

North West Support Services Inc.

CLIENT/FAMILY INFORMATION PACK



ADDRESS: North West Support Services Inc.
PO Box 254, Wynyard, TAS, 7325.

CONTACT DETAILS – Service Structure included for your information. Please let us know what your preferred method of communication is when we are finalising your Service Provision Agreement. Thank you.

Thank you for choosing NWSS as your service provider, we look forward to working with you

Please reach out with any concerns, recommendations, or compliments as your feedback is essential to ensure we meet your needs

www.nwrss.org.au

SERVICE PROFILE

NWSS is a not-for-profit organisation that provides disability support in the North West Region of Tasmania.

We take up contracts from government agencies such as National Disability Insurance Agency, Disability Services, Child Protection Services, Motor Accident Insurance Board and the Public Trustee. Private citizens can also purchase support services from us.

The range of support that we cover includes:

- Shared homes for people with high support needs
- Support for people living in their own homes
- Support to help people pursue daily activities in their communities
- Complex Support
- In-hospital support
- Transport including wheelchair accessible vehicles
- Respite
- Holiday support
- A summer camping program

NWSS is registered to provide the following NDIS services:

- Assist Access/Maintain Employment
- Personal Activities High
- Assist Personal Activities
- Assist-Travel/Transport
- Daily Tasks/Shared Living
- Development-Life Skills
- Community Participation
- Group/Centre Activities

NWSS is happy to negotiate on all aspects of support, particularly the client/support worker match.

OPERATIONAL STRUCTURE & COMMUNICATION NETWORK

Overall responsibility for the service belongs to:

General Manager, Neal Rodwell - 0418 140 000 - nrodwell@nwrss.org.au

Neal should also be contacted regarding:

- Fire alarms
- Plumbing
- Electrical
- White goods
- Building and grounds maintenance
- Awards
- Workplace health and safety matters
- Worker's compensation

Service Manager, Lee-Anne Aulich - 0437 071 729 - laulich@nwrss.org.au Lee-Anne has managerial responsibilities for all areas of direct service provision. This includes all direct service contracts. Lee-Anne stands in for the General Manager when necessary.

Operations Manager, Alarna Moles - 0429 414 160 - amoles@nwrss.org.au Alarna has various operational responsibilities including the management of all incidents for the service. Alarna leads restrictive practice processes and reports to the Office of the Senior Practitioner and the NDIS Quality and Safeguards Commission as required.

Quality Manager, Priscilla Haig - 0418 230 035 - phaig@nwrss.org.au

Priscilla oversees quality assurance processes, ensuring the service meets NDIS standards, identifying improvement areas, and leading efforts to enhance overall performance and working towards best practices for the people supported.

Service Coordinator Linda McKenna - 0427 155 862

lmckenna@nwrss.org.au

Service Coordinator Lisa Woodrow - 0438 606 252

lstone@nwrss.org.au

Service Coordinator Stephanie Armstrong - 0448 120 760

sarmstrong@nwrss.org.au

Roster Manager, Allison Bell - 0437 836 677

abell@nwrss.org.au

Roster Coordinator, Belinda Ray - 0438 251 801

bray@nwrss.org.au

Information Technology, Nick Higgins - 0417 963 648

nhiggins@nwrss.org.au

Roster contact phone numbers:

Individual Contracts - 0437 836 677

Shared Homes - 0438 251 801

The roster phones operate Monday to Friday between 7.30 am to 4.00 pm only, unless it is an emergency. If your call is an emergency do not text, you will need to make a phone call to listen to the voice message so you will know who is on call.

EMPLOYEE CONFIDENTIALITY DECLARATION

All staff sign the following declaration as a condition for working with NWSS

NWSS respects the need to keep information related to clients and families in the utmost confidence.

All employees are expected to respect all boundaries of confidentiality as a condition of continuing employment with NWSS. Whilst employees have access to client information, it is given in trust, and client confidentiality is never to be breached.

Employees must not:

- Discuss client information in a trivial manner
- Discuss information about clients with their own circle of friends, families or other people not professionally associated with NWSS
- Pass on information or discuss information with another affiliated service provider that is not factual or relevant
- Divulge information over the telephone, or to visitors, about a client or their family's whereabouts
- Discuss behavioural information about a client with family members of another client
- Give out telephone numbers or addresses of client's homes to members of the public
- Leave any client information in unsecured public places
- Breach their obligation of confidentiality towards the client group and their families. This does not cease at the end of employment

Proven breach of confidentiality will result in disciplinary procedures being enacted and can result in termination of employment.

Due to the nature of your work in the community while supporting a participant, NWSS requires you to access confidential information relating to the participant you support. The information supplied to you needs to be kept in a safe secure place.

North West Support Services

Policies and Procedures

Last edited: 22 November 2022

PRIVACY AND CONFIDENTIALITY

Introduction

This policy ensures North West Support Services (NWSS) protects and handles personal information in accordance with the NDIS and relevant privacy legislation. We acknowledge an individual's right to privacy while recognising that personal information is required to be collected, maintained, and administered in order to provide a safe working environment and a high standard of quality.

The information we collect is used to provide services to clients in a safe and healthy environment with individual requirements, to meet duty of care obligations, to initiate appropriate referrals, and to conduct business activities to support those services.

Applicability

When

- Applies to all personal information and sensitive personal information including the personal information of employees and clients
- Applies to all company confidential information – that is any information not publicly available

Who

- Applies to all representatives including key management personnel, directors, full time employees, part time employees, casual employees, contractors, and volunteers

Definitions

Term	Description
Data Breach	<p>A data breach is a type of security incident where personal, sensitive, or confidential information normally protected, is deliberately or mistakenly copied, sent, viewed, stolen, or used by an unauthorised person or parties.</p> <p>A data breach where people are at risk of serious harm as a result, is reportable to the <u>Office of the Australian Information Commissioner.</u></p>
Personal information	<p>Personal information includes (regardless of its accuracy):</p> <ul style="list-style-type: none">• Name• Address• Phone number• Email address• Date of birth• Recorded opinions or notes about someone

	<ul style="list-style-type: none"> • Any other information that could be used to identify someone
Sensitive personal information	<p>Sensitive personal information can include personal information that is normally private such as:</p> <ul style="list-style-type: none"> • Health information • Ethnicity • Political opinions • Membership of a political association, professional or trade association or trade union • Religious beliefs or affiliations • Philosophical beliefs • Sexuality • Criminal record • Biometric information (such as fingerprints)

Privacy and confidentiality guidelines

- We are committed to complying with the privacy requirements of the Privacy Act, the Australian Privacy Principles and for Privacy Amendment (Notifiable Data Breaches) as required by organisations providing disability services
- We are fully committed to complying with the consent requirements of the NDIS Quality and Safeguarding Framework and relevant state or territory requirements
- We provide all individuals with access to information about the privacy of their personal information
- Each individual has the right to opt out of consenting to and providing their personal details if they wish
- Individuals have the right to request access to their personal records by requesting this with their contact person
- Where we are required to report to government funding bodies, information provided is non-identifiable and related to services and support hours provided, age, disability, language, and nationality
- Personal information will only be used by us and will not be shared outside the organisation without your permission unless required by law (e.g., reporting assault, abuse, neglect or where a court order is issued)
- Images or video footage of clients will not be used without their consent
- Clients have the option of being involved in external NDIS audits if they wish

Employee responsibility

Employees must not:

- Discuss client information in a trivial manner
- Discuss information about clients with their own circle of friends, families or other people not professionally associated with NWSS
- Pass on information, or discuss information with another affiliated service provider that is not factual or relevant

- Divulge information over the telephone, or to visitors, about a client or their family's location
- Discuss behavioural information or addresses of clients' homes to a member of the public
- Leave any client information in unsecured public places
- Breach their obligation of confidentiality towards the client group and their families. These obligations remain in place during and after being an employee of NWSS.

Security of information

- We take reasonable steps to protect the personal information we hold against misuse, interference, loss, unauthorised access, modification, and disclosure
- Funding-related client information is stored with our corporate services supplier, Lawson Hyland Pty Ltd, whose commercial system meets all confidentiality and industrial workplace requirements
- Internal client management information is stored in a NWSS registered Dropbox that is offsite and password secure
- Management Team travelling electronic notebooks, that may hold day-to-day notes, until transferred to Lawson Hyland and the Dropbox, are password secure
- Personal information is accessible to the client and is able for use by relevant employees
- Personal information no longer required is securely destroyed or de-identified

Data breaches

- We will take reasonable steps to reduce the likelihood of a data breach occurring including storing personal information securely and accessible only by relevant employees
- If we know or suspect your personal information has been accessed by unauthorised parties, and we think this could cause you harm, we will take reasonable steps to reduce the chance of harm and advise you of the breach, and if necessary, the Office of the Australian Information Commissioner

Breach of privacy and confidentiality

- A breach of privacy and confidentiality is an incident – follow the Manage incident internally process to resolve
- A breach of privacy and confidentiality may require an investigation
- An intentional breach of privacy and confidentiality will result in disciplinary action up to and including termination of employment

North West Support Services
Policies and Procedures
Last edited 4 November 2022
COMPLAINT MANAGEMENT

Introduction

This policy is about complaints made to a provider, not complaints about the NDIS. All complaints are taken seriously, all people treated fairly, and all corrective actions completed in a timely manner.

Definitions

A *complaint* is an expression of dissatisfaction with the provision of a service, including how a previous complaint was handled, for which a response or resolution is expected.

Applicability

When

- Applies when clients want to submit feedback or make a complaint
- Applies to all feedback and complaints received regardless of the source

Who

- Applies to all representatives including key management personnel, directors, full time employees, part time employees, casual employees, contactors, and volunteers

Our commitment

We are committed to complaint handling. We will:

- Implement and maintain a complaint management system
- Make sure people can easily make a complaint
- Deal with all complaints fairly and quickly
- Have information available on how to:
 - Submit a complaint
 - Submit a complaint to the Commissioner
- Keep records on all complaints received

Who can make a complaint

Anyone can make a complaint including:

- A client
- A client's family or guardian
- A client's financial manager
- An advocate
- An employee
- A community visitor
- A professional
- A member of the public

Complaints can be made:

- In person
- By email
- In writing
- By phone
- On the web

Complaints help us:

- Identify problems
- Improve services

- Provide better outcomes to clients

Complaint can be made about any part of the quality or delivery of our service such as if there is dissatisfaction:

- With the way services are provided
- With decisions we have made
- About the conduct of our employees
- About personal information not kept private

Complaints can be made anonymously. Complaints can be made to us or directly to the Commissioner

Complaint monitoring

- All complaints should be monitored using a complaint register
- The complaint register should include up-to-date progress of each complaint and whether it is currently open or closed (resolved)
- If there is any doubt about the end resolution of a complaint, seek feedback from the person who made the complaint
- Regular reports from the complaint register should be provided to key management personnel for review

Accurate information of complaints received including decisions made, actions taken, and eventual outcomes must be recorded and kept for 7 years from the date of the complaint which allows us to:

- Enable reviews of any complaints received
- Assist in identifying and systemic issues raised
- Allow a response to the Commissioner, if required
- Be stored securely and accessible only by the people handling complaints

Complaint referrals

Complaints to the Commissioner may be referred to other agencies or bodies if needed including:

- Non-compliance with the NDIS code of conduct
- Inappropriate or unauthorised use of restrictive practice
- Employee screening issues e.g., if an employee of the provider was found to have a criminal history (for more information, refer to the worker screening policy)
- Incidents relevant to other bodies (police, consumer affairs agencies or other regulatory bodies)

Our complaints system

Our complaints system is documented and information on how to make a complaint is available to clients, their families, guardians, or advocates in a way that is culturally appropriate.

We work to ensure clients:

- Are aware of their right to make a complaint
- Feel empowered to make a complaint
- Are supported to make a complaint
- Are involved in the resolution process after making a complaint
- Know they won't be adversely affected as a result of making a complaint

www.nwss.org.au

MANAGING A CLIENT'S FINANCES

In accordance with Management of Clients Funds

The policy is located under Policies & Procedures on our website

If you wish to participate in the management of and/or discuss your finances please contact the Service Coordinator.

People representing clients will need to have been given a legitimate advocacy role by the client or according to Guardianship & Administration Board guidelines

All NWSS Policies & Procedures can be accessed on our website

The Following forms are available electronically on NWSS website for use if need
If you prefer to use the hardcopy form, please hand to Service Coordinator or a member of the Management team

- Incident/Accident Report
- Observation Report
- Participant Feedback Form
- Compliments/Complaints Form

Please lodge compliments or complaints with:

- Service Coordinator
- Service Manager
- General Manager
- The President of the Board of Management or a Board member of your choice.

The organization's postal address, PO Box 254, Wynyard TAS 7325 can be used. Address it to the person of your choice.

North West Support Services

COMPLIMENT - COMPLAINT - RISK OBSERVATION REPORT FORM

Date: _____

Name: _____

Address: _____

Phone & Email: _____

Sent by: Verbal/Phone/Letter/Other: _____

Compliment/Complaint/Risk Observation details:

Name: _____

Signature: _____

Title: _____

TRAVEL COST TABLE

The Social and Community Services Award that covers NWSS employees dictates the payment rate for kilometres. If this rate is changed it will be indicated in Service Provision Agreement.

Invoices for transport are calculated and sent monthly by Lawson Hyland.

This table makes clear the cost that will be incurred if travelling in a NWSS employee's vehicle.

Cost may increase as NDIA Price Guide is updated.

Number of kilometres travelled	Cost to the Client
1 km	.88c

Example:

If a client is supported for 5 days per week and is transported from Ulverstone to Devonport return each day, the total cost of the travel will be approximately \$167.20

To keep these costs down consideration should be given to:

- Sharing travel
- Using client/family private vehicle
- Community transport services
- Drop off and pick up by family
- Public transport

North West Support Services Inc.
ORIENTATION CHECKLIST
SHARED HOMES - INDIVIDUAL CONTRACTS
 Can be applied to new employees, employees transferring between homes &
 contracts and for performance reviews

Some items may not be applicable to certain contracts. Document a notation in the
 comments column for these items

R-03-23/02/24

Support Workers Name:		
Orientation Commencement Date:/...../.....		
Shared Home/Individual Contract:		
Client/Family Informed of Orientation Prior to Commencement: Yes/No		
Points to Follow:		
<ul style="list-style-type: none"> • All items must be explained in detail by the person doing the orientation • New support workers must be supervised throughout the orientation process • The person being orientated will be buddied with an experienced support worker • A Service Coordinator or Service Manager is available by phone or in person to answer questions • Once the orientation process is completed the support worker will be expected to work unsupervised within the parameters of the job description they have been provided with • If at any time the new support worker does not feel confident to take on full responsibilities, they are to contact the Service Coordinator immediately for directions • Signing off on this orientation process means that the support worker has completed and understood all aspects of the orientation • A complete orientation for support worker is required for all new locations and check list to be completed and returned to Service Coordinator to be kept in staff file 		
Orientation	<input type="checkbox"/>	Comment/Action if Required/Initials
Policies & Procedures on the website read and understood		
Website browsed and content acknowledged		
Introduced to clients		
Introduced to support team members		
Given a tour of the shared home		
Vehicle: <ul style="list-style-type: none"> • Passenger Travel Guide read if applicable () • Emergency Management Procedure () • Cleaning process () • Vehicle Log Sheet () • Keys management and spare key location () • Fuel to be used and fuel card PIN () • Check fuel card is in date & matches vehicle registration (If not inform SC immediately) () • Roadside Assistance () • Proof of private vehicle registration – Website check () • Personal vehicle travel claim process explained () 		

<ul style="list-style-type: none"> • On-line Accident Form explained () • Wheelchair van use – Stephen Clarke to sign off () 		
<p>Work Place:</p> <ul style="list-style-type: none"> • Operational Handbook read and understood () • Folders and manuals read and understood () • Incident/Accident/Observation/Complaints Reports explained() • Fire Safety – Emergency Evacuation Plan sighted and explained including Warden’s responsibilities () • Evacuation slide mats located and use explained () • All website training videos have been viewed () • Specific manual handling protocols have been explained () 		
<p>Time Sheets:</p> <ul style="list-style-type: none"> • Shared Home/Individual Contracts/Lifestyle Support () • Receipts Explanation Sheet () • Waking Hours Timesheet use and contents required () 		
Individual Life Enrichment Journals read		
Personal Profile read		
Client Support Plan read and understood		
Personal care routines and assistance strategies observed for all residents		
Personal care delivery observed for all residents		
Procedures for the Administration of Medication in Shared Homes read and understood including all recording sheets		
Administration of medication carried out under the observation of an experienced support worker		
<p>Health and Wellbeing</p> <ul style="list-style-type: none"> • Health Diary () • Appointment Forms () • GP pre appointment process () • Body Map () • Event of an Emergency process () • Meal Management Plan () • Behaviour Support Plan () • Complex Health Care Plan () • Seizure Management Plan () • Epilepsy Guide () • Diabetes Plan and Management () • Mobility Plan – OT report () • Physiotherapy Plan () • CPAP Machine use and care Instructions explained () 		
<p>Household routines explained:</p> <ul style="list-style-type: none"> • Cleaning routine and Check Lists Weekly/Monthly () • Communication Diary () • Shopping routine () • Meal Planner () • Banking routine () • House finance management routine () • End of Month Audit () • After hours on call phone number – email sent each week clarifying person on-call () • Add staff name and contact number to back of house diary if willing to be contact for relief shifts after hours () • Archive process () 		
<p>Residents personal finances explained:</p> <ul style="list-style-type: none"> • As per the policy document – Managing a Client’s Finances() • Finance Log Book () • Finance receipts () 		

<ul style="list-style-type: none"> • Finance kept () • Public Trustee requirements () • Client to be encouraged & supported to attend when items purchased () • Archive process () 		
<p>Location and use of:</p> <ul style="list-style-type: none"> • Personal Diaries () • Daily Journals () • Photo Albums () • Treasured Items Boxes () • Travel Diaries () • Lifestyle Calendars – On-line () • Communication Boards () 		
<p>Forms/IT</p> <ul style="list-style-type: none"> • Code – Scanning () • Email process () • Orientation to LAPTOP () • Shift Reports () • Orientation to all On-line reports () 		
<p>Date Orientation Satisfactorily Completed:/...../.....</p> <p>Person Responsible for Orientation:</p> <p>Position Held:</p> <p>Signature:</p> <p>Support Worker’s Signature:</p>		

ADVOCACY

If you feel you need an independent advocate to advise you or assist you in any way you can contact one of the following:

Advocacy Tasmania Inc.

1800 005 131

Speak Out Association of Tasmania

4 Columnar Court

Burnie Tas 7320

Phone: (03) 64 319333

Fax: (03) 64 318333

Mob: 0409 319 337