



Participant Handbook

2019



About Kelmax Disability Services

Thank you for choosing Kelmax Disability Services.

Please utilise this induction information to ensure you have the best experience of our services.

Mission, Vision and Values

Kelmax Disability Services Vision is to be a voice for people with a disability and mental illness, and for clients to be empowered to live their life their way.

Kelmax Disability Services Mission is to provide a range of flexible and tailored services within the community, to people with disabilities and mental illness, through self-determination.

Our motto:

“With you every step of the way on your journey to live your life, your way.”

All of Kelmax Konnects’ operations and activities are built upon the Values of:

Choice | Control | Respect

Autonomy | Empowerment |

Hope

Kelmax Disability Services and the National Disability Insurance Scheme (NDIS)

Kelmax Disability services is an NDIS registered Provider

Our provider number: 4050021929

Contact Details

Phone 0414 035 400 0414 028 400	Email info@kelmaxconnects.com.au	Address PO box 503 Mortdale NSW 2223
--	--	---

Our Services

Kelmax Disability Services has been established in response to local community demand for quality disability support services. Kelmax Disability services provide:

- **Assistance with Travel/Transport**, so that clients may participate in school, education, employment, or in their community when they are unable to travel by other means due to their disability.
- **Household Tasks / Domestic Assistance**, such as house and yard maintenance, cleaning, laundry, and the preparation / delivery of meals.
- **Community Nursing**, for clients with high care needs that require a high level of skill. This service also includes training support workers to respond to clients with high care needs.
- **Assist-Life Stage Transition**, which focuses on strengthening clients' ability to coordinate their supports, and assists them to live at home, and participate within their community.
- **Daily Personal Activities** including High Intensity, involving assisting clients with their personal tasks of daily life, in a range of environments, including in their home.
- **Development of Daily Living and Life Skills**, which includes training or development activities for individuals or groups to increase clients' ability to live as independently as possible, in areas such as: personal and living skills, increasing social skills and independence, planning and plan management, and public transport training.
- **Participation in the Community**, such as supporting clients during community, social, or civic activities, or helping clients to develop their abilities to partake in these activities.
- **Support Coordination and Specialist Support Coordination**, which is a specialist support delivered by a health professional addressing a client's specific high-level risks, focusing on addressing barriers and reducing complexity in the client's support environment, and building a client's resilience and capacity.

Cost of Services: All costs are in line with NDIS Price Guide

For more information about these services please call us or visit kelmaxconnects.com.au or speak to a member of our staff.

Service Quality

To deliver our services as an NDIS Registered Provider, Kelmax Disability Services must comply with the NDIS Quality and Safeguards Framework. This means we must:

- comply with the *NDIS Act 2013 (Cwth)*;
- comply with the *NDIS Terms of Business for Registered Providers* and any Conditions of NDIS Registration; and
- obtain and maintain accreditation against the NDIS Practice Standards.

The NDIS Practice Standards are quality standards that govern how Registered NDIS providers must deliver services. The Standards that relate to Kelmax Disability Services are:

Schedule 1 - Core Module

1. Rights of [participant]s and responsibilities of providers
2. Provider governance and operational management
3. Provision of supports
4. Support provision environment

Schedule 2 - Module 1 – High intensity daily personal activities

1. Complex bowel care
2. Enteral feeding and management
3. Tracheostomy management
4. Urinary catheter management
5. Ventilator management
6. Subcutaneous injections
7. Complex wound management

Schedule 6 - Module 4 - Specialised support coordination

1. Specialised Support Coordination
2. Management of a [participant]'s NDIS Supports
3. Conflict of Interest

As set out in this handbook, Kelmax Disability Services is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate participant and other stakeholder feedback.

Your Rights

Kelmax Disability Services respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

In supporting you to exercise your rights, we must comply with the *United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities the United Nations Declaration on the Rights of the Child, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.*

Rights and Responsibilities

You have the Right to access supports that:

- promote, uphold and respect your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy;
- are free from violence, abuse, neglect, exploitation or discrimination; and
- allow you to exercise informed choice and control.

It is our responsibility to:

- tell you about and uphold your rights;
- provide supports in a way that promotes, upholds and respects your rights to freedom

of expression, self-determination and decision-making;

- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery;
- support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and chosen community in the ways you want to;
- treat you with fairly, with courtesy, dignity and respect and without discrimination;
- give you information about our services and associated costs, as well as other support options, within and outside Kelmax Disability Services;
- involve you in decisions about your supports, as well as our programs and policies;
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed;
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

As our participant we ask that you:

- provide us with information that will help us to best support you;
- tell us if things change or you cannot keep an appointment or commitment;
- act respectfully and safely towards other people using the service, and towards our staff;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

Diversity and Participation

All aspects of Kelmax Disability Services's service delivery promote participants' active participation and inclusion in the community. We support participants to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other needs and goals.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
- employing and developing a diverse and culturally competent workforce;
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery; and
- using a strengths-based approach to identify individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

Interpreting and Translation

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available at no cost to support your interactions with us.

Advocacy

Kelmax Disability Services fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

PWDA – People with Disability Australia:

Toll Free: **1800 422 016**. Email: pwd@pwd.org.au

Mental Health Advocacy Service:

The Mental Health Advocacy Service (MHAS) is a state-wide specialist service of Legal Aid NSW. We provide free legal information, advice and assistance about mental health law. You can telephone for an appointment to come and speak to a lawyer at our Burwood office. Phone: **02 9745 4277**

Intellectual Disability Rights Service

The Intellectual Disability Rights Service provides services from four locations in NSW. The head office is base in Redfern. The regional offices provide support for people with intellectual disability at police stations, courts and other locations for criminal matters. These are services of the Criminal Justice Support Network.

Freecall: **1800 666 611**

Email: info@idrs.org.au

Website: www.idrs.org.au

Multicultural Disability Advocacy Association

The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak body for all people in NSW with disability and their families and carers, with a particular focus on those from a culturally and linguistically diverse (CALD)/ non English Speaking (NES) background with disability.

Phone: **1800629072** Postal: **PO Box 144 Hurstville NSW 1481** Email: ses@mdaa.org.au

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.

Privacy and Confidentiality

Kelmax Disability Services values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

Kelmax Disability Services will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

You can request Kelmax Disability Services' full Privacy Statement from any of our staff members.

Feedback, Compliments and Complaints

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Kelmax Disability Services and is seen as an opportunity for improvement.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form;
- by email to: feedback@kelmaxconnects.com.au
- by phone on: 0414 035 400 or 0414 028 400
- in writing to: PO box 503 Mortdale NSW 2223 or

We aim to acknowledge your complaint within 5 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement.

All feedback and complaints will be used by Kelmax Disability Services to continuously improve our service delivery.

Feedback and Continuous Improvement

In addition to the above, Kelmax Disability Services is continually seeking feedback on how we can improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member.

Complaints

We encourage anyone with a complaint to speak directly to a Kelmax Disability Services staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 24 hours, it will be escalated to Kelmax Disability Services' Client Services Manager.

You can use Kelmax Disability Services's Feedback and Complaints Form to formally lodge your complaint and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within 5 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by Kelmax Disability Services to continuously improve our service delivery.

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support through any of the following agencies:

NDIS Quality and Safeguards Commission

- Online: www.ndiscommission.gov.au
- Phone: 1800 035 544.

Australian Human Rights Commission

- Phone: 1300 656 419
- Online: humanrights.gov.au

Fair Trading NSW

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Fair Trading NSW provides information and advice and, in some cases, dispute resolution services for customer disputes under the ACL.

Complaints to NSW Fair Trading can be lodged:

- Online: www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint
- Phone: 13 32 20

Finally, you can contact the Australian Securities and Investments Commission (ASIC) if you have concerns regarding consumer protection in relation to your finances. See <https://asic.gov.au/about-asic/contact-us/>.

Accessing Our Services

We aim to provide accessible services to you that are safe, engaging and responsive to your support and communication needs.

To be eligible to receive Kelmax Disability Services' services, a participant must meet the following eligibility criteria. The person must;

- have one or more identified intellectual, cognitive, neurological, sensory or physical impairments that are, or are likely to be, permanent;
- have one or more identified impairments that are attributable to a psychiatric condition and are, or are likely to be, permanent; or

Consideration must also be given to the participant's Priority of Access by examining;

- their relative need compared to others who receive or want to receive services;
- any additional needs they have;
- the extent to which Kelmax Disability Services can contribute to those needs being met;
- the resources available within Kelmax Disability Services to meet the participant's needs;
- other services the participant receives and how Kelmax Disability Services's services will complement those and contribute to improved outcomes for the participant; and
- the best interests of the participant.

Anyone wishing to access our services must participate in an Intake Interview. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process. The purpose of this interview is to assess your needs and whether Kelmax Disability Services is able to support you. You will be contacted

within 2 working days of the Intake Interview and advised of the outcome.

If you are offered services and accept, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement. This will be completed during an Assessment and Planning Interview, which will take place within 7 days of your acceptance.

We will review the provision of your supports every 6 months with you and your supporters. Flexibility will be provided in regard to the timing of review assessments, based on your needs and wishes, and you can request a review at any time.

Service Refusal

We will accept your choice if we offer you a service and you choose not to accept.

Kelmax Disability Services may refuse to offer a person service where:

- they do not meet our eligibility requirements;
- other potential participants are assessed as a higher priority based on our Priority of Access considerations;
- we do not have the capacity to cater to additional participants; or
- we do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.

Waiting List Processes

A person who meets Kelmax Disability Services' eligibility requirements and cannot be offered a service due to lack of service capacity can elect to be placed on our Waiting List. Potential participants on our waiting list will be contacted every 3 months to:

- advise you of your current Waiting List status;
- check whether you want to remain on the list;
- provide referrals to other service providers if required; and
- advise the estimated wait time remaining.

Appeal

Any person refused services has the right to appeal. Appeals should be directed in writing to Kelmax Disability Services Client Services Manager

Leaving Kelmax Disability Service's Services

All participants have the right to exit Kelmax Disability Services' services at any time and a decision to do so will not prejudice future access to the service. You must give us at least 14 days notice if you wish to leave our services before the end date in your Service Agreement.

All participants exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternative services.

Participants who have chosen to exit our services have the right to re-access services without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a staff member.

Service Termination

Kelmax Disability Services may terminate a participant's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other participants using the service is displayed; or
- dramatic health changes require significantly increased levels of care or a service model not provided by Kelmax Disability Services.

Any person whose services are terminated have the right to appeal. Appeals should be directed in writing to Kelmax Disability Services Client Services Manager.

Fees and Charges

We will discuss fees with you before providing services and include all fees in a Service Agreement. The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed to by you before services can commence.

Kelmax Disability Services will provide you with regular invoices and statements to assist you

to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

Freedom from Harm, Abuse and Neglect

When taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Kelmax Disability Services treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Kelmax Disability Services staff member.

Kelmax Disability Services employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment.

Work Health and Safety

Kelmax Disability Services is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all Kelmax Disability Services stakeholders – including staff, volunteers, participants, families, carers and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when participating in our services.

Where services are provided by Kelmax Disability Services in your home, we expect that you, or the owner of the premises, will take responsibility for your safety and the safety of our staff working there. As far as practicable, please ensure that the premises is safe for our staff and meets all relevant building regulations or legislation. If you cannot perform or arrange for appropriate safety checks, this service can be included in your care plan or arranged with another service with our support.

Community Participation and Inclusion

Kelmax Disability Services is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community. We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific needs or goals that

could be met by another organisation.

Conflict of Interest

Kelmax Disability Services is an NDIS registered provider for Support Coordination in conjunction with a range of other NDIS specialist disability support services. Kelmax Disability Services has a policy in place due to the potential conflict of interest that could arise when delivering this range of specialist disability supports.

As a provider of support coordination, Kelmax Disability Services ensures:

- Information between different teams is kept separate
- Participants are aware of their options for coordination of supports
- Conflict of interest is disclosed to participant
- Staff do not have any private interest including receiving remuneration for participant volume
- Staff understand their requirement to manage and disclose any real or perceived conflict of interest in accordance with the NDIA's Terms of Business

Kelmax Disability Services has effective systems and processes in place to guide and support its overall direction, effectiveness, supervision processes and internal and external accountability. Accountable and transparent governance arrangements ensure Kelmax Disability Services:

- complies with relevant legislation, regulations and contractual arrangements;
- supports and develops its staff; and
- delivers quality and safe services to its clients.

Kelmax Disability Services is committed to ensuring all participants are involved in making decisions and choices about all aspects of the support services they receive from the organization and have access to information about other services delivered in their area. In the first instance, clients should be the person making informed decisions and choices with regard to themselves and the services they receive. Staff are responsible for ensuring participants understand their choice and control without any interference, intentional or otherwise in their decision making.



Contact Details

Email: info@kelmaxconnects.com.au

Phone: 0414 035 400