

Participant Handbook



territory
therapy
solutions

Participant:	
Therapist/s:	
Date:	

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Territory Therapy Solutions acknowledge the Traditional Owners and Custodians of the lands on which we live and work, and pay our respect to Elders past, present and future.



*“My artwork represents connections, paths taken towards healing.
Everyone’s healing journey is different but hopeful of recovery.”*

Jo Bayalawuy Thorne (Artist)

Rights and Responsibilities



This section tells you about **your rights**.



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

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



What are your human rights?



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 Territory Therapy Solutions** 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
- try new things and take risks.



How does Territory Therapy Solutions respect your rights?



Territory Therapy Solutions 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**.

Privacy



This section tells you **about your privacy and your personal information.**



To help us provide you with the right type of supports and services, **we collect and store personal information** about you.



We use your personal information to work with you to **design supports 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)
- **supports** you need
- your **medical records**
- other **support providers** you use
- **why and how** we are helping you.



It is Territory Therapy Solutions's **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.



When asked to **share your information with government agencies** (like the NDIS) you can say **'no'**.

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



We will ask you to **sign an Authority to Share Information consent form**.

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



On the form, we also ask you to include all of the people **you are happy to share your personal information with**.



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 organisations who provide you with support.



You have rights when it comes to the management of your personal information.



You can:

- **ask our Practice Manager to see** your personal information at anytime
- tell us **to correct** wrong or incomplete information
- **tell us if you think** information is wrong and must be deleted.

Complaints and Feedback



This section tells you about **how to make a complaint or give feedback.**



Territory Therapy Solutions wants you to give us **feedback or make a complaint** if you are unhappy.



It is **okay to complain** if you are not happy. Tell us when you are upset about:

- the **supports** you received
- your **support workers**
- **Territory Therapy Solutions.**



If you do not feel comfortable telling us about your complaint, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker.

Ask them to help you make a complaint.



Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.



We can **help you find** an advocate if you want.

Ask your therapist to help you. Call them on 08 8947 4180.



How do you make a complaint or provide feedback to us?



You can **talk** to:

- your **support worker**
- your **therapist**
- our **Complaints Manager**
- the **Practice Manager**.



You can **call or email** our **Complaints Manager**:

- Call: 08 8947 4180
- Email:
office@territorytherapysolutions.com.au



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager:

Territory Therapy Solutions
PO Box 469, Berrimah, NT, 0828

Ask the Complaints Manager or your support worker for a copy of the form.



You can fill in the **participant survey** we send to you every year.



You can make a complaint **at any time** directly to the **NDIS Commission**:

Call: **1800 03 55 44**

Or go to their website:

www.ndiscommission.gov.au



You can make a **complaint and remain anonymous**.

Anonymous means we will not know who you are.



To be anonymous, use the **Anonymous Complaint and Feedback Form**:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us.**



Remember, if you complain anonymously we **cannot provide you with a response**, as we will not know who you are.



We take **all complaints and feedback** we receive **seriously**.

They help us to make our service and supports better for you!



How do we manage your complaint or feedback?



Our **Complaints Manager** will:

- **talk** with you about your problem
- **write** everything you say down
- **plan** to fix your problem.



Our **Complaints Manager** will:

- try to **fix your problem**
- **contact you regularly** to tell you how the problem is being fixed.



To keep you safe, if your complaint or feedback involves someone being put **in serious danger or being hurt** we will tell the police and the NDIS.



We **keep** everything **you tell us private**.



If **you are unhappy** with the way we handled your feedback or complaint, you can **tell the NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website:
www.ndiscommission.gov.au

Advocacy



This section 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
- 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 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
- close friend.



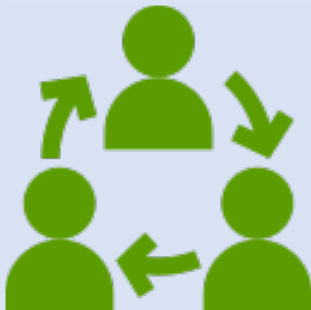
Or you can ask a **professional, independent advocate** to help you and to be your voice.

They can help you make good decisions and choices that are right for you.



Your advocate should always:

- **listen** and **support** you
- **take your side**
- help you make your **own good choices and decisions**.



Your advocate can **help you**:

- get ready for **meetings**
- tell people/providers **what you want**
- **by signing documents** for you.



Importantly, your advocate **can represent you and speak on your behalf**.



Your advocate can help you **make a complaint** if you are not happy **with:**

- supports provided
- the way you have been treated.



Your advocate **can speak for you** and tell us how **you have been mistreated.**

They will help us understand the **support and assistance you need.**



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



Not sure how to **find an advocate?**



Talk to the Practice Manager at
Territory Therapy Solutions.
Call: 08 8947 4180
They will help you find an advocate.



Our Practice Manager can also help
you go online to use **the NDIS
Disability Advocacy Finder**

Incident Management



This section tells you **what an incident is** and how **Territory Therapy Solutions** 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 one of the following happens:

- a death
- a serious injury
- abuse
- neglect
- sexual misconduct
- unregulated use of restrictive practices.



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

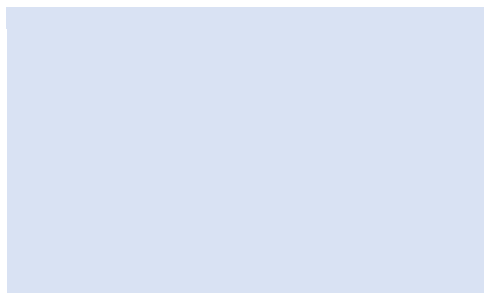


Our Complaints Manager **will meet with you to record** what was said and done during the incident.



Our Complaints Manager will ask you:

- **what happened**
- the names of **people who saw** the incident
- **when you told someone** about the incident (date and time)



- details of the **person you told**
- how the incident **affected you**
- what could be **done to stop the incident happening again.**



Your **safety is important** to us.

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



After an incident, Territory Therapy Solutions will:

- **do all we can** to make sure you are safe
- provide you with **advice and support**
- arrange for **counselling or medical support** (if required).



We will support you by:

- **fixing** the incident quickly
- helping you look **after your health and wellbeing** (where we can).



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



The Complaints Manager will **contact you to:**

- **talk about what happened**
- **tell you what actions we** will take **to fix** the incident
- explain to you what **actions** have already been **taken**.



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**.



Our Complaints Manager **investigates the incident** to work out what happened and stop it happening again.



We then **complete a review** of the incident **to improve our service by:**

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



Some changes we might make could be to:

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



Reportable incidents



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



If a **reportable incident** happens Territory Therapy Solutions must **tell the NDIS Commission**.



We must **complete an NDIS Reportable Incident Form**. Either the:

- Immediate Notification Form
- 5-Day Notification Form.



Territory Therapy Solutions then must send the form to the NDIS Commission using the **NDIS portal**.



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



We will **update you on the NDIS Commission's findings** including any actions we must take.



We **keep** everything you tell us private.



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

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website:
www.discommission.gov.au

Zero Tolerance



This document tells you about how Territory Therapy Solutions **prevents or manages** violence, abuse, neglect and exploitation.

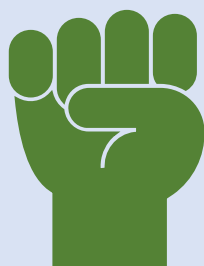


You have **the right** to enjoy a life that is **free from violence, abuse, neglect and exploitation**.



You should always feel safe when receiving supports from us.

If you **do not feel safe**, tell our Complaints Manager immediately.



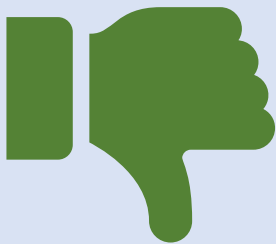
Violence is when someone **hurts you physically** (like hitting, punching or slapping you).



Abuse is when someone **treats you very badly**. They might hurt your body or your feelings.



Neglect is when someone is **not caring for you or helping you** the way they are supposed to.



Exploitation is when someone is taking **advantage of you**.



Territory Therapy Solutions **does not allow** any acts of violence, abuse, exploitation or neglect towards you.



It is our **responsibility to protect you and keep you safe.**



We want you **to tell us if someone hurts you or you do not feel safe** when you are with a person.



If you do not feel comfortable telling us, **you should tell someone you trust** like your:

- mum or dad
- brother or sister
- support worker.



Or you can get help from a **professional, independent advocate.**



We can **help you find** an advocate if you want.

Ask our Practice Manager for help.
Call 08 8947 4180.



You can also get help by calling the **National Disability Abuse Hotline** on **1800 880 052.**



To **keep you safe**, we will:

- make sure our **staff follow the rules**
- **train staff** on how to help you
- keep your **information private.**



Territory Therapy Solutions will always:

- **support you** if something bad happens
- **call the police** if we need to.









We will always:


- **listen to you** or your advocate
- provide you with the **support you need**
- **keep you updated** on what is going on.







If you are not happy with how we are helping you tell the **NDIS Commission**: Call **1800 03 55 44**
Go online
www.ndiscommission.gov.au




Withdrawal of Services




1. 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

2. 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



3. 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

	<p>We will never leave you without support during the withdrawal process</p>
	<p>We will inform you of any risks related to moving services</p>
	<p>We will talk to other providers to help you move to a different service (with your consent)</p>

NDIS Audit Opt Out Form

Do you want to take part in our NDIS Audit?			
The following information has been explained to me (circle yes or no):			
Yes ✓	No ✕	 <p>I know the NDIS checks on my provider to make sure they are doing the right things</p> <p>(this is called an audit)</p>	
Yes ✓	No ✕	 <p>I understand the person who does the NDIS check is called an auditor</p>	
Yes ✓	No ✕	 <p>I understand the auditor might want to talk to me about the supports/services I receive from the provider</p>	
Yes ✓	No ✕	 <p>I understand the auditor only wants to ask a few questions about my provider</p>	
Yes ✓	No ✕	 <p>The provider wants me to tell the auditor the truth and if I am happy or unhappy with their services/supports</p>	
Yes ✓	No ✕	 <p>I understand everything I tell the auditor will be treated privately</p>	
Yes ✓	No ✕	 <p>I have been told the date of the audit</p>	

Agree			
Yes ✓	No ✕		I agree to take part in the NDIS Audit
Opt-out			
Yes ✓	No ✕		I do not want to take part in the Audit. I want to opt-out.

Participant/advocate name:	
Signature:	
Date:	

Staff name:	
Role:	
Signature:	
Date:	

Territory Therapy Solutions commits to cultural diversity and to support our participants by respecting their culture, values and beliefs. We will recognise and value the multicultural nature of Australian society and provide specific acknowledgement and support to the customs of Australian Indigenous people.



**territory
therapy
solutions**

Providing Excellence in Allied Health
& Rehabilitation Services for Territorians

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