



Participant Handbook For FITCare

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- **ABN:** 95 632 150 906
- **ACN:** 632 150 906
- **Email:** admin@fitcaresupportservices.com.au
- **Phone:** 1300 348 227
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Table of Content

Table of Content.....	2
1. Contact details.....	3
2. The NDIS Code Of Conduct.....	4
3. Culture, diversity, values and beliefs policy.....	4
4. Privacy and Confidentiality policy.....	5
5. Information Management Policy.....	6
6. Decision-Making Policy.....	7
7. Right to Access an Advocate Policy.....	8
Australian Capital Territory.....	8
New South Wales.....	8
Northern Territory.....	9
Queensland.....	9
South Australia.....	9
Tasmania.....	9
Victoria.....	10
Western Australia.....	10
8. Participant Consent Policy.....	10
9. Violence, Abuse, Neglect, Exploitation Policy.....	11
10. Bullying, Harassment and Discrimination Policy.....	12
11. Delegation of Responsibility and Authority Policy.....	12
12. Quality Policy.....	13
13. Feedback and Complaint Policy.....	14
14. Incident reporting.....	15
15. Cancellation Policy.....	18
16. Service Termination (Exit from Services).....	19
17. Participant Acknowledgement.....	19

WELCOME TO FITCare

The Team at **FITCare** would like to welcome you!

We at **FITCare** sincerely hope that you find working with us an enjoyable and rewarding experience.

At **FITCare** we have an expectation that all staff and workers accept the responsibilities of their jobs and deliver high quality services to the participants.

This handbook provides you with valuable and critical information about the way we conduct our business, highlighting important policies that should always be adhered to.

Should you have any questions in relations to the content of this handbook or about **FITCare**, please do not hesitate to contact me.

Wishing you the very best!

Mark Stitt

CEO / Director – FITCare

1. Contact details

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2. The NDIS Code Of Conduct

- ✓ FITCare and the workers are committed to follow NDIS Code of Conduct as below:
 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.

3. Culture, diversity, values and beliefs policy

- ✓ To Provide a diverse and inclusive service to the participants and their families FITCare promotes following:
 - Support culture diversity and promote the inclusive environment
 - Support participants to play an active role in the community
 - Finding participants' needs from consulting with their family members and carers
 - Create an inclusive workplace for all staff and workers and respect their cultural, beliefs and language difference
 - Ensuring that there is not any difference in service provision between participants and the rest of people in the society
 - support people with CALD and Aboriginal and/or Torres Strait Islander (ATSI) background with their culture and spiritual beliefs
- ✓ At the direction of the participant, the culture, diversity, values and beliefs of that participant

are identified and sensitively responded to.

- ✓ Each participant's right to practice their culture, values and beliefs while accessing supports is supported
- ✓ **FITCare's** participants who English is not their primary language will be provided with interpretation support (if required) or in case of a meeting, these people would be able to bring a member of their family who speaks English.

4. Privacy and Confidentiality policy

- ✓ **FITCare** is committed to providing quality services and respecting your rights. Participant right to privacy and confidentiality will be recognised, respected, and protected in all aspects.
- ✓ The following procedures are to be implemented to ensure that FITCare meets its policy objective of ensuring that all clients of the agency have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.

The agency will:

1. Only collect information about the client that can be shown to be directly relevant to effective service delivery and the agency's duty of care responsibilities.
2. Seek the written consent of the client or family prior to obtaining information from any other source.
3. Seek the written consent of the client or family prior to releasing information to any other source.
4. Ensure that personal information is stored securely and is not left on view to unauthorized agency staff or the general public.
5. Ensure that only those agency staff who need access to the above information will be granted access.
6. Advise the client and family of the nature of the personal information that is held by the agency about the client.
7. Advise the client and family of their right to view the information that the agency keeps in respect of the client.
8. Ensure that personal information about a client is only held by the agency as long as it remains relevant to the delivery of effective services and the agency's duty of care obligations.
9. Promptly investigate, remedy and document any consumer grievance regarding privacy, dignity or confidentiality.
10. Ensure that all information will be handled based on the NDIS Quality and Safeguarding Framework.

You can request **FITCare** full Privacy Statement from any of our staff members.

5. Information Management Policy

- ✓ **FITCare** is committed to protect the security of its information and information systems.
- ✓ Documents are stored with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes. This is addressed by having password and antivirus in place for the electronic devices. For hard copies (if applicable), the files will be stored in secured cabinets and access will be provided to the relevant workers.
- ✓ According to the above direction all staff and workers are committed to:
 - Use of all reasonable, appropriate, practical and effective security measures to protect our important processes and assets in order to achieve our security objectives.
 - Protecting and managing information assets to enable us to meet our contractual, legislative, privacy and ethical responsibilities and satisfy applicable IS requirements and legal requirements
 - Protect the system against unauthorized access.
 - Report and investigate information security breaches.
 - Record keeping processes underpin day-to-day actions and **FITCare** has an ongoing commitment to continuous improvement in this area.
 - Confidentiality agreement has been signed by all workers using **Form19.Privacy & Confidentiality Agreement**.
 - Records including all completed forms and templates either in hard copy or electronically are maintained for 7 years. For instance, complaint records and incident records shall be kept for 7 years.
- ✓ All personal information of participant and staff and workers shall be:
 - Safely stored to restrict the access for any misuse
 - Not shared with any third party unless the participant or staff and workers has given consent
 - Retained for a limited period
 - Destroyed properly if not required, for example shredding
- ✓ Printed version of the Personal confidential information shall be stored securely when not in use, for example in lockable cabinet.
- ✓ Confidential information including personal information shall not be posted on social media.

- ✓ Each participant's consent is obtained to collect, use and retain their information or to disclose their information (including assessments) to other parties, including details of the purpose of collection, use and disclosure. **Form18. Participant Information Consent Form** will be used for this purpose.
- ✓ Each participant is informed in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law.
- ✓ Participant's consent rights are as follows:
 - The participant should make an informed decision before giving the consent
 - If any participant requires additional time for any consent, enough time should be provided to make the best decision and have enough time for consultation
 - Withdrawal of consent is a part of the participants right at any time
 - Participants can evaluate the risks associated to their decision and take assessed risks

6. Decision-Making Policy

- ✓ We at **FITCare** have this commitment to our participants to have a control on the services provided to them and the decisions that might affects their life.
- ✓ **FITCare** is committed to make sure that participants are satisfied with the received services and find out about their preferences and take the measures to provide participants with those preferred services.
- ✓ **FITCare** is committed to provide services to participants that are aligned with their needs and preferences.
- ✓ Active decision-making and individual choice are supported for each participant including the timely provision of information using the language, mode of communication and terms that the participant is most likely to understand.
- ✓ Each participant's right to the dignity of risk in decision-making is supported. When needed, each participant is supported to make informed choices about the benefits and risks of the options under consideration.
- ✓ Each participant's autonomy is respected, including their right to intimacy and sexual expression.

- ✓ Each participant has sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit.
- ✓ Each participant's right to access an advocate (including an independent advocate) of their choosing is supported, as is their right to have the advocate present.

7. Right to Access an Advocate Policy

- ✓ New participants will be consulted about their right to use advocates
- ✓ **FITCare** will consult new participants about the Roles of advocates and how to get an advocate.
- ✓ It is participant's right to choose their own advocates, change their advocates or withdraw their advocate's authority
- ✓ **FITCare** participant's decision making, and service planning will be coordinated with participant's advocate
- ✓ Any assistance by an advocate should be registered and documented
- ✓ If a participant doesn't have anyone to accept their advocacy, **FITCare** will introduce someone as an advocate.
- ✓ A list of Agencies funded under the National Disability Advocacy Program can be found below:

Australian Capital Territory

- ACT Disability Aged & Carer Advocacy Service Inc (ADACAS)
- Advocacy for Inclusion Incorporated

New South Wales

- Ability Incorporated
- Advocacy Law Alliance Incorporated
- Illawarra Advocacy Incorporated
- Intellectual Disability Rights Service Inc
- Multicultural Disability Advocacy Association
- Newell Advocacy Inc
- People With Disability Australia Incorporated
- Regional Disability Advocacy Service Ltd

- Self Advocacy Sydney
- Side By Side Advocacy Incorporated
- Spinal Cord Injuries Australia
- Sydney Region Aboriginal Corporation
- Synapse
- The Institute for Family Advocacy & Leadership Development Assn Inc

Northern Territory

- Darwin Community Legal Service Inc.
- Disability Advocacy Service Inc.
- Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council Aboriginal Corporation

Queensland

- Aged and Disability Advocacy Australia
- Independent Advocacy in the Tropics Inc
- Mackay Advocacy Incorporated
- People With Disability Australia Incorporated
- Queensland Advocacy Inc
- Rights In Action Inc
- Speaking Up For You Inc
- Sunshine Coast Citizen Advocacy Programme Inc
- TASC National Ltd

South Australia

- Advocacy for Disability Access and Inclusion Incorporated
- Brain Injury Network of South Australia Inc
- Citizen Advocacy South Australia Incorporated
- Disability Advocacy and Complaints Service of South Australia Incorporated
- Disability Rights Advocacy Service Incorporated
- Independent Advocacy SA Incorporated

Tasmania

- Advocacy Tasmania Inc.
- Citizen Advocacy Launceston Region Inc.
- Speak Out Association Of Tasmania Inc.

Victoria

- Action for More Independence & Dignity in Accommodation Inc
- Action on Disability within Ethnic Communities Inc
- Association of Employees with Disability Inc
- Citizen Advocacy Sunbury and Districts Inc
- Colac Otway Region Advocacy Service
- Disability Justice Australia Inc
- Gippsland Disability Advocacy Inc
- Grampians disAbility Advocacy Association Inc.
- Leadership Plus Inc.
- Melbourne East Disability Advocacy Inc.
- North East Citizen Advocacy Inc
- Regional Disability Advocacy Service Ltd
- Rights Information and Advocacy Centre Inc
- Southern Disability Advocacy Incorporated
- Southwest Advocacy Association Inc
- Victorian Mental Illness Awareness Council Inc
- Villamanta Disability Rights Legal Service Inc

Western Australia

- Advocacy South West Inc
- Catholic Archdiocese of Perth (Personal Advocacy Service)
- Citizen Advocacy Perth West Inc
- Ethnic Disability Avocacy Centre
- Midland Information, Debt & Legal Advocacy Service Inc
- People with Disabilities (WA) Inc
- Sussex Street Community Law Service Inc
- UnitingCare West

8. Participant Consent Policy

✓ Participant's rights are as follows:

- The participant should make an informed decision before giving the consent

- If any participant requires additional time for any consent, enough time should be provided to make the best decision and have enough time for consultation
 - Withdrawal of consent is part of the participant's right at any time
 - Participants can evaluate the risks associated to their decision and take assessed risks
- ✓ **FITCare's** responsibilities for participant consent are as follows:
- A participant consent using **Form18. Participant Information Consent Form** will be obtained in case if the decision is related to any medical or dental treatment, behaviour support and accommodation arrangements
 - Before disclosure of any personal information to other parties a consent is required.
- ✓ The personal information could be disclosed without consent only if there is one of the following:
- The person is at risk of harm or injury; or
 - It is required by law

9. Violence, Abuse, Neglect, Exploitation Policy

- ✓ It is the **FITCare's** commitment to ensure that everyone feels safe and treated fairly and the organisation is free of abuse, exploitation and neglect.
- ✓ Participant with lack of communication should be well supported to detect and prevent abuse.
- ✓ The **Managing Director** deals with the abuse, exploitation and neglect reports seriously and confidentially and take the best measures to mitigate the issue and punish the guilty person.
- ✓ **Incident Management Policy and Procedure** is established to investigate and report the abuse, exploitation and neglect related issues.
- ✓ Training is required for everyone in **FITCare** to recognize, prevent and minimise abuse, exploitation and neglect.
- ✓ One trained manager should be appointed to deal with any abuse related issues.
- ✓ Everyone has a responsibility about abuse, exploiting and neglect as follows:
- The victim should be supported by all staff and workers and members of the organisation

- If required, the responsible manager should inform relevant authorities, carer of the victim including their family and guardians or their substitute decisionmakers (if applicable)
- All staff and workers and witnesses should cooperate with relevant authorities in the process of investigation.

10. Bullying, Harassment and Discrimination Policy

- ✓ **FITCare** is committed to promote an environment free from bullying, harassment and discrimination for all employees and participant
- ✓ **FITCare** is committed to implement training and awareness raising strategies to ensure that all workers and staff are aware of their rights and responsibilities in relation to bullying, harassment and discrimination
- ✓ **FITCare** is committed to comply with all relevant legislation and industry standards
- ✓ All forms of discrimination, harassment and bullying by or toward workers, participant is considered unacceptable and will not be tolerated under any circumstances.
- ✓ Everyone has a same right and responsibility relating to the sexual harassment.
- ✓ Any discrimination, bullying, harassment and discrimination should be discussed with the **Managing Director** or by submitting an incident through the **Incident Management Policy and Procedure**.
- ✓ Victimization including threatening any of who has made a complaint or helped another person to make complaints including the ones who may be involved in investigation process is subject to discrimination, harassment and/or bullying.
- ✓ Breach of this policy & procedure in any forms may lead to termination of employment.

11. Delegation of Responsibility and Authority Policy

- ✓ This policy identifies the requirements for delegated responsibility and authority to another suitable person in the absence of a usual position holder in place.
- ✓ Workers with same qualifications and experience will be assigned as a delegate to ensure the same level of support is provided to the participants and adequate training will be provided to them.

- ✓ Delegation of Responsibility and Authority Policy within **FITCare** is intended to achieve the following objectives:
 - Ensure supports are provided based on the least intrusive options;
 - Ensure the efficiency and effectiveness of supports;
 - Ensure that workers have been provided with the level of authority necessary to discharge their responsibilities;
 - Better understanding of supervision and delegation responsibilities;
 - Feel confident in working safely with participant.
- ✓ When exercising delegated authority, all delegates shall act in good faith using all reasonable skills.
- ✓ The requirements set out in this policy apply to all workers. Delegation is managed as below:

Worker/ Staff Name	Responsibilities	Delegate/ Person Name	Authorities

12. Quality Policy

- ✓ It is **FITCare**'s commitment to incorporate the requirements of standard into the business with a continuous improvement system. These commitments are as follows:
 - Ongoing improvement and revision of the policies & procedures, processes and services
 - Ensuring that all policies & procedures comply with the relevant legislations, obligations and standards

- Maintaining, monitoring and improving the stakeholder's satisfaction and creating a close relationship with staff and workers
- Conduct regular internal audits to find and resolve any nonconformities and prevent the recurrence
- Train the staff and workers on an ongoing basis to meet the requirements
- Ensure to provide a photo identification or badge to workers, so that participants can identify them

13. Feedback and Complaint Policy

- ✓ The Best practices and continuous improvements that are promoted by the **management team**, create a supportive and respectful culture in FITCare that supports the workers, stakeholders and participants to be open to make complaints and feedback and report any issues. In the performance assessment of the **management team**, this will be assessed and reviewed.
- ✓ **FITCare** is committed to handle all complaints and feedback until it is resolved completely.
- ✓ The information related to the complaints and feedback will be dealt confidentially in a way those are discussed directly with involved people.
- ✓ If the consent has been provided, a third party would be able to lodge complaints and feedback on behalf of another person.
- ✓ Any ongoing issue could be identified by tracking and analysing feedback and complaint data. As a part of the continuous improvement process, the feedback, complaints and dispute resolution will be discussed in **management team** meetings regularly.
- ✓ Information about this policy & Procedure will be shared with any participant or stakeholder wishing to lodge feedback.
- ✓ **You can complain about your services and supports when:**
 - something has gone wrong
 - something is not working well
 - something has not been done the right way
 - something makes you unhappy
 - you have been treated badly.

✓ **What do we do about complaints?**

- We listen to complaints
- help people fix their complaints
- teach worker about the best ways to handle complaints.

✓ **How do you make a complaint to us?**

- You can call us OR email us
- You can call us between 9am and 5pm, Monday to Friday.

✓ A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.

14. Incident reporting

- ✓ Any incident needs to be reported to the manager or supervisor, including near misses.
- ✓ In the event of an incident, injury or illness, where it is safe to do so **FITCare** will take appropriate immediate action to minimise the risk of further injury or damage.
- ✓ Preventive actions from further harm or injury will be taken, where appropriate. As a part of the investigation, until its end, the incident scene and evidence need to be preserved. (Due to assisting an injured person, making the area safer, streamlining the police investigation or removing the deceased person, the site may be disturbed.)
- ✓ Inspecting and confirming that no new hazards have been created whilst securing the area
- ✓ If any medical treatment is needed beyond first aid, the Safety representative will be informed relevant person immediately by phone or email.
- ✓ Any incident needs to be reported to the manager or supervisor, including near misses using the **form04. Incident report** and register it on **Form11.Incident Register**.
- ✓ In the event of an incident, injury or illness, where it is safe to do so **FITCare** will take appropriate immediate action to minimise the risk of further injury or damage.
- ✓ Preventive actions from further harm or injury will be taken, where appropriate. As a part of the investigation, until its end, the incident scene and evidence need to be preserved.

(Due to assisting an injured person, making the area safer, streamlining the police investigation or removing the deceased person, the site may be disturbed.)

- ✓ Inspecting and confirming that no new hazards have been created whilst securing the area
- ✓ If any medical treatment is needed beyond first aid, the Safety representative will be informed relevant person immediately by phone or email.

1. Report Notifiable Incident

Incident notification process consists of 3 steps. These steps are as follows:

Step 1: Notify the NDIS Commission:

- ✓ Safety representative is responsible for reporting incidents that are reportable incidents to the Commissioner. In addition, any key personnel can notify Commissioner of reportable incidents.
- ✓ A notifiable incident shall be reported as soon as possible. The following information is required to be registered in the incident report form:
 - the name and contact details of the registered NDIS provider.
 - a description of the reportable incident (a description of the impact on, or harm caused to, the person with disability)
 - the immediate actions taken in response to the reportable incident, including actions taken to ensure the health, safety and wellbeing of persons with disability affected by the incident and whether the incident has been reported to police or any other body
 - the name and contact details of the person making the notification
 - the time, date and place at which the reportable incident occurred (if known)
 - the names and contact details of the persons involved in the reportable incident
- ✓ For an incident to be reportable a certain act or event needs to have happened (or alleged to have happened) in connection with the provision of supports or services by the registered NDIS provider. 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
- ✓ **FITCare** will submit a notification form via NDIS commission portal within 24 hours, if any above incidents occur.
- ✓ Commissioner shall be provided with the following information within 5 business days after the provider became aware that the incident occurred:

- the names and contact details of any witnesses to the reportable incident
- any further actions proposed to be taken in response to the reportable incident
- ✓ If an unauthorised restrictive practice is used, NDIS should be notified in 5 business days of being notified of the incident. However, the incident should be reported in 24 hours if the incident has resulted in injury to a disabled person.
- ✓ In cases where there is a need for police intervention, even after consideration of the incident, it should be reported as soon as possible. If there is any uncertainty about whether the incident needs to be reported or not, the notifier or approver should contact the NDIS Commission to seek further advice.
- ✓ **FITCare** will also inform:
 - Authorities for notifiable work-related injuries, fatalities or dangerous occurrences
 - Police if the incident relates to the death of a person
- ✓ Where an incident is referred to NDIS, the NDIS investigation takes precedence over any organisational process.
- ✓ The progress of the incidents, accident and near misses will be tracked in incident report form.

Step 2: Submit a 5-business day form: this form should be submitted via “My Reportable Incidents” portal in 5 business days after key management personnel are notified. Some additional information, including the corrective actions, is recorded in this form. any unauthorised use of restrictive practises is recorded by this form.

Step 3: If required, the final report should be submitted: If this is required, the NDIS Commission will contact the provider and advise the due date for this matter. The final report field will be accessible on the NDIS Commission portal if the provider requires to submit a final report.

Reportable incident	Required timeframe
death of a person with disability	24 hours
serious injury of a person with disability	24 hours

abuse or neglect of a person with disability	24 hours
unlawful sexual or physical contact with, or assault of, a person with disability	24 hours
sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	24 hours
the use of a restrictive practice in relation to a person with disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	Five business days

15. Cancellation Policy

- ✓ **FITCare** will make all the efforts to provide the agreed services to the participants. **FITCare** will help participants to get the services that support them in the path to achieve their goals and targets.
- ✓ **FITCare** will try to minimise the cancellation of scheduled services.
- ✓ **FITCare** shall be notified of cancellation 48 hours prior to the scheduled service.
- ✓ If a service is cancelled after trading hours in the day prior to the service delivery day, or if the participant is not present on the service day, a fee will be claimed from your NDIS plan.
- ✓ The participant will be charged up to 100% in case of cancellation of a scheduled service and this can happen up unlimited time.
- ✓ A service could be cancelled by a call or email to office.

16. Service Termination (Exit from Services)

- ✓ The **Managing Director** of **FITCare** will discuss the rights and responsibilities of the participants with them upon the entry process. In the process of induction, the participant will be informed about the reasons of service termination as of the Exit from Services plan using **Form21.Participant Exit Form**.
- ✓ Access to supports required by the participant will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant.
- ✓ Under some specific circumstances as follows, **FITCare** only terminate a participant's services when
 - Participant is not able to meet the requirements of the agreed goals and targets
 - Participant may cause harm to the workers, staff and other participants
 - If the service delivery fee is not paid continuously.
 - financial requirements are not being met
 - The support needs of the participant are changed and are not in **FITCare** scope of service
- ✓ A consultation and discussion with the participant and their supporters will be held prior to service termination to consult the participant and implement strategies to meet irreconcilable issues.
- ✓ **FITCare** will provide the person with referrals and alternative option if they refused to use the services or if **FITCare** terminated their services.

17. Participant Acknowledgement

- ✓ I..... (Participant /Participant's Representative), with NDIS Number ,address..... hereby acknowledge that I received and understood the items described in this handbook.

Participant's or Participant's Representative's Signature		Date	
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