



Isa Therapy Services

ENABLING BETTER LIVING

PARTICIPANT HANDBOOK

About Isa Therapy Services

Isa Therapy Services is a registered NDIS provider, approved for the following NDIS Registration Groups:

- **Therapeutic Supports**
- **Behaviour Support**
- **Early Childhood Supports**
- **Assistive Equipment – Recreation**
- **Innovative Community Participation**
- **Communication & Information Equipment**

For more information about these services please contact us via one of the following:

Phone: 07) 4743 6695
Email: admin@isatherapy.com.au
Address: 92 Marian Street, Mount Isa QLD 4825
Facebook: <https://www.facebook.com/IsaTherapy>

Please advise us if you would like the information in this handbook provided to you verbally, in another language, via an advocate, or in our easy read format.

Service Quality

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

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

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

Diversity and Participation

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

Ways we do this include:

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

You can request Isa Therapy Services Diversity and Inclusion Policy from any of our staff members.

Interpreting and Translation

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

Your Rights

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

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

You have the Right to access supports that:

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

It is our responsibility to:

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

As our participant we ask that you:

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

You can request Isa Therapy Services Participants Rights Policy from any of our staff members.

Advocacy

Isa Therapy Services fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff. Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.

You can request Isa Therapy Service's Advocacy Policy from any of our staff members.

Privacy and Confidentiality

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

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

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law. You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

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

You can request Isa Therapy Services full Privacy & Confidentiality Policy from any of our staff members.

Feedback, Compliments and Complaints

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

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

Feedback, compliments and complaints can be lodged:

- **verbally with any staff member;**
- **by providing a completed Feedback, Compliments and Complaints Form;**
- **by email to: admin@isatherapy.com.au;**
- **by phone on: 4743 6695;**
- **in writing to: PO Box 979, Mt Isa QLD 4825**

Feedback and Continuous Improvement

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

Complaints

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

You can use Isa Therapy Services Feedback and Complaints Form to formally lodge your complaint and a staff member can assist you to do this if you wish.

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

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

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Isa Therapy Service's Operations Manager, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

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

Australian Human Rights Commission

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

National disability abuse and neglect hotline (the hotline)

- Contact the Hotline to report cases of physical, sexual, psychological, legal and civil abuse, restraint and restrictive practices of financial abuse. Tel: 1800 880 052

Qld Office of the Public Guardian

- The Office of the Public Guardian safeguards their rights and interests of people with impaired capacity by investigating allegations of neglect, exploitation and abuse.
- Children: 1800 661 533 Adults: 1300 653 187

You can request Isa Therapy Services Complaint Management Policy and/or Complaints Form from any of our staff members.

Accessing Isa Therapy Services

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

When accessing our services consideration may be given to the participant's Priority of Access by examining;

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

Anyone wishing to access our services must participate in an initial appointment. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process. The purpose of this interview is to assess your needs and whether Isa Therapy Services is able to support you. Following this we will develop an agreed upon Service Agreement.

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

Waiting List Processes

A person who meets Isa Therapy Services eligibility requirements and cannot be offered a service due to lack of service capacity can elect to be placed on our Waiting List. Potential participants on our waiting list will be contacted every 2 months to:

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

Leaving Isa Therapy Services

All participants have the right to exit Isa Therapy Services at any time and a decision to do so will not prejudice future access to the service. You must give us at least 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

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

Participants who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available. If you wish to end your service provision, please speak to an Isa Therapy Services staff member.

Service Termination

Isa Therapy Services may terminate a participant's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- dramatic changes in circumstances require significantly increased levels of care or a service model not provided by Isa Therapy.

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

You can request Isa Therapy Services Entry & Exit Policy from any of our staff members.

Participant Support Plans

Isa Therapy Services will work with each participant to develop an individualized "Support Plan" which will identify your goals for therapy and how we will work with you and your support network to achieve these goals. The support plan will also identify any risks to yourself or to our staff that may occur during our service provision and will work together to ensure we address these risks accordingly. You will be provided with a copy of your support plan and will review details of your plan annually or more frequently if needed.

Fees and Charges & Cancellation Costs

We will discuss fees with you before providing services and include all fees in a Service Agreement. The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed to by you before services can commence. These fees may change from time to time, and we will discuss any changes with you before implementing them.

Isa Therapy Services will provide you with regular invoices and statements to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place. We also reserve the right to charge missed appointment fees and late cancellation fees in accordance with NDIS guidelines.

You can request a copy of Isa Therapy Services Fee Schedule and / or our Cancellation Policy from any of our staff members.

Freedom from Harm, Abuse and Neglect

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

You can request Isa Therapy Services Abuse, Neglect and Exploitation Policy from any of our staff members.

Work Health and Safety

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

You can request Isa Therapy Services Work Health & Safety policy from any of our staff members.

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