

RESOLUTE CARE GROUP PTY LTD (ABN- 61 652 530 311)



Handbook - Participant Information Pack

## Welcome!

We are a value driven organization providing personal and authentic wellness experience to people across North Queensland, Townsville, Ayr, Charters Towers, Ingham, Mt. Isa and surrounding areas.

Our niche market focus is continence **nurse advisory and management, community nursing and high intensity support across** aged care and disability sectors through National Disability Insurance Scheme (NDIS), Department of Veteran Affairs (DVA), National Injury insurance Scheme (NISSQ) and my aged care government programs.

Welcome to the Resolute Care Group Pty Ltd family!

## Our Mission

To promote and enhance the life of those in our care through service and environment which fosters a sense of belonging, respect and dignity.

## Our vision

To be a dynamic, innovative and creative industry leader providing premium quality community care services through effective management of dedicated teams

## Our Values

- Compassion
- Excellence,
- Accountability,
- Inclusion
- Respect
- Client focused.

## Our Service Delivery Process

At Resolute Care Group we are committed to providing services competently and impartially geared at building confidence and trust in our abilities. As a promise to you, we shall remain ***unwavering all the way***.

## Our Customer Service and Complaints Policy

At Resolute Care Group, we are keen on service improvements that increase customer satisfaction, strengthen customer relationships, and acknowledge areas of excellence. We take customer feedback seriously and will respond both verbally and in writing outlining measures taken to mitigate customer complains. Feedback received will be handled appropriately and confidentially.

## Our Code of Ethics

At Resolute Care Group we deliver the approved services honestly and impartially to people of all ethnicities. We shall constantly improve the quality of our service and cultivate a reputation of integrity, inclusion, Excellence, compassion, accountability, respect and client focus. We will not compromise these principles of operation for short term advantage.

## NDIS Code of Conduct

The NDIS Code of Conduct will require workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions.
- Respect the privacy of people with disabilities.
- Provide support 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 may impact on the quality and safety of support and services provided to people with disability.

- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.

## Our Confidentiality Policy

At Resolute Care Group we treat all confidential information on our staff, participants, organization, and associated persons in accordance with the privacy legislation. We shall not disclose information about an individual directly or indirectly except where there is a notifiable issue. A written and signed consent will be sought as required by law or by a relevant department or statutory authority.

## Our Services

At Resolute Care we are committed to providing a seamless wellness experience that is unique and exceptional whilst offering you choice and control through a person-centered care approach. We understand that you have diverse needs and therefore we work with you to customize an individual tailored support plan which acknowledges your strengths and abilities to empower your progress with your goals. Our vision is to support you to get more out of life by understanding your service choices, what is important to you and working together to build your plan and reach your goals.

At Resolute Care, our niche market focus is on **continence nurse advisory and management, community nursing and high intensity support** services across aged care and disability sectors through NDIS, DVA, NISSQ and my aged care government programs.

### Continence Nurse Advisory and Management Service

At Resolute Care Group, our expert continence nurse team is committed to delivering a high-quality care through comprehensive continence assessment services and personalised support. We specialise in creating tailored care plans that address bladder and bowel incontinence.

## **NDIS Core Supports**

We pride ourselves with a qualified and experienced team of registered nurses and enrolled nurses who provide in home complex nursing care services to people who require extra assistance to manage their symptoms and navigate day to day activities. Complex nursing care requires high level expertise and skills and a great understanding of different conditions,

acquired brain injury (ABI) and spinal cord injury (SCI). We provide high intensity complex nursing care supports such as

- Complex nursing care bowel care
- Complex nursing care wound management
- Urinary catheter management
- Tracheostomy care management
- Sub- cutaneous management
- PEG feeding and management
- Medication management
- Restrictive practices
- Complex nursing care incontinence management
- Complex nursing care diabetes management
- Ongoing care review of needs and complex nursing care planning.

Complex nursing care transforms lives by providing the medical support individuals need to thrive. Our services aren't just about addressing immediate health concerns—they're about building a long-term partnership in care. From helping participants recover after surgery to supporting those with lifelong conditions, our complex nursing care team is here to make a meaningful difference.

## **DVA Community Nursing**

At Resolute Care Group, we are honoured to provide specialised DVA Community nursing services for veterans, war widows and their families. Our comprehensive approach ensures high nursing and personal care delivered in the comfort of your home. The DVA community nursing program is funded to cover clinically necessary nursing and personal care services. From medication management to palliative care, our DVA community nursing team works closely with everyone to provide tailored solutions that meet their unique needs.

## National Injury scheme Queensland (NIISQ)

At Resolute care, we understand that life can take unexpected turns especially when injuries and accidents occur. Under this program we provide a comprehensive nursing services and home care services to individual who sustain serious injury from motor vehicle accidents in Queensland.

## Our Onboarding Process

Once a referral has been made to us, we arrange a **MEET AND GREET** session with the **client**. Our registered nurse or services coordinator will proceed and identify your goals and outcomes and how our care model will assist you to achieve these. This process is collaborative and involves all **stakeholders**. We take time to understand your care and personalize your support plan.

Following the intake, our **multi-disciplined team** work together and **develop** an interim care plan with both functional and care goals. Care participants and their nominated persons are encouraged to provide **feedback, direction, and consent for the planned care goals**. A team of skilled support staff who will assist in the delivery of the support program are **matched to you** and provided with an interim care plan.

During this time the registered nurse or the services coordinator will touch base with you to discuss any concerns that you may have, as well as ensure that your needs are met, and the care plan has been implemented as agreed to ensure **the care outcomes and funded and personal goals are being met**.

Going forward a care plan will be formulated and implemented. These will be reviewed every 12 months to capture new care needs and outcomes in consultation with you and your nominated person in line with our clinical care policy.

## Your Rights

At Resolute Care Group, it is important to us that you know and understand your rights, we are here to support you and to provide encouragement, guidance, and assistance in any choices that you make. People with a disability have the right to respect, dignity and to full participation in society. You will receive a service that allows you to maximise your choices for social participation and cultural inclusion.

We respect your right to privacy and confidentiality of any personal information, records and will uphold your right to make decisions including medical treatment or other interventions. It is also your right to try new things; we will assist you to do so whilst ensuring that you are treated fairly and independently. We welcome your right to talk freely and express your thoughts, opinions and choices. Resolute Care will listen to you and support the choices you make, and we will include your family, carers, or advocate when you want them to be included.

**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.
- are free from violence, abuse, neglect, exploitation, or discrimination; and
- allow you to exercise informed choice and control.
- 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 maximize 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 of Resolute Care Group.
- 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 our participant 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.

### **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 and Culturally and Linguistically Diverse services to support holistic service delivery; and using a strengths-based approach to identify individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

## **Advocacy**

**Resolute Care** fully supports your right to have an independent advocate assist you in your interactions with us. If you need help finding an advocate, feel free to speak with one of our staff members.

Alternatively, you can use the **Disability Advocacy Finder**, available online at [www.disabilityadvocacyfinder.dss.gov.au/disability/ndap](http://www.disabilityadvocacyfinder.dss.gov.au/disability/ndap)

For more information, please refer to our **Independent Advocacy – Fact Sheet**, located in the Supporting Documents section.



## Participation & Inclusion

At Resolute Care, our aim is to help people to understand their rights, one of which is being a valued member of their community. We will provide any assistance needed for anyone to partake actively and meaningfully. We can also develop connections within the community to help you to do this. We want you to make the most of the service and to not only take part but feel included as a valued member and it is your right to decide when and how you do this, as well as it being your right to decide when and how you have contact with your family and friends.

Resolute Care will support you and help you to take part within the community of your choice, whilst getting to know you and the things you like to do. We promise to work with you, your family, carers, or advocates if you choose so, as well as with organisations within the community if that is what will help you.

At Resolute Care, we will respect your cultural background and understand the needs and requirements that may come with it.

## Individual Outcomes

At Resolute Care, you can make your own choices about what you want to do and set your own goals. We will support the choices you make and be there every step of the way to reaching that goal. By working with you independently we can assist you in reaching your goals and we will offer guidance to help you recognise your strengths and weaknesses goals and set even more. By recognising where you need extra support, we are able communicate with other services if that is what you need to reach your goal. We will respect your right to seek support from others, whether that is your family, friends, or an advocate of your choice. At Resolute Care, we will work fairly with you as an individual regardless of age, gender, cultural background, or sexuality. so, you may learn and develop skills to help you achieve those.

## Service Access

You have every right to seek and find the service you need and have access to the support you require fairly and equally. Feel free to ask about using any service and if it is not available, the reason will be clearly explained to you. We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At Resolute Care, your feedback and opinions about our services are important and we do make improvements based off your ideas. We understand that everyone communicates in different ways, we have a variety of ways you can communicate with us safely in private and without discrimination.

## Individual Plans

At Resolute Care, we tailor our plan when working with you, so they are person centred and individualised. We record and monitor your goals and aspirations to work with you using different strategies so you can achieve them. We will offer you guidance and assistance when you need it so you can achieve your goals and we will work closely with you, your carers or family members to give direction to make sure we are all working towards the same goals.

We do this by laying out an individual plan for you, this is subject to change depending on its purpose or its level of achievement but in essence your goals represent independence, providing meaning and satisfaction.

### **Individual plans focus on:**

- The individual
- They are flexible and subject to change depending on progress and other factors
- Personal goals and aspirations
- Unique skills and Strengths
- Promoting and supporting independence

### **Individual plan structure:**

Individual plans are set once per year unless flexibility is needed, in which case they are changed more frequently. Plans are changed following a meeting that takes place at Resolute Care's location with yourself and all involved in the process such as:

- Services coordinator
- Key worker
- Registered nurse
- Your carer, family member or advocate
- Your support coordinator



## Service Management

As a community focused organisation, we will always endeavour to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and to ensure positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of services from your feedback, good working processes and excellent communication between the team and clients are all key to our service management.

By being responsive to your feedback and as well as the opinions of other people with disabilities, families, and carers this can help us to continuously improve our programs and maintain the high-quality service that we offer.

At Resolute Care, we have a dedicated management team comprised of people who possess the skills and experience to fulfill the company's responsibilities and who monitor the effectiveness of the organisation's governance, Policies and Procedures then makes changes as needed.

## Resolute Care Group Welcomes Volunteers

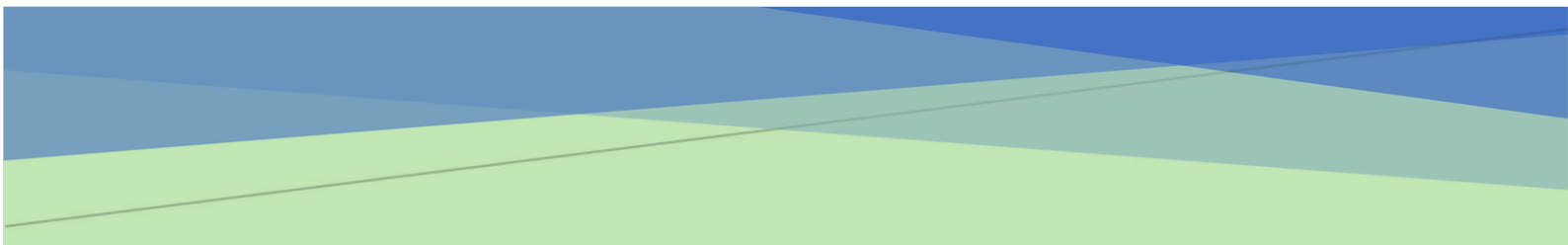
We embrace volunteers and encourage the involvement of friends, families, and people in and around our community. It is important for us that our clients have access to a range of different programs and workshop, while getting to know people within the community.

This is also a great way to share activities with friends and family to partake in hobbies and interests of your choice, whether it is learning to cook or getting out and enjoying sporting activities locally.

We would love to hear from you or anyone you know who would like to volunteer. This is one of the best ways to get to know Resolute Care and discover what we are about.

## Privacy and Dignity

Resolute Care values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.



Resolute Care will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent. Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorized by law. You may access the information we hold about you, including to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

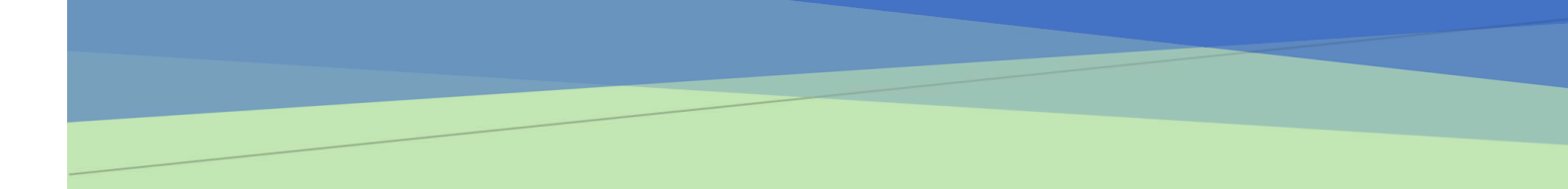
We understand that your privacy is important to you. The following information outlines how we protect your privacy, confidentiality and manage your personal information.

Before we collect personal information, we take reasonable steps to ensure that you know what the information is for. We will not use personal information for another purpose unless:

- it is related to the original collection purpose
- we believe it necessary to reduce or prevent a serious or imminent threat to an individual's life, health, or safety
- there is a serious threat to public health or public safety
- the information relates to existing or anticipated legal dispute resolutions proceedings between Resolute Care and the individual
- it is required or specifically authorised by law, or required for the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of law.

### **Your personal information is used to:**

- provide information about our organisation, services, and supports
- process employment applications and provide offers of work
- process service applications and service requests
- send details about our activities, research, or events
- undertake research or conduct surveys
- invite you to participate in our activities
- administer and manage our services and supports
- process payments
- answer enquiries and deliver services
- provide services in line with client requests
- meet quality service requirements

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- resolve complaints and other issues
  - meet the regulatory requirements to operate
  - report to funding and government agencies

## Feedback and Complaints

It is important to us that you feel free to tell us what you think about the services we offer, and we promise to listen to your you. It is your right to share your thoughts and opinions on anything related to the services we offer, your feedback whether it is good or bad can only help us to improve our services and we welcome it, without discrimination or negative consequences. We will keep you informed throughout the complaints process and inform you of the outcome and the reason behind it. We are prepared to then change the way the service is run to continuously improve. You have every right to seek the support from another person, whether that means a family member, a carer, a support person such as the Ombudsman, a layer, or an advocate. Whatever the issue, we will do everything in our power to solve the problem for you and to improve our services. Complaints and Feedback can also be lodged anonymously; all you need to do is fill out either of the forms below and send it via mail to

**[info@resolutecaregroup.com.au](mailto:info@resolutecaregroup.com.au)**

You will find both a Feedback Form and Complaints Form in your pack for you to utilise. You can also ask us for a copy of either form at any time.

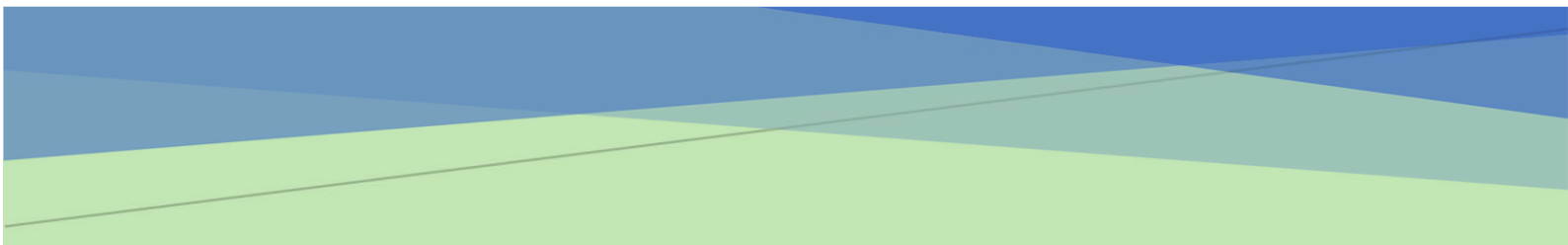
## Incident Management

During the process of service delivery, different types of events may occur which affect you. Events may have a positive, negative, or neutral influence on you. Some of these events will meet the definition of a 'participant incident'.

If an incident occurs your health, safety and wellbeing and other involved parties is paramount. An appropriate incident response is critical. This includes:

- **Immediate response**

This involves ensuring the immediate safety, health and wellbeing of participants and other involved parties, obtaining medical attention, notifying the Police and other emergency services as appropriate, preserving evidence, accessing specialist victim and support services as required and contacting the nominated key support person.



- **Ongoing support**

These responses involve supporting participant wellbeing by ensuring a safe and secure environment, whilst also providing and managing any rehabilitation, counselling, or other support they may need in the future in response to the incident.

When an incident involves misconduct by a staff member to a child, service providers must consider requirements under the Reportable Conduct Scheme to notify the Commission for Children and Young People.

All actions to manage and respond to an incident will be undertaken in a way that is respectful of the person, culturally appropriate, and empowers individuals to make their own choices and decisions wherever possible.

Actions taken by Resolute Care in response to an incident will include the participant, or key support person acting in the participant's interests, in the following activities:

- recognising and acknowledging the impact of the incident on the participant
- assuring the participant that the incident will be taken seriously and dealt with in a fair and equitable manner
- educating participants about their rights and taking their wishes into consideration
- keeping the participant informed of the progress, outcome, and any follow-up of incidents
- identifying an advocate or key support person if appropriate, and keeping them informed throughout the process
- involving the participant in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required
- ensuring the participant can provide feedback on the response to the incident
- ensuring that personal and sensitive participant information is appropriately managed and secured to mitigate the risk of privacy breaches.

## Glossary

Words and what they mean:

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**Decision-** Having a say about what you want.

**Goal-** What you want to happen for you in the future.

**Government-** The people who make decisions and laws about what should happen for everyone.

**Independent-** Doing things for yourself, as much as you can.

**Management-** People who oversee the service, like the Director, or committee.

**Information-** Things you get told about.

**Needs-** Things that you require to help you grow and develop.

**Privacy-** Being on your own if you want to be, and having things that you don't have to show to anyone.

**Problem-** Something that you don't like, or that doesn't go right for you.

**Program-** Doing activities that help you learn and achieve things.

**Respect-** To be nice and treat people well.

**Skill-** Being able to do things well

**Staff-** People who are paid to help you in the best way they can

**Standard-** Something that is written that helps services to know what they should be doing.

**Achieve-** To be able to do something and finish it.

**Advocate-** Someone who listens to what you want and gives you the help you need to step up or sort out a problem.

**Community-** Places where most people live and do things, like living at home seeing friends or going shopping.

**Client-** Someone who buys something or uses a service.



## Supporting Documents

### **Independent Advocacy – Fact Sheet**

#### ***Supporting your voice, your rights, and your choices***

#### **What is Independent Advocacy?**

An Independent Disability Advocate is someone who supports a person with disability to:

- Express their views
- Understand their rights
- Make informed decisions
- Represent their interests

They act independently of all services, including the NDIS, Queensland Health, and Queensland Education, which means they can support you in an unbiased and confidential manner.

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#### **When Might You Need an Advocate?**

You may benefit from support from an independent advocate if:

- You feel your voice is not being heard
- You need help making a complaint
- You are experiencing unfair treatment, neglect, or discrimination
- You are unsure about your rights or choices
- You are in a situation involving conflict or legal concerns

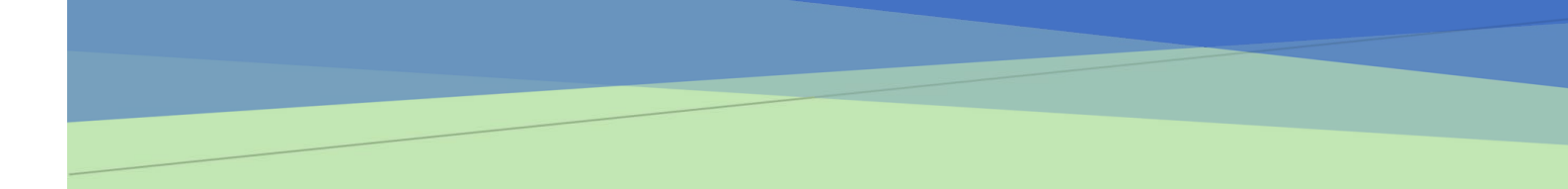
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#### **How Can Advocacy Help?**

Advocacy services can support people with disability to:





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- ✓ Understand their human and legal rights
  - ✓ Navigate the NDIS and other mainstream services
  - ✓ Address gaps in support or service delivery
  - ✓ Resolve issues related to discrimination, abuse, or conflict
  - ✓ Make informed decisions and access accurate information
  - ✓ Build confidence to self-advocate
  - ✓ Ensure their basic needs are met
  - ✓ Seek support with legal issues
  - ✓ Access referrals to appropriate services
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## **Resolute Care Group Supports Your Right to Advocacy**

At Resolute Care Group, we welcome the involvement of Independent Advocates. If you feel your views are not being respected or your rights have been compromised, an advocate can support you to have your voice heard and ensure your concerns are taken seriously.

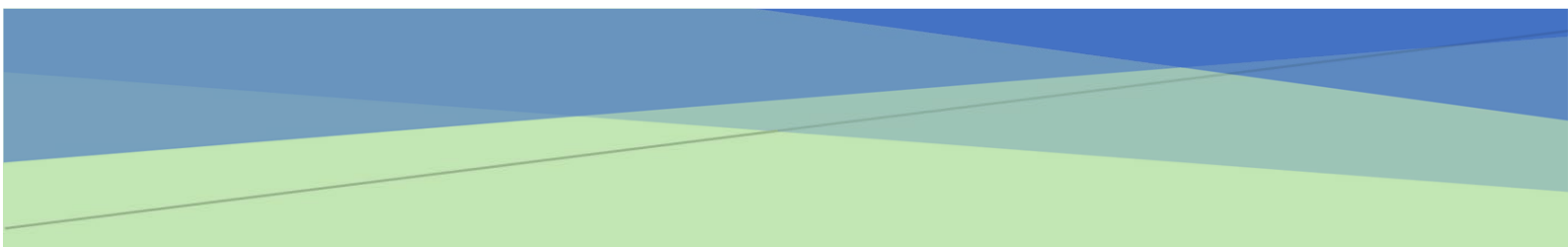
Advocates can also help you:

- Understand the complaint process
  - Communicate with service providers
  - Protect your rights during conflict or review
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## **Serious Concerns?**

Independent advocates may support people with disability in situations involving:

- ⚠ Violence
  - ⚠ Abuse
  - ⚠ Neglect
  - ⚠ Exploitation
  - ⚠ Discrimination
- 



## Where Can I Find More Information?

You can learn more about how advocacy works and where to find support on the **NDIS Quality and Safeguards Commission** website:

 [www.ndiscommission.gov.au/participants/how-advocate-can-help-you](http://www.ndiscommission.gov.au/participants/how-advocate-can-help-you)

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For further assistance, you can also speak to a staff member at **Resolute Care Group**, or we can help connect you with a trusted independent advocacy service.

## Service Providers funded to provide advocacy services:

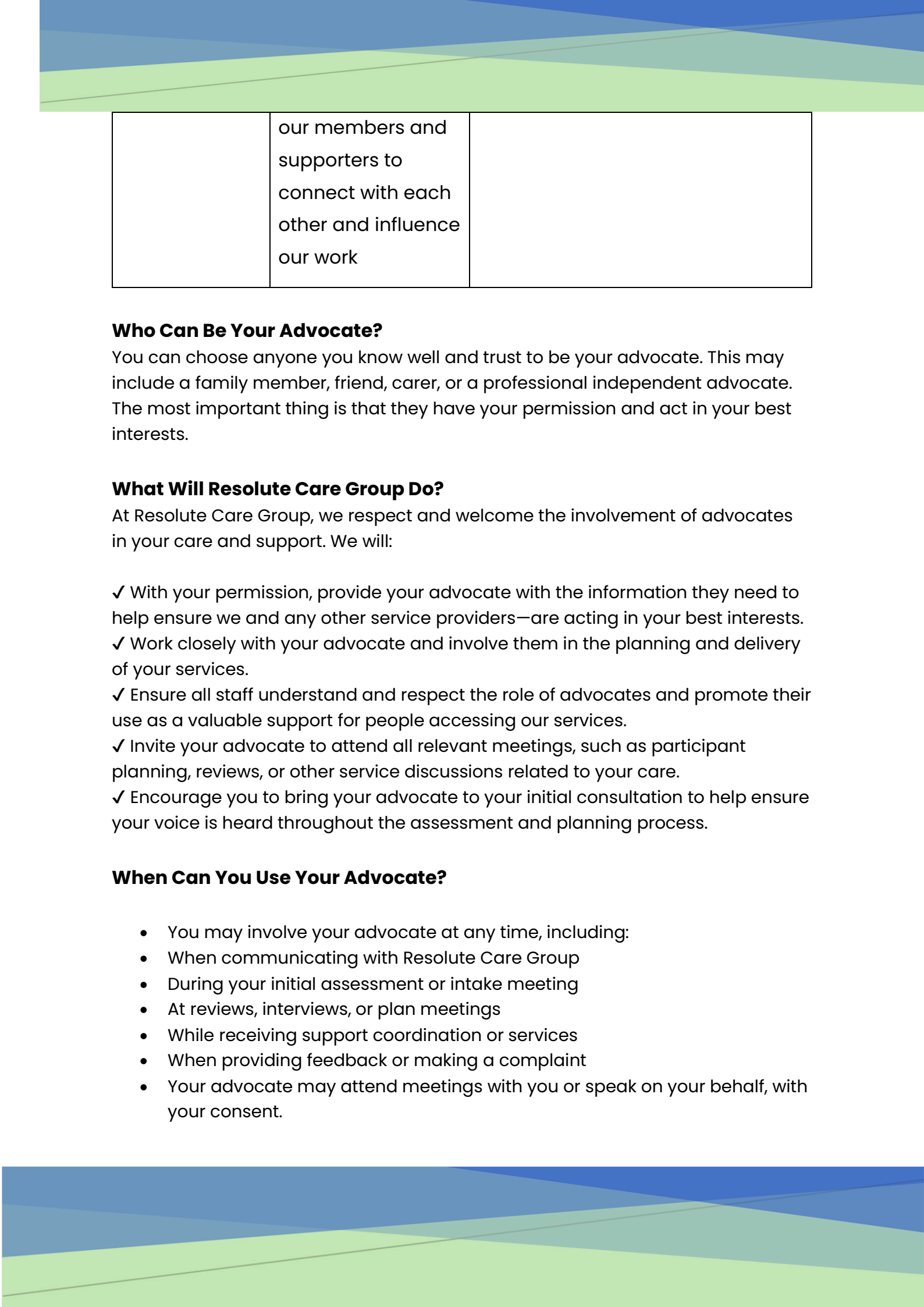
Provider	What they can help with	Contact details
Disability Advocacy Pathways	We are an information and referral service that assists Queenslanders with disability, their family, friends and carers to find advocacy services to suit their needs and location. Where needed, we are happy to provide warm referrals to ensure people are able to access the services	Website: <a href="https://disabilitypathways.org.au/">https://disabilitypathways.org.au/</a> Ph: 1800 130 582 Email: <a href="mailto:pathways@qai.org.au">pathways@qai.org.au</a>

	they need to improve their lives.	
<p>Rights in Action</p> <p>Rights In Action provides advocacy assistance for people who live in the geographical area of Cairns and Townsville including Palm Island, north to Cassowary Coast and Carpentaria, Yarrabah, Atherton, Mareeba, South to Mackay and west to Mount Isa.</p>	<p>Rights in Action can provide independent advocacy for people with disabilities to uphold their human rights and to address instances of discrimination, abuse, neglect and exploitation.</p> <p>They can also assist with your NDIS Appeal.</p> <p>People who are denied access to the National Disability Insurance Scheme or are unhappy with their NDIS plan can request an internal review of that decision by the National Disability Insurance Agency.</p>	<p>Advocacy Referrals</p> <p>OR CALL 1800 887 688</p> <p>TOWNSVILLE</p> <p>Address: 1, 1-3 Barlow Street, South Townsville, QLD</p> <p>Mail: PO Box 3065, Hermit Park QLD 4812</p> <p>Telephone: 07 4725 2505</p> <p>Email: info-tsv@rightsinaction.org.au</p>

	They ensure people with a disability make informed choices via a supported decision-making process.	
Yarn2Action Disability Advocacy for Aboriginal and Torres Strait Islander Queenslanders	<p>Yarn2Action helps eligible clients address issues such as:</p> <ul style="list-style-type: none"> <li>• accessing disability support services, including the NDIS</li> <li>• NDIS applications, NDIS Plans and Plan reviews</li> <li>• problems with providers, support or government agencies</li> <li>• unfair treatment or disability discrimination</li> <li>• connect you with other services</li> </ul>	<p>Contact:</p> <p>Phone: 1800 718 969</p> <p>Email: <a href="mailto:Yarn2Action@adaaustralia.com.au">Yarn2Action@adaaustralia.com.au</a></p> <p>Website: <a href="https://adaaustralia.com.au/first-nations-yarn2action/#elementor-toc_heading-anchor-1">https://adaaustralia.com.au/first-nations-yarn2action/#elementor-toc_heading-anchor-1</a></p>
AMPARO Advocacy	AMPARO Advocacy is a non-profit	<p>Website: <a href="https://www.amparo.org.au/">https://www.amparo.org.au/</a></p>

	<p>community organization which provides independent individual and systemic advocacy on behalf of vulnerable people from culturally and linguistically diverse (CALD) backgrounds with disability. AMPARO is governed by a voluntary management committee, the majority of whom are people from a culturally and linguistically diverse background with disabilities. The organization receives funding from the Department of Communities, Child Safety and Disability Services.</p>	<p><b>Phone:</b> <a href="tel:(07)33544900">(07) 3354 4900</a></p> <p><b>Email:</b> <a href="mailto:info@amparo.org.au">info@amparo.org.au</a></p> <p><b><a href="#">Translating and Interpreting Service (TIS)</a></b></p> <p>Please phone 131 450 and ask them to call AMPARO Advocacy on 07 3354 4900.</p> <p><b><a href="#">National Relay Service</a></b></p> <p>A phone solution for people who are deaf or have a hearing or speech impairment - <a href="http://relayservice.gov.au">relayservice.gov.au</a></p>
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<p>People With Disability Australia (PWDA)</p> <p>Covers: Queensland, including Outback South region of Port Douglas- Daintree and Far North Queensland region</p>	<p>We provide advice and support to help people with disability solve problems and resolve issues.</p> <p>We take action to advance the rights and interests of people with disabilities in relation to the development and implementation of legislation, regulations and policy by government and industry.</p> <p>We provide services – such as training and research – to gather evidence and educate people and organizations about disability related issues.</p> <p>We provide opportunities for</p>	<p>Website: <a href="https://pwd.org.au/">https://pwd.org.au/</a></p> <p>Phone: 02 9370 3100</p> <p>Free call: 1800 422 015</p> <p>Email - <a href="mailto:pwd@pwd.org.au">pwd@pwd.org.au</a></p>
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	our members and supporters to connect with each other and influence our work	
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### **Who Can Be Your Advocate?**

You can choose anyone you know well and trust to be your advocate. This may include a family member, friend, carer, or a professional independent advocate. The most important thing is that they have your permission and act in your best interests.

### **What Will Resolute Care Group Do?**

At Resolute Care Group, we respect and welcome the involvement of advocates in your care and support. We will:

- ✓ With your permission, provide your advocate with the information they need to help ensure we and any other service providers—are acting in your best interests.
- ✓ Work closely with your advocate and involve them in the planning and delivery of your services.
- ✓ Ensure all staff understand and respect the role of advocates and promote their use as a valuable support for people accessing our services.
- ✓ Invite your advocate to attend all relevant meetings, such as participant planning, reviews, or other service discussions related to your care.
- ✓ Encourage you to bring your advocate to your initial consultation to help ensure your voice is heard throughout the assessment and planning process.

### **When Can You Use Your Advocate?**

- You may involve your advocate at any time, including:
- When communicating with Resolute Care Group
- During your initial assessment or intake meeting
- At reviews, interviews, or plan meetings
- While receiving support coordination or services
- When providing feedback or making a complaint
- Your advocate may attend meetings with you or speak on your behalf, with your consent.

If you change your advocate at any time, please let us know so we can update your records and ensure we communicate with the correct person.

### **What If There Are Concerns?**

We will always give your advocate the opportunity to raise and discuss any concerns they may have on your behalf.

If concerns cannot be resolved directly with Resolute Care Group, your advocate will be supported to access our Complaints Procedure and provided with information about relevant external bodies that oversee service quality and participant rights.

## **Key Services and Contacts**

From time to time you may need to seek another service for support, advice, or service, so here is a list of some key contacts for you just in case.

### **Blind Citizens Australia**

Tel: (03) 9654 1400

Email: [bca@bca.org.au](mailto:bca@bca.org.au)

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind, or vision impaired with disability related issues in the three main category areas of Social Security, disability services and disability discrimination.

### **Culture, Ethnicity and Health**

Tel: (03) 9418 9929

Email: [enquiries@ceh.org.au](mailto:enquiries@ceh.org.au)

Culture, Ethnicity and Health provides services to ensure that people from a non-English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural, and religious needs.

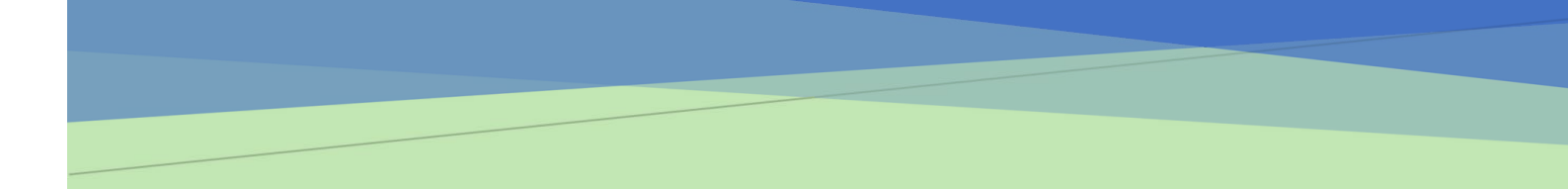
### **Information on Disability Education and Awareness Services**

Tel: 1800 029 904

Email: [ideas@ideas.org.au](mailto:ideas@ideas.org.au)

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a





disability access relevant services and make informed choices about daily living.

### **National Disability Insurance Agency**

Tel- 1800 800 110

Online: <https://www.ndis.gov.au/form/contact-form.html>

### **Indigenous Disability Advocacy Service**

Tel: 02 9687 7688

Email: [idas@idas.org.au](mailto:idas@idas.org.au)

Indigenous people with disability, their families, and carers when the person they are looking after needs help. Service area - Western Sydney and Regional Centres of NSW.

### **Disabled People's Organisations Australia**

Online: <http://dpoa.org.au/contact/>

