

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



Easy Read Manual

April 2023



Compassion



Excellence



Accountability



Respect



Inclusion



Client focus

Quality Control

Resolute Care Group Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback. All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0	25/04/2023	Davis Munene	First release	25/04/2024



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Feedback and Complaints

This reader-friendly information is a shorter version of other documents relating to Feedback and Complaints. You can ask us for a copy of the longer document.



This fact sheet is about how to make a complaint or provide us with feedback.

You have the right to complain about our service. It is ok to complain.



When things go wrong, we can learn from our mistakes and make service better.



You can make a complaint in different ways.

You can tell someone you have a complaint.

You can write a complaint or use a complaint form.

You can draw a picture of what went wrong.



You can use any type of communication that suits you to make a complaint.



People who support you can help you to complain. This means that your family, friends or other people can complain about you.



Only people who try to fix the problem will be told about your complaint.

You will not be in trouble for complaining.

We will not make you feel bad for saying something.



We will be honest and fair.

We will try to fix the problem quickly.



We will tell you what we did to fix your complaint.

We will work hard to make our service better

Involving You

This reader-friendly information is a shorter version of other documents relating to Consultation and Engagement. You can ask us for a copy of the longer document.



This information is about how we involve you in decisions about your services.



Consultation means we ask you to tell us about your experience and what you think.

We might ask you about the best way to make a new service work.

We might ask you about different types of new services.



We believe you know what is best for you.

If you need support to make your own decisions, we can help you.



If you want us to, we can also ask your family or friends or other people what they think.



There are some rules we follow when we have a consultation.



We will give you information about the consultation.

We can give you the information in a document or talk to you. We can also get it translated.



We will give you time to think about the information.



If we ask you to come to a meeting, we will pay you to get to the meeting. This could be paying for a bus or taxi.



It is ok to say what you think. We want you to have a say in decisions about you and your services.



We will keep what you say private.



We will tell you how we use your ideas.

Making Services Better

This reader-friendly information is a shorter version of other documents relating to Continuous Improvement. You can ask us for a copy of the longer document.



Continuous improvement means we want ideas on how to make our services better and we try to learn from our mistakes.



We ask people who use our services and our staff for their ideas on how we can make our services better.



We might ask you questions about your experience and what you think in a survey.

We might ask you 'how can we make our services easier to use?'



We might invite you to be in a group to talk about things we could improve.



If you decide to leave and go to another disability organization, we might ask why you are leaving and what could be done better.

We also ask any staff that leave us.



Sometimes, experts come to check up on our services. This is called an evaluation.

An evaluation is a kind of test to see if we are meeting service standards.



Service standards are rules made by the government to protect your rights, make sure you are included, can access services, that services are run well, and you know how to complain when things go wrong.



If there is an accident or other serious problem, we look into it.

We will find out how we can stop the same problem happening again.



Please let us know at any time if you have any ideas on how we can support you better.



Our managers write a report every year on what we have done to improve services.

That report goes to our CEO who makes sure the organisation does everything the right way.

Safeguarding

This reader-friendly information is a shorter version of other documents relating to Safeguarding. You can ask us for a copy of the longer document.



A **safeguard** is a way of keeping people safe when they use services.

Safeguards help stop people from being hurt or treated badly.

Safeguards can help protect your rights.



Here are some safeguards we use to help keep you safe.

We employ good staff.



We train our staff how to support you.



We have rules that all staff must use when they are supporting you.



We support you to have relationships with people important to you.



We will give you information about what is ok and what is not ok.



We advise you to tell us if there is a problem.

We make it easy for you or your family to complain.



We will talk to you about things in your life that could make you unsafe.

We will prepare a risk plan that has a list of ideas and things to do to help keep you well and safe.

Everyone who works with you must follow the plan.



Please tell us if someone treats you badly or unfairly.



Please tell us if someone takes your things or your money.



Please tell us if someone hits you or hurts you.

Please tell us if someone touches you in a way you don't want to be touched.



We follow the law and call the police if we need to.



If something happens, we take quick action to try and fix a problem and make sure it doesn't happen again.

Supporting Your Choices

This reader-friendly information is a shorter version of other documents relating to Choice and Control. You can ask us for a copy of the longer document.



Choice and control mean you have the right to make choices about your own life.



You can choose what you want from our services.

You can make decisions about how things work for you.



Choice and control can be, choosing your own goals, picking your service providers, and deciding how you will live each day and what you want from your life



We will

- Give you good information to help you make good decisions.
- Help you make decisions if you want help.
- Following the law on decisions about your money, health, and safety.



If you decide and change your mind later that is ok.

We respect your right to make decisions and choices.

Advocacy



This document will help you understand advocacy and who an advocate is.



Advocacy is when a person publicly helps to promote, provide, and protect your human rights



Advocacy can help your voice be heard, and your wishes met.

Advocacy can be used to help you become part of your community.



Sometimes you might find it **hard to say what you want**. You might want someone to; support you, speak up for you or be your voice



An advocate can be that person.

An advocate is someone who provides a public voice for you if you cannot or do not want to speak up for yourself.



An advocate should be fair and treat everybody in the same way.



You can ask someone **you trust** to be your advocate, like your mum or dad, brother or sister or close friend.

Or you can ask a **professional, independent advocate** to help you and to be your voice.



Your advocate can **help you**:

- get ready for **meetings**.
- tell people/providers **what you want**
- by signing documents for you
- represent you and speak on your behalf.



Your advocate can help you **make a complaint** if you are not happy **with** the support provided or the way you have been treated.

Your advocate must keep your information **private**.



Talk to the CEO on 0478 723 711.

They will help you find an advocate.



Our CEO can also help you go online to use **the** [NDIS Disability Advocacy Finder](#)

Conflict of Interest

This document explains what a conflict of interest is and what Resolute Care does to manage them.



A conflict of interest is when a staff member's interests are different to Resolute Care or your best interests.



Our staff should always do what is best for the organisation and you.



A conflict of interest may be:

- **actual** – it happened.
- **potential** – it could become a problem.
- **perceived** – it seems like a conflict but is okay as long as it is monitored.



It is **okay** for staff to have a conflict of interest if **they tell the organisation**.

We can **then decide** what to **do** about their conflict of interest to **manage it**.



A conflict of interest is **wrong** when a staff member uses it to **get more than they should** for themselves or their friends.



A conflict of interest can happen if a staff member's close friends or family become involved in work decisions.



A conflict of interest can happen if **a staff member gets extra money** by working for a **different company**.



A conflict of interest happens when our **staff** are involved with another organisation and **encourage you** to use the other Provider to receive supports.



We ask all staff to tell us (declare) their conflict of interest as soon as possible.



The CEO will make sure Conflicts of Interest are not severely impacting on our organisation or you.

The CEO will **manage and monitor** all declared conflicts to make sure that they do not impact you or us.



Our CEO will talk with you about any identified conflicts of interest that could impact your support.

Our CEO will explain how we **will manage the conflict**.



We want you to **tell us** if **you are unhappy** about managing the conflict of interest.

We will **work with you** to try and **make changes** so that you are happy



We will talk to you about the **best way** for you to **continue receiving the support** you need, which might include referral to another provider.

We will assist with your transition from our service.

Incident Management

This document tells you what an incident is and how Resolute Care manages them.



There are two types:

- A general incident
- A reportable incident.



A general incident is:

- When a person causes you harm or could have caused you harm
- when you hurt someone else
- when you feel that someone is **going to hurt you**.



A **reportable incident** is when you, or another participant, are very **badly hurt** or **mistreated**.



If you are involved in an incident, you must tell our CEO, your support worker, or a trusted person immediately.



After an incident, **we will provide support or assistance** to help you recover from the incident.

We will regularly keep you up to date with how we are managing the incident.



After an incident, **we will provide support or assistance** to help you recover from the incident.

We will regularly keep you up to date with how we are managing the incident.



We will ask for your:

- feedback and thoughts on how we are fixing the problem.

- ideas about any changes that could help you in the future.



We investigate the incident to improve our service by:

- learning what happened
- making changes to stop it from happening again.



Some changes we might make could be to:

- change our practices.
- change our policies.
- retrain our staff.



Resolute Care must complete advise the NDIS Commission of Reportable Incident.



The NDIS Commission will review the incident.
They will tell us if we need to take any further action.

We will keep you up to date.



If you are unhappy with the way we handle your incident, you can tell the NDIS Commission:

Call: 1800 03 55 44 (free call from a landline)

Money and Property



This document tells you how we will look after your money and property.



We can only use your money or property if you have agreed, and it is written in your Service Agreement and Support Plan.



Property:

- Our staff will **only use your property** if it is needed to help deliver your services.
- You must tell us it is **okay to use** your property.
- We will **add a list of properties** that can be used in your Support Plan.



Money:

- **You tell us** how you want to spend your money.
- Our staff cannot touch your money without permission.



If you ask a support worker to **help you spend your money**, they must check they can **with our CEO**.



Our staff cannot use your PIN or get money from an ATM because this is your VERY private information.



If a support worker helps you with your money, they **must follow our rules** to keep you and your **money safe**.



Our staff will keep all the receipts for things they have used your money to buy.

They will **keep a record** of all your money that has been spent.



Our staff cannot give you any advice or information about money matters.



If we think someone is **misusing your money or property**, our CEO will tell you.



The CEO will:

- investigate, record evidence, and write a report.
- **tell the police** or other authorities, if needed
- provide additional support to you (if needed).



If you want help after the Service Agreement is written, we will:

- talk to you about help needed.
- write everything in your notes.



We will update your Service Agreement and Support Plan and give you an updated copy.

Privacy and Your Personal Information

This document tells you about your privacy and your personal information



To help us provide you with the proper support and services, **we collect and store personal information** about you.



We use your personal information to work with you to **design support and care that meets your needs**.



Personal information can include:

- your name, address, and phone number
- **your advocate's** contact details.
- details about **people who you are close to** (mum, brother, or a good friend)
- **support** you need.
- your medical records
- providers you use.
- **why and how** we are helping you.



It is Resolute Care **responsibility to keep** your personal information **private and safe**.



We **only share** your information with others if **you say "yes"** or if the law says we must.



You can say 'no' when asked to share your information with government agencies (like the NDIS).

This instruction means you **opt-out of sharing** your personal information.



We will ask you to sign an information consent form.

The form **gives us your approval** to use your personal information.



We also ask you to include all the people you are **happy to share your personal information with** on the form.



Your information will only be shared with people who you have said can see it, like:

- an advocate
- a trusted person
- other support providers
- support workers
- government organization's that support you.



You can:

- **ask our CEO to see** your personal information at any time.
- tell us **to correct** wrong or incomplete information.
- **tell us if you think the** information is wrong and must be deleted.

Participant's Rights

This document tells you about your rights.



Australian laws respect the rights of people with disability. The laws say you

- should be included in community life, and
- have the **same rights** as all other Australians.



You should be:

- **safe** in your home and anywhere else
- treated with **respect**.
- part of your cultural **community**.

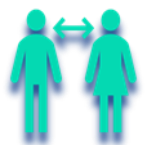


You should be able to:

- participate in your **religion**.
- express your **sexuality**.
- communicate in your family's **language**.



When working with Resolute Care and other disability support providers, you also have rights.



You have the right to:

- receive good quality services.
- tell us what you want.
- choose the type of support worker you want.
- make your own choices.



You also have the right to; be safe, get help when you need it and try new things and take risks.



We will:

- keep you **safe**.
- show you respect and respect your privacy.
- treat you well.
- **help you** make your own choices.
- listen to you.
- involve your family, advocate, and other support carers (if you want us to).



We will also:

- ask you to tell us what supports you want and the type of worker you need.
- keep your personal information private.



We can also help you find an advocate if you need one.



You can safely:

- **make complaints** and provide feedback to us,
- tell us you want to use another provider.



We will **follow your instructions** unless we feel that you may get hurt.

We will then talk to you and your advocate/family about any risks involved to help you make a safe decision.



We also make sure our support workers follow our Service **Charter of Rights**.

What is a Service Agreement?



When you agree on the services you want from a Service Provider, it is **written down** in a Service Agreement.



To show that you agree, you sign the Service Agreement.

Resolute Care will also sign the agreement



If you need help to enter into a Service Agreement, you can **ask a trusted person to support you**.

A trusted person might be a family member, your carer, a friend, or an independent advocate.



Your trusted person (advocate) can:

- **speak on your behalf** and/or
- **sign your Service Agreement** for you (but only if you say that is okay).



We will meet with you and ask you to talk to us about the support you want.



We want you to tell us:

- what type of supports you need,
- how you want your supports provided,
- the type of **support worker** you want to work with
- when you need supports

- **how long** you will need the supports.

We will talk to you about:



- the supports we can provide,
- your rights and responsibilities
- our responsibilities



Once we both have **agreed on supports and costs**, we will write the Service Agreement.

We will then provide two copies for you to read and sign.



The Service Agreement will include what is expected from **you and us (our responsibilities)**.



The Service Agreement will include **information about costs**.



You only **sign the Service Agreement** if you **agree** with what is written in it.

There will be **two copies to sign** (one for you and one for us).



You can **change or end** your Service Agreement with us.



To end an agreement, please give us the **right amount of notice**.

We will provide you with the support you need to leave our service.

Withdrawal of Services

We can withdraw your supports for the following reasons:



You do not do what it says in the Service Agreement.



Your behaviour may hurt other people (like our staff or other participants).



You do not pay us the agreed amount of money for your services.



You do not tell us how your needs have changed which might affect the supports we provide.



You do not change your environment to make it safe for our staff to work in (Work Health and Safety).



You do not comply with our policies.

You can ask to withdraw the supports we provide you for the following reasons:



We do not do what it says in the Service Agreement.



You are unhappy with the quality of the service we provide (see Complaints).



You are moving to a new community.



Your needs change and you no longer need the supports we provide.



Your needs change and you need MORE supports which we do not provide.

The withdrawal from supports process:



One of us must give the other 14 days' notice before the withdrawal.



We will inform the NDIS of your withdrawal from our service.



If you want, we will help you to look for another provider.



We will never leave you without support during the withdrawal process.

We will not withdraw or deny you support based solely on your dignity or risk choice.



We will inform you of any risks related to moving services.



We will talk to other providers to help you move to a different service (with your consent)