



Evercare
SUPPORT

WELCOME PACK



Registered NDIS Provider

1300 059 618

HELLO@EVERCARESUPPORT.COM.AU

WWW.EVERCARESUPPORT.COM.AU

WELCOME TO EVERCARE SUPPORT!



Registered NDIS Provider

**Empowering abilities.
Enriching Lives**
through everyday support



“

At Evercare Support, our mission is to build an inclusive community through collaboration and mutual support. We work with individuals, families, other services, and local partners to develop innovative solutions that address diverse needs.

We are committed to enhancing quality of life by offering comprehensive care, from personal support and care team coordination to assistance with accommodation and daily tasks. Our approach is rooted in empathy and respect, ensuring that every individual's needs are met with compassion.

We strive to create an environment where all voices are valued and heard, embracing creativity and continuous improvement to meet evolving challenges. Integrity guides us, as we maintain transparency and honesty in all our actions.

”

We are an NDIS provider that is here to make a difference - both to the quality of life for the people we work with, and to make the lives of their carers easier. We believe in clear communication, reliability and full transparency!

Thank you for choosing Evercare Support. Our team can't wait to support you to work towards your goals and live an empowered life.

OUR VISION

We strive to be an organisation where collaboration is at the core of everything we do. Our mission is to be an organisation that is truly known for its integrity, being quick to action and always operating in a safe and transparent way. Building a workplace culture that stands out from the rest, our vision is to lead by example and demonstrating how working together can drive meaningful change and lasting positive impact. We aim to be a beacon of support and innovation, fostering an environment where every individual is empowered to reach their full potential.

OUR MISSION

At Evercare Support our mission is to be an organisation that leads the way in making positive change in the way NDIS services are delivered. By finding proactive, innovative and collaborative solutions that bridge the gaps, we aim to build a stronger, collaborative network of support where everyone has a chance to thrive.

OUR VALUES



Collaboration

We believe in the power of working together, valuing each person's contributions and fostering partnerships to achieve common goals.



Integrity

We uphold the highest standards of honesty and transparency in all our actions, building trust through ethical practices and accountability.



Innovation

We embrace creativity and seek out new solutions to challenges, continuously improving our approach to better serve our community.



Empathy

We strive to understand and address the diverse needs of individuals with compassion and respect, ensuring everyone feels valued and supported.



What we do as a support provider

Listen

Our Care Coordinators will listen to your needs and ensure that your voice is heard. We take a team approach to support services and always ensure that your supports are based around your needs and requests.

Goal orientated supports

As a support provider, we work with other stakeholders involved in your care to ensure that we are working collaboratively in your best interests. We always ensure that the work we do is supporting you to work towards your goals.

Available when you need us

Evercare Support have an on-call service for last minute shift cancellations and requests for additional support.

Our on-call service is not a crisis service.

Our local Care Coordinators are always available during business hours to discuss your needs and concerns.

Supporting Documents

If you have received services from us, our team can provide supporting documents for your plan reviews or change in circumstances. In collaboration with shift notes, stakeholder engagement and conversation with you, we are able to provide reports on request.

WHAT WE ARE NOT

We are not a Crisis Service

We can help you plan how to manage conflict and crisis in your life, however our protocol in crisis means that we would refer you to other services that can support your immediate needs.

We are not Advocates

We can put you in touch with an advocacy service if you need one. Advice or information that Evercare Support staff give is general information only, based on a generalised understanding of your situation.

We do not manage your plan's funds

We do not manage your money, process your invoices or make decisions about your funding, but we can work with your allocated budget to ensure the supports provided by us fit within the budget. We will also work with your plan manager where required for queries regarding funds.



We are human too

While we do have an on-call service, non-urgent queries will be responded to as soon as practicable during business hours.

1300 059 618



Your Privacy

How we respect your privacy

We understand that privacy is important to you, therefore it is important to us. The following information will explain how we handle your personal confidential information, in particular how your information is stored.

Evercare Support uses a cloud based software and storage system. We take the storage of confidential information very seriously. All data is securely stored and accessed only via 2 factor authentication.

As part of our intake process, we will provide you with a consent form. This form seeks permission to discuss your support needs with your other stakeholders - like your support coordinator, OT or psychologist. Giving us the opportunity to collect information from other providers will help us understand how best to support you safely. The more we understand about you, the better we can support you and work collaboratively with your team.

We will not share any information that you give us or that we collect from other service providers without getting your permission first. Our team members will, of course, have access to your information as well as any relevant authorities, but only if we (or they) are concerned with your immediate health and wellbeing. If your health and wellbeing become a concern, we may also share your information with your legal guardian or caregiver, but only if requested. If you have any further questions about how your personal information is handled, please ask us.



Your Rights & Responsibilities

As an individual using our services, you have rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights in achieving your goals. Evercare Support adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

YOU HAVE THE RIGHT TO...

Have access to supports that promote, uphold and respect your legal and human rights.
Exercise informed choice and control. Freedom of expression, self-determination and decision-making.
Be provided with access to supports that respect your culture, diversity, values and beliefs.

Evercare Support has strong operational management and all supports are overseen by qualified and experienced Care Coordinators who have expertise in providing person-centre supports. Our management team have a process in place to manage risks and incidents to continually improve our services.

Evercare Support provides a service that respects your right to privacy and dignity. We support you to make informed choices which will maximise independence. We will provide you with access to supports that are free from violence, abuse, neglect, exploitation or discrimination.

WE ASK THAT YOU...

Respect the rights of team members, ensuring their workplace is safe and healthy and free from harassment.

Provide us with information that will help us better meet your needs. Provide us with a minimum of 24 hours' notice when you will not be available for your service or support.
Communicate with us as much as practicable when your needs change.

Understand that we are bound by our Code of Practice and the NDIS Code of Practice, and as such may be limitations to the supports we can provide.



Our responsibilities to you

Evercare Support are committed to listening to and understand your needs.

We strive to always meet your needs to the best of our ability.



EVERCARE SUPPORT WILL...

- Provide the supports that meet your needs at the preferred times.
- Regularly review the provision of supports with you.
- Communicate openly, honestly and promptly.
- Treat you with courtesy and respect.
- Talk with you on decisions about how supports are provided.
- Listen to you for feedback and any problems which may arise.
- Give you 24 hours' notice if there is to be a change in a scheduled appointment to provide support if possible.
- Keep your personal information private.
- Keep you safe and ensure the safety of others.



How we manage incidents

WHAT IS AN INCIDENT?

An 'incident' is any event or circumstance that resulted, or could have resulted, in unintended and / or unnecessary harm to a person, or loss or damage to property.

An incident may also be a near miss which did not cause harm, but had the potential to do so, a medication error, anything illegal (eg assault, sexual misconduct or fraud), any event which deviates from standard policy or procedure.

Evercare Support aims to protect and prevent harm to our NDIS participants, so we have systems to manage all incidents that might relate to people receiving our support and using our services. Evercare Support implements a continuous improvement for service provision model, which means that we are committed to investigating every incident to identify ways that we can improve our service provision.

HOW DO WE MANAGE INCIDENTS?

Evercare Support staff are required to report any incident while providing support services. Incidents are usually documented straight away, and some incidents are required to be reported to the NDIS Quality and Safeguards Commission.

Once an 'Incident Report Form' is logged in our system, our Care Coordinators initiate our incident management procedure straight away.

Evercare Support staff will arrange for the necessary support and assistance to anyone affected by the incident, including debrief for staff and affected persons.

Every incident is thoroughly investigated, with a focus on continuous improvement, safety and resolution. Our investigations drive the process of continuous improvement in the services that we provide to you.

Anyone affected by the incident will be included in the handling and resolution of the incident. This includes ensuring that your voice is heard and your feedback of the management of the incident is taken on board.

During the incident investigation process, Evercare Support strives to implement strategies to avoid the recurrence of incidents occurring. All documents relating to an incident are stored securely for 7 years from the day the report is made.

Complaint Management

Evercare Support implements a continuous improvement for service provision model, which means that we are committed to receiving and taking on board your feedback, including any complaints you may have.

Please tell us if you are not happy with the support or services that you have received and let us know what we can do to improve your experience with us.

WAYS TO MAKE A COMPLAINT

**PARTICIPANTS, CARERS,
STAKEHOLDERS OR OTHERS
CAN MAKE A COMPLAINT BY**



www.evercaresupport.com.au



1300 059 618

- Tell your Support Worker or someone you trust
- Call or email our Operations Manager or your Care Coordinator
- Complete our complaints form on our website

WHAT HAPPENS NEXT

We will give you the time to explain your concerns and listen to your suggestions about how we can address them. Sometimes it might take longer than one discussion to resolve an issue. With your written complaint to guide us, we can work with you to navigate all the issues, investigate your concerns completely and work out a fair and reasonable solution to the problem. We will keep you informed every step of the way!

If you feel that your complaint has not been resolved in a way that you had expected, then you can make a complaint to the NDIS Commission. The NDIS Commission is independent and is there only to protect the interests of people who use the support and services of any NDIS Service Provider. Complaints can be made verbally or in writing. Complaints can also be anonymous.

NDIS Quality and Safeguards Commission

1800 035 544

WWW.NDISCOMMISSION.GOV.AU

Fire Safety Measures

Approximately 62% of people who die in preventable residential fires each year are people with disability. NDIS providers and support workers have an obligation under the NDIS Code of Conduct to act on any reasonable or obvious fire risks they observe and take appropriate steps, such as raising the concern with the participant or another appropriate person.



How NDIS providers and workers can reduce fire safety risk

Dependent on the supports being provided, providers and workers may:

- Conduct risk assessments
- Work to actively prevent fire in the home
- Develop home escape and emergency plans
- Source fire safety devices that meet a participant's needs, like specialised smoke alarms
- Ensure all staff are appropriately trained.



Be 'Fire Safe'

Being 'fire safe' means actively preventing fires at home, having working smoke alarms suitable to a person's needs, and having a home fire escape plan and an emergency plan.

- Never leave cooking unattended
- Avoid smoking in bed or when under the influence of drugs (including medication) or alcohol
- Ensure appropriate smoke alarms are installed and working
- Turn off electrical appliances at the power point when not in use, and never overload power boards
 - Turn off all heating appliances before leaving the house or going to sleep
- Never leave lit candles, oil burners or other open flames unattended



How to provide ongoing support

Under the NDIS Code of Conduct, providers and workers are required to promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability. This includes acting on concerns around fire safety. The Fire and Rescue authorities in each state and territory provide resources to assist you to assess and minimise risk.

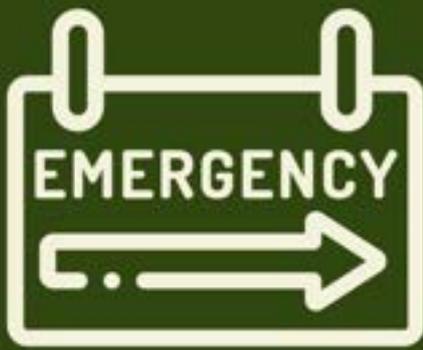


Find out more

For full details on this provider alert and the obligations for NDIS support workers, and access to other training and resources, please visit [ndiscommission.gov.au/workerresources](https://www.ndiscommission.gov.au/workerresources)



NDIS Quality and Safeguards Commission



Emergency Management

PREPAREDNESS FOR EMERGENCY / DISASTER

Evercare Support have developed plans to ensure that we can effectively respond to emergencies and disasters, as well as medical emergencies for participants.

We have assessed and developed processes for

- Fires
- Floods
- Extreme Weather Events
- Violent Crime
- Traffic Accidents
- Pandemics

During your intake, we will have a discussion with you about what steps to take in an emergency so that we can assist you to be prepared.



Continuity of Support

PREPAREDNESS FOR Emergency and Disaster

Our staff are trained and will enact our emergency and disaster management plans when required to prepare for an emergency or disaster.

Our staff will follow your emergency plan to ensure continuity of supports in the event of an emergency, disaster or pandemic.



Our Smoking & Vaping Policy

IMPORTANT SMOKING & VAPING RULES

At Evercare Support, we want to keep everyone safe and healthy.

To help with this, our support workers have some rules about smoking and vaping.

These rules apply to all types of smoking, including tobacco, medicinal marijuana and vaping devices.

What We Ask You To Do

To help our staff stay safe:

- Please do not ask staff to smoke or vape with you
 - Staff must stay smoke-free and professional while they are working.
- Please don't smoke or vape inside a worker's car
- If you are smoking inside, staff may:
 - Step outside while you are smoking
 - Ask you (politely) to open windows or doors to let in fresh air
 - Return only when the smoke has cleared and it is safe

Important to Know

- Our staff are not allowed to stay in smoky areas for long
- Breathing in second-hand smoke for too long is not safe
- Staff have the right to leave a room or home if it is too smoky
- This helps protect their health and wellbeing

Our Support workers are not allowed to smoke while supporting you or in your presence.

Staff must make sure you are safe and supported at all times and will return free of smoke smell.

WE RESPECT YOUR CHOICE IF YOU SMOKE.

We kindly ask that you help us provide a healthy and safe workplace for your support workers



KEY CONTACTS

FOR EVERCARE SUPPORT

1300 059 618

hello@evercaresupport.com.au



Evercare Support TEAM

Managing Director

Zara England

07 3544 5213 || zara@evercaresupport.com.au

Care Coordinator

Elizabeth Adamson

07 3544 5214 || liz@evercaresupport.com.au

Care Coordinator

Mia Robertson

07 3544 5215 || mia@evercaresupport.com.au

Service Coordinator

Madeline Slager

07 3544 5216 || madeline@evercaresupport.com.au





Entry and Exit

Policy:	Evercare Support - Entry and Exit Policy
Description:	<p>This policy aims to remove barriers that participants may face trying to access our services and provides guidance on handling participant entries and exits from our services. This policy helps:</p> <ul style="list-style-type: none">• promote consistent practices• allow for the diverse and individual needs of participants• consider the safety and well-being of participants• consider the health and safety of our workers. <p>Our services are available to people with disability who are eligible for the NDIS. When a participant requests access to our services, this starts the entry process. During entry, participants are informally assessed. This can vary between participants but generally this is where we consider participant needs, abilities, goals, risks, any previous or current supports, and their level of funding. This process must be done in a manner which is fair, consistent and transparent. Following the assessment, a decision is made on whether to provide the participant access to supports.</p> <p>When participants leave our services, this is referred to as exiting and can happen for a number of reasons such as:</p> <ul style="list-style-type: none">• if they relocate to an area outside our area of service delivery• when our support schedule and service is no longer able to meet the participant's needs or assist in achieving chosen goals• if they transfer to another service provider• if there is a lack of available resources or funding• in the event of the death of a participant using our services• if the participant is unwilling to meet the reasonable conditions required in their support plan affecting the safe delivery of services and the health and safety of the staff• if there are changes in the participant's condition resulting in support needs above what we can deliver• if the participant and/or family member/carer engages in behaviour which is unacceptable towards us, such as violence, abuse, aggression, theft or property damage• if there is continued non-payment of service delivery fees incurred from supports and services provided.
When:	<ul style="list-style-type: none">• applies when participants enquire about our services, enter into a service



	agreement, or exit from our services.		
In Relation to:	<ul style="list-style-type: none"> applies to all employees including key management personnel, full time workers, part time workers, casual workers, contractors and volunteers. 		
Created by:	Zara England	Approved By:	Zara England
Approved Date:	10 Jun 2025	Review Date:	30 Apr 2026

Details of Policy	
<p>Our Commitment to ensure service accessibility</p> <p>As part of our commitment to ensure service accessibility, we will:</p> <ul style="list-style-type: none"> ensure non-discriminatory access for all participants enquiring or requesting access to our services maximum accessibility to our services for all NDIS participants who need our services proactively communicate information about our supports and services as part of broader community engagement activities identify and reduce barriers and provide equal access for all NDIS participants who need our services regularly review the accessibility of our services and take action to improve access whenever possible ensure advertised contact phone number is accessible during business hours and has active voicemail ensure advertised contact email account is working and checked at least daily ensure all enquiries by participants are responded to in a timely manner provide accurate information about gaining access to and exiting from our services to assist participant decision making make all reasonable adjustments to accommodate participant cultural/language needs and those of family, significant others, advocates monitor the diversity of the people accessing our services to ensure we reach the whole community particularly those groups known to experience additional barriers i.e. because of gender, culture or ethnicity provide participants with all options we are aware of in the community that could benefit them and expand their choices in any aspect of their life. 	

Entry to Services

Entry and access to our services is provided on the basis of relative need and availability of resources.

- Each participant requesting access to services is informally assessed by key personnel before they commence services.
- Each participant requesting access should be provided a timely response regarding their request.
- A formal assessment may be necessary when more information is required to assist in deciding a participant's request to access services.
- Written notification must clearly communicate one of the following:
 - acceptance of a request for access to our services
 - refusal of a request to access of services based on the applicant not being a priority
 - refusal of a request for access of services based on the applicant not being eligible for the NDIS
 - request for additional information (such as when a formal assessment is required).

Exit from Services

- participants have the right to leave our services at any time they choose, in line with the terms of their service agreement
- participants are supported to investigate more appropriate services if they are likely to enable positive outcomes
- participants are required to provide four weeks' notice of their intention to exit our services
- our exit process is fair and transparent and upholds the rights of participants
- if a participant is leaving due to dissatisfaction with the service, they are encouraged and supported to raise a complaint about their dissatisfaction
- we will understand, accept and learn from a participant or family's decision to exit our service
- we will support participants with an exit plan after we become aware of a participant who will exit our services
- participants are offered the opportunity of an exit interview
- participants are provided information on how they can re-enter our services.

Transition Plans

When participants transition to or from our service we will:

- have organisation-specific processes in place for transitioning to and from our services
- communicate the transition processes to workers and participants
- review our transition processes
- consult with the participant, family/carer/supporter and key workers to develop a transition plan taking into account the participant's needs and preferences including cultural needs, values and beliefs
- develop a risk management plan to manage any identified risks during transitions, including temporary transitions (e.g. healthcare risks requiring hospitalisation)
- ensure all workers involved in the transition are aware of the transition plan and identified risks that need to be managed
- ensure each participant understands our transition processes
- review the transition plan regularly during the transition to ensure that there are no unplanned circumstances or unmanaged risks
- following the transition, follow up with the participant and their family/carer/supporter for feedback.

Exit from services without consent

We may implement an exit process for a participant without their consent under the following circumstances:

- a participant's inability or unwillingness over a period of time to work towards agreed goals
- other participants, workers or the participant themselves are at risk of harm
- financial requirements are not being met
- if there are changes in the participant's condition resulting in support needs above what we can deliver.

Withdrawal of Services

We will properly assess matters that lead to withdrawal of services and provide affected participants reasons for the withdrawal of services e.g. shortage of resources.

We will not withdraw services for a participant based solely on a dignity of risk choice made by the participant.

If we withdraw services for a participant, we will support the participant to find services from another provider.

Questions or concerns?

Get in Touch with us!

1300 059 618

hello@evercaresupport.com.au



Privacy and Confidentiality Policy

Policy:	Evercare Support – Privacy and Confidentiality Policy		
Description:	<p>This policy ensures we protect and handle personal information in accordance with the NDIS and relevant privacy legislation. We acknowledge an individual’s right to privacy while recognising that personal information is required to be collected, maintained and administered in order to provide a safe working environment and a high standard of quality.</p> <p>The information we collect is used to provide services to participants in a safe and healthy environment with individual requirements, to meet duty of care obligations, to initiate appropriate referrals, and to conduct business activities to support those services.</p>		
When:	<ul style="list-style-type: none">• applies to all personal information and sensitive personal information including the personal information of employees and participants• applies to all company confidential information – that is any information not publicly available.		
In Relation to:	Applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors and volunteers.		
Created by:	Zara England	Approved By:	Zara England
Approved Date:	10 Jun 2025	Review Date:	30 Apr 2026

Details of Policy



1. Privacy and confidentiality guidelines

To support the privacy and confidentiality of individuals:

- we are committed to complying with the privacy requirements of the Privacy Act, the Australian Privacy Principles and for Privacy Amendment (Notifiable Data Breaches) as required by organisations providing disability services
- we are fully committed to complying with the consent requirements of the NDIS Quality and Safeguarding Framework and relevant state or territory requirements
- we provide all individuals with access to information about the privacy of their personal information
- each individual has the right to opt out of consenting to and providing their personal details if they wish
- individuals have the right to request access to their personal records by requesting this with their contact person
- where we are required to report to government funding bodies, information provided is non-identifiable and related to services and support hours provided, age, disability, language, and nationality
- personal information will only be used by us and will not be shared outside the organisation without your permission unless required by law (e.g. reporting assault, abuse, neglect, or where a court order is issued)
- images or video footage of participants will not be used without their consent
- participants have the option of being involved in external NDIS audits if they wish.

2. Security of Information

To keep information secure:

- we take reasonable steps to protect the personal information we hold against misuse, interference, loss, unauthorised access, modification and disclosure
- we ensure personal information is accessible to the participant and is able for use only by relevant workers
- we ensure security for personal information includes password protection for IT systems, locked filing cabinets and physical access restrictions with only authorised personnel permitted access
- we ensure personal information no longer required is securely destroyed or de-identified.

3. Data Breaches

As part of information security responsibilities:

- we will take reasonable steps to reduce the likelihood of a data breach occurring including storing personal information securely and accessible only by relevant workers
- if we know or suspect your personal information has been accessed by unauthorised parties, and we think this could cause you harm, we will take reasonable steps to reduce the chance of harm and advise you of the breach, and if necessary the Office of the Australian Information Commissioner.

4. Breach of Privacy and Confidentiality

A breach of privacy and confidentiality is an incident:

- follow the Manage incident process to resolve
- may require an investigation
- an intentional breach will result in disciplinary action up to and including termination of employment.

5. Personal Information Collection Statement

Personal Information Collection Statement

We collect information about you for the primary purpose of providing quality supports and services to you. We need to collect some personal information from you to ensure our services meet your needs. If you do not provide this information, we may be unable to fully provide these services. This information will also be used for:

- administrative purposes for running our service
- billing you directly, through the NDIS, or other agency if required
- use within our service to ensure you are provided with quality supports and services
- disclosure of information to the NDIA, the NDIS Quality and Safeguards Commission, or other government agencies if needed
- disclosure of information to health professionals to ensure high quality health care for you if needed
- disclosure to other providers, with your consent, in order to provide appropriate services.

You may contact us by email, mail or phone using the details provided at the bottom of this page. You have the right to gain access to the information we hold about you.

Our privacy policy (available upon request) contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we will deal with such a complaint.

We need to collect information about you for the **primary purpose of providing quality supports and services**. In order to fully provide these services, we need to collect some personal information from you. This information will also be used for the administrative purposes of running the practice such as billing you or through the NDIS. Information will be used within the service for planning and managing your plans and supports.

We may disclose information regarding you to other service providers or health professionals only with your consent. We will not disclose your information to commercial companies, however specific service or product information as deemed suitable for your management, may be forwarded to you by us, unless you instruct us not to forward this type of information. We do not disclose your personal information to overseas recipients. Your personal information will only be used by us and will not be shared outside the organisation without your permission, unless required by law (eg reporting assault, abuse, neglect, or where a court order is issued).

File information is stored securely and accessed only by our workers. We take all reasonable steps to ensure that information collected about you is accurate, complete and up-to-date. You may have access to your information on request and if you believe that any of the information is inaccurate, we may amend it accordingly. If you do not provide relevant personal information, in part or in full, this may result in the provision of incomplete support or services which may impact on your plans and goals.

We do not disclose your personal information to overseas recipients.

We have a **privacy policy that is available on request and attached to this consent form**. This policy provides guidelines on the collection, use, disclosure and security of your information.

To ensure the process of quality support and services, information about you may be given to other service providers who also provide you services.

Any concerns you may have about this statement or the information we store about you can be directed to the contact listed below.

Questions or concerns?

Get in Touch with us!

1300 059 618

hello@evercaresupport.com.au



Participant Rights Policy

Easy Read

About this document



Every person that is receiving help from us has rights.



Your rights help make sure that you receive the best services for you.



This document outlines the basic rights that you have at all times.



This document should be read together with other easy read documents.





Other easy read documents you will be given will give you more information about your rights.



Other easy read documents that are available include:

- Abuse neglect and exploitation
- Advocacy
- COVID-19
- Entry and exit
- Decision making and consent
- Duty of care and dignity of risk
- Participant induction pack
- Privacy and confidentiality
- Feedback and complaints
- Incident management
- Infection control



Your rights

You have the right to access services that:

- respect all your legal and human rights
- promote your freedom of expression.



You have the right to make choices about every aspect of the services you receive.



You have the right to maximise your independence.



You have the right to have your culture, values and beliefs respected.



You have the right to intimacy and to express yourself sexually.



You have the right to feel comfortable when receiving services.



You have the right to have your information kept private.



You have the right to get services that are free from:

- violence
- abuse
- neglect
- exploitation
- discrimination.



You have the right to access an advocate.



You have the right to give us feedback at any time.



If you are not happy with our services, you have the right to make a complaint (for further information and contact details please see the [Feedback and complaints easy read](#))



Privacy and Confidentiality Policy



About this document

This document tells you about our privacy and confidentiality policy.

The privacy and confidentiality policy says how we do what the law says we must do to protect your privacy.



Privacy means that any person has the right to have their personal information to not be told or shown to anyone.



Confidentiality means that there is a duty to keep your personal information private and protected.

If you would like to know more information or you have a question, please ask our staff.





Your Privacy

This document is about your privacy. This document will tell you:

- what we know about you
- why we know things about you
- how we will use what we know
- how we will keep what we know safe
- what we do when your personal information has been accessed without your consent



There are laws to protect your personal information.

Personal information is anything that is about you.

This could be:

- your name
- where you live
- your date of birth
- your job or day activities
- information about your disability.



We will keep your information **private**.



This means we will **not** tell people your personal information unless we have to.

You do **not** have to give us your personal information.

If you choose not to give us personal information we may not be able to give you services you need.



Why do we keep your personal information?

We ask for your personal information for different reasons:

- it helps us to provide the right services and supports
- we can help with your complaints
- we can get the right workers for you.



What personal information do we keep?

The personal information we keep might include:

- your name
- your date of birth
- your phone number
- your email address



Sometimes your personal information is sensitive information.

Sensitive information is normally private and can include:

- your cultural background
- your religious beliefs
- your sexual orientation
- information about your health.

We also keep personal information on:



- other service providers you receive services from
- your family or carers
- our staff.



We will not tell anyone about your personal information unless we have to.

The NDIS Commission might need the information to keep you safe.



How do we use your personal information?

We will use your personal information to help us provide the best services and supports.

We might need to tell other people about you because they give you the supports you need.

You need to give consent for us to tell other people your personal information. Consent means you say 'yes'.



We might give other people your information when you have not given consent if:

- the laws say we must
- it will keep you safe.

You can ask us any time about the personal information we keep about you.



You can request a copy of your personal records.



How do we keep your personal information safe?

We usually don't keep paper records, but if we do, we keep them safe in our offices under lock and key.



We keep your personal information stored on computers protected with a password.



Only staff who provide supports and services to you can see your personal information.



We only keep your personal information as long as we need it.



We destroy your personal information when we no longer need it



What happens when someone accesses your information without your consent?

When someone has accessed your personal information without our permission and without your consent, this is called a data breach.



If a data breach happens:

- we will tell you what happened
- we will take action to make sure you will not be harmed
- we will find out why it happened
- we will improve the way we handle your personal information
- we may have to report this to the government
- this will not affect the services we provide



Restrictive Practices and Behaviour Support



About this document

Restrictive practices are actions that can limit your movement.



Restrictive practices can sometimes be used to keep you safe, but some restrictive practices can take away your rights.



This document will help you understand:

- restrictive practices
- behaviours of concern
- behaviour support
- our responsibilities when using restrictive practices
- prohibited practices
- your rights
- how you can make a complaint or provide feedback about restrictive practices.





Behaviours of concern

A behaviour of concern can be when someone does something that can harm you or other people around you.

They can be very stressful and upsetting.

Some examples of behaviours of concern are



- hitting yourself



- hitting someone else



- shouting at someone



- breaking or throwing things.



People can show behaviours of concern at any time, for many reasons. The reasons may be to communicate that they are feeling:



- sad
- sick
- In pain
- unsafe
- angry
- worried
- bored
- hungry or thirsty
- overwhelmed
- too hot or too cold



Some people use behaviours of concern to communicate a message such as:

- they want to go somewhere
- they do NOT want to go somewhere
- they do NOT want to do something
- it is too noisy or quiet
- there are too many or too few people around
- they cannot reach something
- there are smells or noises that they do not like.



Behaviour Support

Behaviour support is about understanding your needs and managing any behaviours of concern.



Behaviour support helps to make sure that you can:

- do things you enjoy
- can get the things you need
- spend time with other people
- make choices about your life
- feel safe
- learn new skills.



Behaviour support is a service provided by a **behaviour support practitioner**.



Behaviour Support Plans

We will write down everything we need to do to make you feel safe and supported.



You have the right to make decisions about the plans and assessments that we make to help with your behaviours of concern.



To make sure everyone is safe in the short term, we will create an interim behaviour support plan.



To understand you better, we will create a functional behaviour assessment.



We will create a **comprehensive behaviour support plan** so that we can:

- understand our needs and wishes
- understand why your behaviours happen
- help you feel safe
- help you learn new skills



We will write all our plans and assessments with you and other important people in your life, such as your family.



We will help other relevant people to understand and use the plan to support you in the best way possible.



Once all the plans you need are in place, we will check in with you to make sure you are happy with the plan and that the plan is working.



Restrictive Practices

Restrictive practices are actions that can limit your movement.



Any use of restrictive practices must be approved by the NDIS Commission and follow the law.



Restrictive practices that follow the law are known as **regulated restrictive practices**.



There are 5 (five) main types of regulated restrictive practices, these are:



- **Physical restraint** – when someone stops you from moving the way you want to. For example, holding your hand down to stop you from hitting yourself.



- **Mechanical restraint** – when someone uses equipment to stop a behaviour of concern. For example, wearing mittens to stop you from scratching yourself.



- **Chemical restraint** – when someone gives you medication to change your behaviour. For example, giving you medicine that makes you feel calm.



- **Environmental restraint** – when someone stops you from participating in specific activities, going to specific places or having access to specific things. For example, locking the kitchen cabinets to stop you from having access to sharp objects.



- **Seclusion** – when someone makes you spend time in a room alone. For example, being put into a room alone and not allowed to leave.



Our Responsibilities when Using Restrictive Practices

We understand that using restrictive practices can be upsetting and risky.



We will follow all laws and rules that regulate the use of restrictive practices.



This means that we only use restrictive practices if we have already tried other things, and we need to keep everyone safe.



We will use restrictive practices for the shortest time possible.



Our goal is to use less restrictive practices and to stop them, if possible.



We will always try to find other ways that we can better meet your needs that does NOT involve using restrictive practices.



We will always explain to you the reasons we use a restrictive practice.



All restrictive practices will be written down in your comprehensive behaviour support plan.



We will make sure that all workers are trained in using restrictive practices in a way that follows the law and makes you feel safe.



Prohibited Practices

Prohibited practices are acts that are against the law and are never ok. For example, prohibited practices are when someone:



- says things to you that are mean



- uses restrictive practices without authorisation



- causes you pain to punish you



- gets angry at you for making a mistake



- gives you medicine that is not for you.



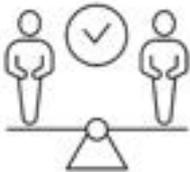
If someone uses prohibitive practices on you or someone else, let us know.



We have a zero-tolerance policy for prohibited practices.



Your Rights



A behaviour of concern does NOT take away your rights.



At all times, you have the right to:



- make your own decisions



- say NO to restrictive practices



- be safe



- participate in activities



- be treated fairly and with respect



- express your needs, preferences and feelings.



More information about your rights can also be found in the Participant rights (easy read).



Complaints and Feedback

We encourage you to give feedback or complain about us so we can work together to do things better.



If you have any suggestions, complaints, feedback or questions about restrictive practices you can contact us:



- in person – by speaking to any of our workers



- over the phone – by calling us on our contact phone number **1300 059 618**



- in writing – by:
 - sending us an email hello@evercaresupport.com.au
 - filling in the online complaint/feedback form on our website www.evercaresupport.com.au



You can also ask for an advocate to help you tell us about your concerns. This might be someone you trust or an external organisation.



You can contact the NDIS Quality and Safeguards Commission by:

- phone: 1800 035 544 or TTY 133 677 or translating and interpreting service 1300 305 612
- emailing their National Behaviour support team on behavioursupport@ndiscomission.gov.au
- writing to them on NDIS Quality and Safeguards Commission PO Box 210 Penrith NSW 2750
- visiting their online Contact Us page: <https://www.ndiscommission.gov.au/contactus>

Entry and exit policy



About this document

Our services are available to people eligible for the NDIS.



We will always make sure that entering and exiting our services is as easy as possible.



This document will tell you about:

- how we will help you decide if our services are right for you
- how we will help you get started with our services
- when services might need to finish
- how we will help you switch from our service to another service.



Contacting us

The first step to getting access to our services is contacting us.

You can contact us by:

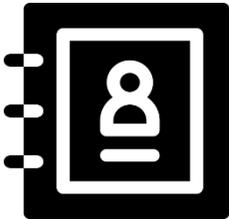




- calling us
1300 059 618



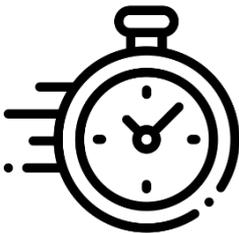
- sending us an email
hello@evercaresupport.com.au



- letting us know in person.



A member of our team will reply to you and let you know what happens next. This marks the beginning of **service entry**.

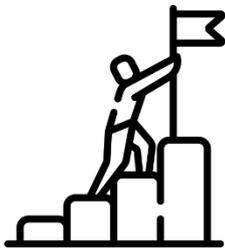


We will always respond to you as quickly as possible.

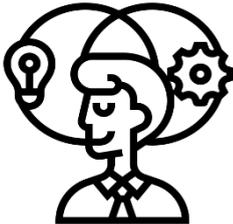


Intake assessment

We want to make sure that the services we offer suit your:



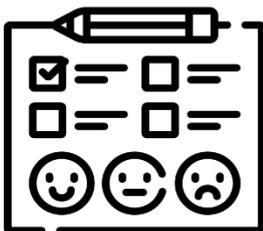
- goals



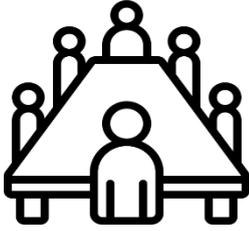
- needs; and



- preferences.



This is called **intake**.



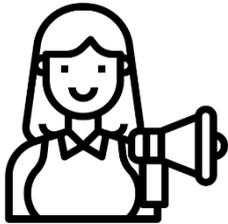
We will meet discuss your goals, needs and preferences with:



- you



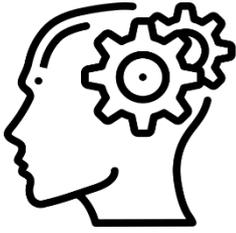
- your family and/or guardians



- your advocate

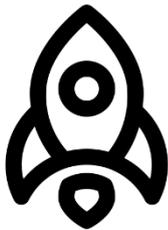


- other service providers that are helping you.



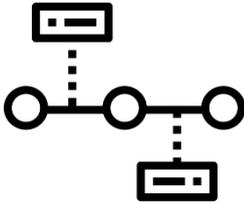
When assessing if you can enter into our service, we will think about:

- if you are eligible for the NDIS
- if we have the right physical resources to help you (e.g. rooms and spaces, tools and equipment, transport options.)
- if we have workers that can help you effectively
- if there are other services in the area that could help you better.



How we will help you get started

We will provide written confirmation that you have been accepted for our services.



We will give you a clear timeline for entry, including the date your services will start.



We will have meetings with you and other people that help to support you.



The goal of these meetings will be to come up with a service agreement.



Our goal is to have a service agreement that fully meets your goals, needs and preferences.



You have full choice about what services you get from us and how they are provided.



We will make sure to give the time and help you need to make decisions.



We will also let you know about any additional services available in your area.



Choosing to exit

If you want to stop receiving services from us, you can let us know at any time. This is called **exiting**.



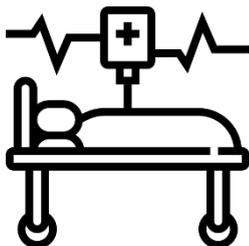
Some reasons why you may choose to exit include:



- moving to a different area (too far away to reach us)



- transferring to a different service provider



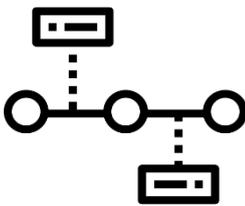
- changes in your health.



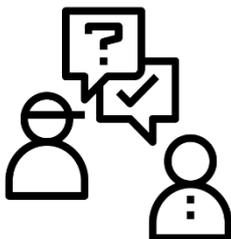
If your choice to exit is linked with an incident or complaint, we will make sure to help you resolve this (please see [Incident management and Feedback and complaint easy reads](#)).



You can change your mind about exiting. We will give you plenty of time to make a final decision.



If you decide to exit, we will give you a clear timeline for exiting, including the date your services will finish.



Why you might have to exit

We might ask you to exit our services.



Some reasons why we might ask you to leave our services include:



- your goals have changed and we cannot help you with your new goals



- there are problems with paying for services



- we no longer have the resources (e.g. workers or facilities) to provide the help you need



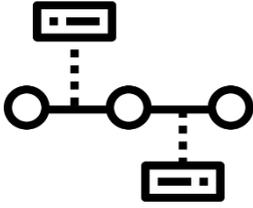
- we are shutting down.



We will ask you to exit in person and in writing.



We will always give you reasons why you are being asked to exit.



We will give you a clear timeline for exiting, including the date your services will finish.



We will give you plenty of notice before stopping services.



We will always help you to find a new service provider after you exit and help you to create a transition plan.



Transition plans

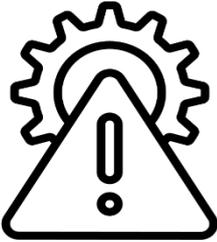
When you enter or exit a service, we will create a transition plan.



A transition plan is made to make sure changing service providers is as easy as possible.



We will make sure the transition plan is suited to your goals, needs and preferences.



We will make sure to help you with any risks that might come from changing providers.



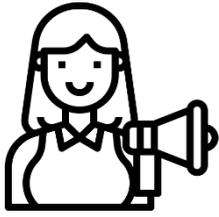
We will meet discuss your transition with:



- you



- your family and/or guardians



- your advocate



- other service providers that are helping you.



Incident Management Policy



About this document

We will always respond to and resolve incidents. Our goal is to make sure that you are happy and safe.



This document will help you to understand:

- how to recognise an incident
- how to get help
- how we respond to incidents
- what information we will need from you
- how we will help if you are part of an incident.



What is an incident?

An **incident** is when something goes wrong. It usually means that something bad happened to you or someone else.

There are many types of incidents. Some examples are:





- a person experiencing harm of any type of harm or abuse (see [Abuse, neglect and exploitation easy read](#))



- loss or damage of property



- a near miss that could have caused harm



- taking the wrong medications



- illegal activities (e.g. theft or drug use).



How to get help?

If you experience an incident or believe someone else may have experienced an incident, you should let us know. This is called **reporting**.

You can report an incident at any time. We will help you to do this.



Family members, advocates or friends can also help you to report an incident.



You can report an incident by:

- letting a worker know about the situation
- sending an email
- making a phone call.



If you believe we did not sort out the incident well, you can make a complaint to the NDIS. We will help you if you decide to do this.



How we respond to incidents

Once we know about an incident we will respond immediately, if possible. If we cannot do this immediately, we will let you know when and how we will respond.



We will make sure that all our workers know how to respond to incidents.



Less serious incidents will be resolved by us. We will work with you and any other people involved.



We might also tell your friends and family about incident and ask them to help.



If an incident is serious we will involve other organisations to help us resolve it. This is called **escalation**.

Depending on the type of incident, we might need to escalate it by contacting:

- the [NDIS Quality and Safeguards Commission](#)
- the police
- an external investigator
- other support services (for example, a doctor or counsellor).



What information will we need?

To resolve an incident we need to write down what happened and what we did to help. This is called **keeping records**.



To keep good records we will need to ask you about the incident. We might ask questions like:

- What happened?
- At what time did it happen?
- Where did it happen?
- Who was involved?



If you are uncomfortable sharing information with us at any time, please let us know.



Records about what happened will be kept for at least 7 years after the incident.



How will we help you?

We will always uphold your rights and ensure that you are safe.



We will give you the help you need if you are affected by an incident.

For example: If you are stressed because of an incident, we can provide a counsellor who will help you to feel better.



If needed, we will discipline any people that did the wrong thing.

For example: If a worker caused harm to you or others, they will not work with us again.



We will check that we resolved the incident properly.

If needed, we will change how we do things to improve our services and make sure the incident



Duty of Care and Dignity of Risk Policy



About this document

We will make sure you are always able to make choices for yourself.



Making your own choices can make you feel:

- special
- independent
- smart
- in control.



All our workers want to let you make decisions all the time, but sometimes they have to help you. This is called a **duty of care**.





This document will:



- talk about how you can make decisions



- explain why sometimes a worker might have to help you make a decision



- what may happen when you make decisions.



Dignity of risk

Dignity of risk means you are allowed make decisions and choices of what you can and cannot do.



You are always allowed to make your own decisions.

An example of decisions you can make, may be:



- choosing to ride a bike



- choosing to wear a nice jumper



- choosing to eat something yummy.



You are allowed to make mistakes.



You are allowed to have accidents.



We will always continue to support you, even if a mistake or accident happens when you make a decision.



What is duty of care?

A **duty of care** means your workers have to help keep you safe.



Sometimes if you make a decision a support worker might need to help you.

A support worker might help you make a decision, if the decision:



- could hurt you



- could hurt someone else



If your support worker thinks that your decisions could hurt you or could hurt someone else, they must try to help you.

A support worker may help you make a decision by:



- talking about what might happen



- making some changes, to make the space you are in safer



- helping you to do the activity.



Sometimes it may be too dangerous, and the support worker might need to stop you from making the decision.



This might make you feel:

- sad
- angry
- Confused.



The support worker will always tell you why they stopped you from making a decision.

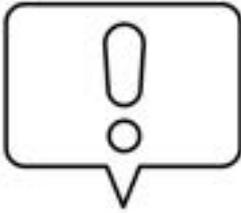


You and the support worker can talk about why your decision was stopped and ways you can safely make the decision.



How to get help

If you think your support worker has stopped you from making a decision unfairly, you are allowed to make a complaint. ([See Feedback and complaints easy read](#)).



If you think your support worker knew you would get hurt and didn't help you, you are allowed to make a complaint.



We will help you make a complaint if you decide to do this.



Participant Induction Pack



About this document

This document is about how we make sure your rights are met.



What are my rights?

If you need help saying what you want, you can get an **advocate**.

An advocate is an independent person who will speak for you.

If you want an advocate, we can help you find one.



If you are not happy with our service, you can make a complaint.

Your complaint will help us improve our services.





You can make your own **choices**.

We will give you all the information you need to make the right choice.



You have the **right** to:

- have your values and beliefs respected
- make informed choices
- be protected from violence, abuse or discrimination.



What are our responsibilities?

We aim to ensure there is no conflict of interest between you and our staff.

A **conflict of interest** is when someone does not do their job fairly. They may provide better services to one participant than other participants.



We have a duty of care to protect you from getting hurt as we help you reach your goals.



We protect your **private** information.



We create a **service agreement** that explains all the services you will receive. It also helps us understand if our services meet your needs and goals.



Abuse, Neglect and Exploitation Policy



About this document

We will make sure that you always feel safe when you get help from us.



Abuse, neglect and exploitation can make you feel:

- sad
- angry
- scared
- confused.



All our workers know that abuse, neglect and exploitation is NEVER allowed.

This document will:

- help you understand abuse, neglect and exploitation
- tell you how to seek help





Please note: This document discusses sensitive topics. If you feel upset or uncomfortable please let us know. We will help you to understand this information in a different way.

What is abuse?

Abuse is any action that is designed to hurt another person. There are different types of abuse.



Physical abuse is when someone hurts any part of another person's body.

For example: punching, kicking, hitting or preventing the other person from moving freely.



Emotional abuse is when someone says mean things to hurt someone else.

For example: screaming or making rude comments because they know it will make the other person feel upset.



Financial abuse is when someone uses money to control another person.

For example: stopping another person from using their own money or bank accounts.



Sexual abuse is when someone talks about sexual topics or touches another person's body when the other person has not given permission for this to happen.

For example: touching the private parts of a person's body or making inappropriate comments about a person's appearance.



Cultural abuse is when someone uses another person's culture to cause harm or to control them.

For example: making racist comments or refusing to let the other person speak their native language.



What is neglect?

Neglect is when a person is not given the care that they need. Some signs of neglect are:



- quickly losing or gaining weight because of a bad diet



- dirty clothes and/or clothes that do not fit



- not having your needs and preferences met when planning/providing you with services.



If you think we are not meeting your needs, let one of our workers know. We are here to help.

What is exploitation?

Exploitation is the act of treating a person unfairly in order to benefit from their work or resources. Some examples of exploitation are:



- a company not paying someone for their work (if the person did not agree to be a volunteer)



- a worker using a person's disability benefits to buy things that do not help that person



- an email from someone you do not know asking for personal information and bank details.



What is reasonable force?

Reasonable force is an action that is done to prevent harm.

We will only use reasonable force to keep you safe.

Our workers can use reasonable force to stop you from:



- harming yourself or others



- damaging things on purpose

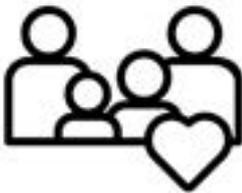


- being in harm's way (e.g. if you are in the path of a falling object).



How to get help

You should **make a complaint** or **report an incident** if you experience abuse, neglect or exploitation. We will help you to do this.



Family members, advocates or friends can also help you make a complaint or report an incident.

You can make a complaint/report and incident by:



- letting a worker know about the situation



- sending an email, or



- making a phone call.



We will work to solve the problem and involve other organisations (such as the NDIS Commission) when needed.



If you believe that we have not handled your incident/complaint in the right way, you can [make a complaint about us directly to the NDIS](#).

We will help you if you decide to do this.

Advocacy Policy



About this document

Advocacy is the act of helping a person get what they need.

There may be times when you will need the help of an advocate.



We will always help you to get an advocate if you need one.



This document will help you understand:

- what advocates are and what they do
- what advocates cannot do
- how we can help
- how to find an advocate.



What is an advocate?

An advocate is a person who can help you stand up for your rights.



Advocates will work with you to find out what you need and what you want.



An advocate must be a person that you know and trust.



Who can be an advocate?

There are many different people that can be an advocate.



A family member can be your advocate.



A **person from an outside advocacy group** can be your advocate.



A **person from a legal organisation (like a lawyer)** can be your advocate.



What can advocates do?

Advocates will always make sure that you are safe and have what you need.



Advocates can help you advocate for yourself.



Advocates can help you find out what you need.



Advocates can say something for you.



Advocates can help you write and sign papers.



Advocates can help you report incidents and make complaints.



What can advocates not do?

There are some things that advocates cannot do.



An advocate cannot help you with your health treatments.



An advocate cannot act as a go-between when resolving problems.



An advocate cannot make decisions for a different person (if they are not their advocate).



How will we help you?

We have let our workers know when an advocate might be needed.



You have the right to choose your own advocate. We will help you with this.



We will help you if you want to:

- be your own advocate
- get a new advocate
- stop advocacy services.



We will work with your chosen advocate.



How to find an advocate

We will help you to find and contact your chosen advocate.



You can ask one of our workers about where you can find an advocate.



You can use Google and the [Disability Advocacy Finder](#) tool to look for advocates near you.



You can also contact the department that is in charge of advocacy in your state.



A full list of services in each state can be found on the [NDIS website](#).





Conflict of Interest Policy



About this document

Our workers have a responsibility to provide you with the best services possible.



A **conflict of interest** is when a person's personal interests clash with their responsibilities.



This can make a person use the organisation's money or power to benefit their family/friends.



This document will:

- explain different types of conflicts of interest
- give examples of conflicts of interest
- tell you how we stop conflicts of interest from happening
- tell you how we will make sure that conflicts of interest do not affect your choices
- tell you how to report a conflict of interest.





Types of conflicts of interest

There are three main types of conflicts of interest.



An **actual conflict of interest** means the conflict of interest happened.



A **potential conflict of interest** means something might turn into a conflict of interest.



A **perceived conflict of interest** means that it seems like there might be a conflict of interest.



Examples of conflicts of interest

Some examples of conflicts of interest can include:



- a support worker referring you to a service run by their family member/friend



- a support worker being related to their manager

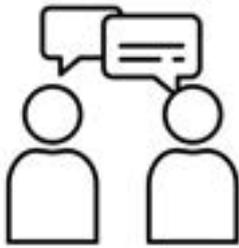


- a client giving a big gift to a support worker.



How will we stop conflicts of interest from happening?

Our goal is to avoid conflicts of interest as much as possible.



We always want to make sure that the help we provide and the advice we give you is free from any conflicts of interest.



We require that all workers at our organisation tell us about any actual, potential or perceived conflicts of interest.



We will work with our support workers to make sure that everything is fair at all times.



We will write down information about all conflicts of interest and make plans to fix them.



How will we make sure your choices are not affected by conflicts of interest?

We always aim to make sure that conflicts of interest do not affect the choices you make.



To do this, we will give you all the information needed to help you make the best and fairest choice.



You can always change your mind about any choices you have made.



If needed, we will help you find an advocate to assist you with making fair choices (please see [Advocacy easy read](#)).



We will NOT let support workers benefit from a conflict of interest.



What happens if you find out about a conflict of interest?

If you want to let us know about a conflict of interest we will support you.



You can let us know about a conflict of interest by:

- writing to us
- sending us an email
- calling us on the phone
- speaking to someone.

1800 059 618

qld_team@nationaldisabilitycouncil.com.au

Child Safe Policy



About this document

Every child and young person deserves to feel safe.



We are committed to providing an environment that aligns with the National Child Safe Principles.



This document outlines how we will help children and young people feel safe and welcome.





This document should be read together with other easy read documents.



Other easy read documents you will be given will give you more information about our service.



Other easy read documents that are available include:

- Abuse neglect and exploitation
- Advocacy
- COVID-19
- Entry and exit
- Decision making and consent
- Duty of care and dignity of risk
- Participant induction pack
- Privacy and confidentiality
- Feedback and complaints
- Incident management
- Infection control
- Participant rights



Our commitment to child safety

We will provide an environment that:

- actively promotes the wellbeing and safety of children
- seeks out the views of children and young people on issues that matter to them
- takes action to protect children and young people from harm.



You have the right to be heard, especially when you do not feel safe or well. We want you to tell us how you think we can improve your safety and wellbeing



We will actively identify and act on any risks to the safety and wellbeing of children and young people.



We are committed to all children and young people regardless of ability, sex, gender or background.



We will treat children, their families, and other workers with respect and courtesy and demonstrate appropriate personal and professional boundaries.



Everybody in our organisation will be trained to understand this policy and sign our Child safe code of conduct.



We will not disclose information about a child (including images) without consent, unless we have to make a report.



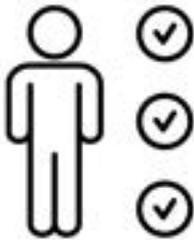
We will respond to concerns or complaints promptly and report any suspected harm to management and any state requirements.



We will not use inappropriate language around children, or provide access to inappropriate images or material.



Where children or young people access the internet and social media, we will promote safe use of online applications to learn, communicate and seek help.



We will make sure that every worker in our organisation is cleared and suitable to work with children and young people.



Decision Making and Consent Policy



About this document

This document provides information about your rights to make decisions about your life.

Decision making is all about what **you** want.

You have the right to be respected and treated like other people.



In this document you will learn about:

- your right to make decisions about your life
- the meaning of consent
- how we help you to make decisions
- what happens during emergencies.





Our job is to provide support in a way that makes you feel safe and comfortable.

If something makes you feel unsafe or uncomfortable you can say now.



You have control over your life. We are here to support you to make decisions. You can make decisions about:

- daily activities
- food and drink
- money
- household tasks
- hygiene (such as showering or brushing teeth)
- what help you receive from us
- medical visits and treatments
- taking medicine
- sharing your personal information.



We will give you as much time as you need to make decisions.



Consent

When you agree that something should take place, you are giving **consent**.

Before giving consent you have to understand:

- what will be happening
- what you will have to do
- how the activity or treatment will make you feel better
- what might go wrong.



You can make the decision all by yourself if you feel comfortable.

You can ask questions if you are unsure or want more information at any time.



Withdrawing consent

Withdrawing consent means that you are changing your mind.

If you feel uncomfortable about something that is happening, you can withdraw consent at any time.



The law

We always follow the rules set by the government to make sure that you know your rights.

If you are 18 years or older, you can make your own decisions and give consent.

If you are under 18, you can make some decisions as well. However, your parent or guardian may need to help you.



How to give consent

You can choose how you give consent and tell us your decisions. You can give consent by:

- using body language (such as pointing or moving your head)
- signing a piece of paper with a pen
- saying 'yes' or 'no'
- showing us a picture
- spelling out your answer.



Remember that the way you let us know about your decisions is up to **you!**



Substitute decision makers

Sometimes you might need help to make a decision. You can ask a person you trust and they can give you advice. You can talk to:

- your parents or guardian
- your support worker or carer
- your close friends and family.



A **substitute decision maker** may be assigned if:

- you do not have anyone to help you make decisions
- you are having trouble making your own decisions.

A substitute decision maker can help make informed decisions for you. Their job is to help you make good decisions that will improve your life.



Emergency management

We will always help to protect you from harm.

If you are in an emergency, we may NOT ask for consent if:

- you are too hurt to give consent (for example, if you are not awake)
- the doctor believes the emergency treatment will save your life
- you haven't told us that you DO NOT want the treatment
- the person doing the treatment has looked at your care plans.