



Caddens Care

Participant Handbook

Participant Name	
Participant Date of Birth	
Service start date	
Staff member reading or providing you the Easy English readings	
Participant receipt initials/signature	
Staff Member initials/signature	

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LIST OF USEFUL NUMBERS

Service	Contact Details
Auslan Interpreter Services	1300 AUSLAN (1300 287 526) SMS only: 0409 143 980
NDIS Enquiries	1800 800 110
NDIS Quality and Safeguards Commission	1800 035 544
Penrith Local Area Coordinator	1300 453 303

EASY READ SERVICE AGREEMENT DESCRIPTION

The document says that you both **agree** about the services you are going to receive.



WHAT IS A SERVICE AGREEMENT

Service Agreement is a **document**.

It is for you and your service provider.

The **service provider** is the person or organisation that provides you with supports.



This document will help you learn about **Service Agreement**.

When you have agreed, you both **sign** the document.





The Service Agreement is a good way to make sure you receive the services that are right for you.

How to make a **Service Agreement**?



Also, it's a good idea to take a copy of your **NDIS Plan** to any meetings you have about your Service Agreement. If you want to, you can **attach a copy** of your NDIS Plan to the Agreement.



The Service Agreement should include information about the **supports** you receive.

What should the Service Agreement **include**?



Talk to us about your supports. Tell us:

- What type of supports you need,
- How you want the supports,
- Who you want to work with you,
- When you need supports,
- How long you will need the supports



What is expected of you -This is about your responsibilities.
What is expected of your service provider.

How you can end or change the Agreement.
What you can do if any **problems** occur.



Provider will talk to let you know:
your rights
what supports will be provided
your responsibilities
their responsibilities
Of any considerations (if required)



Costs

How much the service costs
When you pay
How to pay

When do you **sign** the agreement?

When you are happy with the amount you will be charged and the service times and days.



After provider agrees with what is written.



Together we will:

Consult and talk to each other

Write the agreement

After you or your trusted has person has read the agreement.



After you or your trusted person is happy that the agreement meets your need and that you have had your say.

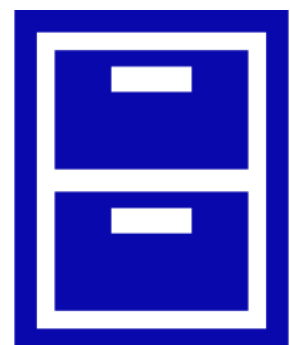
You will be given a copy of the Service Agreement.



Sign the agreement if you are happy to **agree** to what is written.

Once you have signed, **provider** will sign.

Don't forget to keep a copy of your Service Agreement in a safe place.



EASY READ COMPLAINTS

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 (Caddens Care)

You can talk to Karen Francis at 0450 953 380



You can ask an **Advocate** to help you. An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.

Not sure who to help you.
Talk to the **Team Leader** who will help you find someone.



Shh!!

We will keep anything you say private. However, At Caddens Care, we may need to tell Police, NDIS Commission or another Government agency when a reportable event happens.

A reportable event is when you or someone else is in risk of danger or serious harm, or when a crime is being committed.



Not Happy?

You can tell:

NDIS Commission

1800 035 544 (This is a free call from landlines)

Or online [here](#)

NDIS Call Center

1800 800 110

enquiries@ndis.gov.au

EASY READ INCIDENT

WHAT HAPPENS WHEN THERE IS AN INCIDENT?

This document is about what happens if there is an **incident**.



You are important to us, so we:
Provide **support** and assistance
Make sure you are **safe**
Look after your health and **wellbeing**



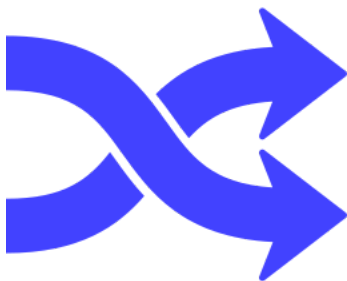
If we make changes to correct what happened, we will change our practices, change our policies and procedures, And train our staff in this new practices

There are times that we must tell NDIS Commission if there is an incident.



There are times that we must tell NDIS Commission if there is an incident.

We will listen and talk to you or your advocate about what happened and how to fix it.



What happens if there is a reportable or **critical incident**?

Management will fill out an **Incident Form**.

The Incident Report is sent to NDIS Commission.

For Example:

If you or any of our participants are **badly hurt** in any way by anyone. This is called a Critical or Reportable Incident.





We **record** what is said and done during the incident including:

Description of what happened,

Who saw the incident,

When you told the worker,

Management is told what happened.

EASY READ PRIVACY

WHAT DO YOU KNOW ABOUT PRIVACY OF YOUR INFORMATION?

This Document is about Your **Privacy**.





We store information like;

Your name, address and
phone number

People who you are close
to (mum, daughter...etc)

Details about why and how
we are helping you

This helps us to support you, and to
check the quality of our services. We
are responsible for keeping your
information **safe**.



We only share your information if you
say '**Yes**', or if there is a situation that
makes us.



We only **share** your information
with a **trusted** person
when we need to so you
can be safe
with your permission to
provide required information to
NDIS or other government
organisations

You have several rights with your
information:

The right to see a copy of the
information we hold about you

The right to have inaccurate or
incomplete information corrected by
us

The right to object to any
information you think is inaccurate





We keep your information safe so only those you say can see it.

If you want to see your information just ask your trusted person who will ask us.



EASY READ RIGHTS

WHAT DO YOU KNOW ABOUT YOUR RIGHTS?

Every one has the right to practice their own culture, values and maintain any beliefs of meaning. You will be supported to do so.

You have the same rights as everyone.



What are your **rights**?

You can tell us what type of worker you want.
You can tell us how you want things done.



You should be able to:
participate in your religion,
express your sexuality,
communicate in your family's
language

You should be able to:
make complaints
able to say you want to go to
another provider





We will always follow your instructions, unless we feel that you may get hurt then we will talk to you or your trusted person about the risk.

You can tell us what you want and when you want it.

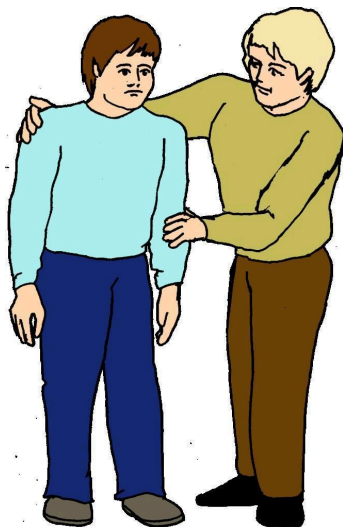


EASY READ NDIS ADVOCACY



You can ask for help to read this information.

What is an Advocate?



An advocate is someone you trust who can help you to tell us what you want or need.



An advocate can be a friend, family member, or from an advocacy service.

An advocate can help you in many ways if you have a problem.



An advocate can help you:

- make decisions; say what you want; understand decisions
- help you if you have complaints, or
- are feeling unsafe.

How to find an Advocate?



You can ask any of our staff to provide you with informal advocacy.

OR



You can find a list of advocacy services through this link:

<https://www.dana.org.au/find-an-advocate/>

Email:

ceo@dana.org.au

My Information



Question: How do you change or update any information details we might have collected?

Answer: Please ask your support worker or their manager, and we will arrange to change any details with you.



Question: How do I give my consent?

Answer: We have a consent form. We keep all consents on the consent document. You can add

consent, stop consent or adapt any consent. Just ask your support worker or their manager.