



# Participant Handbook

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# Section 1 Our Organisation



## Welcome to Power Mobility.

This handbook explains the disability services we provide and how they may assist you in achieving your goals. Importantly, this handbook explains how we partner with you to meet your support needs.

## About Us

Power Mobility is a family-owned business with over 40 years' experience supplying assistive technology products and services to customers in Queensland.

Power Mobility Pty Ltd is a supplier of reputable assistive technology products catered to each person's specific and general needs. Power Mobility Pty Ltd also services and repairs assistive technology products.

For more information on Power Mobility Pty Ltd, we urge you to look at our website – [www.powermobility.com.au](http://www.powermobility.com.au).

Contact details	
<b>Address</b>	Unit 2/452 Bilsen Road, Geebung, Queensland, 4034
<b>Phone</b>	(07) 3265 4663
<b>Email</b>	sales@powermobility.com.au



## Your Contact Person

Contact person	
<b>Contact person</b>	Scott Keddy – General Manager (or your designated service provider)

<b>Phone contact</b>	(07) 3265 4663
<b>Email</b>	sales@powermobility.com.au



## Our Vision

Our vision statement:

To empower our customers to achieve independence, so that they can optimise, enjoy and take ownership of their life.



## Our Mission

Our mission statement:

- To be an employer of choice where staff thrive, enhance and enjoy their career with us.
- To be the provider of choice for people requiring assistive technology solutions; and
- To provide best practice solutions for our customers, and provide products and services to enhance quality of life and enjoyment for each of our customers.



## Our Values

Our values:

We are committed to being a key player in the disability sector, providing products/services/solutions in line with the following values: -

**Contribution and involvement** – we acknowledge and value the contribution of people with disabilities within the community.

**Quality** – we are committed to ongoing training and continuous improvements in pursuit of excellence and best practice.

**Empathy** – we are aware and understand what people are going through and are to provide support and encouragement.

**Inclusiveness** – we respect people, value diversity and are committed to equality and fairness

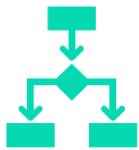
**Honesty and integrity** – In all aspects of life and business.

**Accountability** – We are accountable for everything we do and don't do, for which we are responsible.

**Respect** – We make sure people understand that they are important to us and to the community.

**Collaboration** – We adopt a team approach and are committed to working with all of our stakeholders their families.

**Innovation** – We embrace and adopt innovative, best practices, that will enable people to flourish and achieve their true potential.



## Organisation Structure

Position	Name
Director	Toni Keddy
General Manager (strategy/finance)	Scott Keddy
Office Manager (including HR)	Karen Triechel
Operations Manager/sales	Scott Dawson
State Sales Manager	Paul Hadfield



## Our Services

Power Mobility offers support and services to people with disabilities. We are funded under NDIS to provide support and services under the following registration groups:

Power Mobility Pty Ltd is registered to provide the following disability services under NDIS - Assistive Equip-Recreation, Assistive Prod-Household Task, Comms & Info Equipment, Household Tasks, Personal Mobility Equipment, Vision Equipment. **However**, Power Mobility Pty Ltd only ever provides products and services under the following registration groups - **Assistive Equip-Recreation** and **Personal Mobility Equipment**.



## Access and Entry Requirements

To be eligible for the NDIS, you must:

- have a permanent and significant disability or a developmental delay
- be an Australian citizen, hold a Permanent Visa or a Protected Special Category Visa
- be under 65 years of age
- require support from a person or equipment to do everyday activities.

To be eligible for our NDIS services, you must:

- meet the NDIS eligibility criteria
- have an NDIS plan that identifies the services provided
- have an NDIS support plan that requires services that are included in our registration groups
- have funds available in your plan to pay for our services.

**Note:** We do offer a fee for service. Please let us know if you wish to pay the full fees.



## Words We Use and What They Mean

Keyword	Meaning
<b>staff or worker</b>	the General Manager, or senior management, or employees, and or contractors of Power Mobility
<b>designated service provider</b>	Our service provider designated to you providing supports i.e. products and services in accordance with your support plan
<b>Participant</b>	you, your family, carer or advocate.
<b>Workplace or environment</b>	Service delivery, including our facility, in your home, community spaces, public spaces or other facilities.
<b>Service</b>	The services and activities we deliver are related to a service agreement and support plan.
<b>We, us and our</b>	Means the legal entity with the highest authority of Power Mobility.

## Section 2: Working with you



### Data Security/Archiving Participant Files

Power Mobility data is password protected and stored on a secure online cloud server. We regularly back up data to ensure record protection in case of a system crash or hard drive failure. Participant files are kept for seven years, as required by legislation. Aboriginal or Torres Strait Island participant files are stored indefinitely.



### Participant Service Suspension and Leave

When using our services, you may terminate them for any reason, and at any time (subject to our cancellation policy set out in our service agreement), you need to provide us with the length of notice included in your service agreement.

You may request that your services be suspended per your Power Mobility service agreement.

You may leave Australia on holiday or for another reason. Note: there is a *grace period* of six (6) weeks before the National Disability Insurance Scheme (NDIS) reviews your need to continue our services.



## Participant Access to Personal Records

Power Mobility keeps personal records of our participants. At any time, you, or your advocate/guardian, can request access to your personal information. Included below is the process we will follow to provide you with your personal information/records:

1. You, or your appointed advocate/guardian, request access to your records, verbally or in writing.
2. The General Manager will confirm your request within forty-eight (48) hours.
3. The General Manager will update you about releasing your information within seven (7) working days.
4. A reply to your request for information will be provided within two weeks of your original application.
5. Personal information is only released with the approval of the General Manager.
6. When consent is received, we will provide your personal information to the agreed person.
7. The General Manager can assist you in understanding the information and will explain the terminology used.
8. On infrequent occasions, access to records may be denied. Denial is based on advice received from our legal representative. Should this situation arise, the denial will be discussed with you, your family and your advocate.



## Participant Assessments and Choices

You are at the centre of our services. We will partner with you to learn about your strengths and preferences to design the right supports for you.

We were hoping you could tell us what services you need and how and when you want them delivered. This holistic and collaborative approach ensures that Power Mobility can meet your expectations. We will design a service that assists you in maintaining and improving your lifestyle while increasing your independence and involvement in the community.

Your support (or service) plan (consisting of the products, services and solutions you have requested us to provide you, having regard to your goals and aspirations set out in your NDIS participant plan) is developed with you as its focus. We will create the plan in collaboration with you, your family or advocate, our team, and any other required support professionals. Assessments will be undertaken before you receive products and or service from Power Mobility. Our designated service provider will conduct all assessments face to face with you, your family and/or advocate (and under the supervision of an allied health prescriber where applicable).

Your support plan will be person-centred and take an individualised approach. The plan will focus on you as an individual and be designed to promote your independence. We will record your unique skills and strengths, together with your goals and aspirations. The plan will be flexible and open to change, depending on your progress and other factors. On request, Power Mobility will review your support plan to ensure that we meet your needs and personal requirements. We welcome your feedback regarding the services we provide you.

You can ask your designated service provider about your support plan. Whilst you are given a copy of this plan, you can seek more information and clarification from your worker. If it is out of their capability to inform you, we will contact you to discuss your plan.

Below is the process that is taken to commence the development of the support plan:

1. Power Mobility will perform assessments face-to-face with you, your family and/or your advocate under the supervision of an allied health prescriber (where applicable). Any specific access or entry requirements we have will be discussed with you.
2. Assessment interview time/s are arranged by telephone or email. Your advocate will be invited to be present (if applicable).
3. During your first meeting, the designated service provider will explain our assessment process to you. They will provide information on collecting and using personal data, privacy, information-sharing, and confidentiality considerations. They will also remind you that an advocate can be arranged if you want one. This will be provided in person, via email, and or via our **service provider agreement** and **Easy Read documents** on our website – [www.powermobility.com.au](http://www.powermobility.com.au) (go to first page and click on “Agreements and Handbooks”).
4. If you have specific communication needs, our designated service provider will make the necessary arrangements to ensure these needs are considered. For example, interpreters and translated information can be provided. If you have a vision impairment or hearing loss, we will make the necessary arrangements for the essential support service during assessments.

5. The designated service provider will inform you of your right to opt-out of sharing your personal information to meet government requirements.
6. The designated service provider will review completed assessments. Identified areas of your independence and needs will form the basis of your care discussions.
7. Developing your support plan is a consultative process between all relevant parties. Here we will look at various areas related to your services, such as:
  - a. Risks to you and your environment
  - b. Emergency and disaster management
8. We will explain your support plan and give you time to review the plan. Let us know what needs changing or adjusting or if it works for you.
9. Once your plan has been determined and happy, we will ask you to sign off on it. You will be provided with a copy of your support plan.
10. Power Mobility will regularly assess your support plan to check that your needs are being met.
11. Our designated service provider will collect information when they work with you. This information is entered into your record so we have evidence-based information to check that our service delivery meets your current needs, interests and aspirations.
12. Upon request, Power Mobility will conduct assessments in the future with you to review your support plan and make sure the support you are receiving still meets your needs.
13. We can re-negotiate your service agreement to take into consideration any changes in your needs or circumstances, which may include a:
  - change to your support worker or representative or allied health prescriber
  - request to increase or decrease the number or types of services we provide.
14. You can opt-out of providing the information requested by government bodies such as the NDIS; please inform our designated service provider if you want to opt-out.



## Communication with participants

Following our initial assessment of your communication needs, we will provide written, verbal or translated options to communicate with you on an ongoing basis.

If you prefer a communication method, please let our team know we can arrange this for you. Your support plan records how you wish to communicate with us and allows our staff to communicate how you wish.



## Smoking

If you smoke, we ask that you please not do so while our staff are performing their duties. We are committed to providing a safe workplace for our team.



## Interpreter Services

If you are from a non-English speaking background, we can engage an interpreter if you would like one. We will only engage an interpreter if we have your permission.

The interpreter will attend meetings with you and record all meeting information in your record. We can arrange for a telephone interpreter service in an emergency or a crisis.



## Management of Budgets, Statements and Fees

You receive an NDIS funding package to pay for your disability support and support management. Your package lets you decide the type of disability support you need, who provides it and where it is provided. Thank you for choosing Power Mobility as part of your support team. Our team will never offer you financial advice or information.

Power Mobility will inform you of the cost of the services being provided generally by email and or via a quote. We are transparent with our fee structure. When starting your service with us, we will provide you with a statement/quote outlining your fees.

Fees may be changed during your service delivery, but you will be informed of this increase in a quote.

**Please note:** There are annual changes in the NDIS Price Guide; these will automatically adjust your fees.

Before services are provided, we will inform you via a quote of the following:

- chargeable fees
- payment methods, i.e. direct debit, cheque, money order (please never pay a staff Worker directly)
- methods for payment of fees.

If you use the National Disability Insurance Agency (NDIA) to manage your funds, Power Mobility will work with the NDIA, otherwise we will work with you or your plan manager/support coordinator.



## Gifts

Power Mobility recognises that you may, on occasion, like to give a gift to a staff member. If you wish to give a gift, we prefer that it is something that can be shared by all staff, e.g. flowers, a cake or chocolates.

Please NEVER offer or provide money to a Power Mobility staff member.



## Re-negotiating an Agreement

When your needs or circumstances change (e.g. support worker or advocate or allied health prescriber), or where you request an increase or decrease in the number or type of services, re-negotiating your Power Mobility service agreement may be required. Our designated service provider will advise you if this is the case and arrange for a revised service agreement to be prepared.



## Transition and Re-entry

Your needs and interests may change while working with our service, which may mean you need to transition (move) to another provider. Power Mobility will assist and support you during this

process. With your approval, we will work with the other service providers to ensure your smooth transition meets your needs.

If you leave our service and want to return, we would be pleased for you to come back. You will need to:

- meet the program requirements to access funding, including prioritisation
- be placed on a waiting list (if no positions are currently available) and be contacted once a position is available
- undergo a risk assessment that reviews the risks relating to staying and leaving our service
- undertake a screening assessment
- agree to the conditions of the program
- pay any relevant fees.

During temporary absences, such as a hospital visit or respite, our team will contact you, your family or your advocate when planning your entry to or exit from our service.



## **Withdrawal or transfer from our Service**

Should you wish to stop your Power Mobility services, please get in touch with our designated service provider immediately for this to be arranged.

Power Mobility has the right to stop providing services if you do not meet your responsibilities. You will never be excluded from service provision because of a 'dignity of risk' choice. In all cases, we will speak with you and discuss the reasons for any service withdrawal.

Where you agree, and where reasonably practical, we will support you in finding another service provider. We will be entitled to charge you for any services and or goods provided to you or on order before you notify us you wish for us to stop providing you services.



## Accessing Services

The best way to receive information about all the services available is to speak to your Power Mobility contact person or go to [www.powermobility.com.au](http://www.powermobility.com.au). You are entitled to receive information regarding our services, and we want to provide you with the most appropriate ones.



## Service Agreement

Once Power Mobility has been selected as your service provider, we will develop a service agreement with you, your family or your advocate (if required). This service agreement will list the schedule of supports i.e. products and or services being provided, the responsibilities of Power Mobility, your responsibilities (as a participant) and our cancellation policy. Refer to our website – [www.powermobility.com.au](http://www.powermobility.com.au) for a copy of your **Participant Service Provider Agreement/Standard Terms of Trade** (go to bottom of the first page and click on “Agreements and Handbooks”). When we provide a quote, we may also provide you a copy of your Service Provider Agreement and Participant Handbook via email. Alternatively, we may hand these documents to you in person at the trial or review.

## Charter of Rights



### Your Rights

As an individual, you have many rights, and we support and assist you in identifying and exercising these rights to achieve your goals. Power Mobility adopts a policy of non-discrimination regarding eligibility and entry to our services and when providing support services to you.

You have the right to:

- access supports that promote, uphold, and respect your legal and human rights
- exercise informed choice and control to maximise independence
- freedom of expression, self-determination and personal decision-making
- access supports that respect your culture, diversity, values and beliefs
- a support service that respects your right to privacy and dignity
- be helped to make informed choices that will maximise independence

- receive support that is free from violence, abuse, neglect, exploitation or discrimination
- receive supports which are overseen by strong operational management
- receive services that are safeguarded by informed and compliant risk and incident management systems
- receive services from workers who are competent, appropriately qualified and have expertise in providing person-centred supports
- advise consent to the sharing of information between providers during the transition
- opt-out of giving information as required by NDIS.



## Your Responsibilities

As individuals using our support services, we ask you a few essential things. The information below explains your responsibilities when using our services. We ask that you:

- respect the rights of staff, to ensure their workplace is safe and healthy and free from harassment
- abide by the terms of your agreement with us
- understand that your needs may change, meaning your services may need to change
- accept responsibility for your actions and choices, even though some decisions may involve risk
- tell us if you have problems with the care or service you are receiving from us
- provide us with enough information to develop, deliver and review your support plan
- care for your health and well-being as much as you are able
- provide us with information that will help us to meet your needs
- provide us with a minimum of twenty-four (24) hours' notice if you need to cancel your service
- remember that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement
- participate in the safety assessments of your home
- ensure your pets are controlled during service provision
- provide a smoke-free working environment
- pay the agreed amount for the services provided
- tell us in writing (where able) and provide appropriate notice when you want to stop receiving our services
- inform a staff member (when asked) if you wish to opt-out of providing your information to government bodies such as NDIS.



## Our Responsibilities

Power Mobility will:

- provide the supports that meet your needs at your preferred times
- review the provision of your support with you upon request
- communicate openly, honestly and promptly
- treat you with courtesy and respect
- discuss with you all decisions regarding your supports and how they are being provided
- listen to your complaints and feedback, and address any problems that may arise
- provide you with twenty-four (24) hours' notice if we need to change a scheduled support provision appointment
- keep your personal information confidential
- support your culture, community and any other needs
- implement policies and procedures to ensure your safety and the safety of others during service provision.



## Conflict of Interest

Power Mobility is committed to ensuring that actions and decisions taken at all levels in our organisation are informed, objective and fair. A conflict of interest may affect how a staff member acts or their choices. Identified conflicts of interest require action to be undertaken by our organisation to ensure that personal or individual interests do not impact your or our services, activities or decisions.

Power Mobility requires all staff to declare their involvement in external work-related activities to allow for discussion and management of the potential conflicts of interest with the General Manager. Declaration and management of a conflict of interest are handled by the General Manager.

Please let us know if you feel a conflict of interest. We will provide you with a **Conflict of Interest Declaration Form** to complete.

All staff potential and actual conflicts will be recorded in the **Conflict of Interest Register** to oversee the identified and declared conflicts.

You will be informed of the review outcome by the General Manager and advised how our organisation will manage the conflict if there is a conflict.



## NDIS Code of Conduct

Power Mobility employees follow the NDIS Code of Conduct by:

- acting with respect for individual rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions
- respecting your privacy
- providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency
- promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you
- taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse toward you
- taking all reasonable steps to prevent sexual misconduct towards you.



## Harm and Risk of Harm

Power Mobility recognises your right to feel safe and to live in an environment where you are protected from assault, neglect, exploitation or any other form of harm. We follow the National Principles for Child Safe Organisations. Therefore, we will support all children and young people to live in a safe and supportive environment and report any suspicions, real or potential risks of harm.

We encourage and support any person who has witnessed abuse towards one of our participants or suspects that abuse has occurred to make a report and be confident of doing so without fear of retribution. Our reporting process includes any kind of harm, including financial, emotional, social, psychological, sexual, physical abuse or neglect. Any report is a reportable incident, and we will contact and work with all authorities – Police, NDIS and state legislators.

You can make a report to whomever you feel comfortable and safe with; this may include one of our employees, our General Manager, a family member, your advocate or a trusted friend.

If you would like to speak with someone outside of Power Mobility, you can contact the NDIS Quality and Safeguards Commission:

Phone: 1800 035 544 (free call from landlines) or TTY 133 677

National Relay Service and ask for 1800 035 544

Interpreters can be arranged.

You can also complete an NDIS Complaint Contact Form online. Go to the NDIS Quality and Safeguards Commission website [business.gov.au](https://business.gov.au)

Power Mobility acknowledges that prevention is the best protection from harm, risk of harm and neglect and recognises our duty of care to implement prevention strategies that include appropriate protocols to identify potential risks. Our prevention strategies include only employing skilled staff, who respect participants' rights and are aware of current legislation and policies regarding abuse and neglect. Our staff can assist you, your family or your advocate to access our complaints process and raise any concerns regarding our service provision.

Where abuse, harm or neglect has occurred, Power Mobility will respond quickly, considerately and effectively to protect you from further harm. We will give you access to any required counselling, medical and/or legal assistance.

When you make allegations of abuse, neglect, violence, exploitation or discrimination, you have the right to have an advocate present. Power Mobility can arrange this for you.



## Family Assistance

Power Mobility encourages and supports families to maintain contact with you. Your family is welcome to contact us for information and support with your permission. Your family or advocate can be involved in planning the services you will receive through your person-centred support planning meeting.

We can help your family by:

- communicating in a way they understand

- providing information regarding available services, including those offered by other agencies
- helping to build trust and respect between staff members, you and your family
- providing them with the opportunity to take part in service delivery planning
- creating opportunities to develop links with you
- assisting them in accessing counselling and support services
- providing them with access to effective complaint procedures
- helping them to access advocacy services where required.



## Continuity of Support

The designated service provider will arrange your support schedule, so you know who will work with you to deliver your services and support. We will provide you with a designated service provider who has the skills and knowledge you require. Wherever possible, we will meet your support requests, e.g. you would like a worker who speaks the same language, is from the same culture or meets other specific criteria.

A designated service provider will be allocated to you so that you can feel comfortable with them and receive predictable and continuous support. The supports we provide are linked to your support plan and will demonstrate consistency with your needs and requests.

### What will happen if your worker is absent?

- Power Mobility will contact a designated service provider with relevant qualifications as suitable replacements.
- Where possible, we will provide a designated service provider who has worked with you and is aware of your requirements.
- Where possible, we will advise you of details of the replacement designated service provider.
- We will gather your feedback on the replacement of designated service provider on completion of the service.
- The replacement designated service provider will be sensitive to your needs and ensure that care is consistent with your expressed preferences.
- We will seek your approval for the placement staff member and will never place someone to support you who you do not wish.



## Emergency and Disaster Planning

You may have an emergency and disaster plan with you and other relevant support networks. This emergency plan will be followed by us at your premises.



## Infection Management

Your well-being is essential, and we will take all measures required to reduce contamination in your environment, including wearing masks, cleaning surfaces (where applicable), handwashing. All staff are trained in infection management. Please ensure that you keep yourself and your environment as clean as possible.



## Your Advocacy Rights

An advocate is a person who will listen to you, help you make decisions about what should happen in your life and then speak, on your behalf, to arrange for those decisions to be implemented. An advocate will ensure your rights are respected and speak out for you if needs are unmet.

You can ask anyone that you know well and trust to be your advocate, such as a:

- member of your family or a friend
- a person from a legal advocacy service.

Power Mobility can help you find an advocate by providing a list of available advocacy services. Once you have selected an advocate, the General Manager will provide you with a form that must be completed called the **Authority to Act as an Advocate Form**.

With your permission, Power Mobility will:

- provide your advocate with all the information they need to ensure that we (and any other service providers) are acting in your best interest
- work closely with your advocate and involve them in the planning of services that will be provided to you
- ensure our staff understand the role of your advocate.

Power Mobility will ensure that your advocate is invited to attend:

- consultation meetings
- person-centred planning meetings and reviews
- any other relevant meetings or conferences.

You can use your advocate:

- any time you wish to communicate with us
- during your initial assessment consultation
- during your interviews and reviews
- during service delivery
- when you want to make a complaint
- when you want to give feedback.

We encourage you to bring your advocate to your initial assessment meeting to hear your voice during the planning process, guiding and developing your person-centred support plan. Your advocate is welcome to attend any meeting and speak on your behalf.

Power Mobility will allow your advocate to discuss problems or concerns they may have. Failure to adequately address your advocate's concerns will lead to our team informing them of our complaint process and providing the governing agencies' contact details which are responsible for ensuring we perform our job correctly.

You can change your advocate at any time. If you change your advocate, please inform us as soon as possible to update your information and ensure that we talk to the correct person.



## Consent

When you consent, you give your permission or say that it is okay for something to happen. You must always fully understand why a person requires your consent. If you have any doubt about this, you should ask our General Manager, or your advocate, for help.

You can withdraw your consent at any time. For example, the withdrawal of consent means if you are participating in a particular program and decide that you do not like the program, you can tell us that you no longer want to participate.

Power Mobility will need your consent to:

- read the information that service providers have about you and for us to provide any information about you to other service providers, your family or your advocate
- collect data relating to you for funding bodies
- ask people to attend your person-centred planning meeting
- carry out any training programs or behaviour change programs we want to put in place for you
- assist you in seeing a doctor or a dentist
- provide appropriate services and supports
- provide you with medication.

Usually, consent will be documented in your support plan. However, we will ask you to sign a consent form to release your personal information. We will always ask for your permission and explain the reasons for accessing your information when providing it to staff or another service provider. If you are unsure during this process, you should ask your advocate for help.

If you feel you cannot consent to issues in your life, we can talk to your family or advocate and ask them to assist. If you do not have family who can make decisions for you, we will help you apply to the court, or other government bodies, to appoint a Guardian who can legally help you make these decisions.



## What is a Guardian?

A Guardian is usually a person legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from your State Government Advocate.



## Privacy Statement

Power Mobility complies with all relevant privacy legislation and has systems for the collection, use, disclosure, quality, security, accuracy and correction of personal information relating to you as our participant.

Your privacy and dignity will always be maintained. You will be asked to sign a Participant Information Consent Form to collect, use, and disclose your personal information to comply with the *Privacy Act 1988*. Information regarding your privacy is also included in your service agreement.

Your Privacy Officer is the General Manager and can be contacted via:

- mail: Unit 2/452 Bilsen Road, Geebung, Queensland, 4034
- phone: (07) 3265 4663
- email: [scott@powermobility.com.au](mailto:scott@powermobility.com.au).

Our Privacy statement is on our website – [www.powermobility.com.au](http://www.powermobility.com.au).

Requests for access to our personal information should be made in writing to the General Manager. Where you believe a breach of this policy or the *Privacy Act* has occurred, a written complaint should be made to the General Manager.

Failure to receive a response within thirty (30) days or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) via:

- mail: GPO Box 5218, Sydney NSW 2001
- fax: 02 9284 9666
- email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- online: <https://www.oaic.gov.au/>



## Critical Incident

While we hope that a critical incident does not occur, in the event it does, we are prepared to support and assist you by following procedures that appropriately deal with a critical incident.

A critical incident is an event (or alleged event) that occurs because of, or during, the delivery of services and has caused, or is likely to cause, a significant negative impact on your health, safety or well-being.

If an incident does occur, we will engage the required authorities to support you during this time.

Critical incidents that relate to you may include, but are not necessarily limited to:

- an unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault or indecent assault) that occurs as a result or during the delivery of services
- allegations of serious, unlawful or criminal activity or conduct involving a Power Mobility employee, subcontractor or volunteer that has caused, or has the potential to cause, serious harm to you
- an incident where you assault or cause serious harm to others (including our employees, volunteers or contractors), as a result, or during the delivery, of services
- a severe fire, natural disaster, accident or another incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a substantial threat to your health and safety.

Power Mobility has established procedures that identify, manage and resolve incidents which include:

- staff members will report all incidents to the General Manager
- completion of an incident report that identifies and records an incident
- the General Manager is responsible for reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies
- compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- supporting and assisting you if you are affected by the incident
- review of the incident by the General Manager if you or others were affected
- collaborating with you, your family and/or advocate to manage and resolve the incident

- reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.



## Complaints and Feedback

Your feedback allows us to provide high-quality services; we actively seek your input. Feedback can be provided anonymously or through written or online surveys or conversations with you. We want your feedback on the following:

- quality of care received
- consistency of services provided
- support worker performance
- supports that work for you
- changes you want made to assist you
- what you like and dislike about our services.

We will always try to resolve any issues you complain about as soon as reasonably practical. You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint you provide as a serious issue. No matter the situation, a staff will not react badly to your complaint; you should feel safe knowing they will not retaliate or hurt you.

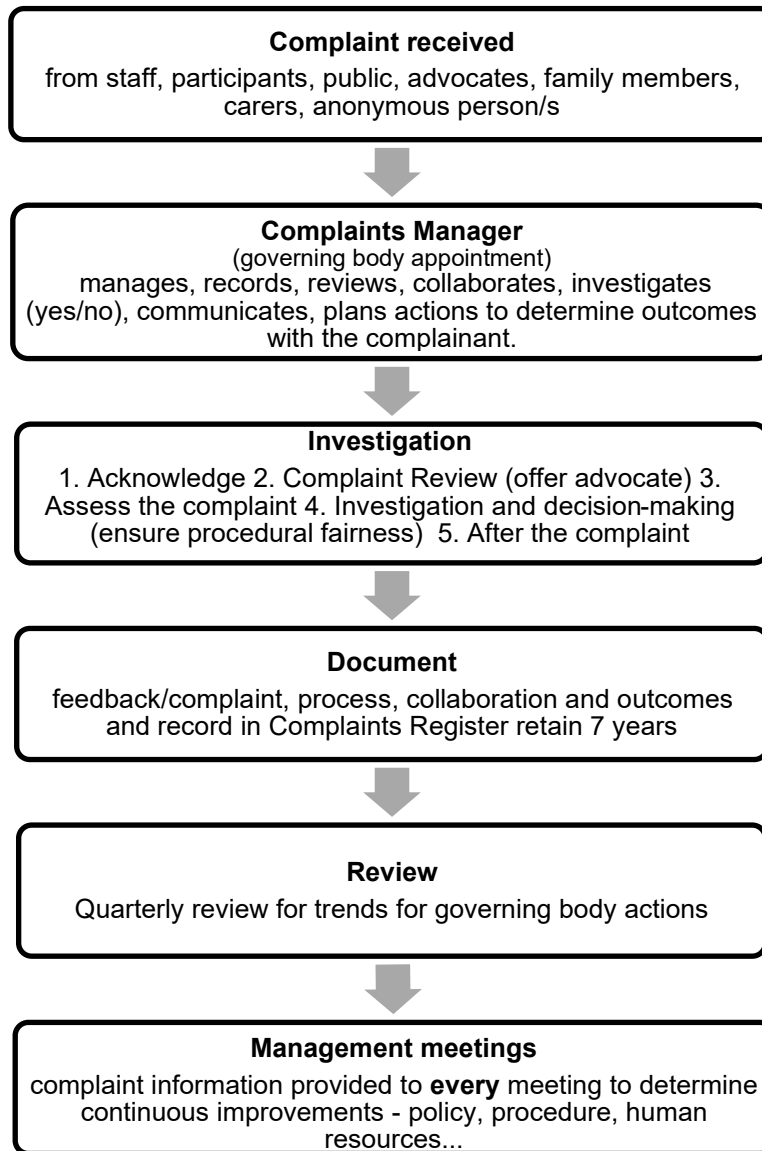
Our Complaints handling process and forms can be found on our website—[www.powermobility.com.au](http://www.powermobility.com.au) (go to the bottom of the first page and click on “Complaints”).

You can make an anonymous complaint to our Complaint Manager (General Manager) using the **Anonymous Complaints and Feedback** form provided during the intake process. Remember not to identify yourself during this process if you wish us not to know who is making the complaint.

You can make a complaint regarding our services or a staff provided to work with you. If you do not feel comfortable making a complaint, someone else can do this on your behalf, including:

- an advocate
- a family member
- a close friend
- your care worker
- a person you know and trust.

Below is a flowchart that demonstrates our commitment to your complaint or feedback. We do not ignore your feedback but have a process to ensure that our management hears your voice. You can also be part of our feedback system by providing feedback and sharing ideas with our management. Don't hesitate to contact us if you wish to make a complaint, express your thoughts, lived experience and ideas.



Please send your complaints addressed to the Complaint Manager via:

<b>Website:</b>	Via the subscription pop up on our website <a href="http://www.powermobility.com.au">www.powermobility.com.au</a>
<b>Email:</b>	<a href="mailto:scott@powermobiity.com.au">scott@powermobiity.com.au</a>
<b>Postal address:</b>	Unit 2, 452 Bilsen Road Geebung 4034

Once a complaint has been received, Power Mobility 's Complaint Manager/General Manager will investigate the complaint and find a resolution. The Complaint Manager/General Manager will call you or write a letter to confirm that your complaint has been received. This letter will provide you

with the expected date Power Mobility of the complaint resolution. If it is a minor complaint, and it has been resolved, the matter will be at an end and no further action will be required.

The complaint will then be investigated, and a plan to resolve it will be created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution or unhappy with the outcome and feel the matter is not resolved.

If you are not happy with the solution proposed by Power Mobility regarding your complaint, you can speak to other organisations, such as:

### **Commonwealth Ombudsman – Disability Services**

Telephone: 1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### **NDIS Complaints**

Telephone: 1800 800 110

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or

Website: <https://www.ndis.gov.au/contact/feedback-and-complaints>



## **Your Voice**

We want to hear about your lived experience and how we can make our services increasing beneficial to you. Your input into our services and practices is essential to ensure we meet your needs and that of your community. Please let us know if you want to influence our policies and practices. We want to hear from you so our management team can ensure that our business needs your needs.

Please let our General Manager know if you wish to participate. You are very welcome.



## Legislation and Standards

Power Mobility complies with all current legislation and standards. Don't hesitate to contact us for a copy of the legislation that applies to our service. The primary legislation and standards that cover your service include the following:

- National Disability Insurance Scheme Act 2013
- Disability Act and Regulation
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2021.



## Risk-Taking

You have the right to participate in lawful activities that may involve risk. We will always allow you a dignity of risk, and our role is to look at the activity, not you. We will discuss this with you if you wish to undertake the activity. Any dangerous risk may require you to sign that you are willing to take the risk. We always assume that you can make your own choices.

We will work with you and advise the various options available regarding the activity to make an informed choice.

We will undertake an individual risk profile of you and a risk assessment of your environment relating to the provision of our products and services. These assessments will include risk assessments when you leave your home environment.



## Risk Assessment

Your risk (relating to the provision of our products and services) will be assessed before we provide the products or services. If we feel you need another review, we will work with you. Your review may happen due to changes in your:

- health
- living arrangements
  - additional person
  - person leaving
- physical environment

Your safety is at the centre of all we do, and we will consult you during the risk process.



## Continuous Improvement

We aim to provide you with a high-quality service that meets your expectations and needs. To do this, we ask you to let us know how we can maintain and improve the services we provide to you. You can do this by giving feedback or making a complaint.

Our collaborative and person-centred approach means that Power Mobility will positively respond to your information to improve our services.



## Work Health and Safety

Under the *Work Health and Safety Act 2011*, Power Mobility has a duty, under the law, to make sure our staff can work with you in a healthy and safe environment. Some things you can do to assist in this matter include:

- notifying our staff of any unsafe conditions in your home
- participating in safety assessments of your home
- arranging repairs of any hazards identified during our safety assessment of your home
- ensuring your pets are controlled during service provision
- providing a smoke-free working environment
- providing a workplace for staff that is free of racial, sexual, physical or emotional abuse
- treating our staff with dignity and respect
- advising our staff if you are unwell or cannot do things the way you usually do them
- telling our staff if your doctor has diagnosed you with a short-term infectious illness
- providing cleaning equipment that is suitable and well maintained
- providing safe, non-toxic cleaning products
- ensuring your mobility equipment and other items required to live independently in your home are available and well-maintained.

During our first service, we will conduct a safety check and discuss any identified risks with you where applicable and practical. The safety of the service will be reviewed with you on an ongoing basis, following state and federal work occupational health and safety legislation.

## **Section 3: NDIS Practice Standard and Quality Indicators (Abbreviated version)**

The NDIS Practice Standards create an essential benchmark for us to assess our performance and to demonstrate how we provide high-quality and safe supports and services to you. Together with the NDIS Code of Conduct, the NDIS Practice Standards assist you in understanding what quality service provision you should expect from us.

These NDIS Practice Standards state your rights and responsibilities when delivering support and services to you.

### **1. Participant Rights and Responsibilities**

The standards addressed in this division include:

- 1.1 Person-Centred Supports
- 1.2 Individual Values and Beliefs
- 1.3 Privacy and Dignity
- 1.4 Independence and Informed Choice
- 1.5 Violence, Abuse, Neglect, Exploitation and Discrimination

People with a disability have the right to respect, dignity and full participation in society. It is important to us that you know and understands your rights. We are here to support you and provide guidance and assistance in your choices.

We respect your right to privacy and the confidentiality of your personal information and records. Also, we will uphold your right to make your own decisions.

It is your right to try new activities and experiences, and we will assist you while ensuring that you are treated fairly and independently.

You have the right to talk freely and express your thoughts, opinions and choices. We will listen to you and support the choices you make. We will include your family, advocate and support workers in discussions when you want them involved.

We understand that everyone communicates differently; we have various communication methods that you can use to communicate with us safely and privately.

We will support you in participating in the community of your choice and working with you, your family, and support workers to make this happen.

Power Mobility will respect your cultural background and endeavour always to meet the cultural needs and requirements you may have.

## **2. Provider Governance and Operational Management**

The standards addressed in this division include:

- 2.1 Governance and Operational Management
- 2.2 Risk Management
- 2.3 Quality Management
- 2.4 Information Management
- 2.5 Feedback and Complaints Management
- 2.6 Incident Management
- 2.7 Human Resource Management
- 2.8 Continuity of Supports
- 2.9 Emergency and Disaster Management

It is essential that you feel free to tell us what you think about the services we provide to you. It is your right to share your opinions on anything related to the services we provide, whether they be good or bad. We welcome your input and want you to offer it without fear of reprisal, discrimination, or negative consequences.

You can ask for support from another person when making a complaint, such as a family member, support worker, advocate, or the Ombudsman.

Whatever the issue, we will do everything possible to solve your problem. We appreciate your opinion about our services and will introduce service improvements based on your feedback (when required).

Power Mobility recruit quality, caring staff, who receive ongoing training. We provide continuous improvement of services, correct working processes, and effective and transparent communication, which are key to our services' success.

We will work closely with you to provide and maintain excellent service and support and strengthen our systems and processes to deliver positive results when resolving any problems. A systematic approach to emergencies and disasters assists us in supporting you in these circumstances.

Power Mobility 's management possesses the skills and experience to implement and monitor the effectiveness of our policies and procedures and make necessary changes when required.

### **3. Provision of Supports**

The standards addressed in this division include:

- 3.1 Access to Supports
- 3.2 Support Planning
- 3.3 Service Agreements with Participants
- 3.4 Responsive Support Provision
- 3.5 Transitions to or from the Provider

Power Mobility will support your goals and decisions regarding your chosen services. We will offer you guidance and assist you in identifying your strengths and weaknesses to develop appropriate skills to help you achieve your goals.

We will never discriminate against you, irrespective of age, gender, disability, cultural background or sexuality.

Power Mobility will assist anyone enquiring about our services. We will provide support and advice regarding the appropriateness of our services or give a referral to an alternative service that may be more suitable for you. You have the right to seek the service you need and access the support you require.

Power Mobility will encourage and help you to participate actively and meaningfully within the community of your choice.

### **4. Provision of Supports Environment**

The standards addressed in this division include:

- 4.1 Safe Environment
- 4.2 Management of Waste

Power Mobility endeavours to ensure you are always safe, physically and emotionally. Our staff Worker} are trained in appropriate procedures designed to keep you safe, and they will report any risks, or potential risks, to the General Manager.

We will work with you and/or your advocate to ensure you understand our fees and payment methods of our fees. All information will be clear and accurate.

Power Mobility staff are trained to manage waste to protect you, or any other person, from harm resulting from exposure to waste, infectious or hazardous substances created during our service delivery. Our policies and procedures comply with relevant legislation and include incident management processes and emergency and disaster plans. Where possible, we manage waste in a sustainable manner, such as recycling paper, glass and plastic waste, where appropriate.

Power Mobility has established procedures that identify, manage and resolve incidents which include:

- completing an incident report that identifies and records an incident
- the staff reporting all incidents to our General Manager
- reporting reportable incidents to the NDIS Commissioner and other appropriate authorities
- complying with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- supporting and assisting you if you have been affected by an incident
- reviewing the incident with you and the appropriate staff
- working with you to manage and resolve the incident effectively
- making amendments to systems and procedures to reduce the risk of recurrence.

## Section 4: Additional Standards

### National Principles of Child Safe Organisations

#### Principle 1. Child Safety is embedded in organisational leadership, governance and culture

- Commitment to Safety (see Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure).
- Staff are trained in the following:
  - child safety
  - codes of conduct
  - behavioural standards when interacting with children
  - reporting obligations and record keeping.
- Risk Management Plans are undertaken for each child.
- Comply with NDIS Code of Conduct and Power Mobility 's Code of Conduct.

#### Principle 2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously

- Children can express their views and are provided with opportunities to participate in decisions that affect their lives:
  - upon commencement with our organisation
  - on an ongoing basis – regularly asked for their thoughts and ideas
  - at the review of their plan.
- The importance of friendships is recognised, and support from peers is encouraged, helping children feel safe and less isolated:
  - work with the child and the family to determine how best to assist with these linkages.
- Children can access abuse prevention programs and information:
  - provide links to relevant organisations, e.g. Kids Helpline
  - age-appropriate information that describes how adults should behave is provided.
- Staff are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns:
  - staff trained to work with each child
  - knowledge and skills are assessed to determine training to ensure skills and knowledge are evident.

#### Principle 3. Families and communities are informed and involved in promoting child safety and well-being

- All levels of the organisation must encourage families to take an active role in keeping children safe.
- Families and community members are encouraged to provide feedback on how the organisation keeps children safe, and this information is acted upon where necessary:

- complaint and feedback forms
- meetings about children.

#### **Principle 4. Equity is upheld, and diverse needs are respected in policy and practice**

- The General Manager and our staff understand barriers that prevent children from disclosing abuse or adults.
- The General Manager and our staff identify and respect the diverse needs, abilities and backgrounds of children and understand the value of treating them fairly:
  - review each child's cultural needs at intake
  - provide relevant, culturally sensitive, age-appropriate activities
- All staff are given information about the factors that increase a child's vulnerability to harm:
  - staff are trained and provided with information.
- The General Manager ensures that our workforce reflects our participants' diversity, where possible.
- The General Manager and staff adapt activities and services to ensure all children feel included:
  - a Risk Management Plan completed for each child
  - strategy planning takes place with the child and their family.

#### **Principle 5. People working with children are suitable and supported to reflect child safety and well-being values in practice**

- Power Mobility understands that recruitment does not rely solely on a WWCC, so we provide ongoing training opportunities for all staff:
  - induction
  - annual training.
- The General Manager or delegate responsible for staff recruitment is aware of child-safe recruitment practices.
- Staff recruitment includes job advertisements identifying that our organisation values child safety.
- Our recruitment processes involve a range of interview questions to establish staff suitability. Background and reference checks are carried out and recorded. (see Human Resource Management Policy and Procedure and NDIS Worker Screening and Risk-assessed Roles Policy and Procedure).
- Supervision includes regular reviews to check whether staff follow Codes of Conduct and other Power Mobility child-safe policies.
- The General Manager is responsible for monitoring all aspects of supervision and undertaking, at a minimum, quarterly supervision.

#### **Principle 6. Processes to respond to complaints and concerns are child-focused**

- The General Manager creates a culture where complaints are taken seriously. All adults take responsibility for children's safety through our induction process and training staff in our culture.

- General Manager clearly explains that breaches of Codes of Conduct will result in disciplinary action at induction and ongoing as part of our training requirements.
- Staff are provided support and information on what and how to report, including external bodies.
- Accessible processes enable children, staff and others to make complaints. Procedures describe likely timeframes, review processes and potential outcomes of complaints.
- Complaints are handled confidentially (see Complaints and Feedback Policy and Procedure)
- Processes are reviewed at regular intervals, and after complaints are made
- Documents are confidential, where required.

**Principle 7. Staff and volunteers are equipped with knowledge, skills and awareness to keep children and young people safe through continual education and training**

- The General Manager provides ongoing education and training opportunities for all staff, including:
  - knowledge, skills and confidence to prevent and identify abuse
  - how to respond to complaints and escalate appropriately
  - if higher risks are identified, additional training is provided, e.g. behaviour management.
- The General Manager is our child safety officer responsible for training.
- Training is regularly reviewed in response to emerging best practices.

**Principle 8. Physical and online environments promote safety and well-being while minimising the opportunity for children and young people to be harmed**

- The General Manager sets expectations about behavioural standards for staff interacting with children in physical and online environments.
- Risk assessments identify areas where staff can interact with children unsupervised, including one-off events and overnight accommodation.
- Physical environments are altered to increase natural sight lines while respecting a child's right to privacy.
- Higher-risk areas (e.g. cars, boarding facilities and offsite locations) are managed using specific safety measures (e.g. spot checks).
- Children are provided information about online safety and regularly encouraged to tell staff about negative experiences.
- Staff and parents are provided information about risks in the online environment (e.g. online grooming, cyberbullying and sexting).

**Principle 9. Implementation of national child safe principles is regularly reviewed and improved**

- The General Manager maintains a culture of continuous improvement to ensure that policies and procedures are implemented and routinely reviewed, even though staffing may change (see Continuous Improvement Policy).
- General Manager know the value of continuous monitoring, open conversations and exploring new ways to keep children safe.
- Child-safe policies and practices are reviewed annually.

- Staff refer to the Standards when creating, reviewing or evaluating child-safe policies and procedures.
- Critical incidents are used to identify the root cause of the problem, identify risks to children's safety, and make improvements (see Incident Investigation Form)
- Children are supported to provide feedback, which is acted upon as required.

**Principle 10: Policies and procedures document how the organisation is safe for children and young people**

- The General Manager will ensure that policies and procedures are reviewed and compliant.
- Power Mobility acknowledges that we will be accountable for our policies and procedures.
- Staff are trained and knowledgeable about organisation procedures, especially regarding child safety and complaint policy and procedure.