

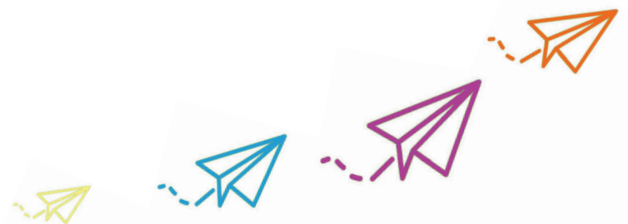


# High Hopes *Services*

INSPIRE EMPOWER CELEBRATE

Registered NDIS Provider

## CLIENT HANDBOOK





*What we do touches many people's lives – participants and workers alike. Forging strong relationships with our participants, our staff, our regulators, our stakeholders and the communities around us is critical to our success and the strongest relationships are built on **TRUST**.*

Welcome to High Hopes Services! We are committed to providing you with the best quality support services tailored to your needs and in the pursuit of your unique High Hopes! What is in this handbook:

- About High Hopes Services
- Our Services
- Your Intake Journey
- Fees and Charges
- Exiting our Service
- Our commitment to the NDIS Code of Conduct
- Our commitment to listening to your Feedback and Complaints
- Our commitment to Managing Incidents
- Your Rights
- Your Responsibilities
- Your Privacy

Also contained in this handbook is information on how to make a complaint and how to access various advocacy services.

If you have any questions about the contents of this handbook, please do not hesitate to reach out.

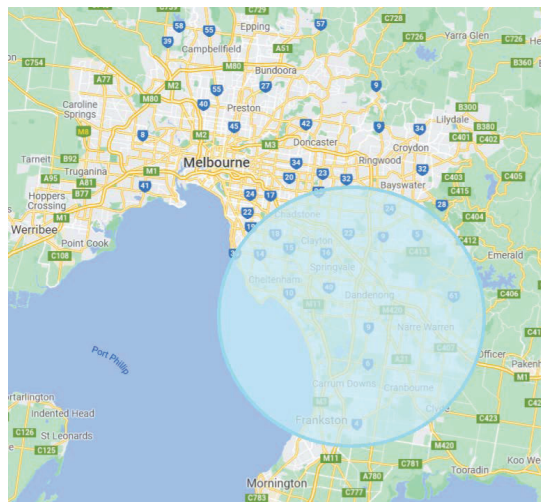


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## WHO ARE WE?

High Hopes Services was founded in 2020 with the mission providing the best quality support services to people with a disability that are tailored to their individual needs and in the pursuit of their High Hopes. We are a team of diverse, passionate people eager to make a difference in people's lives by providing highest possible quality of care and support. Our founding team have a background working with people who have various disabilities and impairments including mental illness, psychosocial disability, autism spectrum disorder, and progressive neurological diseases such as MS.

We are primarily based in the South Eastern suburbs of Melbourne



*We recognise that no two people are the same, and each requires a different, specialised, and tailored approach to achieve their High Hopes!*

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## OUR STAFF

Our valued staff put our mission into action. We assess each person's suitability through our rigorous recruitment and induction process which includes worker screening; verification of prior experience; values check; and an orientation program ensuring that our processes and policies are understood. All workers are required to undergo criminal record checks and have a valid NDIS Worker Screening Clearance. We provide workers with access to our staff portal on our website where they can access up to date policies, procedures, and forms and we utilise digital platforms during all of our support worker shifts and require detailed shift notes at the conclusion of each shift to ensure compliance with our policies and everyone's safety.

## About High Hopes Services:

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### ***Our Mission***

We are committed to providing the best quality support services to people with a disability that are tailored to their individual needs and in the pursuit of their High Hopes.

### ***Our Vision***

We are committed to being the leading provider in disability support services and cultivating communities built on trust, respect and equality where people with a disability live the life they choose.

### ***Our Values***

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#### **INNOVATION**

- We seek creative ways to service our communities
  - We will welcome new ideas
  - We are willing to change
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#### **COMPASSION**

- We will value our relationships
  - We will treat people with kindness, empathy and generosity
  - We will create an environment that fosters privacy and dignity
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#### **ACCOUNTABILITY**

- We will continuously uphold our values
  - We will be open and honest and operate with integrity
  - We will hold others to account
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#### **RESPECT**

- We will treat people fairly
  - We will honour diversity
  - We recognize the dignity and worth of every person
  - We will deliver a high quality of service
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#### **EXCELLENCE**

- We will keep people safe
  - We will keep on improving
  - We will learn from our mistakes
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## High Hopes Support Services Include:

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### Personal Care

Support with showering, dressing, eating, mobility to get in and out of bed and other daily supports to live as independently as possible at home, and in the community

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### Household Tasks

Support with cleaning and tidying around the home

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### Community participation and engagement

One-on-one social outings and support to connect with your community

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### Meal Preparation

Assistance to prepare meals on your behalf or to assist you.

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### Shopping

Assistance at the shops or we can complete the shop for you.

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### Respite Care

Support to help loved ones take a break while one of our support workers takes on the caregiving duties.

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### Transport

Accompany and facilitate transport between home and medical appointments, scans and treatment visits and social outings.

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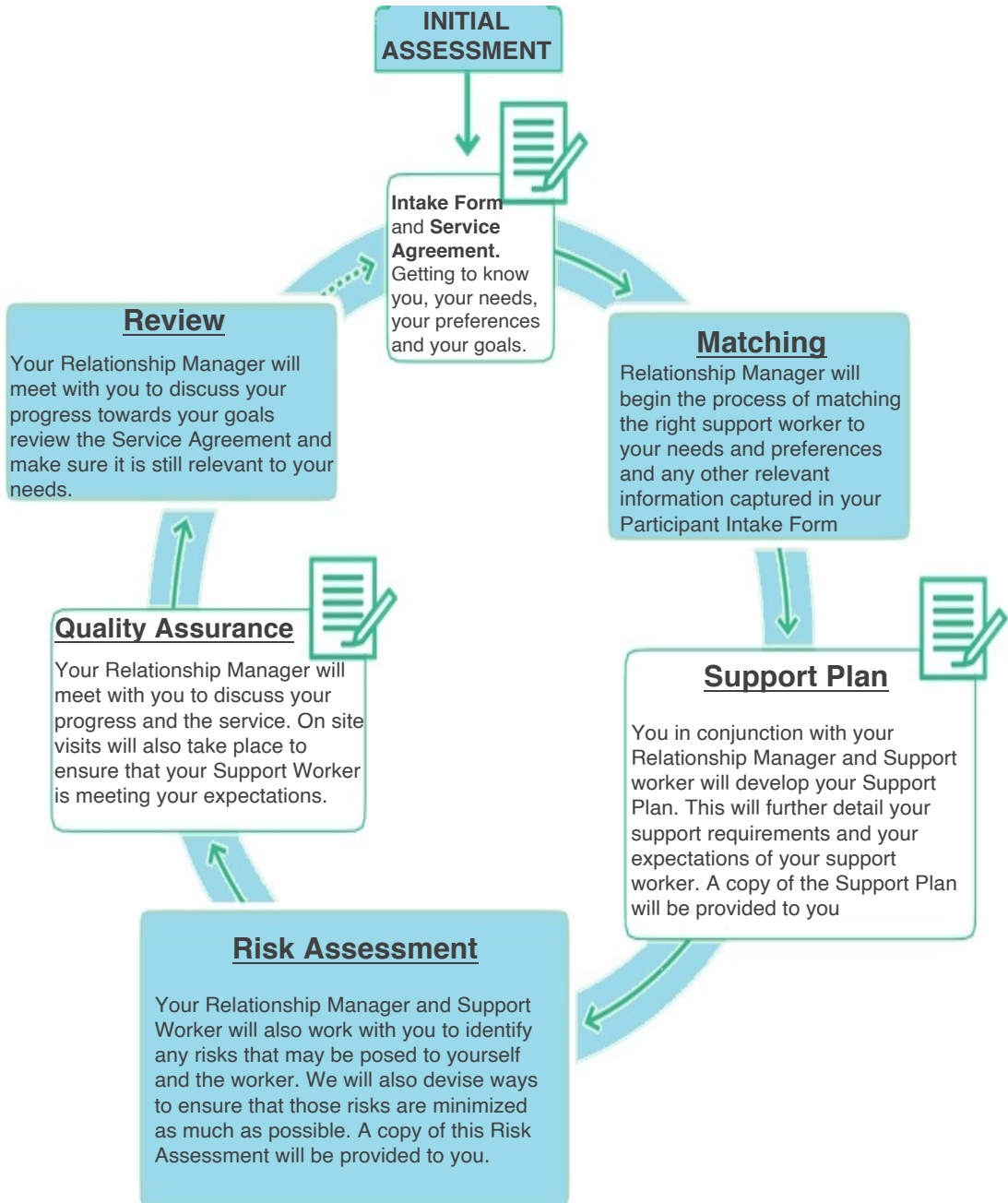
### Companionship

Engage with you through interactive activities, outdoor trips, conversation and social outings.



# Accessing our Services, The Journey

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# Accessing our Services, Journey Steps

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## **STEP 1: INITIAL ASSESSMENT**

Once you access our services you or your advocate will take part in our initial assessment meeting which will help us understand your goals, your needs, and your strengths. The purpose of this step is to get to know you. You can be fully involved in the assessment and may have an advocate, your family and any people you wish involved in the process. During this meeting we will also explain and ask you to sign our Service Agreement. The initial assessment will usually take 1-1.5 hours at your preferred location and you will be provided with a copy of the assessment.

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## **STEP 2: MATCHING**

Matching the right support worker to meet your needs is of crucial importance to us. Once we've gotten to know you, we will consider a number of factors such as personality, language, culture and skill requirements to ensure that we match you with the right support worker. We encourage and support you to be involved in the process of matching your needs and ask for your feedback at every opportunity. We can also support you to access an advocate of your choice to support you in this process.

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## **STEP 3: SUPPORT PLANNING AND REVIEW**

Once we've matched you with the right support worker, we will work collaboratively with you to develop a support plan. This will help you further detail what your requirements are and what you need us to do to support you. You will be requested to sign your plan showing your involvement in its development and you will also be provided with a copy. Your plan will be reviewed at regular intervals with you to reflect your progress and any changes you want to the support being provided.

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## **STEP 4: RISK ASSESSMENT**

We will also work together to assess any risk factors that might be relevant to you or your worker, and with your input, come up with strategies and a plan to ensure that these risks are reduced as much as possible. This risk assessment will also be provided to you and will be reviewed within an agreed time-frame or if your circumstances change.

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## **STEP 5: QUALITY ASSURANCE AND REVIEW**

We will meet with you at intervals that are convenient to you to ensure that you are happy with service that you are being provided and provide you with an opportunity to give us any feedback that you might have. We also conduct on site visits with you and your support worker to ensure that your support worker is meeting your expectations.



## FEES AND CHARGES

At High Hopes Services, we adhere to the prices as predetermined by the National Disability Insurance Scheme (NDIS). A copy of the NDIS Price Arrangements can be downloaded from <https://www.ndis.gov.au/providers/pricing-arrangements>.

Here is an extract:

Item Number	Item Name and Notes	Unit	Price Limits		
			National	Remote	Very Remote
01_011_0107_1_1	Assistance with Self-Care Activities - Standard - Weekday Daytime	Hour	\$54.30	\$76.02	\$81.45
01_011_0107_1_1_T	Assistance with Self-Care Activities - Standard - Weekday Daytime - TTP • Must be a <b>TTP provider</b> .	Hour	\$57.56	\$80.58	\$86.34
01_015_0107_1_1	Assistance with Self-Care Activities - Standard - Weekday Evening	Hour	\$59.77	\$83.68	\$89.66
01_015_0107_1_1_T	Assistance with Self-Care Activities - Standard - Weekday Evening - TTP • Must be a <b>TTP provider</b> .	Hour	\$63.36	\$88.70	\$95.04
01_002_0107_1_1	Assistance with Self-Care Activities - Standard - Weekday Night	Hour	\$60.87	\$85.22	\$91.31
01_002_0107_1_1_T	Assistance with Self-Care Activities - Standard - Weekday Night - TTP • Must be a <b>TTP provider</b> .	Hour	\$64.52	\$90.33	\$96.78
01_013_0107_1_1	Assistance with Self-Care Activities - Standard - Saturday	Hour	\$76.18	\$106.65	\$114.27
01_013_0107_1_1_T	Assistance with Self-Care Activities - Standard - Saturday - TTP • Must be a <b>TTP provider</b> .	Hour	\$80.75	\$113.05	\$121.13
01_014_0107_1_1	Assistance with Self-Care Activities - Standard - Sunday	Hour	\$98.06	\$137.28	\$147.09
01_014_0107_1_1_T	Assistance with Self-Care Activities - Standard - Sunday - TTP • Must be a <b>TTP provider</b> .	Hour	\$103.94	\$145.52	\$155.91

## EXITING OUR SERVICE

You can leave our services at any time and we will support you to find other services if you require. We may need some notice to finalise payments and these time-frames will be included in your agreement with us. Should you wish to return to us at any time our staff will be happy to support you through the intake process.

From time to time there may be a need for us to advise you that we are no longer able to provide you with the services you are assessed as needing as we may not have the appropriate staff to support you. If this does occur, we will work with you to find and access a provider who is able to support you.



# We uphold the NDIS Code of Conduct!

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## This means that we will:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respect the privacy of people with disability
- Provide supports and services in a safe and competent manner with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.



## Feedback and Complaints

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- To give you the best possible service we need your feedback. Feedback can be compliments, comments or complaints.
- We love to hear compliments but if you're not happy, tell us. It's OK to complain.
- Don't be shy. We need to know how you feel. Help us to do better!
- We will always listen and reply to complaints, as quickly as possible.
- At any time you can phone us, email or write to us at the contacts provided in this brochure to make a complaint, comment or leave a compliment.

**You can complain anonymously. If you don't leave your name, we can't reply to your complaint directly but we will still try to make things better.**



## Your Feedback Helps Us Improve

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- Your feedback helps us to improve our service and we want you to feel safe and well supported.
- We will be asking for your feedback from time-to-time so that we can assess how we're doing.
- When you tell us what you like or don't like, we will listen. We will try to change things if we can and we will reply to you as quickly as possible.
- If you feel like you need to make a complaint about our, or another service, but you need help you can ask family, friends or a public advocate.
- Advocates are free in Victoria and an advocate is trained to speak for you.
- If you are not sure how to find an advocate, let us know, we can help.

**If you have a serious complaint about any of your NDIS providers the NDIS Quality and Safeguards Commission is also available to support you.**





## Incident Management

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- NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe. That means you, our workers and other people in the community.
- We think about how accidents can happen and how to prevent them. This is called 'Risk Management'.
- We ask you questions, and think about the supports we provide, about the places where those supports happen, about the people who work with you and other people around you.

**We want everyone to be safe, and to feel safe.**

### **If something goes wrong**

1. We must tell the NDIS Commission
2. We must investigate the incident
3. We must do something so that the incident doesn't happen again.
4. We must talk about this with the person who was hurt.

## Everyone has the right to be treated fairly

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- If you are involved in an incident, you have the right to know what went wrong and what is being done to make it right.
- If you don't get these answers, you have the right to complain.
- We will always keep you informed. We want to treat you with respect.
- If you are unhappy with our complaints process, you have the right to get help. You can get help from your friends and family, a public advocate or the NDIS Quality and Safeguards Commission.

## Your Rights

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- We will treat you with respect and dignity.
- We will treat you fairly and speak honestly.
- We will protect your personal information and only use it for the right reasons.
- We will provide good quality services that suit your needs, age, lifestyle and cultural background.





## Your Right to Participate

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- You have the right to a safe and comfortable place to use the service.
- You have the right to make choices and decisions about the services you receive.
  - You have the right to the information you need to make good choices.
- You have the right to have someone help you make the best choices – an advocate or support person.
- You have the right to get help accessing services in the community

## Your Right to Speak Out

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- You have the right to complain about the service.
- You have the right to a reply as quickly as possible.
- If you still are not happy, you have the right to complain again, or talk with the NDIS Commission.

## Your Responsibilities

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- Make sure to update your contact information with us if it changes.
- Keep your service bookings – or let us know if you can't.
- Choose someone to support you making decisions – an advocate, friend or family member.
- Treat other people with fairness, honesty and respect.
- Respect other people's right to a safe and comfortable environment.
- Respect other people's right to privacy and confidentiality.
- Give us honest feedback about our services.

## Your Privacy

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- We need your permission to collect your information and also to share your information. This permission helps us provide your services.
- You don't have to give permission.
- We only ask for information we need and we will tell you why we need it.
- If you don't understand why we need information, it's OK to ask us.



## Keeping Your Information Safe

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We will protect your information and only use it for the right reasons, and only show the right people. The people who work with you need to see your information. It helps them deliver better services.

**We will only share your information if:** You give permission to share it, or we are very worried about your safety, or if the law requires us to share it. You can see your information too. Just ask us.

### Keeping it right

If your information is not correct, we may be not be able to to the best job. Give us correct information, and help us keep it up-to-date. If your personal information changes, please let us know. We will also check your information regularly and update it.

### If we didn't respect your privacy, write to us:

Email: [admin@highhopesservices.com.au](mailto:admin@highhopesservices.com.au)  
Phone: 0431 776 995

You can contact the [Office of the Australian Information Commissioner](#):

web: [www.oaic.gov.au](http://www.oaic.gov.au)  
email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
post: GPO Box 5218 Sydney NSW 2001  
phone: 1300 363 992  
TTY: 133 677  
Speak and  
Listen: 1300 555 727  
Interpreters can be  
arranged on 131 450





# Do You Need To Make a Complaint?

## Contact Us:

Email: [admin@highhopesservices.com.au](mailto:admin@highhopesservices.com.au)

Phone: 0431 776 995

## The NDIS Quality And Safeguards Commission:

web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

phone: 1800 035 544

TTY: 133 677.

Interpreters can be arranged.

## Advocates:

Disability, Employment and Carers

Group Department of Social

Services

GPO Box 9820

Canberra ACT 2601

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

Or search "disability advocate" online.