assets.

• Neglect

Neglect is the failure to provide necessary care, assistance, guidance, or attention that causes, or is likely to cause, harm to a person. This can include failing to provide adequate food, medical care, or safe living conditions.

• Exploitation

Exploitation involves taking advantage of a person for personal gain, often in a way that is unfair or harmful. This can include economic exploitation or taking advantage of a person's disability to benefit oneself.

• Discrimination

Discrimination is the unjust or prejudicial treatment of different categories of people, particularly on the grounds of race, age, sex, or disability.

• Grooming

Grooming is a process by which an individual builds a relationship, trust, and emotional connection with a person, often a minor or a vulnerable adult, to manipulate, exploit, and abuse them. Grooming can occur both in person and online and often involves:

- Befriending the victim and gaining their trust
- Giving gifts or special attention
- Isolating the victim from family and friends
- Gradually exposing the victim to inappropriate behaviour or content

Making knowingly false allegations against any individual or the company is a serious offence and may result in disciplinary action.

Information about Incidents and Participant Safeguarding

What is an Incident? An incident is anything that causes harm to a person or causes loss or damage to their property. An incident also includes accidents such as trips and falls. Incidents may also be acts of aggression, arguments, threats and near-misses.

What is Reportable Incident? For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) in connection with the provision of supports or services. This includes:

- the death of a person with disability
- 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
- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability

Participant Disclosures

If you, the participant, discloses incidents that are occurring, or have occurred, outside the organisation, we will support you by believing you and reassuring you that telling was the right thing to do. In some serious cases we will need to report incidents or alleged incidents to the relevant authorities, even if you don't want us to. You have the right to privacy and your parents or guardians do not need to be informed, unless you want them to be.

Reporting by Parents, Guardians, and Support People

Parents, guardians, and support people may also report incidents to us.

As a registered NDIS provider, we must notify the NDIS Commission of all reportable incidents (including alleged reportable incidents) that occur (or are alleged to have occurred) in connection with the provision of NDIS supports or services you deliver.

This is a condition of our NDIS registration.

It is important to remember that while Rancare Connect staff are supportive listeners, it is not within our scope to counsel or investigate claims.

At Rancare Connect we must record all incidents and suspected incidents in our Incident Management System (not just reportable incidents), respond appropriately and take steps to prevent such incidents from happening again.

Rancare Connect staff may complete incident reports for events such as inappropriate language or behaviour, intimidation, threats or threatening behaviour, accidents, injuries, near-misses, disclosures, suspected incidents or any other action we believe should be recorded and reviewed to ensure a safe environment for all participants and staff.



How to report an incident

How to Report an Incident

To report an incident, you can:

- Contact any of our staff directly
- Use our 'Rancare Connect Incident Reporting Form' available on the following page or on the Rancare Connect Website www.rancareconnect.com.au
- Contact us via email: admin@rancareconnect.com.au
- Contact us by phone: Jodie 0400 524 631 Narelle: 0423 202 370

More Information

For more detailed information on our safeguarding policy and how to report incidents, please see our Safeguarding Policy page located in this handbook or contact us directly.

Incident Management

The Participant will be provided with information on how incidents involving them have been managed.

All our workers are aware of, trained in, and comply with the required procedures in relation to incident management. Parents and Guardians and/or emergency services will be notified when appropriate.



Rancare Connect Incident Reporting Form

For Office Use Only

- Received by:
- Date Received:
- Action Taken:
- Follow-up Completed on:

Participant Information

- Participant Name:
- Date of Birth:
- Contact Information:

Incident Details

- Date of Incident: _____ Time of Incident: _____
- Location of Incident: _____
- Type of Incident:
 - ☐ Physical Abuse
 - ☐ Emotional/Psychological Abuse
 - ☐ Sexual Abuse
 - ☐ Financial Abuse
 - ☐ Neglect
 - ☐ Exploitation
 - ☐ Discrimination
 - ☐ Grooming
 - ☐ Other (please specify): _____

Description of Incident

- Detailed Description of Incident: (Please provide a thorough description of what happened, including any relevant details)

Witness Information

- Were there any witnesses? YES/ NO

If yes, please provide their names and contact information:

Immediate Action Taken

- Describe any immediate actions taken in response to the incident: (e.g., medical assistance, contacting authorities, etc.)

Reporting

- Name of Person Reporting the Incident:
- Relationship to Participant:
- Contact Information of Reporter:
- Date of Report:

Additional Information

- Has this incident been reported to any authorities? YES/ NO

If yes, which authorities were notified?

- Are there any supporting documents or evidence attached? YES/ NO

If yes, please list them:

Follow-up

- Follow-up actions required:
- Person responsible for follow-up:
- Deadline for follow-up:

Acknowledgement

By signing below, I confirm that the information provided in this form is accurate and complete to the best of my knowledge.

- Signature of Reporter:
- Date:

Please feel free to affix extra pages if you would like to provide more information



Participant Safeguarding Policy and Procedure

1. Purpose

The purpose of this comprehensive policy is to ensure a safe, respectful, and inclusive environment at Rancare Connect. This document outlines Rancare Connect's commitment to preventing and addressing incidents of violence, abuse, neglect, exploitation, discrimination, bullying, harassment, and sexual abuse.

2. Scope

This policy applies to all employees, contractors, volunteers, participants, and stakeholders at Rancare Connect. It covers the identification, reporting, management, and resolution of incidents.

3. Definitions

- Abuse: Improper treatment or conduct that causes harm or distress.
- Bullying: Repeated, unreasonable behaviour directed towards an individual or group that creates a risk to health and safety.
- Discrimination: Unfair treatment based on personal characteristics such as race, sexuality, age, religion, gender, or disability.
- Exploitation: Taking advantage of someone for personal gain.
- Grooming: Deliberate action in the lead up to conducting acts of sexual abuse. Grooming behaviour involves the perpetrator manipulating a vulnerable person to gain their trust, build rapport, and exert their power over them.
- Harassment: Unwanted behaviour that is offensive, humiliating, or intimidating.
- Incident: An incident is anything that causes harm to a person or causes loss or damage to their property. An incident also includes accidents such as trips and falls. Incidents may also be acts of aggression, arguments, threats and near-misses.
- Neglect: The failure to provide necessary care, assistance, or attention.
- Notifiable Incident: A serious incident that requires mandatory reporting under Work Health and Safety (WHS) legislation or the NDIS Commission.
- Reportable Incident: Specific serious incidents involving participants that must be reported to the NDIS Commission.
- Sexual Harassment: Any unwanted or unwelcome sexual behaviour that makes a person feel offended, humiliated, or intimidated.
- Violence: The use of physical force to cause harm.
- Reasonable Belief: A belief based on reasonable grounds or facts that a particular event or situation has occurred.

4. Policy Statement

Rancare Connect is committed to:

- Promoting a culture of respect, dignity, and inclusion.
- Preventing all forms of violence, abuse, neglect, exploitation, discrimination, bullying, harassment, and sexual harassment.
- Providing clear procedures for reporting and addressing incidents.
- Supporting individuals who experience any form of misconduct.
- Taking prompt and appropriate action to address and resolve incidents.
- Supporting participants to access, understand and learn from the [esafety commissioner](#)

Participant Safeguarding Policy and Procedure

5. Procedures

5.1 Prevention

- Training: Rancare Connect provide regular training for all staff on recognising and preventing misconduct, including the NDIS Worker Orientation Module 'Quality, Safety and You'.
- Awareness: Ensuring all staff, volunteers, participants and their supports are aware of this policy by requiring a signed document confirming that they have read and understood it.
- Background Checks: Rancare Connect conduct thorough background checks during the hiring process this includes speaking to two references and ensuring all checks are valid.
- Culture: Rancare Connect fosters a positive and inclusive workplace culture that promotes safety, respect and collaboration.

5.2 Reporting

- All staff must report incidents promptly using the staff incident report form. Staff are required to make an incident report based on any reasonable belief that a participant's safety or wellbeing is at risk.
- Incidents include those causing harm, near misses, and hazards.
- Notifiable incidents must be reported to the WHS authorities and/or NDIS Commission within the specified timeframes:
 - Within 24 hours for most reportable incidents.
 - Within five days for unauthorised use of restrictive practices, unless it involves other reportable aspects.
 - Staff must record a description of the incident, impact or harm caused, immediate actions taken, follow-up actions planned or executed and any external reports made (e.g., to police or NDIS Commission)
- How to Report: Individuals who experience or witness any form of misconduct should report the incident. Reports can be made in person, via email, or in writing. [Visit the Rancare Connect Website to access the Incident Reporting Form.](#)
- Confidentiality: All reports will be treated confidentially to the extent possible, consistent with the need to investigate and resolve the complaint.
- Protecting Whistleblowers: Individuals who report misconduct or violations of Rancare Connects policies are protected from retaliation. Any form of retribution against a whistleblower is strictly prohibited and will be subject to disciplinary action.

5.3 Immediate Response and Support. Rancare Connect follow the steps below;

- Provide immediate assistance to affected participants to ensure their safety and wellbeing, for example supporting people to move to a separate space.
- Re-establish a safe environment.
- If appropriate, notify the participant's emergency contact, family member, carer, or guardian as soon as practicable.
- Keep the participant informed about the incident management process.
- Facilitate access to advocates if required.

5.4 Investigation and Corrective Actions

- Determine when a formal investigation is required.
- Conduct investigations adhering to principles of person-centred practice and procedural fairness. Both parties are supported during the investigation period.
- Identify root causes and take steps to address them to prevent recurrence.
- Implement corrective actions such as further staff training, policy changes, or service delivery modifications.

Participant Safeguarding Policy and Procedure

5.5 Record Keeping

- Maintain an incident register to track all incidents and their outcomes.
- Ensure secure storage and controlled access to incident records.
- Keep records for seven years from the date of the incident report.

5.6 Continuous Improvement

- Regularly review the incident management system for effectiveness and areas for improvement.
- Seek feedback from participants and staff involved in incidents.
- Use incident data to inform service improvements and risk management strategies.

5.7 Communication

- Inform participants about the incident management policy during service commencement.
- Ensure participants understand the circumstances under which their information will be shared with the NDIS Commission.

6. Roles and Responsibilities

All Staff

- Identify and report incidents promptly using the designated incident report form.
- Participate in training and awareness programs related to incident management and safeguarding.
- Support participants who require assistance to stay safe online

Management

- Ensure incidents are managed according to the policy and provide support to affected participants.
- Collate and record incident reports.
- Determine reportability and manage external reporting obligations.
- Submit reportable incident notifications to the NDIS Commission.
- Foster a safe and respectful workplace culture.

Supervisors

- Address and report any concerns or incidents brought to their attention.
- Oversee the implementation and adherence to this policy.
- Conduct or coordinate investigations into reported incidents.

Participants

- Adhere to the principles and practices outlined in this policy.
- Report any concerns or incidents of harassment or safeguarding issues to staff.

The Organisation

- Provide support and resources to individuals affected by any form of misconduct.
- Inform participants about their rights and the organisation's commitment to a safe environment.

7. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.

8. Conclusion

Adherence to this comprehensive policy is essential to maintaining the trust and confidence of our participants, employees, and the broader community. All members of Rancare Connect are expected to uphold these standards and contribute to a positive, ethical, and safe environment. Failure to comply with this policy will be promptly managed.



Bullying and Harassment Policy and Procedure

1. Purpose

The purpose of this policy is to provide a safe and respectful environment free from bullying and harassment for all participants, employees, contractors and volunteers at Rancare Connect. This policy outlines the organisation's commitment to preventing bullying and harassment and provides clear procedures for reporting and addressing any incidents that occur.

2. Scope

This policy applies to all employees, contractors, volunteers, and participants at Rancare Connect.

3. Definitions

- **Bullying:** Repeated, unreasonable behaviour directed towards an individual or group that creates a risk to health and safety. It can include verbal, physical, social, or psychological abuse.
- **Harassment:** Unwanted behaviour that is offensive, humiliating, or intimidating. It can be related to race, sex, disability, religion, sexual orientation, or other personal characteristics.

4. Policy Statement

Rancare Connect is committed to:

- Promoting a culture of respect and dignity.
- Preventing bullying and harassment in the workplace.
- Providing clear procedures for reporting and addressing incidents.
- Supporting individuals who experience bullying or harassment.
- Taking prompt and appropriate action to address and resolve incidents.

5. Procedures

5.1 Prevention

- **Training:** Provide regular training for all staff on recognising and preventing bullying and harassment.
- **Awareness:** Promote awareness of the policy through induction programmes, regular communications, and posters in the workplace.
- **Culture:** Foster a positive and inclusive workplace culture that promotes respect and collaboration.

5.2 Reporting

- **How to Report:** Individuals who experience or witness bullying or harassment should report the incident to their line manager or HR. Reports can be made in person, via email, or in writing.
- **Confidentiality:** All reports will be treated confidentially to the extent possible, consistent with the need to investigate and resolve the complaint.



Bullying and Harassment Policy and Procedure

5.3 Response

- **Initial Assessment:** Management will conduct an initial assessment of the report to determine the appropriate course of action.
- **Investigation:** If the initial assessment indicates that a full investigation is required, it will be conducted promptly and fairly. The investigation will involve interviewing the parties involved and any witnesses.
- **Outcome:** Based on the findings of the investigation, appropriate actions will be taken. This may include disciplinary action against the perpetrator, support for the victim, and measures to prevent recurrence.

5.4 Support

- **Support Services:** Provide access to support services for individuals affected by bullying.
- **Follow-Up:** Monitor the situation to ensure that the bullying or harassment has ceased and that there are no reprisals against the complainant.

5.5 Documentation

- **Record Keeping:** Maintain records of all reports, investigations, and outcomes in a secure and confidential manner.

6. Roles and Responsibilities

- **All Staff:** Responsible for fostering a respectful workplace, reporting incidents of bullying and harassment, and cooperating with investigations.
- **Managers and Supervisors:** Responsible for responding to reports of bullying and harassment, conducting initial assessments, and supporting affected individuals.

7. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.

This policy and procedure are designed to ensure that Rancare Connect provides a safe and respectful environment for all employees, contractors, volunteers, and participants.



Supported Decision Making Policy and Procedure

At Rancare Connect, we are committed to ensuring that individuals with disabilities have the right to make their own decisions and be supported in doing so. Our Supported Decision-Making Policy aligns with the principles outlined by the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and the National Disability Insurance Scheme (NDIS) Act. We aim to provide the necessary support to enable individuals to make, communicate, and participate in decisions affecting their lives, promoting dignity, autonomy, and respect for their will and preferences.

1. Purpose

The purpose of this policy is to support participants in making their own decisions and to ensure that their preferences and choices are respected and upheld at Rancare Connect.

2. Scope:

This policy applies to all staff, volunteers, support people and stakeholders involved with Rancare Connect and encompasses all interactions with individuals with disabilities within the context of the NDIS. It includes support in decision-making related to personal goals, planning, and the use of supports as outlined in the individual's NDIS plan.

3. Definitions

- Decision-making: The process of making choices or reaching conclusions.
- Supported Decision-making: Assisting individuals to make their own decisions.

4. Policy Statement

Rancare Connect is committed to promoting the autonomy and independence of participants. We will:

- Respect and support the decision-making rights of participants.
- Provide information and support to help participants make informed decisions.
- Ensure that decision-making processes are inclusive and consider the participant's preferences and best interests.

5. Principles:

1. Equal Right to Make Decisions: All individuals have an equal right to make decisions that affect their lives and to have those decisions respected.
2. Access to Necessary Support: Individuals who require support in decision-making must be provided with the necessary resources to make, communicate, and participate in decisions.
3. Respect for Will and Preferences: Decisions should be directed by the individual's own will, preferences, and rights.
4. Safeguards Against Abuse: Effective safeguards must be in place to protect individuals from violence, abuse, neglect, or exploitation while supporting decision-making.

Note to Parents, Guardians, Support People and Representatives:

Rancare Connect values the privacy and autonomy of our participants. Our staff will not share any information provided by adult participants in confidence, including reporting on behaviour and choices, without their knowledge and consent. This commitment ensures that participants have control over their personal information and supports our goal of empowering them to make their own decisions.



Supported Decision Making Policy and Procedure

6. Procedures:

1. Identification of Decision Support Needs:

- Assess the decision-making abilities of participant and identify the level and type of support required.
- Engage with the participant, their family, carers, and other support networks to understand their preferences and needs.

2. Provision of Support:

- Provide appropriate support to help individuals understand information relevant to the decision.
- Use communication methods suited to the individual's preferences, including plain language, visual aids, or assistive technologies.
- Facilitate access to relevant information and resources to help individuals make informed decisions.

3. Involvement of Support Networks:

- Encourage the involvement of trusted family members, support people, friends, carers, or advocates chosen by the individual to assist in the decision-making process.
- Ensure that the role of supporters is to assist, not to make decisions on behalf of the individual.

4. Documentation and Review:

- Document the decision-making process, including the support provided and the individual's preferences and decisions.
- Regularly review and update the support plan to reflect any changes in the individual's needs or circumstances.

5. Training and Capacity Building:

- Provide training to staff and volunteers on supported decision-making principles and practices.
- Promote ongoing learning and development opportunities to enhance the skills and knowledge of those involved in supporting decision-making.

6. Monitoring and Evaluation:










- Monitor the implementation of the Supported Decision-Making Policy to ensure it meets the needs of individuals and aligns with best practices.
- Gather feedback from individuals, their families, and support networks to continuously improve the support provided.

7. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.

By adhering to this policy, Rancare Connect aims to empower individuals with disabilities to take control of their lives, make their own decisions, and achieve their personal goals in a supportive and respectful environment.

EASY READ SUPPORTED DECISION MAKING

	This document outlines your rights regarding decisions about your life.
	Making decisions is about your preferences. You have the right to be respected and treated equally. In this document, you will learn about your right to make personal decisions, the concept of consent, how we assist you in decision-making, what to expect during emergencies
	Our aim is to provide support that ensures you feel safe and comfortable. If something makes you feel uneasy or unsafe, you have the right to say no.
	<p>Giving consent means agreeing to something. Before you consent, it's important to understand:</p> <ul style="list-style-type: none"> • What will happen • What is expected of you • How the activity or treatment will benefit you • Possible risks involved <p>You can decide on your own if you feel comfortable. Feel free to ask questions if you need more information.</p>
	Withdrawing consent means changing your mind. If you feel uncomfortable with something, you can withdraw your consent at any time.
	We adhere to government regulations to ensure you understand your rights. If you are 18 or older, you can make your own decisions and give consent. If you are under 18, you can also make certain decisions, but you may need help from a parent or guardian.
	<p>You can choose how to express your consent. You can do this by:</p> <ul style="list-style-type: none"> • Using body language (like pointing or nodding) • Signing a document • Saying 'yes' or 'no' • Showing a picture • Spelling out your response <p>Remember, the method of communicating your decisions is entirely up to you!</p>
	<p>Sometimes, you may need assistance in making decisions. You can seek advice from trusted individuals such as:</p> <ul style="list-style-type: none"> • Your parents or guardian • Your support worker or carer • Close friends or family <p>A substitute decision maker may be appointed if:</p> <ul style="list-style-type: none"> • You lack someone to assist you • You find it difficult to make decisions on your own <p>Their role is to help you make informed decisions that enhance your life.</p>
	In an emergency we don't always need your consent to keep you safe.



Conflict of Interest Policy and Procedure

1. Purpose

The purpose of this policy is to ensure that all decisions and actions taken by Rancare Connect are made without any conflict of interest and in the best interest of participants.

2. Scope

This policy applies to all employees, contractors, volunteers, and participants at Rancare Connect.

3. Definitions

- Conflict of Interest: A situation where a person's personal interests could improperly influence the performance of their official duties and responsibilities.

4. Policy Statement

Rancare Connect is committed to maintaining the highest standards of integrity and impartiality. We will:

- Identify and manage conflicts of interest to ensure transparency and fairness.
- Ensure that personal interests do not affect the decisions or actions of staff.
- Require staff to disclose any potential conflicts of interest.

5. Procedures

- Identification: Regularly assess for potential conflicts of interest.
- Disclosure: Require staff to disclose any potential conflicts of interest in writing.
- Management: Develop and implement strategies to manage conflicts of interest, including removing individuals from decision-making processes where a conflict exists.
- Training: Provide training to staff on recognising and managing conflicts of interest.
- Documentation: Maintain records of disclosed conflicts of interest and the actions taken to manage them.

6. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.



Medication Management Policy and Procedure

1. Purpose

The purpose of this policy is to ensure the safe administration and management of medications for participants.

This Medication Plan and Consent Form provides detailed information about the medications you require support with, the type of support and consent for Rancare Connect staff to assist.

Rancare Connect ensures all Participants have current, accurate and reliable records of medication assistance. This is to support the safe management of medication in the community.

Rancare Connect supports participants to be independent with self-administering medication

2. Scope

This policy applies to all employees, contractors, volunteers, and participants at Rancare Connect who are involved in the administration of medication.

3. Definitions

- Medication: A drug or other form of medicine that is used to treat or prevent disease.

4. Policy Statement

Rancare Connect is committed to:

- Ensuring that medications are administered safely and correctly.
- Maintaining accurate records of medication administration.
- Training staff on medication management procedures.

5. Procedures

- Prescription Management: Ensure that all medications are prescribed by a qualified healthcare professional. All medication to be supplied in blister packs or original packaging with the pharmacy label attached.
- Storage: Store medications securely and in accordance with manufacturer's instructions.
- Administration: Administer medications as prescribed and document the administration. Rancare Connect staff will administer the medication as per instructions and are not responsible for any errors (including incorrect packaging or dose recommendations) or any side effects that may be caused by the medication. Rancare Connect supports participants to be independent with self-administering medication. If the participant chooses to self-administer medication Rancare Connect takes no responsibility for any errors or missed medication.
- Training: Provide training to staff on medication management and administration.

6. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.



Costs and Cancellation Policy and Procedure

This policy outlines the procedures for booking, costs, and cancellations for services including short-term accommodation (respite), camps, and group activities.

1. Scope:

This policy applies to all clients receiving services and supports from Rancare Connect under the NDIS.

2. Costs:

Service Charges:

- All services provided will be charged as per the NDIS Price Guide.
- Costs for specific services such as short-term accommodation (respite), camps, and group activities will be provided.

Invoicing:

- Invoices for services provided will be issued regularly and must be paid within the terms specified on the invoice.
- Any changes in the plan manager or other information that may affect invoicing must be communicated to Rancare Connect immediately.

3. Cancellation Policy:

General Cancellation Policy:

- Clients must provide a minimum of seven (7) clear days' notice for cancellations of services.

Short Notice Cancellations: A cancellation is considered a short notice cancellation if the participant:

- Does not show up for a scheduled support within a reasonable time or is not present at the agreed location within a reasonable time when the provider is travelling to deliver the support.
- Has given less than seven (7) clear days' notice for a support.

Where a provider has a short notice cancellation (or no show), they may claim 100% of the agreed fee associated with the activity from the participant's plan, subject to the NDIS Pricing Arrangements and Price Limits and the terms of the service agreement with the participant.

If appropriate cancellation time frames are met, there will be no charge to the participant's NDIS plan. If cancellations occur on a regular basis, this may result in a review of the participant's current schedule of support to explore alternatives.



Costs and Cancellation Policy and Procedure

4. No Show Policy:

In the event of a "no show":

- Rancare Connect will make attempts to contact the participant and/or nominee to confirm whether the support for that time is to be cancelled.
- If there are unforeseen circumstances and the participant agrees they did not comply with the agreed requirements, a "no show" payment may be charged for the rostered hours, against the participant's plan, in line with the NDIS Pricing Arrangements and Price Limits.
- Where a participant fails, without notice, to keep the scheduled arrangement for the support, Rancare Connect will make every effort to contact the participant/nominee to determine if a review of the participant's current schedule of support is required.

5. Procedure:

Booking and Confirmations:

- All bookings for short-term accommodation, camps, and group activities must be confirmed in writing by email.

Cancellation Process:

- Cancellations must be communicated in writing to Rancare Connect via email.
- The date of the cancellation notice will be the date on which the written communication is received by Rancare Connect.

Billing for Cancellations:

- Rancare Connect will issue an invoice for the cancellation fee as per the policy.
- The invoice must be paid within the terms specified.

6. Review:

This policy will be reviewed annually to ensure compliance with the NDIS guidelines and to address any changes in operational requirements.



Financial Management Policy and Procedure

1. Purpose

The purpose of this policy is to support participants in managing their own finances.

2. Scope

This policy applies to all participants at Rancare Connect who require support in managing their personal finances.

3. Definitions

- Financial Management: The process of planning, directing, monitoring, organising, and controlling financial resources.
- Participant Funds: Personal money belonging to participants that is not covered by NDIS funding, such as money for personal purchases (e.g., movie tickets).

4. Policy Statement

Rancare Connect is committed to:

- Supporting participants in managing their own finances.
- Ensuring participants understand their financial obligations and opportunities.

5. Participant Financial Management

5.1 Support for Participants

- Assistance: Offer assistance to participants in understanding their financial obligations and opportunities but not in managing their personal funds directly unless specifically requested by the participant and agreed upon in their individual support plan.

5.2 Responsibility for Personal Purchases

- Participants are responsible for managing their own money and making personal purchases that are not covered by NDIS funding, such as movie tickets or other personal items.
- Staff may provide guidance and support, but will not manage participants' personal funds directly. Participants retain full control and responsibility for their own financial decisions and spending.

6. Procedures

6.1 Participant Financial Support Procedures

- Provide Training when requested: Provide training sessions for participants on budgeting, saving, and making informed financial decisions.
- Support Network: Encourage participants to engage their personal support network (family or support person) for managing their personal finances.

7. Roles and Responsibilities

- All Staff: Responsible for supporting participants in managing their finances by making informed choices. Staff are to provide guidance but are not responsible for managing or overseeing participants' personal spending.

8. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.

Health and Safety Policy and Procedure

1. Purpose

The purpose of this policy is to ensure the health and safety of all participants, employees, contractors and volunteers at Rancare Connect.

2. Scope

This policy applies to all activities and operations conducted by Rancare Connect.

3. Definitions

- Health and Safety: The prevention of accidents and the promotion of the health and wellbeing of individuals.
- Risk Assessment: A systematic process of evaluating the potential risks that may be involved in a projected activity or undertaking.

4. Policy Statement Rancare Connect is committed to:

- Providing a safe and healthy work environment.
- Complying with all relevant health and safety legislation.
- Promoting a culture of safety awareness.

5. Procedures

5.1 Risk Assessment

- Identification of Hazards: Regularly identify potential hazards in the workplace and during activities.
- Risk Evaluation: Assess the likelihood and potential impact of identified hazards.
- Risk Mitigation: Implement measures to eliminate or control risks to an acceptable level.
- Documentation: Maintain records of all risk assessments and the actions taken to mitigate risks.
- Review: Regularly review and update risk assessments, particularly when there are changes in the work environment or new activities are introduced.

5.2 Training

- Health and Safety Training: Provide comprehensive health and safety training to all staff, including risk assessment training.
- Induction: Ensure all new employees, contractors, and volunteers receive an induction that includes health and safety procedures and risk assessment protocols.

5.3 Emergency Procedures

- Development: Develop detailed emergency procedures for various scenarios, including fires, medical emergencies, and evacuations.
- Implementation: Ensure all staff are familiar with emergency procedures and conduct regular drills.
- Resources: Equip the workplace with necessary emergency resources, such as first aid kits, fire extinguishers, and emergency contact lists.

5.4 Reporting

- Incident Reporting: Establish a clear procedure for reporting health and safety incidents.
- Investigation: Investigate all reported incidents to determine causes and prevent recurrences.
- Follow-up: Implement corrective actions based on investigation findings and monitor their effectiveness.

6. Review

This policy will be reviewed annually or following any significant changes to ensure its effectiveness and compliance with regulatory requirements.

Water Safety Policy and Procedure

Purpose

To ensure the safety and well-being of all participants, staff, and volunteers during water-related activities.

2. Scope

This policy applies to all water-related activities organised by Rancare Connect, including swimming, boating, and other water sports.

3. Policy

1. Risk Assessment

- Conduct risk assessments for all water activities.
- Identify potential hazards and implement measures to mitigate risks.

2. Supervision

- Ensure adequate supervision by staff.
- Maintain appropriate staff-to-participant ratios based on participant swimming ability, as listed in their application form.

3. Training

- Ensure all staff are First Aid and CPR trained.
- Ensure staff are comfortable with the assigned ratio and water activity
- Ensure staff have adequate swimming and water safety skills

4. Equipment

- Provide first aid kit.

5. Emergency Procedures

- Develop and communicate emergency procedures for water-related incidents as part of the risk assessment.

6. Participant Preparation

- Assess participants' swimming abilities and provide safety briefings.

4. Responsibilities

- Management: Ensure policy communication, implementation, and regular review.
- Staff and Volunteers: Adhere to safety procedures and guidelines.
- Participants: Follow instructions and safety guidelines provided.



Emergency and Disaster Management Protocols Policy and Procedure

Purpose:

These protocols are designed to ensure the safety of participants, staff, and visitors during emergency or disaster situations. Our goal is to minimise risk, provide timely responses, and maintain continuity of care and services during unforeseen events.

1. Emergency Preparedness

- **Risk Assessment:** Regular risk assessments will be conducted to identify potential emergency scenarios (e.g., fire, flood, pandemic, etc.). These assessments guide the development of specific responses to ensure preparedness.
- **Emergency Contacts:** A list of emergency contacts, including local authorities, medical services, and key staff members, will be maintained and readily accessible to all staff.
- **Emergency Kit:** A fully stocked emergency kit, including first aid supplies, torches, batteries, bottled water, and contact information, will be maintained in each location.
- **Staff Training:** All staff will receive training on emergency procedures, including evacuation routes, use of fire extinguishers, and communication protocols.

2. Emergency Communication

- **Internal Communication:** A clear chain of command will be established for reporting emergencies. In the event of an emergency, staff should report to the directors, who will coordinate response efforts.
- **External Communication:** In the case of a large-scale emergency (e.g., natural disaster), the management team will inform participants, their families, and external partners about the situation and any necessary changes to services or schedules.

3. Evacuation Procedures

- **Evacuation Routes:** Clearly marked exit points are visible in all locations. Staff will guide participants to the designated safe assembly areas during an evacuation.
- **Drills:** Regular fire and emergency evacuation drills will be conducted to ensure all staff and participants are familiar with evacuation procedures.
- **Accountability:** After evacuation, the designated safety officer will conduct a roll call to ensure all participants and staff are accounted for. Any missing persons must be reported to emergency services immediately.

Emergency and Disaster Management Protocols Policy and Procedure

4. Disaster Response

- **Fire Response:** In the event of a fire, staff must immediately evacuate participants via the nearest exit and gather at the pre-determined assembly point. Fire extinguishers are available in each location for use by trained personnel only.
- **Medical Emergency:** In case of a medical emergency, staff should administer first aid if trained and call emergency services. The participant's emergency contact and management must be notified as soon as possible.
- **Flooding or Severe Weather:** Staff should follow local authority guidelines and evacuate if instructed. If sheltering in place, move participants to higher ground and avoid using electrical equipment.
- **Pandemic/Outbreak Response:** In the event of an outbreak, infection control protocols will be activated, including isolation of affected individuals, increased hygiene measures, and communication with health authorities. Services may be adjusted to remote delivery where feasible.

5. Recovery and Continuity of Care

- **Service Continuity:** In the aftermath of an emergency or disaster, the management team will assess the situation and implement plans to restore services as quickly as possible, ensuring minimal disruption to participants.
- **Counselling Support:** Post-emergency counselling and psychological support will be available to staff and participants as needed. External professionals will be engaged to provide specialised support if required.
- **Review and Update:** After every emergency or drill, a debrief will be conducted to identify areas for improvement in the response. Protocols will be updated accordingly to improve preparedness for future events.

6. Documentation and Insurance

- **Incident Reporting:** All incidents during an emergency or disaster must be documented using the organisation's incident report form. A detailed account of the event, actions taken, and outcomes will be recorded.
- **Insurance Coverage:** Ensure the business's insurance policies, including professional indemnity, public liability, and accident insurance, are reviewed annually and updated to cover any new risks identified.

Management of Waste Policy

Purpose

To ensure the safe and effective management of waste, including infectious, hazardous, and general waste, while complying with the NDIS Practice Standards and relevant regulations.

Policy Statement

Rancare Connect is committed to protecting participants, staff, and the community from harm caused by exposure to waste, including infectious and hazardous substances. This is achieved through robust policies, procedures, and practices for waste handling, storage, and disposal.

Procedures

Types of Waste

• **Infectious Waste**

- Examples include used gloves, tissues, continence aids, single-use cutlery or crockery, straws, and wound dressings.
- Handling: Use PPE (e.g., gloves, masks) when handling infectious waste.
- Disposal: Place all soiled items in a plastic bag, seal it, and dispose of it in a general waste bin. Heavily contaminated waste must be double-bagged to minimise exposure.

• **Hazardous Waste**

- Includes sharps, Schedule 8 medications, and other regulated items.
- Handling: Use sharps bins for needles and dispose of them when $\frac{3}{4}$ full at designated facilities such as hospitals or pharmacies.
- Disposal: Do not place hazardous waste in kerbside bins. Consult local council services for proper disposal methods.

• **General Waste**

- Includes non-infectious and non-hazardous items such as food scraps and general rubbish.
- Handling: Place in lined bins with secure lids.
- Disposal: Regularly remove and dispose of waste in accordance with council guidelines.

2. Safe Waste Management Practices

1. Storage and Handling

- Store waste in designated, clearly labelled containers.
- Ensure sharps containers and clinical waste bins are used where necessary.
- Keep waste areas clean and secure from unauthorised access.

2. Controls and Risk Management

- Eliminate Risks: Remove unnecessary hazardous materials.
- Substitute: Opt for less harmful products, such as mild detergents instead of caustic cleaners.
- Isolate Risks: Use sharps containers and secure waste immediately in bags or bins.
- Engineering Controls: Utilise no-touch bins with self-closing lids or bins with wheels to minimise manual handling.
- PPE: Always wear gloves and other required PPE when handling waste.

Management of Waste Policy

3. Training and Incident Reporting

1. Training

- All workers involved in waste management must be trained in proper handling techniques, use of PPE, and emergency procedures.

2. Incident Reporting

- Report all waste-related incidents, including injuries or spills, to management immediately.
- Document and investigate incidents to identify root causes and implement preventive measures.

4. Emergency Plans

- Respond to clinical or hazardous waste spills promptly using approved procedures.
- Evaluate the effectiveness of emergency responses and update plans as needed.

Key Responsibilities

- Staff: Follow all procedures, complete training, and report incidents or hazards promptly.
- Management: Ensure appropriate waste management resources, provide training, and oversee compliance with policies and standards.



Mealtime Management Policy and Procedure

Purpose

To ensure that participants requiring mealtime management receive safe, nutritious, and enjoyable meals prepared and delivered in accordance with their individual needs, preferences, and mealtime management plans.

Policy Statement

Rancare Connect is committed to meeting the dietary and mealtime needs of all participants, as guided by their individual requirements and mealtime management plans. Meals will be planned, prepared, and delivered in a manner that promotes safety, enjoyment, and well-being, while complying with NDIS Practice Standards.

Procedures

1. Identification of Participants Requiring Mealtime Management

- Each participant requiring mealtime management will be identified upon intake or through regular reviews.
- A comprehensive mealtime management assessment must be conducted by an appropriately qualified health practitioner, arranged by the participant, before beginning at Rancare Connect

2. Mealtime Management Assessments

Assessments must include:

- a) Nutrition and swallowing evaluations.
- b) Seating and positioning requirements for eating and drinking.
- c) Development of a comprehensive mealtime management plan.
- d) Annual reviews or more frequent updates if health needs or risks change.

3. Participant Involvement

- Participants (with their consent) will be actively involved in overseeing how their mealtime management plans are managed, such as working with support staff to decide on a menu, to ensure their preferences and choices are respected.
- Plans will reflect professional recommendations and the participant's informed choices.

4. Worker Training and Responsibilities

- All workers providing mealtime management will:
 - a) Understand the participant's specific mealtime management needs.
 - b) Be trained in recognising and managing safety incidents such as coughing or choking. Staff working with participants who require meal time management must complete the NDIS Commission module 'Supporting Safe and Enjoyable Meals'.
 - c) Prepare and deliver meals in line with each participant's mealtime management plan.
- Workers will report incidents and escalate concerns as per organisational policies.

5. Mealtime Management Plans

- Plans will be:
 - a) Easily accessible in ShiftCare to workers providing mealtime management.
 - b) Clearly documented and updated regularly.
 - c) Reviewed by practitioners annually or as needed.



Mealtime Management Policy and Procedure

6. Menu Planning

- Menus will be developed collaboratively with participants to:
 - a) Reflect their preferences, informed choices, and dietary requirements.
 - b) Provide nutritious, safe, and enjoyable meals.
 - c) Address chronic health risks such as diabetes, allergies, or swallowing difficulties.

7. Preparation and Texture Modification

- Meals and fluids will be prepared in accordance with mealtime management plans.
- Workers will:
 - a) Follow specific guidelines for texture-modified diets.
 - b) Check that meals are of the correct texture before serving.

8. Safe Storage and Labelling

- All meals will be stored safely and in compliance with health standards.
- Meals for participants will be:
 - a) Clearly labelled with the participant's name and dietary needs.
 - b) Separated from other meals to avoid cross-contamination.

9. Incident Management

- Workers will respond promptly to safety incidents such as coughing or choking.
- Incidents will be reported, documented, and reviewed to identify and mitigate risks.

Key Responsibilities

- Participants: Actively participate in their mealtime planning and provide consent for assessments and plan updates.
- Health Practitioners: Conduct assessments, provide plans, and review them regularly.
- Workers: Prepare, deliver, and manage meals in line with plans, training, and organisational procedures.
- Management: Ensure staff training, maintain accessible documentation, and oversee compliance with mealtime management policies.



Continuity of Supports Policy and Procedure

Purpose

This policy outlines Rancare Connect's commitment to ensuring the continuity of support services for participants. In cases where changes or interruptions to support are unavoidable, Rancare Connect will work collaboratively with participants to implement suitable alternative arrangements that respect their needs, preferences, and goals.

Policy Statement

Rancare Connect is committed to providing consistent, high-quality support to participants. When changes or interruptions to scheduled services occur, we will take all reasonable steps to:

- Explain the situation to the participant and discuss available alternatives.
- Seek the participant's agreement for any proposed alternative arrangements.
- Ensure replacement services or staff are delivered in a way that aligns with the participant's individual needs, preferences, and goals.

Procedure

1. Identifying and Managing Interruptions

- Rancare Connect will proactively monitor staffing and service availability to identify potential interruptions.
- Participants will be informed as soon as possible about any changes that may affect their regular support arrangements.

2. Providing Alternative Arrangements

- In the event of an unavoidable interruption, Rancare Connect will:
 - Clearly explain the situation to the participant.
 - Provide options for alternative arrangements, such as rescheduling, assigning a replacement staff member, or adjusting services temporarily.
 - Ensure the proposed arrangements are appropriate to the participant's needs, preferences, and goals.

3. Participant Agreement and Involvement

- Replacement arrangements will only proceed with the participant's agreement.
- Where possible, participants will be actively involved in the selection of replacement staff or the planning of alternative arrangements.

4. Matching Replacement Staff or Services

- Replacement staff or services will be matched based on the participant's specific needs, including skills, qualifications, and compatibility preferences.
- When possible, participants will have the opportunity to meet replacement staff before their first session.

5. Emergency and Unforeseen Situations

- In emergency situations, where prior consent cannot be obtained, Rancare Connect will assign a suitably trained and experienced staff member to ensure continuity of care.
- Participants will be informed as soon as possible and their feedback will be taken into account for future planning.



Continuity of Supports Policy and Procedure

6. Communication and Documentation

- Clear communication with participants will be maintained throughout the process to ensure they feel informed and supported.

7. Monitoring and Feedback

- Participants will be encouraged to provide feedback on alternative arrangements or replacement staff to assess the quality and suitability of services.
- Regular reviews will be conducted to improve processes and identify any areas for improvement.

Responsibilities

- Management Team:
 - Ensure sufficient staffing resources are available to minimise interruptions.
 - Oversee the implementation of this policy and review participant feedback.
- Staff Members:
 - Provide as much notice as possible when unavailable.
 - Support participants during transitions to replacement services or staff.

Review and Continuous Improvement

This policy will be reviewed annually or as required to reflect participant feedback, changes in operational requirements, or updates to NDIS standards.

By ensuring that alternative arrangements are explained an



Human Resource Management Policy and Procedure

Purpose

To attract, retain, and develop a skilled workforce that ensures participants' support needs are met by competent, qualified, and experienced workers, while fostering a safe, supportive, and equitable workplace.

Policy Statement

Rancare Connect values its workforce and is committed to fair and transparent employment practices, providing professional growth opportunities, and maintaining a workplace that upholds safety, respect, and equity. This policy ensures that staff are qualified, trained, and supported to deliver high-quality, person-centred support services that align with participants' individual needs and goals.

Procedures

1. Identifying Role Requirements

- Clearly document the skills, qualifications of each position. The responsibilities, scope, and limitations of the role are outlined in the position description.
- Ensure that position descriptions align with the requirements of the supports provided and are updated regularly.

2. Recruitment and Onboarding

- Advertise roles openly and follow a merit-based selection process.
- Conduct comprehensive pre-employment checks, including:
 - Verification of qualifications and experience.
 - Police checks and working with children clearances (if applicable).
 - Reference checks.
- Maintain detailed records of all pre-employment checks.
- Ensure all new hires complete an orientation and induction program, including the mandatory NDIS Worker Orientation Program.

3. Training and Development

- Identify, plan, facilitate, record, and evaluate staff training.
- Ensure mandatory training has been completed, including:
 - NDIS Practice Standards and compliance requirements.
 - Infection prevention and control training, with regular refreshers.
 - Training tailored to participants' specific needs (e.g., mealtime management, communication)



Human Resource Management Policy and Procedure

4. Workplace Safety and Welfare

- Enforce workplace health and safety standards.
- Address grievances and conflicts promptly, fairly, and confidentially.
- Provide resources and timely supervision to support staff in their roles, particularly in complex support delivery.

5. Workforce Performance Management

- Regularly review and document staff performance.
- Provide constructive feedback and opportunities for professional growth.
- Identify and develop capabilities for responding to emergencies or disasters (e.g., infection control, contingency planning).

6. Emergency and Disaster Workforce Planning

- Develop and maintain plans to source and induct additional workers during workforce disruptions, such as emergencies or disasters.
- Ensure workers have the skills and training to effectively assist in emergency responses.

7. Record-Keeping and Compliance

- Maintain up-to-date records for each worker, including:
 - Contact details.
 - Qualifications, experience, and training records.
 - Details of secondary employment (if any).
- Ensure compliance with NDIS Practice Standards and other relevant regulations.

Responsibilities

- Management Team:
 - Develop and maintain clear position descriptions and training systems.
 - Oversee compliance with recruitment, onboarding, and performance management processes.
 - Ensure staff are supported in emergencies or workforce disruptions.
 - Provide ongoing feedback and performance reviews.
 - Monitor staff training needs and facilitate access to appropriate training.
- Workers:
 - Complete all mandatory training and participate in professional development opportunities.
 - Comply with Rancare Connect's policies, procedures, and NDIS standards.
 - Notify management of secondary employment or any changes in qualifications or training needs.

Review and Continuous Improvement

This policy will be reviewed annually or as required to incorporate participant feedback, address operational changes, and align with updated NDIS standards.

Information Management Policy and Procedure

Purpose

To ensure the confidentiality, integrity, availability, and proper management of information collected, stored, and utilised by Rancare Connect, safeguarding participant and organisational data while ensuring compliance with privacy laws and industry standards.

Policy Statement

Rancare Connect is committed to protecting information assets, maintaining the confidentiality of participant and organisational information, and ensuring that information is identifiable, accurately recorded, current, and easily accessible to participants while being appropriately used by authorised workers.

Procedures

1. Data Collection and Consent

- Consent for Collection and Use:
 - Obtain informed consent from participants to collect, use, and retain their information.
 - Clearly explain the purpose of information collection, how it will be used, and under what circumstances it may be disclosed.
 - Inform participants that their information may be disclosed without their consent if required or authorised by law.
- Participant Awareness:
 - Provide participants with details on:
 - How their information is stored and used.
 - Their rights to access or correct their information.
 - How to withdraw or amend their prior consent.
 - Include all relevant information about data collection, storage, and usage in the Participant Handbook.
- Employee Awareness:
 - Ensure employees understand their responsibilities regarding information management by including all relevant procedures and details in the Employee Handbook.

2. Data Storage and Security

- Store participant information securely using password-protected, encrypted systems.
- Restrict access to sensitive information to authorised personnel only, in alignment with role responsibilities.
- Maintain an information management system proportional to the size and scale of Rancare Connect to ensure records are:
 - Accurate and up-to-date.
 - Accessible in a timely manner to participants upon request.

3. Access and Confidentiality

- Require staff to sign confidentiality agreements during onboarding (Located in the participant handbook)
- Implement role-based access to ensure that only authorised workers utilise participant information for appropriate purposes.
- Conduct periodic audits to verify adherence to access protocols.



Information Management Policy and Procedure

4. Data Retention and Disposal

- Retain participant information in accordance with legal or operational requirements.
- Securely destroy or dispose of records that are no longer required using:
 - Shredding for physical records.
 - Secure electronic wiping methods for digital records.

5. Information Utilisation

- Ensure workers utilise participant information only as necessary to deliver agreed supports and services.
- Train workers on the proper handling and use of participant information to meet privacy and confidentiality standards.

6. Participant Accessibility

- Facilitate participant access to their information upon request in a timely manner.
- Provide clear processes for participants to:
 - Request corrections to inaccurate or outdated information.
 - Withdraw or amend prior consent.

7. Information Sharing

- Disclose participant information to third parties only:
 - With the participant's explicit consent.
 - As required or authorised by law.
- Ensure all disclosures include details of the purpose and relevant safeguards to protect the participant's privacy.

8. System Maintenance and Security

- Regularly update information systems to ensure they are secure and aligned with best practices.
- Monitor for unauthorised access or data breaches and implement corrective actions promptly.

Responsibilities

- Management Team:
 - Develop and maintain systems and protocols for data collection, storage, and retention.
 - Oversee compliance with privacy laws and confidentiality requirements.
- Workers:
 - Adhere to 'Disclosure of Personal Information Policy' and Privacy and Confidentiality Policy' as found in the Employee Handbook
 - Report any breaches or concerns regarding information security.

Review and Continuous Improvement

This policy will be reviewed annually or as needed to reflect changes in privacy laws, participant feedback, and operational requirements.



Governance and Operational Management Policy and Procedure

Purpose

To establish a robust governance and operational management framework that ensures each participant's support is effectively overseen, meeting their individual needs, and is aligned with the principles of accountability, transparency, and continuous improvement. This policy ensures that the operations of Rancare Connect are in compliance with relevant legislative, regulatory, and NDIS standards.

Policy Statement

Rancare Connect is committed to providing high-quality, person-centred supports through an effective governance structure that prioritises the needs and rights of participants. The framework incorporates clear roles, responsibilities, and procedures for ensuring that our services are delivered in an ethical, compliant, and effective manner, promoting participant well-being and rights.

Procedures

1. Governance Structure and Responsibilities

- **Governing Body's Role and Responsibilities:**
 - The governing body of Rancare Connect (the directors) ensures that the organisation meets its financial, legislative, regulatory, and contractual obligations, while also safeguarding participant rights and continuously improving service quality.
 - The governing body will provide opportunities for people with disabilities to contribute to governance processes, including input into policy development and decisions related to the delivery of supports and the protection of participant rights. This is achieved with informal dialogue and regular surveys.
 - The directors oversee financial operations, monitor quality, and ensure regulatory compliance.
- **Strategic and Business Planning:**
 - The governing body ensures that strategic and business planning processes incorporate:
 - Legislative requirements
 - Organisational risks
 - Participant and worker needs
 - External factors, such as changes in the NDIS environment
- **Training for Governance Members:**
 - The governing body will identify the skills and knowledge required for effective governance and ensure that all members undertake relevant training to address any gaps in their capabilities.
- **Conflict of Interest Management:**
 - Proactively manage and document any perceived or actual conflicts of interest within the governing body and throughout the organisation. Please see the Conflict of Interest Policy.



Governance and Operational Management Policy and Procedure

2. Management and Operational Oversight

- Leadership and Strategic Oversight (Directors):
 - The Directors provides strategic direction and oversees the operational and financial management of Rancare Connect, ensuring compliance with relevant laws, policies, and funding requirements. The Directors, promote a culture of inclusion and continuous improvement.
 - Responsibilities:
 - Lead and set organisational goals aligned with participant needs and rights.
 - Ensure adherence to NDIS regulations and legislative requirements.
 - Provide oversight of financial and operational matters, ensuring resources are used effectively to support service delivery.
- Support Workers:
 - Senior Support Workers and Support Workers provide direct support to participants, ensuring their needs are met according to individual care plans. Senior Support Workers mentor Support Workers and assist in the implementation of operational policies.
 - Responsibilities:
 - Provide person-centred care, focusing on meeting the individual needs, preferences, and goals of participants.
 - Lead by example, fostering a high standard of service delivery and providing guidance to junior staff.
 - Report incidents and changes in participant needs to Supervisors or the Director.
- Operational Support (Administration Team):
 - The Administration Team supports the Director, Supervisors, and frontline staff, managing documentation, billing, and compliance records in line with privacy laws and regulatory requirements.
 - Responsibilities:
 - Maintain accurate records, coordinate client appointments and services, and manage financial documentation.
 - Serve as a point of contact for inquiries and administrative needs.

3. Delegation of Responsibilities

- In the absence of a usual position holder, the next most qualified person is able to act on behalf of the usual position holder. This ensures the continuation of operations without disruption and ensures that participants' needs are consistently met.

Review and Continuous Improvement

This policy and procedure will be reviewed annually to assess its effectiveness in supporting the organisation's operations and ensuring high-quality care for participants. The review will include feedback from all levels of staff (by way of informal dialogue and/or feedback surveys) and stakeholders to identify any areas for improvement or adaptation in response to evolving needs and legislation.



Prevention and Control of Infectious Disease Policy and Procedure

Purpose

The purpose of this policy is to outline Rancare Connect's commitment to preventing and controlling the spread of infectious diseases within the organisation, ensuring a safe environment for both participants and staff. This policy aims to minimise the risk of infection transmission and comply with relevant public health guidelines.

Policy Statement

Rancare Connect is dedicated to promoting the health and safety of all individuals under our care, as well as our staff, by following best practices for the prevention and control of infectious diseases. This includes compliance with national and local health regulations, regular training, and the implementation of preventive measures to reduce the risk of disease transmission.

Prevention and Control of Infectious Disease Procedures

1. Infection Prevention Measures

- Hand Hygiene:
 - All staff and participants are required to follow strict hand hygiene practices, including regular handwashing with soap and water or the use of alcohol-based hand sanitiser. Hand hygiene should be performed before and after assisting participants with meals, personal care, and after contact with bodily fluids or contaminated surfaces.
- Personal Protective Equipment (PPE):
 - Appropriate PPE, such as gloves, masks, aprons, and eye protection, will be provided to staff and should be worn as required, especially when interacting with participants displaying symptoms of infectious diseases or when handling bodily fluids.
- Cleaning and Disinfection:
 - Workspaces, participant areas, and shared equipment will be regularly cleaned and disinfected using hospital-grade cleaning products, particularly high-touch surfaces, to reduce the risk of contamination.

2. Staff Training

- All staff are required to complete Infection Control Training.

3. Participant Safety and Protection

- If participants or staff display symptoms of infectious disease, appropriate measures will be taken, including isolation and seeking medical advice as necessary.
- Vaccinations: Staff will be encouraged to stay up to date with recommended vaccinations, such as flu and COVID-19, as part of our commitment to participant safety.
- Isolation: If a participant is suspected of having an infectious disease, they will be isolated from other participants until medical advice is obtained and appropriate precautions are in place.



Prevention and Control of Infectious Disease Policy and Procedure

4. Reporting and Response to Infectious Disease Outbreaks

- In the event of a suspected or confirmed infectious disease outbreak within the organisation, staff will follow the emergency procedures set out in our Emergency and Disaster Management Policy to prevent further spread. This may include isolation of affected individuals, cancellation of group activities, and enhanced cleaning and disinfection measures.
- Participants and their families will be promptly informed if there is any risk of exposure or if there are significant changes to service delivery due to an outbreak.

5. Monitoring and Evaluation

- Any areas identified for improvement will be addressed through updated procedures, additional training, or improvements to infrastructure, ensuring continuous improvement in infection control practices.

6. Sick Leave and Return to Work

- Staff who exhibit symptoms of an infectious disease (e.g., fever, cough, respiratory symptoms) must notify their supervisor and stay home from work.
- Participants who show signs of infectious diseases will be advised to stay at home or seek medical advice before returning to the service.

7. Communication

- All infection control policies and procedures will be communicated clearly to all staff and participants. Regular updates and reminders will be provided through training, newsletters, or meetings, as necessary.

This policy will be reviewed annually, or sooner if required by new health guidelines or regulations, to ensure it remains relevant and effective.



Risk Management Policy and Procedure

Purpose

The purpose of this policy is to establish a comprehensive framework for managing risks, incidents, complaints, financials, governance, human resources, information, work health and safety (WHS), emergencies, and infectious disease control, ensuring that Rancare Connect delivers safe, ethical, and compliant services to participants. This policy ensures that all risks are identified, managed, and mitigated in accordance with regulatory standards and organisational goals.

Policy Statement

Rancare Connect is committed to managing and mitigating risks across all areas of service delivery. We adopt an integrated approach that ensures participant safety, staff well-being, and operational efficiency. Our systems and procedures are designed to ensure the delivery of high-quality services while meeting legal, financial, health, and safety obligations.

Risk Management Procedures

- Incident Management
- All incidents involving participants or staff will be reported promptly. When appropriate, investigations will be conducted to identify the cause and ensure corrective actions are implemented. Incidents are documented, tracked, and reviewed as part of our Incident Management Policy.

Complaints Management and Resolution

- A clear process is in place for handling complaints from participants and staff, ensuring prompt acknowledgment and resolution. All complaints will be documented and reviewed in line with our Feedback, Complaints and Advocacy Policy.

Financial Management

- We ensure robust financial planning, budgeting, and monitoring systems are in place. All financial practices are documented and comply with regulatory and NDIS standards, as detailed in our Financial Management Policy.

Governance and Operational Management

- Our governance structure ensures oversight and accountability. The governing body is responsible for strategic planning, risk management, and ensuring compliance with legal and regulatory requirements. This is further explained in our Governance and Operational Management Policy.

Human Resources Management

- Staff recruitment, training, performance management, and development are carried out with fairness and transparency. Compliance with workplace health and safety standards, as well as staff well-being, are prioritized. Detailed procedures are available in our Human Resources Management Policy.



Risk Management Policy and Procedure

Information Management

- Information about participants and staff is handled confidentially and securely. Data collection, storage, and access are managed in accordance with privacy laws. Participants' consent for the use and disclosure of their information is obtained as per our Information Management Policy.

Work Health and Safety (WHS)

- A safe work environment is maintained, and all staff are trained in WHS protocols, including emergency procedures and equipment use. Our Work Health and Safety Policy outlines the processes for managing workplace safety and preventing incidents.

Emergency and Disaster Management

- Emergency response procedures are in place to address natural disasters, fire, or other emergencies. Staff receive training on handling such situations, ensuring the safety of participants and staff during emergencies. For full details, refer to our Emergency and Disaster Management Protocols (Policy).

Prevention and Control of Infectious Disease

- Infection control procedures are followed in compliance with national and local health guidelines. Staff are trained on infection prevention protocols, and measures are taken to protect participants from infectious diseases, as outlined in our Prevention and Control of Infectious Disease Policy.

Accountability and Continuous Improvement

- Regular Reviews:
- This policy and all related procedures will be reviewed annually to ensure their effectiveness and alignment with evolving regulatory standards and organisational goals.
- Communication:
- Effective communication channels are maintained to ensure all staff are aware of their responsibilities in risk management. Training and updates are provided regularly to ensure compliance.
- Feedback and Improvement:
- Feedback from participants and staff is integral to improving risk management practices. The continuous improvement process is embedded within all operational activities.

By adhering to this Risk Management Policy, Rancare Connect ensures that all aspects of service delivery are managed responsibly, safely, and in compliance with applicable laws and standards. Each related policy mentioned provides specific details on how we manage risks in individual areas, ensuring a holistic and cohesive approach to service delivery.



Rancare Connect Bus Policy and Procedure

Purpose

The purpose of this policy is to ensure the safe and efficient use of the work bus for transporting participants and staff of Rancare Connect. This policy outlines the roles and responsibilities of designated drivers, as well as guidelines for vehicle use, safety, and maintenance.

Policy Statement

Rancare Connect is committed to providing safe and reliable transport for participants and staff. The work bus will be operated by designated drivers who are trained to ensure that transport is provided in a safe, respectful, and efficient manner. This policy aims to ensure the well-being of all individuals using the vehicle and to meet our obligations under relevant health and safety regulations.

Work Bus Procedures

1. Designated Drivers

- **Eligibility:** Only staff who are designated as drivers are authorised to operate the work bus. Drivers must hold a valid driver's license and meet the criteria established by Rancare Connect.
- **Health and Fitness:** Drivers must ensure that they are fit to drive. Any driver who feels unwell, fatigued, or impaired in any way should not drive the bus and should report to their supervisor.
- **Use of Vehicle:** The bus is primarily for transporting participants and staff to and from designated locations related to Rancare Connect activities. Personal use of the work bus is prohibited unless authorised by management in exceptional circumstances.
- **Passenger Limit:** The number of passengers must not exceed the seating capacity of the bus. Safety regulations must be followed, and all passengers must be seated with seatbelts fastened.

2. Safety and Passenger Welfare

- **Seatbelts:** All passengers must wear seatbelts while the bus is in motion.
- **Passenger Conduct:** Passengers are expected to behave in a respectful and safe manner while on the bus. Any disruptive behaviour that compromises safety will be addressed by the driver or supervisor, with appropriate action taken.
- **Medical Needs:** The driver should be informed in advance of any medical or mobility needs participants may have. Drivers should be trained to assist with basic needs (e.g., helping participants into or out of the bus) and know how to respond to medical emergencies. Participants must ensure the driver is aware of any medical issues that may impact the safety of other passengers.
- **Emergency Procedures:** Designated drivers must be familiar with the bus's emergency equipment, including first aid kits, fire extinguishers, and evacuation procedures. Emergency procedures should be followed in the event of an accident or incident. A first aid kit must be kept on the bus at all times. Passengers must follow the direction of the driver in an emergency.

Rancare Connect Bus Policy and Procedure

3. Vehicle Maintenance and Inspections

- **Regular Maintenance:** The work bus will undergo regular maintenance and safety checks in accordance with manufacturer recommendations and relevant road safety laws.
- **Pre-Trip Inspections:** Before each trip, the designated driver should conduct a basic inspection of the vehicle to ensure it is in good working condition. This includes checking tyres, lights, brakes, and fuel levels. Any issues should be reported immediately.
- **Cleaning and Hygiene:** The bus must be kept clean and hygienic. Drivers should ensure the vehicle is tidy after each use, and any cleaning required should be documented. All spills, debris, or accidents inside the vehicle must be addressed immediately.

4. Accidents and Incidents

- **Reporting Accidents:** Any accident or incident, no matter how minor, must be reported to a supervisor immediately. An incident report should be completed, including details of the event and actions taken.
- **Insurance:** Rancare Connect will maintain appropriate insurance coverage for the work bus. Drivers should ensure the bus is operated in accordance with legal requirements, including adherence to traffic laws and speed limits.

5. Vehicle Security

- **Keys and Access:** Keys to the work bus should only be accessible to authorised personnel. At the end of each shift, the driver must ensure the bus is securely locked, and any valuables or sensitive information are safely stored or removed from the vehicle.

6. Compliance with Legislation

- The use of the work bus must comply with all applicable road traffic laws, including speed limits, parking regulations, and licensing requirements. Any fines or penalties incurred due to non-compliance will be the responsibility of the driver.

All drivers must also follow the driver obligations set out in this document.

Review of Policy: This policy will be reviewed annually, or sooner if necessary, to ensure it continues to meet the needs of Rancare Connect and adheres to current legislation and best practices.



Rancare Connect Participant Transition Policy and Procedure

Purpose

The purpose of this policy is to ensure that all participants at Rancare Connect experience a smooth and supportive transition to or from our services. We aim to respect and address the individual needs and preferences of each participant during this process.

Scope

This policy applies to all participants, staff, contractors, and volunteers involved in the transition process at Rancare Connect.

Definitions

- **Transition:** The process of moving a participant from one service provider to another or from one support arrangement to another.
- **Support Plan:** A documented outline of the participant's needs, preferences, and any support required during their transition.

Policy Statement

Rancare Connect is dedicated to providing a respectful and collaborative transition experience. We will:

- Collaborate with participants to understand their preferences and needs during transitions.
- Prioritise the safety and well-being of participants by identifying and managing any risks associated with transitions.
- Maintain clear communication throughout the transition process to ensure participants are informed and supported.
- Welcome and encourage participant feedback to continually improve our transition practices.

Procedures

- **Assessment and Planning:** Work with participants to develop a transition plan that addresses their specific needs and preferences.
- **Risk Management:** Identify potential risks associated with each transition and create strategies to mitigate them.
- **Communication:** Ensure open communication with participants, keeping them informed of the transition process and any changes.
- **Feedback and Improvement:** Regularly gather feedback from participants about their transition experience and make necessary adjustments to improve our processes.

Review

This policy will be reviewed annually or in response to significant changes to ensure its effectiveness and alignment with best practices.



RANCARE
CONNECT

Service Agreement

for _____



Service Agreement

All Participants will have a Service Agreement implemented when commencing services and after their NDIS Plan has been approved.

A Service Agreement is not a Person-Centered Plan.

A Service Agreement contains:

- Information on what supports the Participant will receive
- How much funding has been allocated (where applicable)
- When, where, how they will receive those supports
- How much the supports will cost and how they will be paid
- How long the supports will be for
- How the Service Agreement can be terminated
- What to do if problems occur
- Information on cancellation policy
- Safeguarding protections to ensure a safe and protective culture, including measures against abuse and neglect
- Expectations of the Participant are outlined in the Participant handbook
- Expectations of the Service Provider are outlined in the Participant handbook

We are committed to providing a safe environment for all participants. This includes:

- Adhering to our comprehensive Safeguarding Policy, which is located in the Participant handbook.
- Reviewing the safeguarding policies of organisations where participants may be placed
- Implementing safe online procedures to protect participants in digital interactions
- Providing clear guidelines on how to report any incidents or concerns. Complaints or feedback regarding service delivery, staff, or unresolved client-to-client issues can be lodged through:
 - Email: admin@rancareconnect.com.au
 - Post: 5/1889 Frankston-Flinders Road, Hastings, Vic 3915
 - Phone: Jodie (0400 524 631) or Narelle (0423 202 370)
 - In person: All staff members are equipped to receive feedback or complaints

More information in plain English with visuals is contained in the 'Guide to Service Agreements' and is available from: [NDIS Service Agreement Guide](#) or by contacting NDIS on 1800 800 110.



Rancare Connect Service Agreement

Scope

This Service Agreement is made in accordance with the National Disability Insurance Scheme (NDIS). This Service Agreement has been developed to ensure that the participant and provider have an agreed expectation of the supports in line with the NDIS Plan to:

- Support the independence, and social and economic participation, of people with disabilities
- Provide reasonable and necessary supports for participants
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports
- Facilitate the development of a nationally consistent approach to the access to, and the planning and funding of, support for people with disability
- Promote the provision of high-quality and innovative supports to people with disability
- Raise community awareness of the issues that affect the social and economic participation of people with disability and help with greater community inclusion of people with disability

Service and Support schedule

Agreed services and supports between the Participant and the Provider is documented in the Schedule of Support document, this is presented in the form of a quote.

Continuity of Supports

Participant needs, support requirements, strengths, goals, culture, diversity, values and beliefs specified by the participant including the inputs from their family/support network are identified during the initial assessment process and documented in the Initial Assessment.

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

Rancare Connect is dedicated to providing ongoing support for our participants. In the event of a worker's absence or vacancy, we will strive to replace them with a suitably qualified and experienced individual. If unavoidable interruptions occur, we will arrange an alternative solution with the participant's approval. Rancare Connect endeavours to support participants after they have chosen to exit the program, to ensure a smooth transition to their next provider.

Change

If changes to the supports or delivery services are required, the Parties agree to discuss and review this Service Agreement. If applicable, changes in this Service Agreement will be in writing.

Withdrawn

This Service Agreement can be withdrawn at any time with four (4) weeks' formal notice. The requirement of notice will be waived if either party breaches this Service Agreement.

Access to supports required by the participant will not be withdrawn or denied solely based on dignity of risk choice that has been made by the participant.

Fees and Charges

Why supports may be withdrawn

- Failure to adhere to the terms of the service agreement
- Failure to adhere to the provider's policies and procedures
- Failure to communicate changes to care needs
- Failure to pay for services
- Communication issues between the participant and provider

How participants are supported

- Participants are supported to make informed choices about their supports
- Participants are supported to exercise control and maximize their independence
- Participants are supported to access an advocate of their choosing
- Participants are given sufficient time to consider and review their options

Supports Provided by Rancare Connect

Rancare Connect provides NDIS supports and their prices are set out in your quote. The quote may be amended as changes are made to the NDIS price guide or your support needs or preferences change.

Agreement for billing to occur is based on Rancare Connect receiving written confirmation, a signed quote and/or client receiving agreed Rancare Connect supports via attendance.

Payments

All fees comply with the NDIS price guide and may change during this 'Service Agreement' in accordance with NDIS price guide changes. If fees change the participant will be notified in writing. This service agreement is ongoing until either party chooses to terminate it.

Please refer to the NDIS price guide: www.ndis.gov.au.

Prices are subject to change in accordance with the NDIS Price Guide.

On the intake forms, you will be asked to select the option/s that best suits you;

NDIA Managed: The Client has nominated the NDIA to manage the funding supports provided under this Service Agreement. After providing those supports, Rancare Connect will claim payment for those supports from the NDIA.

Self-managed: The Client or Nominee has nominated to self-manage the NDIA plan. Rancare Connect will invoice the Client at the end of each month for the agreed period of service delivery. The Participant can pay the invoice by EFT, credit card, cash or cheque within 7 days with the terms outlined in the invoice. If the invoice remains unpaid after 2 weeks, services will cease until payment of all invoices is made.

Plan managed: The Client has nominated the Plan Management Provider to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, Rancare Connect will claim payment for those supports from the Plan Management Provider. The Participant's Nominee can pay the invoice by EFT within 7 days with the terms outlined in the invoice. If the invoice remains unpaid after 2 weeks, services will cease until payment of all invoices is made.



Fees and Charges

NDIS Documentation and Outcomes Reporting

Each plan period will incur up to 4 hours of documentation and outcomes reporting charges for proposed supports. Additionally, incident reporting and other indirect support work may be charged from time to time. This will be claimed at the social and community participation support category (see your individual quote for details).

1:1 Supports Within Groups

Where a client requires additional 1:1 supports within a group, for example, assistance with self-care activities or additional behavioural/social supports, Rancare Connect will assess the type and frequency of this support, and charge a 1:1 rate for this support (refer to your individual quote for pricing).

Out of Pocket Expenses

Additional expenses that are not included as part of a Participant's NDIS supports are the responsibility of the participant/ representative and are not included in the cost of the supports. Examples include entry costs, food and snacks (This does not apply for camps or short-term accommodation). Any tickets, bookings, or out-of-pocket expenses that Rancare Connect prepays on behalf of a participant, with their consent, must be reimbursed by the participant, regardless of whether they cancel or are unable to attend. By agreeing to these arrangements, participants acknowledge that they are responsible for covering these costs in full, even in the event of non-attendance.

In-Program Transport

Rancare Connect will charge clients for transport costs incurred within programs per day when the program involves Rancare Connect organised transport, i.e., buses and taxis. This fee will be invoiced and calculated based on each client's attendance.

When a client uses public transport, they will be required to bring their travel card (client responsible for having credit) and will not be charged the in-program transport fee.

Centre Costs

The Centre Capital Cost is an additional amount contributing to the costs of running and maintaining a centre. Where relevant, they will be charged per hour per participant in accordance with the NDIS price guide.

Additional Activity Costs

Activities that incur an entry cost (i.e., entry fees) or specific resources to undertake, outside of the standard materials and resources, will be charged per person, per activity, as an out of pocket expense.



Fees and Charges

Participant transport

Transport costs associated with community participation supports and transport supports are not included in the hourly support rate. This includes the cost of public transport, parking fees, road tolls, taxi fares and kms travelled.

In addition to the worker's time, Rancare Connect charges for travel-related expenses incurred during face-to-face support visits, including:

- Price per km for all km's travelled in a workers' vehicle, during a support with you in the vehicle
- The full cost of other travel expenses, such as road tolls, parking, and public transport fares.

Rancare Connect also pays workers travel between shifts and you may be charged for provider travel time in accordance with the NDIS support catalogue. According to the NDIS support catalogue and price guide, we can claim a maximum of 30 minutes for travel between supports.

Non-face-to-face supports and report writing

Under the NDIS pricing arrangement, providers and participants have more flexibility to agree on Non-Face-to-Face (NF2F) fees that reflect the cost of meeting the individual participant's needs for a group-based support.

For some supports, Rancare Connect can claim for non-face to face activities e.g. developing support plans.

Rancare Connect will not claim for administrative tasks such as scheduling supports, training or submitting claims.



Fees, Charges and Cancellation

GST

As per Australian Taxation Office and the application of section 38-38 of the GST Act, NDIS items are GST exempt.

For the purposes of GST legislation, the Parties confirm that:

- A supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the Client's NDIS plan currently in effect under section 37 of the NDIS Act;
- The Client's NDIS plan is expected to remain in effect during the period the supports are provided; and
- The Client/Client's representative will immediately notify Rancare Connect if the Client's NDIS Plan is replaced by a new plan or the Client stops being a Client in the NDIS.

Changes to this Service Agreement

The Parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the Parties.

Cancellations and "No Shows" for Scheduled Supports – By Client

Rancare Connect will charge for no-shows as per the National Disability Insurance Agency rules. Our cancellation period is seven (7) clear days' notice prior to the scheduled service. Cancellations are accepted by email, text or phone call.

Ending this Service Agreement

This Service Agreement can be withdrawn at any time with 4 weeks' formal notice. The requirement of notice will be waived if either party breaches this Service Agreement.

Rancare Connect can end this service agreement with notice if the service required by the participant is deemed to be out of scope.

Ending this Service Agreement – No Notice Required

Rancare Connect can end this Agreement without notice if:

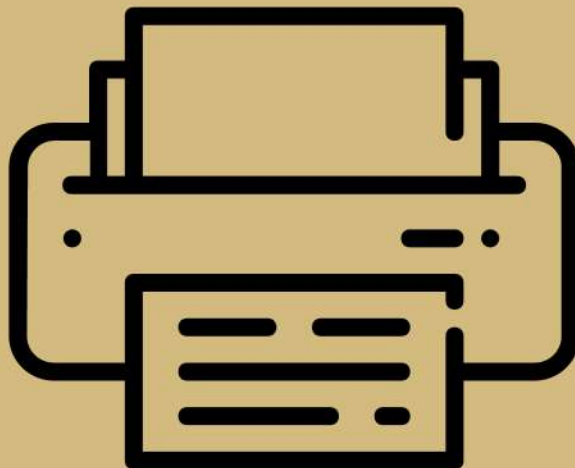
- An invoice remains unpaid after 28 days
- The health and safety of our staff or other participants is at risk
- We deem that the participant requires support from us that is out of our scope
- Your NDIS Plan is reviewed and the supports provided under this Agreement are no longer part of the Plan

You may also end the Agreement without notice if your health and safety is at risk from the supports we provide or there has been an ongoing failure by us to provide the agreed supports.



Please print the following 20 pages, fill them out, and return them to Rancare Connect either in person or via email at forms@rancareconnect.com.au.

Or, you can visit rancareconnect.com.au/new-participant-forms to download the forms and fill them in on your computer, before printing, signing and returning to us.



Rancare Connect Service Agreement

This service agreement is for

Client (Participant) Name: _____
Full name of participant who is a Client in the NDIS - National Disability Insurance Scheme

NDIS Number: _____

And is made between the client (above)

and their nominee/ representative/ parent/ guardian (if applicable)

and the provider Rancare Connect Pty Ltd

Contact name: Narelle Penny and Jodie Mutimer
Phone: 0423 202 370/ 0400 524 631 | Email: admin@rancareconnect.com.au
Website: rancareconnect.com.au
Address: 5/1889 Frankston -Flinders Road Hastings VIC 3915
Postal address: 5/ 1889 Frankston – Flinders Road Hastings Vic 3915

Service Agreement Duration

Start Date: _____

End Date: **Until terminated by either party**

This Service Agreement is made for the purpose of providing supports under the Client's National Disability Insurance Scheme (NDIS) plan.

Do you agree to provide Rancare Connect with a copy of the your/ the Client's NDIS Goal's page to ensure the support provided is effective? ☐ Yes ☐ No

The parties agree that this Service Agreement is made in the context of the NDIS, which aims to:

- Support the independence and social and economic participation of people with disability.
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

Agreement Signatures

The Parties agree to the terms and conditions of this Service Agreement.

_____	_____	_____
Participant Name	Participant Signature	Date
_____	_____	_____
Name and signature of guardian if participant is under 18 and/ or representative/ support person		Date
_____	_____	_____
Name of Director	Signature - Director	Date



Policies and Procedures

The policies and procedures can be found in the participant handbook located on the website; www.rancareconnect.com and at HQ

Please tick that you have read and understood the following policies

These policies and procedures need to be signed before commencement.

Participant
Support Person

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Feedback, Complaints and Advocacy Policy |
| <input type="checkbox"/> | <input type="checkbox"/> | Right to Access an Advocate Policy |
| <input type="checkbox"/> | <input type="checkbox"/> | Privacy and Confidentiality Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Participant Consent Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Culture, Diversity, Values, and Beliefs Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Participant Safeguarding Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Bullying and Harassment Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Supported Decision Making Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Medication Management Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Costs and Cancellation Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Financial Management Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Health and Safety Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Prevention and Control of Infectious Disease Policy and Procedure |
| <input type="checkbox"/> | <input type="checkbox"/> | Rancare Connect Bus Policy and Procedure |

By signing below, you confirm that you have read, understood, and agree to adhere to the above policies and procedures.

Participant Name

Participant Signature

Date

Name and signature of guardian if participant is under 18 and/ or representative/ support person

Date

Participant Responsibilities

Responsibilities of Participant and their Support Person

The Participant and their support person agrees to:

- Inform Rancare Connect about their preferences for how supports should be delivered to meet their needs
- Discuss any concerns about the supports with Rancare Connect
- Notify Rancare Connect immediately if there is a change in their plan manager, NDIS plan, or any other information that may affect invoicing
- Participate in external audits as required, or opt out in writing by notifying Rancare Connect via email or letter
- Provide the required notice if they need to end the Service Agreement
- Inform Rancare Connect if they are unable to attend a service or a scheduled meeting
- Seek support if they require assistance to understand this document

Participants and their support person are expected to:

Participants and their support person are expected to:

- Take responsibility for the consequences of their decisions
- Actively participate in the service
- Show respect for staff, peers, and the property of Rancare Connect
- Be punctual and maintain personal hygiene to the best of their ability for the health and safety of people around them. We can support you in this area if required
- Provide accurate information about themselves
- Advise Rancare Connect of any changes to personal details (contact number, address, etc.)
- Treat the Provider, staff, and other participants with courtesy and respect
- Use technology responsibly. This includes being aware of your surroundings, listening to instructions, and removing headphones as required for safety reasons
- Keep mobile phones in bags during educational and travel programs (except during breaks) to avoid distractions. Rancare Connect
- Take full responsibility for personal devices. Rancare Connect is not liable for any lost, damaged, or stolen technology.

By signing below, you confirm that you have read, understood, and agree to adhere to the above expectations and responsibilities.

_____	_____	_____
Participant Name	Participant Signature	Date
_____	_____	_____
Name and signature of guardian if participant is under 18 and/ or representative/ support person		Date

Participant Intake Form

Participant Details

Participant Name			
Participant Gender		Date of Birth	
Participant Phone Number		Email	
Participant Address			
Participant Nationality		Living arrangements	
Are you of Aboriginal or Torres Strait Islander origin?	<input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander		
Language spoken at home		Interpreter required	<input type="checkbox"/> Yes <input type="checkbox"/> No
Companion Card Number		Expiry	
Concession Card Number		Expiry	
Disability Support Pension Number		Expiry	
Disability Parking Permit Number		Expiry	

Guardian, representative or nominee name			
Relationship		Phone Number	
Email address			

NDIS funding details

NDIS Number		Copy of plan supplied	<input type="checkbox"/> Yes <input type="checkbox"/> No
NDIS Plan approval date		NDIS Review Date	

Please tick the option/s that best suits you;
☐ NDIA Managed | ☐ Self-managed | ☐ Plan managed

Name of Registered Plan Management Provider: _____

Email address for invoices: _____

Participant Intake Form

Is there a Guardianship and/or Administration order in place? ☐Yes ☐ No

For participants under the age of 18 years of age, under guardianship or in the care of family or caregivers please complete the table below:

Name of Parent/Guardian/ Representative or support person	
Relationship to participant	<input type="checkbox"/> Parent <input type="checkbox"/> Guardian <input type="checkbox"/> Caregiver <input type="checkbox"/> Other _____
Contact Number	
Residential Address (if different from participant)	
Postal Address: (if different from participant)	
Email address	



Participant Intake Form



Emergency Contact Details

Emergency Contact Name	
Relationship to participant	
Contact Number	
Residential Address (if different from participant)	
Postal Address (if different from participant)	
Email address	

Secondary Emergency Contact Name	
Relationship to participant	
Contact Number	
Residential Address (if different from participant)	
Postal Address (if different from participant)	
Email address	





Participant Intake Form

Medical Details

Private Health Insurance	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what is your membership Number:	Expiry	/ /
Medicare Number		Reference Number	
Doctor Name		Doctor Phone Number	
Hospital preference			
Do you take Medication?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify	Do you require medication assistance? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete the Medication Consent Form	
Disability / Medical Conditions including any diagnosis if relevant.			
Triggers – What situations or events may trigger a reaction, and how do you typically respond?			
Do you have a Behaviour Support Plan (BSP) or Positive Behaviour Support (PBS)?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide a copy of the BSP		
Do you have any behaviours of concern?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify		

Please affix more pages if required

Participant Intake Form



Alerts

If you have been prescribed an adrenaline autoinjector (like an EpiPen) due to a diagnosed allergy that could potentially trigger a severe allergic reaction you **must provide an anaphylaxis action plan**. You may be required to have your medication with you before undertaking certain activities. If you have been diagnosed with asthma or epilepsy you **must provide your asthma or epilepsy action plan**. **Please also provide any other medical care plans.**

Asthma or Epilepsy	<div><input type="checkbox"/> No</div> <div><input type="checkbox"/> Yes, Asthma</div> <div><input type="checkbox"/> Yes, Epilepsy</div> <div>If yes, please provide Asthma and/or Epilepsy Management Plan</div>
Diagnosed Allergies	<div><input type="checkbox"/> No</div> <div><input type="checkbox"/> Yes, I am allergic to</div> <div></div> <div>If yes, please provide Anaphylaxis Management Plan</div>
Reactions and intolerances	<div><input type="checkbox"/> No</div> <div><input type="checkbox"/> Yes, I react to, or am intolerant of:</div> <div></div> <div>My reactions are:</div> <div><input type="checkbox"/> Mild (ie bloating and discomfort)</div> <div><input type="checkbox"/> Moderate (ie headaches, swelling)</div> <div><input type="checkbox"/> Severe (ie vomiting, extreme pain)</div> <div>Reaction Management:</div> <div><input type="checkbox"/> I am independent in managing my allergies/ reactions</div> <div><input type="checkbox"/> I require support to manage my allergies/ reactions</div> <div>Please provide further information:</div> <div></div>
Do you have any other medical care plans in place?	<div><input type="checkbox"/> No</div> <div><input type="checkbox"/> Yes</div> <div>If yes, please provide a copy of your plan</div>



Participant Intake Form



Safety

<p>How would you describe your swimming ability?</p> <p>This will help us determine the equipment and support ratio required for water activities</p>	<div><input type="checkbox"/> 1. Non-Swimmer – Unable to float or tread water; may have a fear of water and lacks basic water safety knowledge.</div> <div><input type="checkbox"/> 2. Beginner Swimmer – Can float with assistance and perform basic movements (e.g., kicking, paddling) but may need support or flotation devices.</div> <div><input type="checkbox"/> 3. Intermediate Swimmer – Can float and tread water independently, swim short distances using basic strokes, and has moderate confidence in deeper water.</div> <div><input type="checkbox"/> 4. Advanced Swimmer – A proficient swimmer who can swim long distances and is comfortable in various water conditions, including open water.</div>
<p>How do you handle interactions with strangers to ensure your safety?</p> <p>At Rancare Connect we aim to support you to engage with the community as independently as possible, while keeping you safe.</p>	<div><input type="checkbox"/> 1. Requires Full Support – Needs assistance in public to stay safe when interacting with strangers.</div> <div><input type="checkbox"/> 2. Cautious & Prefers Familiarity – Prefers to stay close to familiar people and is cautious when interacting with strangers.</div> <div><input type="checkbox"/> 3. Mostly Independent – Can handle most interactions with strangers but prefers knowing support is nearby if needed.</div> <div><input type="checkbox"/> 4. Confident & Aware – Can access the community independently, identify trusted people for help, and only requires support for other reasons.</div>



Participant Intake Form



Safety

How do you navigate roads and traffic to ensure your safety?	<div><input type="checkbox"/> 1. Requires Full Supervision – Unaware of road rules and needs constant guidance.</div> <div><input type="checkbox"/> 2. Needs Some Supervision – Understands basic road safety but requires reminders and monitoring.</div> <div><input type="checkbox"/> 3. Mostly Independent – Follows road rules, is safe in familiar areas, and benefits from occasional checks.</div> <div><input type="checkbox"/> 4. Fully Independent – Navigates all environments safely without supervision.</div>
Is there anything else we should be aware of to ensure your safety or the safety of those around you? (Feel free to affix extra pages if you require more room)	

About you

Likes, hobbies, interests	
Dislikes	
Religious and cultural requirements	



Participant Intake Form

Personal Requirements

Mobility Notes/ Requirements	
Continent Notes/ Requirements	
Communication Notes/ Requirements	
Hearing Notes/ Requirements	
Vision Notes/ Requirements	
Cognition Notes/ Requirements	
Dietary Notes/ Requirements	
Physical Assistance Notes/ Requirements	
Other Considerations	



Participant Intake Form

Goals and aspirations

What are your goals? Please tick any suggestions and write your own in the boxes below

- ☐ Explore new experiences and activities
- ☐ Learn to navigate public transport
- ☐ Find a job and gain work experience
- ☐ Learn to budget and manage money
- ☐ Become more independent with daily living skills (cooking, cleaning, self-care)
- ☐ Make new friends
- ☐ Attend social activities
- ☐ Improve my fitness, health, and mental well-being
- ☐ Build confidence in social situations and communication
- ☐ Learn to self-advocate
- ☐ Get my driver's licence

What are your short term goals?	
What are your long term goals?	
Is there anything specific you would like support to do, achieve or learn?	

Please email us a copy of your NDIS goals page

Consent to Share Information with your Support Network

Permission to Discuss Information with Your Support Network

We respect your right to privacy and will not share any information you provide to us, or our observations about you, with your support network unless you give us permission.

Do you consent to Rancare Connect staff discussing matters related to you with your support network (e.g., support person, parents, guardians, representatives, or advocates)? ☐ Yes ☐ No

When we believe you are in serious danger we do not need your permission to have discussions about you with your support network or relevant authorities.

Details of support person, parent, guardian, representative or individual with whom Rancare Connect may discuss details about you

Name	
Relationship to participant	
Phone	
Email	

Name	
Relationship to participant	
Phone	
Email	

_____	_____	_____
Participant Name	Participant Signature	Date

_____	_____	_____
Name and signature of guardian if participant is under 18 and/ or representative/ support person		Date

Consent to Share Information

Permission to contact other Service providers, work placements, training organisations and other relevant parties

Sometimes Rancare Connect staff may need to talk to other service providers about you, such as support coordinators, plan managers, other disability services, General Practitioners, emergency responders, specialists, Allied Health Professionals (OT, Speech and Psychologist) or work placements and training organisations.

Do you consent to Rancare Connect staff contacting other service providers work placements, training organisations and other relevant parties in relation to you?

☐ Yes ☐ No

Other service providers you are currently using

Name	
Service	
Phone	
Email	

Name	
Service	
Phone	
Email	

Name	
Service	
Phone	
Email	

_____	_____	_____
Participant Name	Participant Signature	Date
_____	_____	_____
Name and signature of guardian if participant is under 18 and/ or representative/ support person		Date



Support Plan Acceptance

I, _____ (participant) and if applicable, my nominated representative _____, confirm that I have been actively involved in the development of this Intake Form and Support Plan. I agree with the goals and services outlined. I agree with the Schedule of Support provided in the form of a quote.

Rancare Connect has provided me with the Participant Handbook, including the chapter on Rights and Responsibilities, and I confirm that I understand this document.

I consent to the information contained in my Support Plan, Service Agreement, and Intake Forms being shared with those involved in the development and implementation of my plan, including my support workers.

I consent to Rancare Connect contacting my Medical Practitioner and/or Pharmacy for information related to my healthcare, including medications.

I consent to Rancare Connect keeping a current photograph of me on file for use in case of an emergency.

I understand that my personal and health records are stored securely and kept confidential. These records are maintained in accordance with the Health Records and Information Privacy Act 2002, which requires:

- Health information collected while I was an adult to be retained for seven (7) years from the last time I received a health service.
- Health information collected while I was under the age of 18 years to be retained until I reach 25 years of age.

I understand that these records are owned by Rancare Connect and will only be accessed by staff who require them to carry out their duties. I have the right to request access to my records and obtain a copy if needed. Records will be stored and archived according to policy and procedure.

I acknowledge that if Rancare Connect has not been informed of a specific health directive, clinical support plan, treatment plan, or resuscitation order, attending staff will follow standard emergency procedures. This includes providing first aid, contacting emergency services and my emergency contact, and notifying the relevant office and manager.

I understand that Rancare Connect can only honour specific medical instructions if they have been formally communicated to the organisation.

_____	_____	_____
Participant Name	Participant Signature	Date
_____	_____	_____
Name and signature of guardian if participant is under 18 and/ or representative/ support person		Date

Participant Consent

Media Consent

Do you give consent to Rancare Connect to use your photograph, video, and audio recordings for promotional and educational purposes?

☐ Yes ☐ No

By agreeing, you understand that these materials may be used in various media, including print, online, and social media platforms.

General Care Product Administration Consent

Do you consent to Rancare Connect staff administering and/or supplying the following care products as needed? Nappy Creams, Sun Screen Creams, Mosquito Repellents, Moisturiser, Deodorant, Shaving Cream, Deodorant, Band-Aids/ bandages or other Personal Products (such as hairspray, body wash etc),

☐ Yes ☐ No

This does not include the administration of Prescription Medications.

Transport Consent

Do you give consent for Rancare Connect staff or approved third parties to transport you for program-related activities?

☐ Yes ☐ No

By agreeing, you acknowledge that:

- You may be transported in Rancare Connect or third-party vehicles.
- You agree to follow all safety procedures, including wearing your seatbelt at all times and avoiding any distractions to the driver.
- In the event of an emergency, Rancare Connect may arrange transport (e.g., ambulance) if required.
- Rancare Connect is not liable for incidents that occur during transport beyond their duty of care.

Prepaid Expenses Consent

Do you acknowledge that any tickets, bookings, or out-of-pocket expenses prepaid by Rancare Connect on your behalf, with your consent, must be reimbursed by you, even if you cancel or are unable to attend?

☐ Yes ☐ No

By agreeing, you understand that these costs remain your responsibility regardless of attendance and must be repaid to Rancare Connect.

_____	_____	_____
Participant Name	Participant Signature	Date
_____	_____	_____
Name and signature of guardian if participant is under 18 and/ or representative/ support person		Date



Medication Plan and Consent

This Medication Plan and Consent Form provides detailed information about the medications you require support with, the type of support needed, and consent for Rancare Connect staff to assist.

Medication Support

Do you require support with managing medications while attending Rancare Connect services? (Please tick all that apply.)

- ☐ No, I do not require any medication support.
- ☐ No, I take my medications outside of regular service times.
- ☐ No, I store and transport my own medications and manage them independently.
- ☐ Yes, I need support with medications during all services.
- ☐ Yes, I need support but only during extended activities (e.g., overnight camps).

If your medication requires sharps disposal or is a scheduled medicine, we will work with you to create a detailed medical plan.

I, _____ (Client/Authorised Representative), hereby give permission and my full consent for Rancare Connect staff to assist with medication management as detailed on the following page.

Rancare Connect supports participants to be independent with self-administering medication. **I acknowledge that Rancare Connect requires all medication to be supplied in blister packs or original packaging with the pharmacy label attached.** Rancare Connect can not assist participants with any unlabeled medications. Rancare Connect staff will administer the medication as per instructions and are not responsible for any errors (including incorrect packaging or dose recommendations) or any side effects that may be caused by the medication.

If the participant chooses to self-administer medication, Rancare Connect takes no responsibility for any errors or missed medication. It is the responsibility of the participant, parent, or guardian to inform Rancare Connect of any changes to medications.

The consenting party agrees to allow the Rancare Connect staff, who are appropriately trained and qualified, to carry out the above medication support or assistance as per the pharmacist's/medical practitioner's instructions and on the medication packaging.

Please contact us if you require a detailed medical management plan.

Please list all known side effects and the steps to take in the event of an incident involving the medication/s

Medication	Side Effects

Please affix more pages or the Consumer Medicine Information (CMI) sheet/s



Medication Plan and Consent

Participant Name	
Assistance required	<input type="checkbox"/> Remind/ Prompt <input type="checkbox"/> Open <input type="checkbox"/> Apply <input type="checkbox"/> Administer
Medication Supply	<input type="checkbox"/> As per blister pack <input type="checkbox"/> In original pharmacy packaging
Are any of these medications ‘Scheduled medicines’?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do any of the medications listed below require sharps disposal?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Name of medication	Time (AM/ PM, PRN, TDS)	Dose	Assistance required
			<input type="checkbox"/> Remind <input type="checkbox"/> Open <input type="checkbox"/> Apply <input type="checkbox"/> Administer
			<input type="checkbox"/> Remind <input type="checkbox"/> Open <input type="checkbox"/> Apply <input type="checkbox"/> Administer
			<input type="checkbox"/> Remind <input type="checkbox"/> Open <input type="checkbox"/> Apply <input type="checkbox"/> Administer



Participant Name

Participant Signature

Date



Name and signature of guardian if participant is under 18 and/ or representative/ support person

Date

Name of Director

Signature of Director

Date

Work ready programs

Kick Start Program

If you're participating in a job readiness program or would like Rancare Connect to support you with work experience or employment opportunities, we'd love to help! To make the process smoother with our employment partners, work experience providers and employers, we'd appreciate it if you could fill in the details below. Providing the details below is optional, but it may assist us in connecting you with opportunities more quickly.

I _____ consent to my details being shared with employment partners, job agencies, work experience providers and employers.

Centrelink Customer Reference Number (CRN) A CRN is 9 numbers and ends with a letter. You can find your CRN on letters from Centerlink or on your concession card, if you have one.

☐ I don't have one ☐ Yes, the number is _____

Income details Such the Disability Support Pension (DSP)

Diagnosed Disability

Email address for work related correspondence Please ensure you have access to this email address so staff can assist you with sending emails while at Rancare Connect

Working with Children Check Some roles require a working with Children's Check

☐ I don't have one ☐ Yes, the number is _____ Expiry _____

Unique Student Identifier (USI) A USI is your individual education number for life

☐ I don't have one ☐ Yes, the number is _____

Medicare number Your Medicare number is the 10-digit number that appears above your name on your Medicare card. Please include your reference number.

☐ I don't have one ☐ Yes, the number is _____ Ref No _____ Expiry _____

Identification Documentation Such as a passport, Driver's Licence, Learner Permit or Proof of Age Card. You may be required to supply 100 pts of ID. More information can be found [here](#). Some employers also require a birth certificate. Documentation attached ☐ Yes ☐ No

Tax File Number (TFN) Your personal reference number in the tax and superannuation systems.

☐ I don't have one ☐ Yes, the number is _____ Expiry _____

Superannuation Fund Details

- The full name of your super fund. _____
- The fund's Australian Business Number (ABN) _____
- The Unique Superannuation Identifier _____
- Your member number _____
- A letter confirming the fund is a complying fund and can accept contributions. ☐ No ☐ Yes

When you are employed, your employer will ask for your bank account details for payroll.