

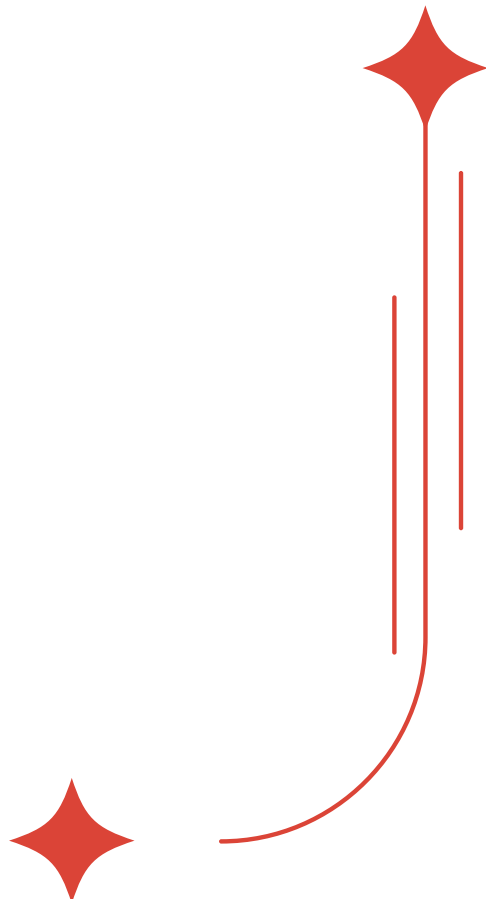


PARTICIPANT HANDBOOK





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WELCOME

Welcome to Shyna Promise Disability Support Service.
We are honoured that you have chosen to walk alongside us.

This handbook has been created to help you understand who we are, how we work, and what you can expect from the supports and services you receive.

Most importantly, it exists to support your rights, your choices, and your goals.

At Shyna Promise, you are the expert in your own life. Our role is not to direct or control, but to listen, respect, and support you to live the life you choose. We believe support works best when it is built on trust, safety, dignity, and genuine human connection. You deserve to feel heard, believed, and supported without pressure or judgement.

This handbook explains your rights and responsibilities, our commitment to safe and respectful supports, how to raise concerns or provide feedback, and how we work in line with the NDIS principles of choice and control. It is designed to be clear and accessible, and you are welcome to ask questions about anything inside it at any time.

Your support journey is unique. We are here to walk beside you at your pace, honouring your experiences, strengths, and aspirations. Thank you for trusting us to be part of your journey.

We are glad you are here.



ABOUT SHYNA PROMISE DISABILITY SUPPORT

Our Vision

Our vision is a world where people living with disability, trauma and invisible illness are not pushed to the edges or brushed aside, but are believed, respected and supported to live a life that actually feels like their own. We see a community where NDIS supports are not just rosters and reports, but real relationships built on trust, honesty and follow through. A world where support workers and providers show up when it matters, speak up when something is not right, and hold hope on the days when our participants cannot. At Shyna Promise we are working toward an NDIS space where families feel held, participants feel safe to be their whole selves, and every person has the chance to heal, grow and fly in their own time.



Our Mission

Our mission is to honour the promise I made to my daughter, Shyna, by showing up for people the way I needed someone to show up for me.

We walk beside people living with disability, mental illness and trauma, holding space for both the beautiful and the messy parts of life. We listen, we believe you, and we support you to move toward your own version of a good life, at your pace, in your way.

At Shyna Promise Disability Support Service we are not here to fix you. We are here to stand with you, to fight for your dignity and choices, and to make sure you never feel like you are walking this road alone.



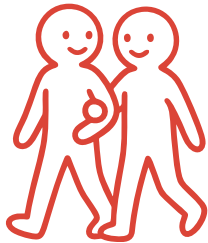
OUR VALUES

Lived Experience at the Heart

Shyna Promise was built from lived experience, grief, trauma, and the long work of rebuilding life after loss. That experience shapes how we support others. We understand that disability and trauma are not neat or predictable. Some days are heavy. Some days are hopeful. We make space for all of it and we never judge someone for where they are at.



Walking Beside, Not in Front



We do not rush you, push you, or speak over you. We walk beside you. We move at your pace and listen to what matters to you. Your voice, your choices, and your goals guide the support you receive. We work with you, not around you.

Radical Honesty and Real Conversations

We value honest conversations over forced positivity. If something is not working, we will talk about it openly and respectfully. We invite feedback, take responsibility when we get things wrong, and work to make it right. Trust grows through honesty, not perfection.



Showing up, Especially on the Hard Days



Support matters most when life feels overwhelming. Our promise is to keep showing up on the difficult days as well as the good ones. Healing and progress are not linear. When you feel tired, stuck, angry, grieving, or shut down, we will still be there.

Dignity, Choice and Control

Every person deserves respect, autonomy, and a voice in their own life. We protect your dignity in every interaction. We explain things clearly, seek your consent, respect your boundaries, and support you to make decisions that feel right for you. Your life belongs to you.



Safe Support and Strong Boundaries



Safety comes first. Emotional safety, physical safety, and cultural safety matter. We provide trauma informed support, maintain clear professional boundaries, follow the NDIS Code of Conduct, and uphold your rights at all times. We will never misuse your vulnerability. Our role is to create a safe and respectful space where support can happen.

Hope Without Pressure

We hold hope with care. We believe people can grow, learn new ways of coping, and build lives that feel more manageable and meaningful. We never force hope or minimise how hard things feel. Hope here is gentle. It is offered, not demanded.



OUR SHYNA PROMISE

We promise to walk beside you through the calm and the chaos, to listen without judgement and to believe you when you say you are not okay.

We promise that you will never be treated like a number or a task to be ticked off a list. You are a whole person with a history, a family and a future. Your story matters here. Your voice leads the way.

We promise to be honest with you, to own it when we get something wrong and to work with you to make it right. We will respect your boundaries, protect your dignity and keep your information safe.

We promise to hold hope for you on the days when you cannot hold it for yourself. Not by pushing or pretending everything is fine, but by standing with you in the hard parts and reminding you that you are not walking this road alone.

This is our promise to you. We Shyna Promise.



KEY TERMS USED

The National Disability Insurance Scheme (NDIS) uses some terms that may be new to you. At Shyna Promise Disability Support, we want to make sure everything is clear and easy to understand. Here are some of the key terms you may come across:

NDIS (National Disability Insurance Scheme)

The NDIS provides funding to people with disability to access the supports and services they need to achieve their goals, increase independence, and take part in their community.

NDIA (National Disability Insurance Agency)

The government organisation that runs the NDIS. The NDIA makes decisions about who can access the NDIS and what supports are funded.

Participant

A person who has been approved to receive NDIS funding. This may also include their representative (such as a guardian, nominee, or family member), their visitors, or where relevant members of the public or volunteers who may be impacted by our services or activities.

Plan

A written agreement that explains the supports and services funded by the NDIS to help a participant achieve their goals.

Support Coordinator

A person who helps participants understand their plan, connect with providers, and coordinate their supports.

LAC (Local Area Coordinator)

A Local Area Coordinator helps people understand and access the NDIS. They also help participants put their plan into action.

Informal Supports

The unpaid help and care provided by family, friends, or community members.



Formal Supports

The paid services and supports delivered by NDIS providers like Shyna Promise Disability Support

Core Supports

Everyday supports that help participants with daily life, community access, and maintaining independence.

Capacity Building Supports

Supports that help participants learn new skills, become more independent, and achieve long-term goals.

Capital Supports

Funding for bigger, one-off purchases such as assistive technology, equipment, or housing modifications.

Reasonable and Necessary

The legal term the NDIS uses to decide if a support can be funded. Supports must be directly related to a person's disability, help them achieve their goals, and represent value for money.

Choice and Control

A key principle of the NDIS. It means participants have the right to make decisions about the supports and services they use, and how they are delivered.

Staff or Worker

Includes all Shyna Promise Disability Support staff, management, employees, contractors, other service providers, and where relevant, volunteers.

Workplace or Environment

Covers any location where Shyna Promise Disability Support services are delivered, including a participant's home, during transport, in community settings, public spaces, or other facilities.

Service

Covers all aspects of the supports and activities Shyna Promise Disability Support provides, or is connected to, under or related to a participant's Service Agreement and Support Plan.

OUR SERVICES

Shyna Promise Disability Support Services is currently an unregistered NDIS provider offering a wide range of supports to help participants build independence, connect with their community, and achieve their personal goals. Our services are delivered under the two NDIS funding categories:

Core Supports

- Group Activities (0136)
- Community Participation (0125)
- Household Tasks (0120)
- Daily Tasks and Shared Living (0115)
- Community Nursing Care (0114)
- Transport and Travel Assistance (0108)
- Personal Activities Assistance (0107)

Capacity Building Supports

- Development of Daily Living and Life Skills (0117)
- Innovative Community Participation (0116)



Note for participants:

As mentioned above, Shyna Promise Disability Support is currently an unregistered provider. Please note we are currently preparing for our registration and will be undergoing this including our auditing with the NDIS commission in the next few months. We will continue to be transparent and update you on our progress.



GROUP AND CENTRE BASED SUPPORTS

Our Group and Centre-Based Supports are designed to encourage participants to join in community, social, and recreational activities in a supportive and inclusive environment. Our goal is to create broad, inspiring, and fun spaces where participants can:

- Meet new people and make friends
- Take part in exciting activities
- Learn new skills and explore new interests
- Build independence and confidence
- Socialise and enjoy meaningful experiences in a safe, supportive group environment

Activities and Programs We Offer

- **Community Access:** Join us for trips to local events, shopping centres, libraries, art galleries, museums, the zoo, or enjoy relaxed group BBQs and picnics.
- **Health & Wellbeing:** Stay active and healthy with group fitness, yoga, swimming, or nature walks. We also offer education programs to help participants take care of their health and wellbeing.
- **Entertainment & Recreation:** Enjoy activities like dance, discos, art and craft, ten-pin bowling, and indoor games – all designed for fun, creativity, and connection.
- **Literacy & Numeracy:** Practical programs including money handling, budgeting, reading, and writing – tailored to each participant's abilities and interests.
- **Skill Development:** Goal-focused learning that can be customised to each participant's aspirations – whether it's communication, fine motor skills, or everyday independence.

ASSISTED TRAVEL AND TRANSPORT

We know how important it is to feel confident and independent when getting around your community. That's why we provide a range of mobility programs and public transport training designed to build independence and make everyday travel safe, easy, and accessible.

Our trained and friendly staff can support you with:

- Learning to use buses, trains, and other public transport
- Building confidence with mobility aids and travel planning
- Assistance with daily travel, including trips to work, school, appointments, day programs, or visiting friends

Whether you need full travel assistance or just a little support to grow your independence, Shyna Promise Disability Support is here to make sure you can get to where you need to go – safely, reliably, and with confidence.





DEVELOPMENT OF DAILY LIVING AND LIFE SKILLS

We provide individualised training and skill development programs to help participants build independence, confidence, and the ability to manage everyday life. Our goal is to ensure every person can take part in their community, develop new skills, and live more independently.

Daily Living Skills may include:

- **Food preparation** – from planning meals, grocery shopping, and following recipes, to cooking healthy meals
- **Travel and transport training** – building confidence with route planning, public transport, and problem-solving
- **Self-advocacy** – learning how to speak up, make choices, and have your voice heard
- **Personal hygiene & self-care** – support with showering, grooming, and daily routines
- **Social skills & community participation** – connecting with others, joining activities, and building friendships
- **Financial management** – budgeting, money handling, and planning for expenses
- **Transportation** - Transport can also be arranged to ensure participants can attend their training and activities with ease.

Participants are encouraged to try new skills at their own pace, with as much or as little support as needed. Our experienced team focuses on building independence, confidence, and resilience, empowering participants to manage and overcome daily challenges. At Shyna Promise Disability Support, we walk beside participants on their journey – helping them not just learn new skills, but also apply them in everyday life to achieve greater independence and freedom.



SERVICE INFORMATION

Data Security/Archiving Participant Files

Data is held securely in online cloud storage. It is regularly backed up to ensure security. All participant's files are kept for a period of seven (7) years. Records for the participants from an Aboriginal or Torres Strait Island background must be kept indefinitely.

Participant Access to Leave

Services may be suspended at the request of the participant for any reason and at any time, with notice, as detailed in the Service Agreement. You may request the suspension of services as per the terms of the Service Agreement. Participants who are funded under the NDIS program and leave Australia, have up to six weeks "grace period", before the NDIS review their need to continue the service.

Participant Access to Personal Records

You or your appointed advocate/guardian can access personal information we hold about you. You can do this verbally or in writing. Shyna Promise Disability Support will provide you with such information as soon as possible and usually within seven (7) days. or;

The process to access your records is as follows:

- You, or your appointed advocate/guardian, can request verbally or in writing, to access your information
- The Director confirms the request within 48 hours from the time of the request.
- The Director will provide information regarding the release of this information to the participant within seven (7) working days.
- Where consent is obtained to release the participant's file to the participant, the Director is available to assist the participant in understanding the information and to explain the terminology.

SERVICE INFORMATION CONTINUED...

- A reply to the request for information will be provided within two weeks from the original application.
- Documentation is only released with the consent of the Director
- On advice from our legal representative, access to a participant's record may be denied. This denial will be discussed with the participant, family and advocate should this situation arise.

Participant Assistance with Medication

The Registered Nurse (RN) will speak with you and complete an assessment regarding your medication needs. Where we have concerns about your ability to manage your medication safely, a Self-Administration of Medication assessment must be completed. **If assistance is required with medication, we require you to hold all oral medications in a Webster Pack (or other multi-dose-controlled medication packs) as per the participant's requirements.**

Gifts

The Management Team recognises that participants on occasion, like to give gifts to staff. If a participant wishes to give a gift, it is preferred that it is something that can be shared by all staff, for example, flowers or chocolates. Money is not to be offered to staff under any circumstances.

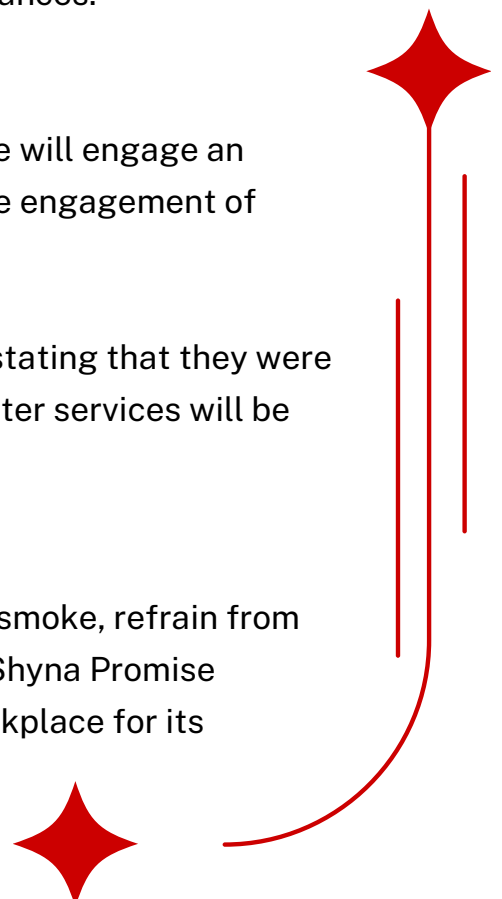
Interpreter Services

If you are from a non-English speaking background, we will engage an interpreter should you require translation services. The engagement of interpreters is done only with your permission.

The interpreter is required to document in your notes stating that they were present for any meetings with you. Telephone interpreter services will be used in crisis/emergencies.

Smoking

The Director will request that those participants, who smoke, refrain from doing so while care staff are performing their duties. Shyna Promise Disability Support Services is committed to a safe workplace for its employees.





MANAGEMENT OF BUDGETS, STATEMENTS AND FEES

Your package is to pay for disability support and support management. The package enables you to make choices of the type of disability support the funds are spent on, who provides it and where it is provided. Thank you for choosing us as part of your package.

We will keep you informed of the cost of the services being provided. We are open with our fee structure. Upon commencement of your services, we will give you a clear statement of your fees. Fees may be changed during your service delivery, but you will be informed of this increase or any changes within 2 weeks in advance. We will provide a monthly statement to you that will explain all fees. Changes in the NDIS Price Guide will automatically adjust fees.

We will inform you of:

- Fees chargeable,
- The methods for payment of fees,
- The budget or amount of money you can spend,
- Methods for payment of fees. These include direct debit, cheque or money order and do not include cash payments to care staff or at the Shyna Promise Disability Support Office.
- Where NDIS is assisting participants in managing their service, Shyna Promise Disability Support will work with NDIS to support our participants.

Re-negotiating an Agreement

When your needs or circumstances (including those of your support worker or representative) change, or where you request an increase or decrease in the number or type of services, a negotiation of your agreement with us may be required.

Participant Authority to hold Key/s

If our staff are required to hold your house key or have access to a coded box, the “Authority to Hold Key” form will be filled out by the Director and yourself on admission to the program or when the need arises. When you no longer wish for us to hold your key or know your house code, a “Withdrawal of Authority to Hold Key” form will be completed.

Participant Transport

All participants may need transport, and we discuss this during our initial meeting. We will determine the most appropriate transport services to meet your needs and if this is required as part of your package or as an additional service. Alternatively, if need for transport, Shyna Promise Disability Support can provide these services where you require this as part of your package or as an additional service.

TRANSITION AND RE-ENTRY

Your needs and interests may change during your time with our service, and there may be a need to transition to another provider. We will assist and support you during this process. We will work, with your consent, with other services to ensure that the transition is smooth and meets your needs

IF YOU EXIT OUR SERVICE, AND WISH TO RETURN, THEN YOU WILL NEED TO:

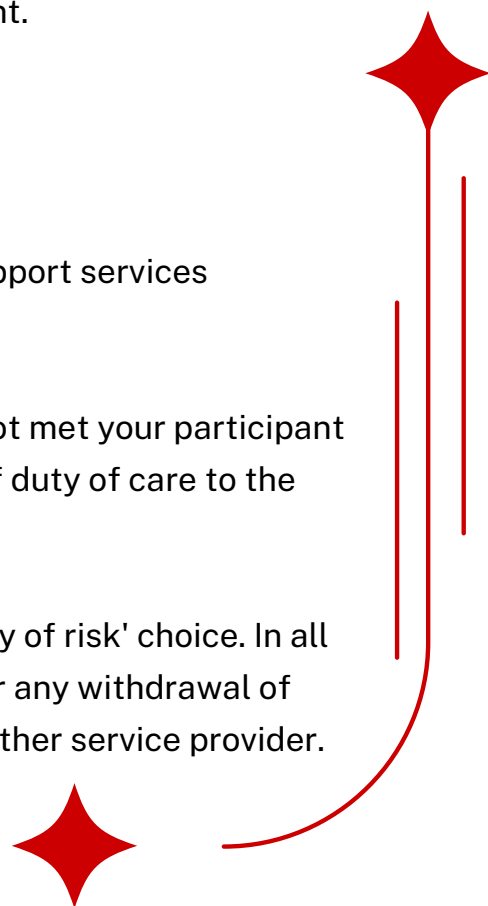
- Meet the requirements of the program to access funding, including prioritisation.
- If unable to return when required due to availability, you will be placed on a waiting list and contacted once a position becomes available.
- Undertake a risk assessment looking at the risk relating to staying and leaving
- Undertake Screening and Comprehensive Assessment.
- Agree to the conditions of the program.
- Pay the relevant fees.

WITHDRAWAL FROM THE SERVICE.

Should you wish to cease services please contact our support services immediately to discuss this with the Director.

We may stop providing services to you where you have not met your participant responsibilities or if any activity deems to be in breach of duty of care to the person accessing the service.

You will never be excluded from a service due to a 'dignity of risk' choice. In all cases, we will speak with you and discuss the reasons for any withdrawal of service. Where you agree, we will support you to find another service provider.





Participant Assessment and Support Plans

Support Plans are undertaken in a collaborative approach with yourself and all relevant parties. You are the focus of this plan, with all aspects designed to meet your needs, interests, and aspirations as the focus.

Assessments must be undertaken before the commencement of the Shyna Promise Disability Support service; the Director or their delegate conducts all assessments face to face with you and/or their representative. Below is the process that will be undertaken.

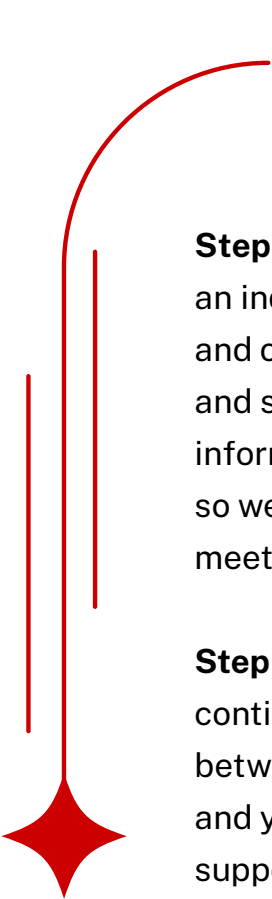
Step One: We conduct all assessments face-to-face with you and/or your representative/advocate. Any access or entry requirements are discussed with you.

Step Two: Assessment will make sure that you are informed of the opt-out provision if you do not wish to share your information to meet government requirements. Assessment interview time/s are arranged by telephone. Your representative will be issued an invitation to be present if required or desired.

Step Three: If it is identified that you have communication needs, the Director will make the necessary arrangements to ensure these needs are considered.

- For example, an interpreter and information in the participant's language are sourced for participants who are culturally and linguistically diverse, or if you have needs such as vision impairment, hearing loss, we will ensure we make the necessary arrangements for the required service.

Step Four: The assessment process is explained to you. Information on the collection and use of information, privacy, information sharing, and confidentiality considerations and advocacy is also re-communicated at this time. Completed assessments are reviewed by the Director. Areas of independence and identified needs form the basis of discussing your care. We ensure that you are happy with your Support Plan so you sign off on this plan; then we will conduct assessments in the future to ensure your support needs are met.



Step Five: We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list personal goals and aspirations, unique skills and strengths and promote independence. Our staff will collect information during their work with you. Data will be placed in your records, so we have evidence-based information to ensure the service delivery meets your current needs, interests, and aspirations.

Step Six: We will conduct assessments in the future to ensure your needs continue to be met. Developing your support plan is a consultative process between all relevant parties. Once the support plan has been determined and you are happy, then you can sign off on the support plan. A copy of the support plan will be issued to you.

- To ensure we continue to meet your needs, we will review your support plan regularly, so your supports are relevant for your requirements. Reviews will occur weekly/fortnightly/monthly.
- A re-negotiation of your agreement with us can occur when you have a change in your needs or circumstances that can include:
 - your support worker or representative change
 - request an increase or decrease in the number or type of services
 - You have the option to opt out of giving information, but you are required to inform our organisation if you wish to opt out when asked to provide information.



Communication with Shyna Promise Disability Support

Following our initial assessment of your communication needs, we will offer written, verbal and translated options for communication with you.

ACCESSING SHYNA PROMISE DISABILITY SUPPORT SERVICES

To access supports with Shyna Promise Disability Support, participants must:

- Be eligible for the NDIS and meet its access criteria
- Hold an active NDIS plan that includes the types of services we provide
- Ensure the required supports are listed within their plan under our NDIS registration groups
- Have sufficient funding available in their plan to cover the cost of services

Participants, families, or representatives can enquire about services with Shyna Promise Disability Support by contacting our Customer Care Team by phone, email, or through our website. Our intake team will discuss your needs, review your NDIS plan, and confirm whether the supports you require are part of our registered services.

If we are not able to provide the service you need, we will guide you on the next steps.

This may include referring you to another provider, suggesting you speak with your Support Coordinator or Local Area Coordinator, or directing you to appropriate NDIS resources.

Our goal is to ensure that every enquiry is met with respect, clear information, and practical support, so you know exactly how to proceed, whether with Shyna Promise Disability Support or with another trusted service.





YOUR RIGHTS AND RESPONSIBILITIES

As an individual using our support services, you have many rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights and in achieving your goals. Shyna Promise Disability Support adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

You have the right to:

- Have access and support that promote, uphold, and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination, and decision-making.
- Access supports that respect your culture, diversity, values, and beliefs.
- A service that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation, or discrimination.
- Receive supports which are overseen by strong operational management.
- Access services which are safeguarded by Shyna Promise Disability Support well-managed risk and incident management system.
- Receive services from workers who are competent, qualified and have expertise in providing person-centred supports.
- Consent to the sharing of information between providers during the transition.
- opt out of giving information as required by NDIS.



YOUR RIGHTS AND RESPONSIBILITIES CONTINUED...

As an individual using our support services, there are a few things that we ask of you. The information below explains the responsibilities you have when using our services.

We ask that you:

- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Tell us if you have problems with the care, and services you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your own health and wellbeing as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours' notice when you will not be home for your service.
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Ensure pets are controlled during service provision.
- Provide a smoke-free working environment.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice before the day you intend to stop receiving services from us.
- To inform staff if you wish to opt out when asked.

OUR RESPONSIBILITIES

Shyna Promise Disability Support Services will:

- Provide the supports that meet your needs at the preferred times.
- Review the provision of supports monthly with you
- Communicate openly, honestly, and promptly.
- Treat you with courtesy and respect.
- Talk with you on decisions about how supports are provided.
- Listen to you for feedback and any problems which may arise.
- Give you 24 hours' notice if there is to be a change in a scheduled appointment to provide support.
- Keep your personal information private.
- Keep you safe and ensure the safety of others.
- Shyna Promise Disability Support has policies and procedures that are built on human rights. Where allegations of abuse, neglect, violence, exploitation, or discrimination are made, Shyna Promise Disability Support employs a Zero Tolerance policy.





A SAFE ENVIRONMENT

Shyna Promise Disability Support recognises the right of participants to feel safe and to live in an environment where they are protected from assault, neglect, exploitation, or any other form of abuse.

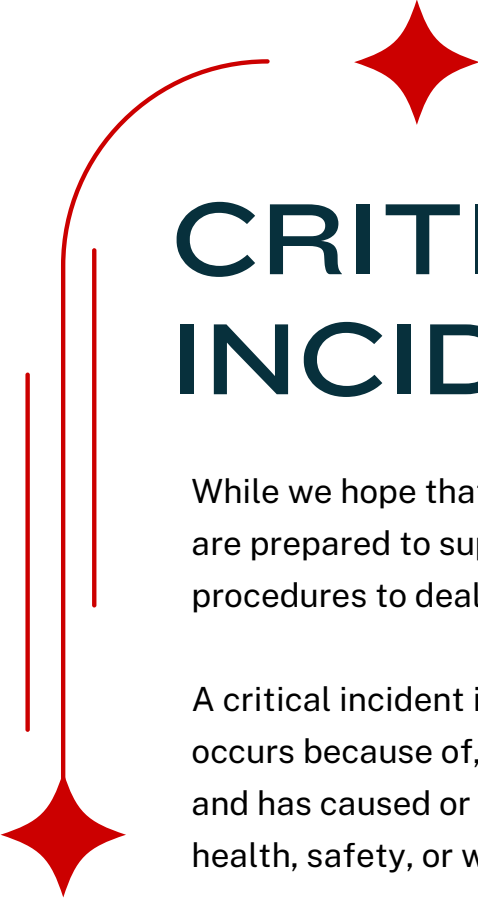
We will encourage and support any person who has witnessed the abuse of a participant or, who suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution. The reporting process includes any kind of abuse such as financial, emotional, social, psychological, sexual, physical abuse or neglect.

Reports from witnesses and participants can be made immediately to whomever you wish to report to including a staff member, a family member, a friend, the Service Director. If you would like to speak with anyone outside of Shyna Promise Disability Support, you can also contact the Department as listed under “Complaints”.

Shyna Promise Disability Support acknowledges that prevention is the best protection from abuse and neglect and recognises its duty of care obligations to implement prevention strategies that include suitable recruitment and screening protocols for identifying potential risks.

We recognise that prevention strategies will include the employment of skilled staff who respect the rights of participants and who are aware of current legislation and policies about abuse and neglect. Such staff will assist participants and their families or guardians in accessing complaints mechanisms and in raising any concerns they have about service provision.

Where abuse, harm or neglect has occurred, Shyna Promise Disability Support will respond quickly, considerately, and effectively to protect the participant from any further harm, ensuring they have access to any required counselling, and medical, and/or legal assistance. Where allegations of abuse, neglect, violence, exploitation, or discrimination are made, participants are advised to have an advocate present.



CRITICAL INCIDENTS

While we hope that Critical Incidents do not occur, if they do, then we are prepared to support and assist you by following correct procedures to deal with any critical participant incident.

A critical incident is classified as an event (or alleged event) that occurs because of, or during the delivery of services directly provided, and has caused or is likely to cause significant negative impact to your health, safety, or wellbeing.

We will engage with the required authorities to support you during this time.

Critical participant incidents may include (but are not necessarily limited to):

- The unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault, and indecent assault) that occurs as a result, or during the delivery, of services
- Allegations of serious unlawful or criminal activity or conduct involving an employee, a subcontractor or volunteer that has caused, or has the potential to cause, serious harm to participants
- An incident where a participant assaults or causes serious harm to others (including employees, volunteers, or contractors), as a result, or during the delivery, of services
- A serious fire, natural disaster, accident, or another incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a significant threat to the health and safety of participants.

INCIDENT MANAGEMENT

Shyna Promise Disability Support has established procedures that identify, manage and resolve incidents which include:

- Completion of an Incident Report that identifies and records the incidents
- Staff report all incidents to the Director.
- The Director is responsible for reporting incidents that are reportable incidents to the Commissioner.
- Shyna Promise Disability Support will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Support and assist participants who may be affected by an incident.
- Director will review the incident with the affected participant.
- Shyna Promise Disability Support will collaborate with the person to manage and resolve the incident.
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence





COMPLAINTS AND FEEDBACK

Your feedback allows us to supply you with high-quality services continually. Feedback may be through written or online surveys or through conversations with you or anonymously. We would like feedback on:

- Quality of care.
- Consistency of services.
- Support workers.
- What is working for you (Like or Dislike)?
- What needs to change to assist you.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint as a serious issue. No matter what happens, our staff members are not allowed to react badly to your complaint; this means they are not allowed to retaliate or hurt you in any way.

You, as a participant, can make a complaint if you are not happy with a staff member or the services offered. Several people may be able to raise a concern or make a complaint on your behalf. These could include:

- Your advocate.
- A family member.
- A close friend.
- Your care worker.
- A person you know and trust.

Once a complaint has been received a staff member at Shyna Promise Disability Support will be appointed to investigate and find a resolution to the complaint. The Director will write a letter to you to let you know that the complaint has been received. This letter will give you a date by which Shyna Promise Disability Support expects to have the complaint resolved.



COMPLAINTS AND FEEDBACK

The complaint will then be investigated, and a plan to resolve it will be developed. You will be told about this plan and will be able to tell us what you are feeling about it. You can let us know if you are happy, if you no longer have a complaint or that you are not satisfied with the outcome. The complaints form is located at the back of this handbook.

If you are not happy with the response from Shyna Promise Disability Support about your complaint, you can take it to another agency such as:

OMBUDSMAN – DISABILITY SERVICES

Commonwealth Ombudsman

Telephone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: ombudsman.gov.au

NDIS COMPLAINTS

Email: feedback@ndis.gov.au or

Telephone: 1800 800 110.

Complete an online intake form

<https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>





FAMILY ASSISTANCE

Shyna Promise Disability Support encourages and will support families to maintain contact with you. With your permission, your family is very welcome to contact us for information and support.

Your family or advocate can be involved in planning the services that you will receive through your person-centred planning meeting.

We can help your family by:

- Communicating in a way they can understand.
- Providing information about available services including those offered by other agencies and by us.
- Helping to build trust and respect between staff members, families, and you.
- Providing them with the opportunity to take part in the planning of service delivery.
- Creating opportunities to develop links with families.
- Assisting them to access counselling and support services.
- Providing them with access to effective complaint procedures.
- Assisting them to access advocacy services where available.

What is an advocate?

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf.

An advocate makes sure that people who provide support to you, respect your rights, and will speak out for you if your needs are not being met.

You can ask anyone you know well and trust to be your advocate.

- a member of your family or a friend you can trust.
- a person from a formal advocacy service.

If you want someone to act on or speak on your behalf, we will help you find an advocate by providing a list of Advocacy Services, there are forms available for completion once you have decided on your advocate. You can change your advocate at any time.

Shyna Promise Disability Support will:

- With your permission, provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest.
- Work closely with your advocate and involve that person in the planning of services that will be provided for you.
- Ensure its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

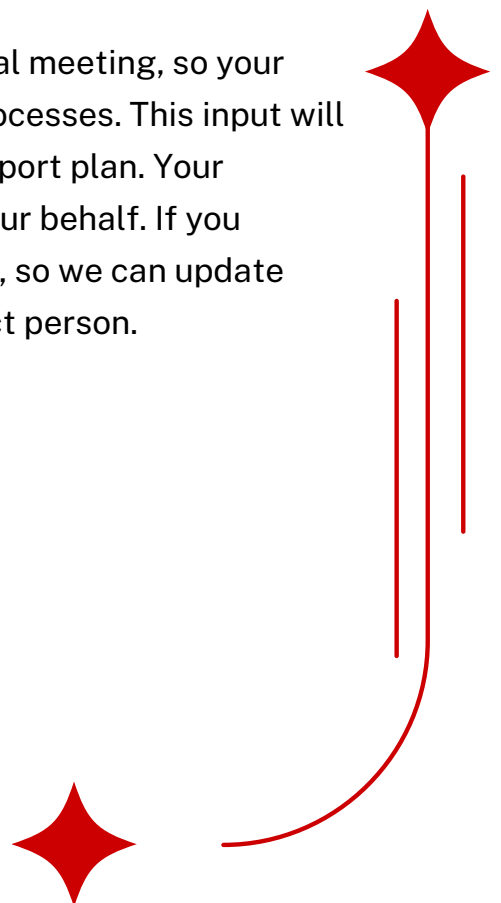
Shyna Promise Disability Support will ensure that your advocate is invited to:

- Consultation meetings.
- Person-centred planning meetings and reviews.
- Any other relevant meetings or conferences.

We encourage you to bring your advocate to your initial meeting, so your voice is heard during the assessment and planning processes. This input will ensure that we provide you with a person-centred support plan. Your advocate is welcome to any meeting or to speak on your behalf. If you change your advocate, we ask you to please inform us, so we can update your information and ensure that we talk to the correct person.

When can you use your advocate?

- Any time you wish to communicate with us.
- At initial consultation.
- During interviews and reviews.
- During service delivery.
- When you have a complaint.



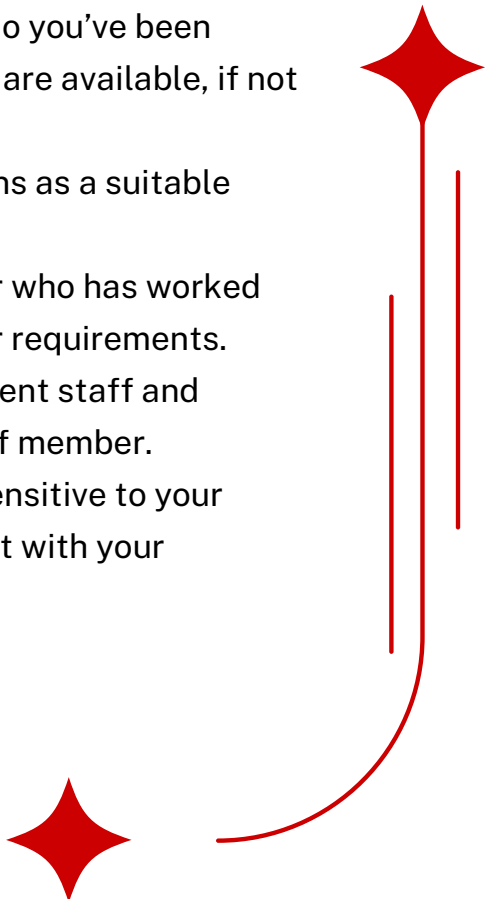


CONTINUITY OF SUPPORT

Shyna Promise Disability Support will arrange schedules to ensure that you know who is attending to their needs and supports, and pair you with workers who hold appropriate skills and knowledge. Your requests such as workers who speak the same language, are from the same culture or meet specific criteria are matched, where possible.

Staff are allocated to a participant on a regular basis to allow for predictability and provide continuous support. All supports are linked to your plan and demonstrate consistency with your preferences and needs.

WHAT WILL HAPPEN IF YOUR WORKER IS ABSENT?

- We will reach out to your second worker who you've been introduced to and paired with to see if they are available, if not we will continue to:
 - Contact staff with relevant qualifications as a suitable replacement
 - Where possible, provide a staff member who has worked with you previously and is aware of your requirements.
 - Where possible, advise you of replacement staff and
 - Gather feedback on a replacement staff member.
 - Replacement staff are required to be sensitive to your needs and ensure that care is consistent with your expressed preferences
- 



CONSENT

When you give consent, you are giving your permission or saying that it is 'OK' for a particular thing to happen. Consent gives you a choice to determine if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt, you should ask Shyna Promise Disability Support or your advocate for help.

Shyna Promise Disability Support will ask you to sign a consent form, especially if this is consent for the release of your personal information. You can withdraw your consent at any time. The withdrawal of consent means that if you have given consent to take part in a particular program as part of your person-centred plan, and then discover that you do not like the program, you can say that you no longer want to participate in that program.

Shyna Promise Disability Support will need your consent to:

- be able to read the information that service providers have about you and for us to provide any information about you to other service providers, your family or advocate
- collect data relating to you for funding bodies
- ask people to attend your person-centred planning meeting
- carry out any training programs or behaviour change programs that it may want to put in place for you
- assist you to see a doctor or a dentist
- give you medication.


Usually, we will ask you to sign a consent form, especially if this is consent for the release of your personal information or this will be documented in your Support Plan. We will always ask for your permission and explain to you the reasons for accessing your information. If you are at all unsure you should ask your advocate for assistance.

If you feel that you are unable to give consent about issues in your life, then we can talk to your family or advocate. If you do not have a family that can make decisions for you, we will help you to make an application to the court or other statutory bodies for the appointment of a Guardian to help you make those decisions.



PRIVACY STATEMENT

Shyna Promise Disability Support complies with the applicable privacy legislation and has systems for the collection, use and disclosure, quality, security, accuracy, and correction of personal information relating to you as our participant. The privacy and dignity of participants will always be maintained. All participants will be asked to sign the Privacy Agreement to gain consent regarding the collection, use and disclosure of your information, to comply with the Privacy Act 1988.



This information is in our Privacy and Confidentiality Policy and is detailed within a section in the Participant Service Agreement.

Your Privacy Officer is the Director of Shyna Promise Disability Support:

The Privacy Officer can be contacted several ways, as listed below:

Phone: 0480 418 431

Email: allie.vincent@shynapromisedisabilitysupport

Requests for access to the personal information we hold should be made in writing to the Director.

Where a person believes that a breach of this policy or the Privacy Act has occurred, a written complaint should be made to the Privacy Officer.

If you do not receive a response from the Director within 30 days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) through:

- The online Privacy Complaint form
- By mail: GPO Box 5218, Sydney NSW 2001
- By fax: +61 2 9284 9666
- By email: enquiries@oaic.gov.au



LEGISLATION AND STANDARDS

Shyna Promise Disability Support is operated in keeping with current legislation and standards. For a copy of all the legislation that applies to your service, please contact us. The primary legislation and standards that cover your service are:

- National Disability Insurance Scheme Act 2013
- Disability Act and Regulation
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2018

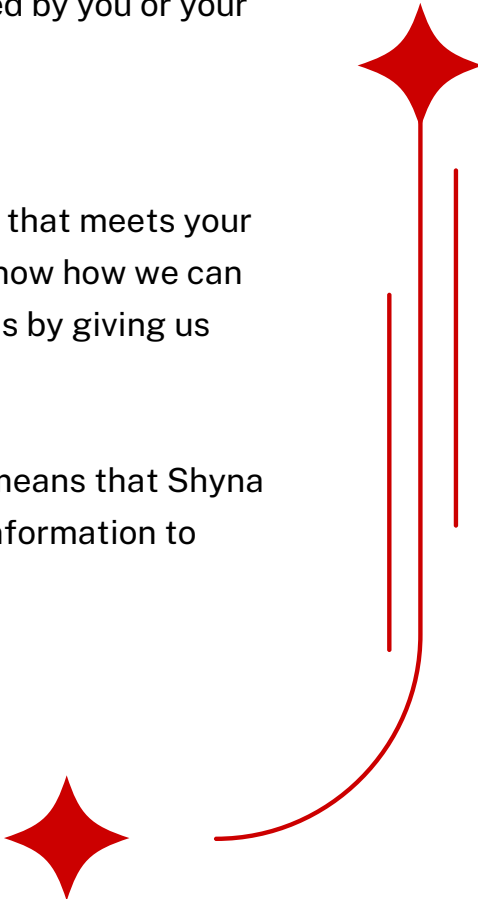
RISK TAKING

You have a right to participate in lawful activities that may involve a degree of risk. If the risk is considered dangerous or detrimental to you, a “Risk Indemnity” form will need to be signed by you or your representative.

CONTINUOUS IMPROVEMENT

We aim to provide you with a high-quality service that meets your needs. To undertake this, we need you to let us know how we can maintain and improve our services. You can do this by giving us feedback or making a complaint.

Our collaborative and person-centred approach means that Shyna Promise Disability Support will respond to your information to improve the services provided.





WORK HEALTH AND SAFETY

Under the Work Health and Safety Act 2011, we have a duty under the law to make sure that our staff can work with you in a healthy and safe environment. Some things you can do include:

- Notifying our staff of any unsafe conditions in your home
- Participating in safety assessments of your home
- Helping with fixing any hazards found in your home through our safety assessment
 - Ensuring your pets are controlled during service provision
- Providing a smoke-free working environment
- Providing a workplace for staff that is free of racial, sexual, physical, or emotional abuse.
 - Treating our staff with dignity and respect
- Telling our staff if you are unwell or cannot do things the way you usually do them
 - Telling our staff if your doctor has diagnosed you with a short-term infectious illness
 - Providing cleaning equipment that is suitable and well maintained
- Providing safe cleaning products
- Ensuring your mobility equipment and the other items you need to live independently in your home are available, well maintained to enable us to provide care safely

We will conduct a safety check during our first service and discuss any risk we identify with you. The safety of the service will be reviewed with you on an ongoing basis in accordance with occupational health and safety legislation.



National Disability Insurance Scheme (NDIS) Complaint and Feedback Form

As a registered NDIS participant, you have the right to make complaints about our services and supports at any time. To make a complaint, you can fill in this Complaint and Feedback Form. It will go to our Director, Allie Vincent.

You can contact Allie on 0480 418 431 or allie.vincent@shynapromisedisabilitysupport.com.au

We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System. You can ask us to send you a hard copy by email, calling 0480 418 4311 or writing to us at support@shynapromisedisabilitysupport.com.au

INFORMATION REQUESTED	DETAILS TO BE PROVIDED
Name (Optional)	
NDIS Number	
What is your complaint about? Please give us as much detail as possible. If you do not have enough space, you can give us more detail on a different piece of paper.	
Who is your complaint about?	
What do you want us to do?	
Do you have any documents you would like to share with us about your complaint? If yes, please attach to form	

<p>Have you made a complaint about this matter to another organisation (e.g. the NDIS Commissioner)? if yes, please provide organisations details and outcomes.</p>	
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If you are complaining on behalf of someone else, please fill in this section:

Name (optional)	
Relationship to the complainant	
Does the complainant know you are making a complaint?	
Does the complainant consent to the complaint being made?	
Email Address	
Mobile Number	
Address	

If you'd prefer to make your complaint in a different way, you can make your complaint:

- by talking with us face-to-face;
- by calling us on the phone;
- through your preferred Augmentative or Alternative Communication device or method;
- by email; or
- by text message.

To protect your privacy, we do not recommend using social media like Facebook, Twitter or Instagram to make a complaint. But, if you make a complaint this way, we will still treat it as a complaint.