



## NDIS Client Handbook

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## About My Home Living Care (MHLC)

My Home Living Care (MHLC) opened in 2009 and is based in Sydney, NSW, Australia. MHLC is a private company specialising in community and home care in the Sydney metropolitan area. The organisation has a focus on culturally appropriate care for people with a disability who need support. MHLC prides itself in building a team that is culturally and linguistically diverse (CALD)

## Will MHLC provide high-quality service?

MHLC is committed to providing professional support services. We believe in high quality and professional standard of supports, which reflects our client's expectations, needs, and choices whilst promoting their independence. We recognise each client's right to participate in decision-making processes regarding their supports. We promote privacy, dignity, and a continuation of optimal care for clients and employees of all cultural backgrounds.

MHLC undertakes to uphold your rights according to:

- The Universal Declaration of Human Rights
- United Nations Convention on the Rights of Persons with Disabilities

We undertake to deliver services which comply with the National Disability Insurance Scheme

## National Disability Insurance Scheme (NDIS) Practice Standards

**1. Person-centred supports:** Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

**2. Individual Values and Beliefs:** Each participant accesses supports that respect their culture, diversity, values and beliefs.

**3. Independence and Informed Choice:** Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.

**4. Violence, Abuse, Neglect, Exploitation and Discrimination:** Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.

**5. Governance and Operational Management:** Each participant's support is overseen by robust governance and operational management systems relevant (proportionate) to the size and scale of the provider and the scope and complexity of supports delivered.

**6. Risk Management:** Risks to participants, workers and the provider are identified and managed.

**7. Quality Management:** Each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.

**8. Information Management:** Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.

**9. Feedback and Complaints Management:** Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.

**10. Human Resource Management:** Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.

**11. Continuity of Supports:** Each participant has access to timely and appropriate support without interruption.

**12. Access to Supports:** Each participant accesses the most appropriate supports that meet their needs, goals and preferences.

**13. Support Planning:** Each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.

**14. Service Agreements with Participants:** Each participant has a clear understanding of the supports they have chosen and how they will be provided.

**15. Responsive Support Provision:** Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.

**16. Transitions to or from the provider:** Each participant experiences a planned and coordinated transition to or from the provider.

**17. Safe Environment:** Each participant accesses supports in a safe environment that is appropriate to their needs.

**13. Participant Money and Property:** Participant money and property is secure and each participant uses their own money and property as they determine.

## **What services does MHLC provide?**

My Home Living Care, offers the following supports:

- Personal Care
- Social Support
- Transport
- Domestic Assistance
- Overnight Supports
- In-Home Respite
- Plan Management
- Support Coordination

My Home Living Care is always looking to expand and improve, so if you require any additional services, just speak to your case coordinator. They will be more than happy to assist you in any inquiries you may have.

## **How do I get started with MHLC?**

Before your services are organised, an MHLC case coordinator will visit you to take part in a planning meeting. You are welcome to have an advocate, guardian, family member or a person of your choosing present during the planning meeting.

At this meeting, you will be able to say what your goals and preferences are and what services you want to receive. Depending on the funding package you have received, you will be able to nominate a time, day and frequency for the services.

You will be asked for your consent for MHLC to retain your personal information and to whom it may be disclosed.

The MHLC coordinator will develop a care plan, service request detailing the schedule of your services and have a service agreement for you to sign. A copy will also be created for your records.

You may ask for a review of your service plan if your circumstances change. Otherwise, an MHLC case coordinator will review your service plan when you are nearing your NDIS Plan end date.

## **I have certain preferences, is MHLC able to accommodate these?**

MHLC fosters a person-centred approach when delivering services.

Prior to commencement of services, you will work with your MHLC case coordinator to develop your care plan which will outline your individual preferences, choices and values.

MHLC employees are trained and inducted to understand every participant has their own preference, choices and values. MHLC will respect

If at any stage you feel unsatisfied, MHLC encourages you to share your feedback by calling 02 9683 2225, sending an email through to [ndis@myhomelivingcare.com](mailto:ndis@myhomelivingcare.com) or visiting [www.myhomelivingcare.com/about-us/feedback-complaints-incidents](http://www.myhomelivingcare.com/about-us/feedback-complaints-incidents)

## **Can somebody help me to talk to MHLC?**

Yes, this is called using an ‘**advocate**’. Your advocate could be a family member or a friend or another service provider. You just need to let the MHLC who your advocate will be.

There are some organisations that specialise in providing advocacy services. We can help you to contact a suitable advocacy service.

If needed, your MHLC direct care worker will help you with communication by arranging:

- for a staff member with relevant cultural background and/or language skills
- for an interpreter service to help you
- for a specialist communicator, such as someone trained in Auslan signing, to help you.

## **Who will be able to see my personal information?**

The only information held by us will be that which is necessary to provide safe and appropriate services.

We aim to have information that is accurate and current. Details will be checked when we review your service and we ask that if any of your details change in the meantime, you let us know.

You have the right to withhold information for privacy reasons.

Your information will only be shared with other people or service providers with your consent. You will usually be asked to give consent in writing. In some circumstances, verbal consent can be given, either in person or over the telephone.

You have the right to withdraw your consent to the release of information at any time.

Your information is used to confirm and receive the allocated funding from the National Disability Insurance Scheme (NDIS), or the agencies that have contracted us to provide a service to you.

You have the right to read any personal information we hold about you. Your file will be made available to you if you request it. If any information on your file is incorrect, it will be corrected or amended.

Your information will be kept secure at all times, with access only by authorised MHLC staff.

MHLC employees are bound by the confidentiality agreement and Australian privacy act as agreed on in their employment contract.

## **What can I do if I am not satisfied with the service provided by MHLC?**

My Home Living Care is committed to continuous improvement and we welcome your feedback in the form of **complaints, compliments or suggestions**.

You have the right to complain about the service you are receiving without fear of retribution.

You can expect to have your complaints dealt with promptly and fairly.

You may have an advocate to help you when you make your complaint. This may be a friend or family member, or it may be a professional advocacy service.

You will be provided with interpreter support if you speak a language other than English.

You will be provided with communication support if required, e.g. Auslan signing.

You may nominate a MHLC staff person to be your contact person for your complaint.

Your complaint will be kept confidential as far as possible. However, if you make an allegation of criminal behaviour, for example a sexual assault, it may be referred to the NSW Police.

From time to time MHLC will seek feedback from you through surveys which we will send out to you. The results of these are used to continuously improve the services we provide.

MHLC will seek feedback in relation to the Client Services on our website and our newsletter. We invite you to comment and make suggestions in relation to our Client Services Policies so that they are meeting your needs for a high quality service. [www.myhomelivingcare.com](http://www.myhomelivingcare.com)



## How do I make a Complaint?

1. Clients are encouraged to raise their complaint in the first instance with the staff member concerned.
2. You may make a complaint verbally by calling 02 9683 2225, in writing and posting to 16/1-5 Mercer St, Castle Hill NSW 2154, or by using the online form available at [www.myhomelivingcare.com/about-us/feedback-complaints-incidents](http://www.myhomelivingcare.com/about-us/feedback-complaints-incidents)
3. If the you are not satisfied with the outcome, or not happy to discuss the issue with the staff member concerned, you may contact your MHLC Case Co-ordinator, or use an advocate to negotiate on your behalf.
4. If the issue is still not satisfactorily resolved, you may raise the issue with the MHLC Chief Operations Officer.
5. You will be informed of the outcome of your complaint and asked for your feedback on the complaints procedure. At all stages of the decision-making process you will be informed about the reasons for those decisions.
6. If the above procedure fails or breaks down, you may contact the NDIS Quality and Safeguards Commissioner on 1800 035 544 or by visiting the website: [www.ndiscomission.gov.au](http://www.ndiscomission.gov.au)
7. Should you require assistance in contacting the NDIS Quality and Safeguarding Commission, your MHLC case-coordinator will be able to assist

## **I've been hurt, injured, abused, neglected, exploited and discriminated, what can I do?**

My Home Living care takes all allegations of injury, abuse neglect, exploitation and discrimination seriously. You or your advocate may report these allegations to your case-coordinator, by calling 02 9683 2225, emailing [ndis@myhomelivingcare.com](mailto:ndis@myhomelivingcare.com) or by visiting our website: [www.myhomelivingcare.com/about-us/feedback-complaints-incidents](http://www.myhomelivingcare.com/about-us/feedback-complaints-incidents)

You or your advocate may also contact the NDIS Quality and Safeguards Commission on: 1800 035 544 or by visiting [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Upon receiving an allegation MHLC will conduct an investigation immediately and take appropriate action in order to facilitate your safety and well-being.

MHLC is required to report the following allegations to the NDIS Quality and Safeguards Commission:

- Death of a person with a disability
- Serious injury of a person with a disability
- Abuse or neglect of a person with a disability
- Unlawful sexual or physical contact with, or assault of, a person with a disability
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of person with disability for sexual activity
- Unauthorised use of restrictive practices in relation to a person with disability.

## **In the event of an Emergency, what do I do?**

If you have an emergency, our staff all have their first aid certificates and are required to regularly maintain the qualification. Our staff will also call Triple Zero as soon as they are aware of the emergency and follow instructions given to them by the attendant. Following the incident, we will document and review the incident accordingly to ensure risks are either minimised or eliminated from reoccurring.

## **What is a Service Agreement?**

The Service Agreement is MHLC's contractual agreement with you as your preferred service provider. Within the Service Agreement we outline our policies in relation to the delivery of supports, this includes but not limited to; Price, MHLC standards and cancellation policy. Along with the Service agreement, MHLC case coordinators will also develop a client care plan to best outline your preferences and values. As mentioned, MHLC fosters a person-centred approach, to outline each individual preference.

If there's anything in the service agreement you do not understand or uncertain about, MHLC will be more than happy to assist you in clarifying this. This could be through sources of an interpreter or by providing the service agreement to you in a medium you are most comfortable with.

## **How can I end my contract with MHLC?**

If you wish to end your services, please contact your MHLC Case coordinator, their contact details will be outlined in your service agreement. Otherwise, you can give our office a call on 02 9683 2225 or send us an email at [ndis@myhomelivingcare.com](mailto:ndis@myhomelivingcare.com)

Your services may be ended permanently if:

- You or your advocate ask that the services be stopped
- You choose to change to a different service provider
- You move outside of the MHLC service area
- MHLC no longer has the resources to meet your needs, which may have changed.

If your needs change, your case coordinators may assist you in updating your care plan or assist you in contacting the NDIS.

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If you are moving to another provider, with your consent, MHLC will be able to assist you in transitioning to your new provider to ensure continuity of your supports.