PARTICIPANT INFORMATION BOOKLET (Easy Read)

Independent Nurses Australia Pty Ltd

1. WELCOME

Welcome to Independent Nurses Australia Pty Ltd!

We look forward to working with you and supporting you to achieve your goals!

For more information about Independent Nurses Australia Pty Ltd:

Call 0475 332 221

Email independentnursesaustralia@outlook.com

Visit www.independentnursesaustralia.com

2. OUR SERVICES

At Independent Nurses Australia Pty Ltd, we provide high quality services and supports in the following areas:

a. In-Home and Community Supports

i. Assistance in Coordinating or Managing Life States, Transitions And Supports

ii. Daily Personal Activities

iii. Assistance with Travel/Transport Arrangements

iv. Innovative Community Participation

v. Development of Daily Living and Life Skills

vi. Household Tasks

vii. Participation in Community, Social and Civic Activities

viii. High Intensity Daily Personal Activities

b. Supported Independent Living/Respite Care/Group

i. Group and Centre Based Activities

c. Employment related supports

i. Assistance to Access and Maintain Employment or Higher Education

d. Professional Registration Groups

i. Implementing Behaviour Support Plans

ii. Community Nursing Care

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3. OUR PROCESS

We will arrange a time to meet with you.

We will discuss the terms of the Service Agreement at the meeting, and how we can best support you.

After the meeting, we will review your information to make sure we can help you.

If we can help, we will complete and sign a Service Agreement.

You will then read the Service Agreement, and if you are happy with the terms, we will ask you to sign and return it to us.

Once we both sign it, an agreement is formed between us.

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4. SUPPORT PLANNING

We will conduct an assessment to understand your needs and goals.

We want you to be involved in this process, so we will include you and any people you want in this process.

After this, we will develop a Participant Support Plan.

We will ask you to review your plan, and if you are happy and agree to it, you will be asked to sign your plan.

Your plan will be reviewed regularly, and we will ask for your feedback during this review.

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5. OUR STAFF

We employ qualified and experienced staff.

All of our staff have completed the required training and obtained the necessary checks.

We do our best to find the best match for you, based on your preferences.

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6. YOUR RIGHTS

You have the right to:

- Be treated with respect, dignity and courtesy.
- Autonomy including your right to intimacy and sexual expression.
- Privacy of your personal information.
- Be communicated with in a mode and manner that works best for you.
- Be consulted on decisions about how your supports are provided.
- Self-determination and decision making.
- Be supported to achieve your goals, physically, socially and emotionally.
- Have your support tailored to suit your individual and cultural needs and preferences.
- Be supported to raise any concerns or complaints.

7. CONFLICT OF INTEREST

If we are authorised to provide you with support coordination alongside other supports, a conflict of interest may arise.

We will always inform you of other providers who can provide the necessary support.

You can exercise choice and control in choosing the support you receive from Independent Nurses Australia Pty Ltd.

If we provide support coordination to you, we will always provide 3 quotes (if possible) from other services as well.

It is then your choice to decide if you would like to choose Independent Nurses Australia Pty Ltd to provide that service and support, or go with another provider.

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8. PRIVACY

We value and respect your right to privacy.

We need to collect your personal information so that we can do our best to support you and your needs.

You can update or change your personal information we have anytime.

We adhere to our Privacy and Information Management Policy, which we are happy to provide to you.

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9. FEEDBACK AND COMPLAINTS

If you wish to provide us with a complaint or feedback, we encourage you to raise this with us first, so we can resolve any issues quickly. You can make a complaint:

- In person to the Director or a staff member;
- Verbally by telephone to 0475 332 221;
- By email to independentnursesaustralia@outlook.com;
- On our website www.independentnursesaustralia.com; or
- By post to PO Box 331, Helensvale QLD 4212.

You can make a complaint to the NDIS Commission by:

- Phone: 1800 035 544 or TTY 133 677 (Interpreters can be arranged);
- National Relay Service and ask for 1800 035 544; or
- Visiting https://www.ndiscommission.gov.au/about/complaints and filling out a complaint contact form.

We will resolve complaints promptly in accordance with our Feedback and Complaints Policy.

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10. INCIDENT MANAGEMENT

We manage any incident in accordance with our Incident Management Policy.

We follow strict procedures when reporting Reportable Incidents to the NDIS Commission and any other relevant body.

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11. EXITING OUR SERVICE

If you wish to leave our services, you can do so in accordance with the terms of our Service Agreement.

We will support you to find other services if you require assistance.

We will provide any information during this process to assist you with the transition.

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12. CAN SOMEONE SPEAK ON MY BEHALF?

We want to communicate with you in a way that you understand.

You have the right to be supported by an advocate at any time.

If you need help accessing an advocate or interpreter, we can assist you.