



Hunter Disability Services Pty Ltd

Participant Handbook

Legal, business/trading name:

Hunter Disability Services Pty Ltd

Primary address/head office:

23-25 Cross St Maitland, NSW 2320

ABN: 58614800556

NDIS Reg Number: 4-3LLQ-1521

Contact us:

Phone: (02) 40 440 540

Email: office@hunterdisabilityservices.com.au

Address: 23-25 Cross St Maitland, NSW 2320

Website: www.hunterdisabilityservices.com.au



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Welcome to the Team!

Our vision is:

Hunter Disability Services protects and promotes the human rights of the persons with a disability and actively supports their full inclusion and participation in the community throughout their lifetimes.

Mission statement:

At Hunter Disability Services, we pride ourselves on the excellent quality of our personalised services. You can expect and will receive attentive, collaborative, and quality services. We understand that people require support and assistance at different times of the day and night and we adapt our service to meet each individual's unique needs. Clients are not just a number to us, they are the most important people with individual needs, who will always be treated with the utmost dignity and respect.

Introduction to the NDIS Quality & Safeguards Commission

The NDIS Commission aims to uphold the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the [United Nations Convention on the Rights of Persons with Disabilities](#).

The Commission will achieve this through:

- empowering people with disability to exercise choice and control in the support services they receive, while ensuring appropriate protections are in place
- building the capacity of people with disability, their families, and their carers to make informed decisions about NDIS providers
- responding to and managing concerns and complaints
- supporting a strong and viable market for disability supports and services





Feedback and Complaints Policy

If you have any feedback or a complaint or concern about the quality or safety of services provided you can let us know in a few ways:

- You can use the Feedback/Complaints link on the Hunter Disability Services Website
- You can email the management Team on office@hunterdisabilityservices.com.au
- You can call the Management Team directly (02) 40 440 540 – Option 2
- You can talk with your Coordinator or one of your Support Workers to help you to make a complaint.

Our management team always has time to spend with you to ensure we do our very best to resolve any worries you have.

If you need to make a complaint or provide positive feedback to someone outside of Hunter Disability Services you can contact the [NDIS Commission](#).

More information:

- How to make a complaint;
 - <https://www.ndiscommission.gov.au/document/806>
- How to make a complaint about a provider
 - <https://www.ndiscommission.gov.au/about/complaints>
- NDIS Complaints management
 - <https://www.ndiscommission.gov.au/providers/complaints-management>



You have the right to raise all your complaints or concerns in the unfortunate event of any incident occurring that did not meet your expectations of care. A formal investigation will commence once we receive a complaint or concern.

Each participant will be provided with information on incident management and investigation outcomes. You may also complete our '[Feedback and Complaints Management Form](#)' that has been provided in the '[Welcome Pack](#)'. Anonymous feedbacks/ complaints are accepted too. Please email details of your feedback/complaint anonymously, you may provide as much detail as you wish, and/ or you may use '[Feedback and Complaints Management Form](#)' amended to your discretion for this purpose.

All suggestions and feedback are welcome to contribute to the governance of the Hunter Disability Services and development of our policies and processes relevant to the provision of services and supports and the protection of participant rights. Please feel free to contact us:

Phone: (02) 40 440 540
Address: 23 Cross Street Maitland NSW 2320
Email: office@hunterdisabilityservices.com.au
Website: www.hunterdisabilityservices.com.au



Incident Management Policy

Hunter Disability Services has established an incident management system to be followed in identifying, managing and resolving incidents. At Hunter Disability Services we identify, assess, manage, and resolve incidents that:

- have, or could have, caused harm to a person with a disability receiving supports or services; and
- acts by a person with a disability that happen in connection with the provision of supports or services and that have caused serious harm, or a risk of serious harm, to another person; and
- reportable incidents that are alleged to have occurred in connection with the provision of supports or services.

We support and involve people with disability affected by an incident in resolving the incident and when any action is required it is documented and copies made available to the participants, their family and support network appropriately.

Incidents may be identified through direct observation, discussion with participant and support network, practitioner self-reflection, complaints, audits, and reviews. Incidents may be identified at the time they occur or at any time after the event.

At Hunter Disability Services we encourage and support any person to report any type of incidents, including violence, abuse, neglect, exploitation, or discrimination during the services and supports.

Where violence, abuse, neglect, exploitation, or discrimination has occurred, Hunter Disability Services will respond promptly to protect the participant from any further harm.

If a reportable incident occurs or is alleged to have occurred (including death, serious injury, abuse, or neglect, unlawful sexual or physical contact with, or assault of an NDIS participant, sexual misconduct committed against, or in the presence of, a participant, including grooming of the participant for sexual activity, the unauthorised use of the restrictive practice in relation to an NDIS participant), Hunter Disability Services gives details about the incident to the Commissioner. Details of certain incidents (such as the death of a person with a disability) are notified within **24 hours**, while others are notified within **5 business days**. The Commissioner will be kept updated and provided with a final report.

All participants and/or their representative must report any incidents including violence, abuse, neglect, exploitation or discrimination to using the details provided in the '[Feedback and Complaints Policy](#)' section of this '[Participant Handbook](#)' and/or complete our '[Feedback and Complaints Management Form](#)' that has been provided in the '[Welcome Pack](#)'. Alternatively, you may inform us of the incidents as follow:

Manager Responsible Name: [Jessica Peate & Leigh Taylor](#)
Phone: [02 40 440 540](#)
Email: jpeate@hunterdisabilityservices.com.au
ltaylor@hunterdisabilityservices.com.au

All our staff are trained in and comply with the required procedures in relation to incident management. We will keep you informed of the incident investigation process and the outcome.



Work Health & Safety

HDS has the primary duty of care for the health and safety of workers. HDS, clients and/or primary carers and their families should work together to provide a safe environment for workers in the home.

HDS will:

- gather relevant information at the referral and client assessment stage to identify WHS issues and assess and manage those risks
- clearly communicate and understand what services are to be provided
- regularly review current WHS risks to ensure that the controls are still working and whether they need to be altered
- provide adequate training and supervision to ensure safe work methods are understood and followed
- assess additional services before they are performed

Clients and/or primary carers should:

- maintain a safe work environment (for example repair broken steps, mow long grass, restrain animals, provide adequate lighting)
- look after their own in-home safety (for example maintain electrical equipment and install smoke alarms and safety switches to switchboards)
- cooperate with service providers and workers to ensure safe work procedures and a safe work environment (for example move furniture to allow adequate work space, use lifting equipment based on assessed needs, provide recommended cleaning products)
- keep their equipment safe, well maintained and in good order
- inform service providers and others of any known hazards (i.e. the presence of pets).



Privacy & Confidentiality Policy

Hunter Disability Services is committed to implementing a system to ensure each participant will receive quality services and supports that respect and protect their dignity and right to privacy by complying with the [‘Privacy Act 1988’](#) and the [‘NDIS Quality and Safeguarding Framework’](#) requirements and other legal obligations.

To ensure privacy for the Participant when discussing sensitive or personal matters, Hunter Disability Services will only collect personal information which is necessary for the quality of provision of services and supports and given voluntarily to the Provider.

At Hunter Disability Services we will protect and uphold the dignity and right to privacy of the Participant for all personal and confidential information.

All our employees and workers are trained and committed to respect and protect the dignity and right to privacy of the Participant for all personal and confidential information.

Hunter Disability Services will make sure that each participant understands and acknowledge to what type of personal information, including recorded material in audio and/or visual format will be collected and for what reason.

We will provide an interpreter if required for communication with the participant and respect to work with participant’s interpreter or representatives.

All personal and confidential information will only be collected, used, retained and disclosed to other parties such as their advocate by obtaining the Participant’s consent.

We will inform the participant in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law.

Hunter Disability Services ensures the information is appropriately prevented from misuse, loss, remove, change, unauthorised access and disclosure to or use by any other person or organisation.

Each participant can request to have access to the collected information by contacting us via email, mail or phone using the details provided in the [‘Provider Contact Details’](#) section of this [‘Participant Handbook’](#) at any time to correct their information and withdraw or amend their prior consent.

At Hunter Disability Services, we aim to collect the information accurately and maintain them up to date. All documents are stored on a securely protected database with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes. Hard copies will be kept securely in a locked filing cabinet in the office and on the secure data base Care Master.

The personal information that is no longer required or legally expired will be disposed of.

Each participant can provide any feedback on the quality of service or make a complaint about a breach of privacy using the details provided in the [‘Feedback and Complaints Policy’](#) section of this [‘Participant Handbook’](#) and/or complete our [‘Feedback and Complaints Management Form’](#) that has been provided in the [‘Welcome Pack’](#).



Participant Consent Policy

At Hunter Disability Services, we are committed to protect your information and ensure they are identifiable, accurately recorded, current, confidential, easily accessible to the participant and appropriately utilised by relevant workers.

We only collect personal information which is necessary for the quality of provision of services and supports and given voluntarily to the provider. This information will also be used to:

- Identify the Participant needs, support requirements, strengths, goals, culture, diversity, values and beliefs
- Manage and improve the process of planning and delivery of the services and supports
- Manage the administrative and financial requirements of the services and supports
- Disclose the information to the NDIS Quality and Safeguards Commission, NDIA or other authorities if required
- Disclose the information to health professionals if needed
- Disclose the information to other parties such as the Participant's advocate

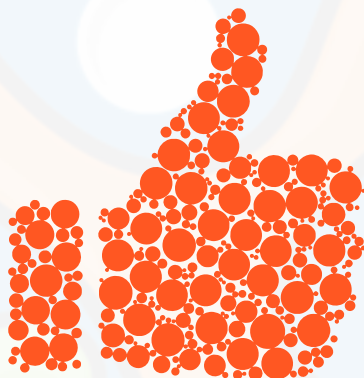
Hunter Disability Services will make sure that each participant understands and acknowledge what type of personal information, including recorded material in audio and/or visual format, will be collected and for what reason.

All personal and confidential information will only be collected, used, retained and disclosed by obtaining the Participant's consent. Please refer to the ['Privacy & Confidentiality Policy'](#) in this ['Participant Handbook'](#). We will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives.

Each participant has the right to gain access to the information we hold about them. Our privacy policy contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we will deal with such a complaint.

The Participant's written consent will be obtained through the ['Participant Consent Form'](#).

The participant is required to read and understand this ['Participant Consent Policy'](#) and ['Privacy & Confidentiality Policy'](#) and sign the ['Acknowledgement'](#) section of the ['Participant Handbook'](#).





Culture, Diversity, Values & Beliefs Policy

Hunter Disability Services is committed to providing quality services and supports to each participant that respect their culture, diversity, values and beliefs in line with the [‘Cultural and Linguistic Diversity \(CALD\) Strategy 2018’](#) guidelines.

The [‘Cultural and Linguistic Diversity \(CALD\) Strategy 2018’](#) is the NDIA’s public statement of commitment to working alongside people with disability from CALD backgrounds to achieve access to, and outcomes from, their NDIS Plan on an equal basis with the broader population.

More than a quarter of Australians (26 per cent) were born overseas, and of these, two-thirds were born in non-English speaking countries. Historically, Australians from culturally diverse backgrounds have been underrepresented in the disability sector.



The NDIA recognises that people with disability from a CALD background can face additional challenges in terms of inclusion in their communities, and this extends to their ability to access the NDIS and supports. At Hunter Disability Services the participant’s right to practice their culture, values and beliefs while accessing supports is supported.

Our workers are inducted to recognise and respect the diverse backgrounds and allow participants to practice their culture, values and beliefs while accessing supports.

Participant needs, support requirements, strengths, goals, culture, diversity, values and beliefs specified by the participant including the inputs from their family/support network are identified during the Initial Assessment Process and documented in the [‘Participant Assessment & Support Plan’](#).

Participant’s preferences such as the same language, same culture or specific criteria will be considered, where possible.



Violence, Abuse, Neglect, Exploitation & Discrimination Policy

Hunter Disability Services is committed to providing quality services and supports that free from violence, abuse, neglect, exploitation or discrimination and established a process to actively prevent these incidents. Hunter Disability Services recognises the right of the participant to feel safe and to live in an environment where they are protected from violence, abuse, neglect, exploitation or discrimination.

Hunter Disability Services is committed to respecting human rights and believes that all people should be treated with dignity and respect. Hunter Disability Services seeks to prevent or mitigate any negative human rights impacts in connection with our operations or activities and maximise any potential positive impacts where we are present. All of Hunter Disability Services' workers are required to comply with this Policy. As a part of our commitment to respect human rights, Hunter Disability Services will:

- work to align our business activities and practices with the [UN Guiding Principles on Business and Human Rights](#)
- treat our employees fairly and without discrimination, and promote diversity in the workplace
- respect the human rights of the communities in which we operate
- consult with our participants on human rights issues and provide easily accessible feedback and complaints management to resolve grievances in a timely manner
- recognise the rights of Indigenous people, acknowledging their connections to lands and waters and respecting their culture

Hunter Disability Services implements the following practices and safeguards in relation to preventing abuse, neglect, and exploitation of the participants.

- Staff proactively attempt to identify and understand the communication modes and individual needs of the participants, that has been documented in the [‘Participant Assessment & Support Plan’](#)
- Recruitment, training, and supervision of staff focus on values and the rights of the participants to have a voice, choice and control in their lives.
- Staff are informed of their obligations in interactions with the participants, and their significant others, families, and supporters, to conduct these interactions in a manner that reduces the opportunity for abuse and neglect to occur.
- Staff are provided with education and training on recognising and responding to indicators of abuse, neglect and harm, exploitation, and rights-based approaches.



At Hunter Disability Services we encourage and support any person to report any type of incidents including violence, abuse, neglect, exploitation or discrimination during the services and supports. Please refer to the [‘Incident Management Policy’](#) in this [‘Participant Handbook’](#).

We respect the participant's right to access an advocate. Please refer to the [‘Right to access an advocate Policy’](#) in this [‘Participant Handbook’](#).



Decision-making Policy

Hunter Disability Services is committed to delivering quality services and supports to each participant that provide informed choices as well as exercise control to them and maximise their independence relating to the supports provided.

“People with disability have the same right as other members of Australian society to be able to determine their own best interests, including the right to exercise choice and control, and to engage as equal partners in decisions that will affect their lives, to the full extent of their capacity.” *

“People with disability should be involved in decision-making processes that affect them, and where possible, make decisions for themselves.”

At Hunter Disability Services we will support the Participant to:

- understand relevant information
- retain or remember relevant information
- use or weigh up relevant information
- communicate the decision in words, gestures or by other means

Hunter Disability Services facilitates the environmental factors, such as the quality of support relationships and the availability of someone willing to provide support to shape the Participant’s ability to make a decision.

Participant’s representative can assist the participant by making a decision where there is no conflict about it and where it does not jeopardise the wellbeing of the participant. This decision should be based on the participant’s wishes and preferences.

An advocate can promote the wishes and preferences of the participant and seek to enable them to access services and support.

At Hunter Disability Services the participant’s autonomy to make their individual choices, as well as their right to intimacy and sexual expression, is respected.

The benefits and risks of the participant’s options and decisions will be advised to the participant. We will allow sufficient time for the participant to consider and review their options and seek advice at any time.

We respect the participant’s right to access an advocate. Please refer to the [‘Right to access an advocate Policy’](#) in this [‘Participant Handbook’](#).

We will provide an interpreter if required for communication with the participant and respect to work with participant’s interpreter or representatives.



Right to access an advocate Policy

At Hunter Disability Services, we respect the participant's right to access and engage an advocate of their choice to negotiate on their behalf.

One of the purposes of the NDIS is to provide funding for reasonable and necessary supports to enable eligible individuals to:

- make decisions that will affect their lives, to the extent of their ability
- achieve their goals, objectives and aspirations
- maximise their independence
- increase their social and economic participation
- develop their capacity to take part in the community actively

Advocacy for people with disability can be defined as speaking, acting or writing with minimal conflict of interest, on behalf of the interests of a disadvantaged person or group, to promote, protect and defend the welfare of and justice for either the person or group by:

- Acting in a partisan manner (i.e. being on their side and no one else's);
- Being primarily concerned with their fundamental needs;
- Remaining loyal and accountable to them in a way that is empathic and vigorous (whilst respecting the rights of others); and
- Ensuring the duty of care at all times.

The Participant may use an advocate:

- during the assessment and planning process
- once an incident including violence, abuse, neglect, exploitation, or discrimination occurs
- to provide feedback or make a complaint
- for any communication between the Participant and Hunter Disability Services

We will allow sufficient time for the participant to consider and review their options and seek advice at any time. The benefits and risks of the options will be advised to the participant.

We will provide the information in written or verbal to the Participant about the use of an advocate (including an independent advocate) and access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made, as well as information on how to give feedback or make a complaint.

At Hunter Disability Services, we aim to create a supportive environment for any person who provides feedback and/or makes complaints.

We will support the Participant where they request assistance, by providing the information on the type of individual advocacy.

A confirmation will be obtained from the Participant / Participant's representative to authorise the advocate to act on behalf of the participant. [‘Authority to engage an advocate’](#) form will be signed by the Participant.



The [National Disability Insurance Scheme Act 2013](#) defines an independent advocate, in relation to a person with a disability, to mean a person who:

- is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with a disability
- provides independent advocacy for the person with a disability, to assist the person with a disability to exercise choice and control and to have their voice heard in matters that affect them
- acts at the direction of the person with a disability, reflecting the person with a disability's expressed wishes, will, preferences and rights
- is free of relevant conflicts of interest.

The Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with a disability; and requires registered NDIS providers to cooperate with and facilitate arrangements for advocates (including independent advocates) and other representatives of persons with disability who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

For further information on disability advocacy and finding a disability advocate, see: the [Disability Advocacy Finder](#). <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Disability Advocacy Service – Hunter (DASH)

1300 365 085



Disability
DA
Advocacy
NSW



FURTHER ADVOCACY INFORMATION

- Australian Centre for Disability Law – disabilitylaw.org.au
- Autism Asperger’s Advocacy Australia (A4) - a4.org.au
- The Autistic Self Advocacy Network of Australia and New Zealand - www.asan-au.org
- Blind Citizens Australia - bca.org.au
- Brain Injury Australia - braininjuryaustralia.org.au
- Children with Disability Australia - cda.org.au
- Deaf Australia - deafau.org.au
- Deafness Forum of Australia - deafnessforum.org.au
- Disability Advocacy Network Australia (DANA) - dana.org.au
- First Peoples Disability Network (FPDN) - fpdn.org.au
- Human Rights Council of Australia – hrca.org.au
- Intellectual Disability Rights Service (IDRS) - idrs.org.au
- Mental Health Australia - mhaustralia.org
- National Council on Intellectual Disability (NCID) - ncid.org.au
- National Ethnic Disability Alliance (NEDA) - neda.org.au
- Physical Disability Australia (PDA) - pda.org.au
- People with disabilities Australia pwd.org.au
- Short Statured People of Australia - sspa.org.au
- Women with Disabilities Australia (WWDA) - wwda.org.au



Conflict of Interest Policy

Hunter Disability Services is committed to manage conflicts of interest in an open and transparent manner at all levels in the organisation and comply with NDIS rules and other obligations.

“Conflict of interest occurs when an individual or an NDIS provider is in a position to exploit their own professional or official capacity for a personal or corporate benefit (other than in the usual course of charging fees for services or supports rendered).”

A conflict of interest may affect the way a person acts, decisions they make or the way they vote on group decisions.

We will ensure that each participant will be treated equally, and no participant will be given preferential treatment above another in the receipt or provision of supports.

Hunter Disability Services will act proactively to manage perceived and actual conflicts of interest through the development and maintenance of organisational policies to ensure that personal or individual interests do not impact on the organisation's services, activities or decisions.

We also will:

- ensure our organisational or ethical values do not impede a participant's right to choice and control
- manage, document and report on individual conflicts as they arise
- ensure that advice to a participant about support options (including those not delivered directly by Hunter Disability Services) is transparent and promotes choice and control

Our management team, employees, and workers:

- are always required to act in the interests of the participants, and to notify the organisation when there is any conflict with other interests or commitments
- will present each participant with a range of choices about providers of supports and not only Hunter Disability Services
- will not seek to influence the customer to select Hunter Disability Services
- will never accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of an NDIS participant
- must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of Hunter Disability Services or provision of supports to the Participant
- may accept meals, drinks, or entertainment only if such courtesies are unsolicited, infrequently provided, and reasonable in amount

Hunter Disability Services will ensure that when providing services and supports to the Participant under the NDIS, any conflict of interest is declared, and any risks to the Participant are mitigated.



Transitions to or from a provider Policy

Hunter Disability Services is committed to implementing a system to ensure each participant will experience a planned and coordinated transition to or from the provider.

Each participant has the right to choose other providers, and Hunter Disability Services will collaborate with the alternative providers to share information and meet participant needs.

At Hunter Disability Services we consider the participant during the transitions to or from Hunter Disability Services. Participants will be involved and communicated at all times.

Hunter Disability Services will communicate and collaborate with the alternative providers, when transferring from Hunter Disability Services, considering the participant needs and disability levels. Associated risks with the transition are assessed and addressed. The participants will be engaged and communicated at all times and through the process of transition.

If practical, Hunter Disability Services will conduct an exit interview or survey with the participant or their family/support network. The participant is not obligated to participate if they do not wish to do so.

Participant's Money and Property Management Policy

At Hunter Disability Services, employees and workers are trained and inducted to appropriately manage, protect and account for the participant's money or other property, where they have access to.

Workers are only authorised to use the participant's money or other properties with the consent of the participant and for the purposes intended by the participant through the ['Participant Consent Form'](#) at the start of any new planned activities.

Hunter Disability Services will support the participants to access and spend their own money as determined. At Hunter Disability Services, employees and workers are not allowed to provide any financial advice or information other than that which would reasonably be required under the participant's plan.



Medication Management

The role of the HDS Participant requiring Medication Administration:

Individuals with Disability should:

- Work in partnership with those who support them and health professionals to develop skills and confidence to manage medications appropriately
- Ensure that details relating to any medication requirements are documented in their support plan
- Ensure a [Medication Authority Form](#) (MAF) has been completed by the treating health professional (or equivalent) for all medication that requires the assistance of a Disability Support Workers (DSW)
- Not ask those who are providing them with medication support to act outside of their scope of responsibility or this statement
- Ensure that medication to be given by a DSW is in a blister pack for safe administration
- Provide medication in a blister pack, with recipient's name, medication names, times to give, instructions for giving (ie with food, without food, separately)

Mealtime Management

At Hunter Disability Services, we make sure that Participants who need mealtime management have been identified through the initial evaluation and document the details regarding the mealtime management in the 'Participant Assessment & Support Plan'.

We support participants to access a qualified health practitioner for assessing these needs who will conduct a comprehensive analysis on the participants' nutrition and swallowing, their seating and positioning requirements for eating and drinking if required or requested by a participant.

Based on the initial evaluation, the '[Mealtime Management Plan](#)' is developed by a health professional for our participants, which outline their mealtime management needs, including swallowing, eating and drinking.

As the participants' situation might change, we will review the 'Participant Assessment & Support Plan' and '[Mealtime Management Plan](#)' regularly if needed, in accordance with the professional advice of the participant's practitioner.

If the Participant has a Mealtime Management Plan, it will be shared with the appointed worker to be followed. If safety incidents occur during meals, such as coughing or choking on food or fluids, the workers are briefed to follow the Incident Management process. All incidents are recorded and managed in a timely manner.

Meals that may be provided to participants requiring mealtime management are stored safely and in accordance with health standards.



High-Intensity Daily Personal Activities

Hunter Disability Services is committed to providing high-quality support to each Participant requiring High-Intensity daily personal activities relevant to their individual needs.

High-Intensity Daily Personal Activities includes:

- Complex Bowel Care
- Enteral Feeding
- Severe Dysphagia Management
- Tracheostomy Management
- Urinary Catheter Management
- Ventilator Management
- Subcutaneous Injections
- Complex Wound Management

All Employees / Workers / Practitioners who may implement a High-Intensity plan must consider that we are committed to:

- comply with relevant legislation, guideline and policy frameworks related to High-Intensity daily personal activities
- provide person-centred support that is appropriate to each participant needs
- involve each participant in the assessment and development of their High-Intensity plan
- identify how risks, incidents and emergencies will be managed, including required actions and escalation to ensure participant wellbeing
- immediately contact the practitioner or the Emergency Service if not sure about the health and wellbeing of the participant
- review the participant's health status regularly and on time
- obtains the participant's consent as required
- undertake ongoing professional development to remain current with High-Intensity daily personal activities
- use participant's preferred method of communication



Positive Behaviour Support Policy

Hunter Disability Services is committed to supporting the delivery of high-quality, ethical, and evidence-based positive behaviour support to participants to improve their quality of life and protect their rights. We are also committed to providing positive behaviour support for each participant that is appropriate to their needs, incorporates evidence-based practice and maintains the dignity and rights of participants.

We provide all positive behaviour support in a way that considers participants' rights and ethical requirements, regardless of the existence of behaviours of concern. We ensure all positive behaviour support provided to participants reduces behaviours of concern while improving their quality of life.

All Employees / Workers who may implement a behaviour support plan must consider that we are committed to:

- provide behaviour support that is appropriate to each participant needs which incorporates an evidence-informed practice
- Provide strengths-based, person-centred support to each participant
- comply with relevant legislation and policy frameworks related to Restrictive Practices and Behaviour Support
- undertake ongoing professional development to remain current with evidence-informed practice and approaches to behaviour support, including positive behaviour support
- provide Person-focused training, coaching and mentoring to each participant, which covers the strategies required to implement a participant's behaviour support plan, including positive behaviour support strategies
- provide opportunities to reduce the use of restrictive practices based on documented positive changes
- use participant's preferred method of communication
- support each participant's own decision making and providing options to assist with this

Workers must also:

- ensure that their skills and knowledge are appropriate for the strategies included in behaviour support plans
- ensure that their supports align with evidence-informed practice when providing positive behaviour support
- support each participant using positive behaviour support principles
- provide supports with a person-centred approach
- respect each participant right to dignity of risk
- minimise the occurrence of behaviours of concern by providing supports that meet the needs of each participant



The Use of Restrictive Practices Policy

Hunter Disability Services is committed to providing positive behaviour support for each participant that is appropriate to their needs, incorporates evidence-based practice and maintains the dignity and rights of the participant. That is in line with the requirements of the ['National Disability Insurance Scheme \(Restrictive Practices and Behaviour Support\) Rules 2018'](#).

We use all positive behaviour support principles with consideration of each participant rights and ethical requirements, regardless of the existence of behaviours of concern.

Also, we only use restrictive practices when there is a legal authorisation granted from relevant authorities and legislations. We will cease restrictive practices at the end of the authorised period or as soon as they are no longer required or approved. Hunter Disability Services ensures obtaining authorisation for the use of any restrictive practices included in a behaviour support plan.

We are committed to reducing and eliminating restrictive practices through policies, procedures and practices. Our aim is to eliminate restrictive practices.

Hunter Disability Services ensures to provide appropriate support to the participant, their family/support network and relevant stakeholders when a reportable incident occurs while providing support through a behaviour support plan that includes restrictive practices.

In responding to the unauthorised use of the restrictive practice, it is our policy to collaborate with relevant mainstream services such as the police, other emergency services, mental health and emergency departments, treating medical practitioners and other allied health clinicians. Where an unauthorised restrictive practice is in place, we engage the workers and management of Hunter Disability Services in debriefing to identify areas for improvement and to inform further action.

Workers are not allowed to use restrictive practices without appropriate training in the safe use of the restriction. At Hunter Disability Services, all managers, employees and workers are trained and inducted regarding the positive behaviour support as well as the risks associated with the use of restrictive practices and the legislative and regulatory frameworks.

Hunter Disability Services considers and plans relevant training as developed and released by the NDIS Commission in Positive Behaviour Support and Restrictive Practices.

At Hunter Disability Services, we regularly seek advice from Specialist Behaviour Support Providers to evaluate the effectiveness of our current approaches aimed at reducing and eliminating restrictive practices. We regularly evaluate the progress and effectiveness of implemented strategies to reduce or to eliminate restrictive practices based on observed progress or positive changes in the participant's situation.

At Hunter Disability Services, we keep written information relating to the use of regulated restrictive practices under the requirements that prescribed in the ['National Disability Insurance Scheme \(Restrictive Practices and Behaviour Support\) Rules 2018 \(section 15\)'](#).



Provider Contact details

Contact name: Margaret Kime

Phone: (02) 40 440 540

Email: office@hunterdisabilityservices.com.au

Website: www.hunterdisabilityservices.com.au

Address: 23 Cross St Maitland, NSW 2320

Postal address: P.O. Box 674 Maitland NSW 2320

Alternative contact person:
(name & number) Leigh Taylor, Jessica Peate (02) 40 440 540

At Hunter Disability Services, we will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives.

Acknowledgement

I, _____ (Participant / Participant's representative) have read and understood the information provided in this ['Participant Handbook'](#).

Participant	
Name:	
Date:	
Signature:	
Participant's representative (if applicable):	
Name:	
Date:	
Signature:	

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