
1. Welcome

Welcome to LiFT Supports!

We are excited to be working with you!

If you have any questions you can chat to us at any time by:

- (a) calling us on 0427 182 459; or
- (b) emailing us on heidi@liftsupports.com.au.

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

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

We can organise interpreters and advocates that can assist if you can't understand us or we can't understand you.

3. Our process

To help provide you with the right answers to your questions, we will ask you questions. Some of those questions are in the Participant Intake Form we have provided you.

If we think we can help you, we will arrange a time to meet with you.

We may discuss the terms of a Services Agreement at the meeting.

A service agreement can include:

- how your provider will give you your supports
- how your provider will help you get supports
- what supports you will get
- where you will get your supports
- how many times you will get your supports

After the meeting, LiFT Supports will check your information you have told us to make sure we can help you.

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

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If you are happy with the terms of the Services Agreement, we will ask you to sign the Services Agreement and return it to us.

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

4. Support Planning

Once you have signed the Services Agreement, we will undertake an assessment with you to understand your needs, strengths and goals.

You will be fully involved in the assessment and may involve an advocate, your family and any people you want in the process.

After that, we will develop a Participant Support Plan.

You will be asked to sign your plan to show that you agree with it.

Your plan will be reviewed regularly.

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5. Your Rights

You have the right to:

- (a) respect for your human worth and dignity.
- (b) freedom of expression, self-determination and decision-making.
- (c) realise your potential for physical, social, emotional and intellectual development.
- (d) full participation in society equal to other people, according to your individual and cultural needs and preferences.
- (e) autonomy including your right to intimacy and sexual expression.
- (f) information and support to understand and exercise your legal and human rights.
- (g) privacy of your personal information and sensitive information.
- (h) raise concerns and be supported to formalise complaints.

6. Your Choice

We will talk to you (and your family, carers and where appropriate) to promote and ensure you make all decisions in relation to your services and supports.

We provide you with enough time to make decisions that affect your life.

We help you to make good choices, but the choices themselves are yours to make.

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7. Conflicts of Interest

If we are permitted to provide you with support coordination as well as other supports, a conflict of interest may arise.

You will always be informed of other alternative providers available to provide necessary support, enabling you to exercise choice and control in the support you receive including from LiFT Supports.

Where we conduct support coordination services, to ensure that any conflict is managed, we will endeavour to always provide 3 quotes (if possible) from other services, in addition to our own.

It is then your decision if you would like to choose LiFT Supports's services and support or go with another provider.

Your decision to choose an alternative provider will not affect any services or support provided by LiFT Supports at all.

8. Matching

We will try to match the right staff member to meet your needs and goals.

We consider your personality, language, culture and skill requirements.

9. Our Staff

At LiFT Supports we employ qualified and experienced staff.

All of our staff are trained in the NDIS Worker Orientation Module and in COVID-19 Infection Control.

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10. Exiting Service

You can leave our services at any time and in accordance with the terms of our Services Agreement. We will support you to find other services if you require assistance.

11. Privacy

We respect your right to privacy.

We use your information in line with privacy laws.

Your personal information allows us to perform our work.

We may at times disclose personal information where it is necessary to provide services or required by law.

LiFT Supports protects your personal information.

You have the right to request access to the personal information that LiFT Supports holds about you.

You can update or change it as required.

Just let us know!

12. Feedback and Complaints

- (a) If you feel comfortable, you are encouraged to raise any feedback, concerns or complaints with us first, as this is often the best way to have your issue resolved quickly.
- (b) You can make a complaint:
 - (1) in person to the Principal or a staff member;
 - (2) calling us on 0427 182 459; or
 - (3) emailing us on heidi@LiFTsupports.com.au.
- (c) You can make a complaint to the NDIS Commission by:

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- (1) Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- (2) Visiting
<https://www.ndiscommission.gov.au/about/complaints> and completing a complaint contact form.

The NDIS Commission can take complaints about:

- (3) services or supports that were not provided in a safe and respectful way.
 - (4) services and supports that were not delivered to an appropriate standard.
- (d) We will resolve all complaints promptly in accordance with our Feedback and Complaints Management Policy.

13. Incident Management

If you observe or are the subject of an Incident that does or could cause permanent or temporary detriment to your or another person, you must report the Incident to us.

You will be protected against any adverse actions as a result of reporting or alleging that an Incident has occurred. There will be no negative consequences for reporting incidents.

Incidents which occur are managed in accordance with our Incident Management and Reporting Policy.

We also follow strict procedures in relation to reporting Reportable Incidents to the NDIS Commission and other external bodies (as applicable).

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