

GAP Support

Client Handbook

PROVIDING QUALITY SUPPORT
FOR PEOPLE WITH DISABILITY
IN WESTERN AUSTRALIA

PHONE: 1800 778 688

EMAIL: info@gapsupport.com.au

Welcome to GAP Support

This booklet has been developed to provide you with information about GAP Support. It provides guidance about your rights and responsibilities, information on how we protect your privacy as well as helpful contact numbers in case you need them.

We will fully explain the services available to you and this booklet is for you to keep as a reference when required. If you have questions at any time, please feel free to contact us on 1800 778 688 or email info@gapsupport.com.au.

Our Vision

To support people with disability to be included in the communities in which they live

Our Values

Empathy, Respectful, Innovative, Flexible, Persistent and a Desire to Improve

To deliver results to reach the goals of those we support, we strive to provide the highest quality, personalised services that are family-oriented, responsive and adaptable. We value each person and treat people with respect, honesty, equality, dignity, choice, privacy and confidentiality.

Service Agreements

The NDIS recommends having a written service agreement so providers are clear about what each party has agreed to and what supports are going to be provided and claimed for. GAP Support will provide you with a Service Agreement along with a Schedule of Supports which will outline the supports to be delivered and the costs. Where supports are flexible, we will also outline this in the schedule.

Documents Required

To ensure your safety, appropriate support and to meet requirements of the National Disability Insurance Scheme and the NDIS Quality and Safeguards Commission, GAP Support are required to have certain information about you. GAP Support will talk to you about the documents we need to have.

Support Fees

Your support is covered by your NDIS Plan and will be outlined in your schedule of supports. You may incur some additional costs depending on your program choice. GAP Support will let you know the costs associated with the programs you choose.

Cancellation Of Supports

If you cancel supports, you may be charged if you do not let us know. In line with the NDIS recommendations, GAP Support will charge you for your support if you do not provide more than 48 hours' notice. To cancel a support phone – 1800 778 688

Choice And Control

GAP Support will assist you in choosing how you receive your support. Where your needs change, we can change with you. If you wish to move to another provider, we will help you to make that transition.

Person Centred Approach

GAP Support aims to always provide a person centred approach. Just as the phrase "person centred" suggests, a Person Centred Approach is about ensuring someone with a disability is at the centre of decisions which relate to their life.

A person centred process involves listening, thinking together, coaching, sharing ideas, and seeking feedback. This process is ongoing to make sure each person is supported towards their personal goals, even as they evolve and change. The ultimate aim is to understand what each individual person wants and needs to live their own, personally defined, good life. It is most successful when friends and family can support the process, and help identify and develop the person's strengths.

When we are working with someone, we always keep their strengths and interests, their communication preference, and who people they would like to involve, top of mind.

Person Centred Active Support is a way of providing someone with a disability just the right amount of support. Not too much and not too little. Active Support empowers people with a disability to do things for themselves, when possible, rather than a staff member doing it on their behalf.

It's about people with a disability controlling their lives, making choices, and taking part.

Cultural Diversity

GAP Support has a culturally rich and diverse support team. If you have particular cultural requirements during your time with us, please talk to your support team to see what can be arranged.

Support Options

We will work with you to develop a plan of support that meets your preferences and assists you to achieve your goals.

Service User Rights

GAP Support endorses the following rights for people with disabilities and carers who use our services:

1. The right of respect for their human worth, dignity and privacy and the same human rights as other members of society.
2. The right to make, direct, implement and actively participate in the decisions which affect their lives.
3. The right to realise their individual capacities for physical, social, emotional and intellectual development and to participate in community life as they wish.
4. The right to services which will support a reasonable quality of life taking into account their lifestyle, cultural, linguistic and religious preferences.
5. The right to receive services in a manner which results in the least reasonable restriction of their rights and opportunities.
6. The right to be given enough information to make an informed choice.
7. The right to choose the services and most appropriate care that best meets their needs from the available options.
8. The right to a copy of their written care plan/ personal profile and to access a copy of the personal information GAP Support holds about them (in accordance with the National Privacy Principles).
9. The right to choose a person to speak on their behalf for any purpose, including the right to change that person at any time.
10. The right to refuse a service without future prejudice.
11. The right to pursue any grievance in relation to services including the right to: adequate support to enable them to pursue a grievance; and pursue the grievance without fear of discontinuation of services or recrimination from any person who may be involved in or be the subject of, the grievance.

If you are not happy about something that is happening at GAP Support, you can ask someone to help you. You can talk to the person you are not happy with or you can talk to the Manager.

What To Do If You Are Not Happy at GAP Support

You can discuss this with GAP Support management or you can talk to an advocate or you can contact the NDIS Safeguarding Commission.

Compliments Complaints and Comments

At GAP Support we value comments, compliments and complaints relating to all aspects of our service and support delivery. It is an opportunity to evaluate and improve our service and to ensure you have the service you expect and are entitled to.

We want to know what we are doing well and what we need to improve. A Feedback Form is available at the back of this booklet or from the office, alternatively you can provide direct feedback by emailing info@gapsupport.com.au

From time to time GAP Support will send you a survey to hear what you think. Feel free to contact your service team at any time to discuss any aspect of your support.

Advocacy

If you have a problem and you need help to discuss it, there are advocacy groups to help you or to speak on your behalf. GAP Support can give you information on this at any time.

GAP Support Staff

Our support staff are selected on the basis of their personality as well as skill and experience. We also try to match your requirements to the support worker to ensure mutual compatibility.

If there are concerns, please tell the GAP Support manager so we can improve our service to you by resolving any issues. All our employees have NDIS Worker Screening and have completed the NDIS Orientation Modules and have a range of other qualifications as required.

Code of Conduct and Confidentiality

All employees of GAP Support are required to sign an Employee Code of Conduct. Employees must also abide by the NDIS Code of Conduct. Employees must ensure the confidentiality and privacy of clients, families, carers and of fellow employees.

Privacy

You have a right to access information GAP Support holds about you. If you wish to exercise this right you should contact GAP Support's Director. We will only collect information relevant to you and your support.

Rights And Responsibilities

GAP Support responsibilities:

- Work with you to provide support agreed to in the description of supports
- Consult you on decisions about how your support is provided
- Listen to your feedback and resolve problems quickly
- Treat you with courtesy and respect
- Keep clear records on services and provide a record of supports on request
- Protect your private information and respect your confidentiality
- Provide support in accordance with GAP Supports Policies and Procedures
- Support you in a safe environment

Your responsibilities:

- Work with GAP Support and give them information they need so services and supports can be provided to meet your needs
- Let GAP Support know if you have any concerns about the service or support being provided
- To be courteous and respectful to GAP Support staff
- To give GAP Support the required notice if I wish to cancel this agreement
- Provide a safe environment for home support
- Use your NDIS funds for the support provided to me
- Let GAP Support know if my NDIA Plan is replaced by a new plan or I stop participating in NDIS.

To Contact GAP Support

Phone: 1800 778 688

Email: info@gapsupport.com.au

www.gapsupport.com.au

The feedback forms at the back of this booklet can be emailed or posted to 7 Syon Way Brabham 6055

We welcome feedback when:

- We have done something well;
- We have made a mistake;
- We have treated you badly or unfairly;
- We have made a wrong decision; or
- We can do something better or differently.

We recognise that at times we may not meet your expectations. You are welcome to raise a concern about GAP Support through our complaints management process.

If you have feedback, please let us know by completing this form and sending it to GAP Support

Or email: info@gapsupport.com.au

Alternatively, you can submit compliments or complaints via our online feedback form or on the phone or you can call GAP Support to talk to somebody in person.

Feedback Details

My feedback is a:

- ☐ Compliment
- ☐ Complaint
- ☐ Feedback/Suggestion

I am a:

- ☐ Client
- ☐ Clients Relative
- ☐ Carer
- ☐ Staff
- ☐ Service Provider
- ☐ Other (Please state) _____

We encourage you to raise issues with the relevant member of staff providing the service in the first instance.

Have you discussed the issue with the relevant service or person? ☐ Yes ☐ No

What would you like to tell us?

Date and Time of Incident:

Date: _____ Time: _____

Complaints and Feedback Form

What would you like to happen now?

Would you like a response to your complaint? ☐ Yes ☐ No

If 'Yes' please provide your contact details:

Note: You may make a complaint anonymously if you prefer though, you will not receive a response and if you do not provide enough information, we may not act on, or be able to resolve your complaint or concerns.

Name: _____
Address: _____
Email: _____
Phone: _____
Date: _____
Signature: _____

I prefer contact by:

- ☐ Phone
- ☐ Email
- ☐ Letter
- ☐ N/A

How to Contact GAP Support

Please note that you can also send in feedback to GAP Support through:

Email: info@gapsupport.com.au
Website: www.gapsupport.com.au
Post: 7 Syon Way Brabham 6055
Telephone: 1800 778 688

We welcome feedback when:

- We have done something well;
- We have made a mistake;
- We have treated you badly or unfairly;
- We have made a wrong decision; or
- We can do something better or differently.

We recognise that at times we may not meet your expectations. You are welcome to raise a concern about GAP Support through our complaints management process.

If you have feedback, please let us know by completing this form and sending it to GAP Support

Or email: info@gapsupport.com.au

Alternatively, you can submit compliments or complaints via our online feedback form or on the phone or you can call GAP Support to talk to somebody in person.

Feedback Details

My feedback is a:

- ☐ Compliment
- ☐ Complaint
- ☐ Feedback/Suggestion

I am a:

- ☐ Client
- ☐ Clients Relative
- ☐ Carer
- ☐ Staff
- ☐ Service Provider
- ☐ Other (Please state) _____

We encourage you to raise issues with the relevant member of staff providing the service in the first instance.

Have you discussed the issue with the relevant service or person? ☐ Yes ☐ No

What would you like to tell us?

Date and Time of Incident:

Date: _____ Time: _____

Complaints and Feedback Form

What would you like to happen now?

Would you like a response to your complaint? ☐ Yes ☐ No

If 'Yes' please provide your contact details:

Note: You may make a complaint anonymously if you prefer though, you will not receive a response and if you do not provide enough information, we may not act on, or be able to resolve your complaint or concerns.

Name: _____
Address: _____
Email: _____
Phone: _____
Date: _____
Signature: _____

I prefer contact by:

- ☐ Phone
- ☐ Email
- ☐ Letter
- ☐ N/A

How to Contact GAP Support

Please note that you can also send in feedback to GAP Support through:

Email: info@gapsupport.com.au
Website: www.gapsupport.com.au
Post: 7 Syon Way Brabham 6055
Telephone: 1800 778 688