



Community Therapy
NDIS Customer Handbook
and Charter

About Community Therapy

Community Therapy was established in 2016 by Scott Lynch after dedicating the past 10 years to providing Physiotherapy services to consumers across the Central Coast and Hunter Regions of New South Wales. Community Therapy provides Occupational Therapy and Physiotherapy services to consumers in the disability and aged care sectors. The staffing team behind Community Therapy is a powerhouse and has formed a strong foundation of passionate and motivated clinicians who strive to empower their consumers and create meaningful change in their lives.

Mission

To support, enable and empower our clients to live an enriched and meaningful life.

Vision

To be recognised by the aged care and disability communities as the experts in providing outstanding Physiotherapy and Occupational Therapy services.

Values

Care

We care for people. We take time to understand and respond to the needs and desires of our clients.

Expertise

We are a highly skilled team. We support the development of our clinicians to embrace the changing environment to provide best practice care for our clients.

Integrity

We are honest, transparent and ethically motivated. We value and respect the individuality of our clients, partners and team. We treat our community the way we would like to be treated.

Innovation

We have a strong desire to lead. We work together with our clients and customers to engage in innovative projects enriching the lives of those we care for.

Community

We are a team. We partner with our clients, healthcare associates and industry to nurture a community that achieves the optimal health and wellness outcomes.

Contact Details

You will be provided with the direct contact details of your clinician however you can also contact our office via the following methods:

Phone 1300 031 935	Email admin@communitytherapy.com.au
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Our Services

- Therapeutic Supports

We provide Physiotherapy and Occupational Therapy services under these NDIS registration groups.

For more information about these services please call us on 1300 031 935, visit www.communitytherapy.com.au or speak to a member of our staff.

Our office contact hours are 9.00am to 5.00pm Monday to Friday.

Service Quality

To deliver its services as an NDIS Registered Provider, Community Therapy must comply with the NDIS Quality and Safeguards Framework. This means we must:

- comply with the NDIS Act 2013 (Cth);
- comply with the NDIS Terms of Business for Registered Providers and any Conditions of NDIS Registration; and
- obtain and maintain accreditation against the NDIS Practice Standards.

The NDIS Practice Standards are quality standards that govern how Registered NDIS providers must deliver services. The Standards that relate to Community Therapy are:

Schedule 1 - Core Module

1. Rights of consumers and responsibilities of providers
2. Provider governance and operational management (8 criteria)
3. Provision of supports
4. Support provision environment

As set out in this handbook, Community Therapy is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate consumer and other stakeholder feedback.

Your Rights

Community Therapy respects and fully commits to upholding the rights of all people, including those with disabilities. Community Therapy is also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

Community Therapy's Consumer Charter

You have the Right to access supports that:

- promote, uphold and respect your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy; and
- are free from violence, abuse, neglect, exploitation or discrimination.

You also have the right to exercise informed choice and control regarding the supports we provide.

It is our responsibility to:

- tell you about and uphold your rights;
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making;
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery;
- support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and chosen community in the ways you want to;
- treat you with fairly, with courtesy, dignity and respect and without discrimination;
- give you information about our services and associated costs, as well as other support options, within and outside Community Therapy;
- involve you in decisions about your supports, as well as our programs and policies;
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed;
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

As a consumer we ask that you:

- provide us with information that will help us to best support you;
- tell us if things change or you cannot keep an appointment or commitment;
- act respectfully and safely towards other people using the service, and towards our staff;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

Diversity and Participation

All aspects of Community Therapy's service delivery promote consumers' active participation and inclusion in the community. We support consumers to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other needs and goals.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
- employing and developing a diverse and culturally competent workforce;
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) services to support holistic service delivery; and
- using a strengths-based approach to identify individual consumer needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

Interpreting and Translation

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available at no cost to support your interactions with us.

Advocacy

Community Therapy fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, the following organisations can assist you:

National Disability Advocacy Program (NDAP)

Use the Disability Advocacy Finder at

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>

Disability Advocacy New South Wales

Phone: (02) 4927 0111 or 1300 365 085

Email: da@da.org.au

The Multicultural Disability Advocacy Association of NSW (MDAA)

Phone: (02) 9891 6400 or (Tollfree) 1800 629 072 or TTY (02) 9687 6325

Email: mdaa@mdaa.org.au

Accessing Community Therapy's Services

We aim to provide accessible services to you that are safe, engaging and responsive to your support and communication needs.

To be eligible to receive Community Therapy's services under the NDIS a person must already be NDIS participant.

Consideration must also be given to the person's Priority of Access by examining:

- any special additional needs of the person, and where relevant, their family, carer or other supporters;
- the extent to which Community Therapy can contribute to those needs being met;
- the resources available within Community Therapy to meet the person's needs;
- other services the person receives and how Community Therapy services will complement those and contribute to improved outcomes for the person; and
- the best interests of the person.

Prior to accessing our services, we will ensure you are provided with information about the skills of our clinicians to determine if we are a suitable provider to consider engaging with.

Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process. You will either be advised immediately if we are suitable to consider or within two working days.

If you are offered services and accept, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement. This will be completed during your initial appointment, which will aim to take place within 10 working days of your acceptance.

Service Refusal

We will accept your choice if we offer you a service and you choose not to accept.

Community Therapy may refuse to offer a person service where:

- we do not have the capacity to cater to additional consumers; or
- we do not have the resources or skills to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services if required.

Waiting List Processes

A person cannot be offered a service due to lack of service capacity can elect to be placed on our Waiting List. Potential consumers on our waiting list will be contacted at least every three months to:

- advise them of their current status;
- check whether they want to remain on the list;

- provide referrals to other service providers if required; and
- advise the estimated wait time remaining.

Appeal

Any person refused services has the right to appeal. Appeals should be directed in writing to Community Therapy's Managing Director via admin@communitytherapy.com.au.

Leaving Community Therapy's Services

All consumers have the right to exit Community Therapy's services at any time and a decision to do so will not prejudice future access to the service. You must give us at least 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

All consumers exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternative services.

Consumers who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a Community Therapy staff member.

Service Termination

Community Therapy may terminate a consumer's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other consumers using the service is displayed; or
- dramatic health changes require significantly increased levels of care or a service model not provided by Community Therapy.

Any person whose services are terminated has the right to appeal. Appeals should be directed in writing to Community Therapy's Managing Director via admin@communitytherapy.com.au.

Fees and Charges

We will discuss prices with you before providing services and include all fees in a Service Agreement. The Service Agreement contains detailed information about the services we will

provide you and when fees must be paid. This must be agreed to by you before services can commence.

Community Therapy will provide you with regular invoices and statements to assist you to manage payment for our services if required. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

Freedom from Harm, Abuse and Neglect

When taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Community Therapy treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Community Therapy staff member.

Community Therapy employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment.

Work Health and Safety

Community Therapy is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all Community Therapy stakeholders – including staff, volunteers, consumers, families, carers and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when participating in our services.

Where services are provided by Community Therapy in your home, we expect that you, or the owner of the premises, will take responsibility for your safety and the safety of our staff working there. As far as practicable, please ensure that the premise is safe for our staff and meets all relevant building regulations or legislation. If you cannot perform or arrange for appropriate safety checks, this service can be included in your care plan or arranged with another service with our support.

Community Participation and Inclusion

Community Therapy is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community. We encourage you to speak to a staff member if you have any specific needs or goals that we cannot meet and will assist you to find an organisation that can if you wish.

Community Therapy Privacy Statement

Community Therapy is committed to providing quality services and respecting your rights. Your right to privacy and confidentiality will be recognised, respected, and protected in all aspects of your contact with us. This statement outlines our ongoing obligations to you in respect to how we manage your Personal Information.

Community Therapy complies with the requirements of the Privacy Principles in the *Health Records and Information Privacy Act 2002 (NSW)*, *Privacy and Personal Information Protection Act 1998 (NSW)* and, where applicable, the *Privacy Act 1988 (Cth)*.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses and phone numbers]. Personal Information includes Health Information, which is information about the physical or mental health or disability of an individual.

We collect your Personal Information in many ways including interviews, correspondence, by telephone, by email, via our website, from other publicly available sources and from third parties.

Community Therapy will only request and retain Personal Information that is necessary to:

- assess your eligibility for a service;
- provide a safe and responsive service;
- monitor the services provided; and
- fulfil contractual requirements to provide non- identifying data and statistical information to a funding body.

When we collect Personal Information, we will explain to you why we are collecting the information and how we plan to use it.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties (such as other disability support services). In such cases we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information will only be disclosed:

- to prevent or lessen a serious and imminent threat to the life or health of you or another person;
- to outside agencies with your or your representative's permission;
- with written consent from a person with lawful authority; or
- when required by law, or to fulfil legislative obligations such as mandatory reporting.

Security and Destruction of Personal Information

Your Personal and Health Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal and Health Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it.

We will retain and dispose of your Personal and Health Information in accordance with the State Records Authority of New South Wales' *Functional Retention and Disposal Authority: FA306*.

Access to your Personal Information

You may access the Personal or Health Information we hold about you, including to update or correct it, subject to certain exceptions. If you wish to access your Personal or Health Information, please speak to a staff member.

In order to protect your Personal or Health Information we may require identification from you before releasing the requested information.

You have the right to:

- request access to personal information we hold about you;
- access this information; and
- make corrections if you consider the information is not accurate, complete or up to date.

However, access may be denied in part or in total where:

- the request is frivolous or vexatious;
- providing access would have an unreasonable impact on the privacy of other individuals;
- providing access would be likely to prejudice an investigation of possible unlawful activity;
- providing access would pose a serious and imminent threat to the life or health of any individual; and
- denying access is required or authorised by or under law.

We aim to address all requests to access or correct information within 2 working days. We will not charge any fee for your access request but may charge an administrative fee for providing a copy of your information.

Maintaining the Quality of your Personal Information

It is important to us that your information is up to date. We will take all reasonable steps to make sure that your Personal Information is accurate and complete. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

Community Therapy' *Privacy and Confidentiality* and *Records and Information Management* Policies and Procedures will be formally reviewed at least annually. Formal reviews will include consumer, staff and other stakeholder feedback.

Feedback, Compliments and Complaints

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Community Therapy and is seen as an opportunity for improvement.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form on our website;
- by email to: admin@communitytherapy.com.au; or
- by phone on: 1300 031 935.

Feedback and Continuous Improvement

In addition to the above, Community Therapy is continually seeking feedback on how we can improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member.

Complaints

We encourage anyone with a complaint to speak directly to a Community Therapy staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly, it will be escalated to Community Therapy's Operations Managers.

You can use Community Therapy's Feedback, Compliments and Complaints Form to formally lodge your grievance and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within two working days and a staff member will keep you updated regarding its resolution. Community Therapy aims to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement.

If a complaint or grievance cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Community Therapy's Operations Managers, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

At any time, people can make a complaint about NDIS service providers or the support they provide to the NDIS Commission.

Complaints to the NDIS Commission can be lodged:

- online at www.ndiscommission.gov.au; and
- by phone on: 1800 035 544

NSW Fair Trading

NDIS consumers purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Fair Trading NSW provides information and advice and, in some cases, dispute resolution services for customer disputes under the ACL.

Complaints to NSW Fair Trading can be lodged:

- online at www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint; and
- by phone on: 13 32 20

National Disability Insurance Agency

Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.

Complaints to the NDIA can be lodged:

- by phone on 1800 800 110; and
- by email to feedback@ndis.gov.au.

Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:

- by phone on 1300 362 072
- online at www.ombudsman.gov.au.