

REGISTERED
NDIS
PROVIDER

REGISTERED PROVIDER NUMBER 4050018596

MGB RESIDENTIAL CARE PTY LTD

trading as
Prospect Community Village

PROSPECTUS



Contact Information

6 Dean St, Prospect SA 5082
E : prcs.mgb@gmail.com
P: (08) 8269 4114

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Develop and maintain an optimum level of health and wellbeing
Encourage and continue support in positive relationships
Encourage personal growth through activities which stimulate motivation and purpose
Nutritionally balanced and appealing meals
Promote individual rights and choice
Provide a homelike environment with clean and comfortable accommodation
Provide an opportunity to age with dignity and live a meaningful life
Quality care and individualised support
Uphold personal privacy and confidentiality

ABOUT US

We provide permanent accommodation and support for those with disability, mental health issues, the frail and aged.

We are based at Prospect and provide support solutions for our clients with disability, mental health issues, or who are frail and aged. We pride ourselves on providing a quality, personalised approach with an emphasis on duty of care.

The facility has 14 shared rooms and 2 single rooms.



NDIS PROVIDER

As a registered NDIS provider, we are proud to meet all quality and safeguard requirements to ensure people with disability have access to high quality supports and services.



EXPERIENCED

We have extensive and diverse experience in the disability sector.

ACCOMMODATION & SUPPORT

We provide permanent accommodation and support based on individual needs

SIMPLE REFERRAL PROCESS

We have a simple and accessible process to arrange accommodation service provision.

Our service provision assists individuals to maintain an independent and carefree life, while at the same time ensuring a high level of care for well-being.

Accommodation, care and support services are open to all members of the community, including those from culturally and linguistically diverse backgrounds along with Torres Strait Islander and

Aboriginal backgrounds. Individuals will have access to care and support services that respect their culture, diversity, values and beliefs.

We are committed to providing a quality service to individuals who fulfil the eligibility criteria for our services. Our services are open to all and we do not discriminate on the grounds of age, religion, race or gender.

ELIGIBILITY CRITERIA

- + Approved NDIS plan
(Please note that in some exceptional circumstances, referrals will be accepted on the proviso that the individual would be likely to gain access to the scheme. In this circumstance we would be able to assist the client to undertake the NDIS access process. This is at the discretion of management and dependent on various individual and organisational factors).
- + DSP Recipient
- + Aged 18 or over

DEFINED TARGET GROUP

Those with:

- + a range of physical, psychosocial and intellectual disabilities
- + substance abuse related issues
- + various vulnerabilities
- + acquired brain injury
- + complex behaviours, and those who are frail or aged

Requiring:

- + Assistance with everyday living tasks, developing and maintaining their independent living skills, ongoing health and well-being.

As far as practicable, we provide flexible service delivery to cater for a wide range of members of the community requiring an accommodation and support service. We endeavor to use plain English when communicating and if an interpreter is required, we will arrange one accordingly.

Prior to accepting a new client, we prefer to have a referral form completed which includes the following:

- + Health and medical concerns
- + Your NDIS or ACAT status
- + Current medications
- + Accommodation and daily support requirements
- + General information and relevant contacts
- + Behaviours of concern
- + Care Plan and recent Risk Assessment.

LICENCE NUMBERS

We currently operate from 6 Dean St, Prospect SA 5082.

The site is licensed as a Supported Residential Facility under the SRF Act & accompanying regulations. We are also a registered NDIS Provider (registered provider number: 4050018596)



6 DEAN STREET, PROSPECT

We are situated in the city of Prospect, which is only 6km from the CBD and easily accessible by bus. We have a beautiful green leafy park which is adjacent from the house and all local shopping districts are within walking distances.

It boasts the following facilities:

Large, fully furnished bedrooms, with reverse cycle air conditioning and heating.

Games room – complete with darts, a pool table, fuse ball table, big screen TV, and board games (*available under Supervision Monday to Friday 9am - 12 noon*).

Wellness Program – This program is undertaken five days a week, and includes a ladies' pampering session, 8 ball competitions, card games and bingo, art and craft groups and community outings.

Hobby Farm & Veggie Patch – this is cared for by our clients, and includes chickens, budgies, guinea pigs, rabbits; four beautiful cats and a support dog.

This site is licensed by Eastern Health Authority on behalf of the Prospect Council to accommodate a maximum of 36 clients at any one time.

CARE & SERVICES PROVIDED

PERMANENT SERVICES

Assistance with Daily Living

The typical roster of supports is shared between the clients to maximise efficient use of resources.

Supports are rostered to ensure the smooth operation and running of the site.




It is a cost-effective service - clients are provided a 24/7 wrap around model and staff are available when needed as opposed to a drop-in service.

We provide assistance and/or supervision with personal tasks of daily life in a shared living, home-like environment on a permanent basis. Support is provided to enable our clients to live as autonomously as possible and maintain their home environment. These supports are provided individually in incremental portions over a 24-hour period as required by a team of rostered support staff.








FRIENDLY, HOME-LIKE ENVIRONMENT

This includes assistance / supervision with:

-  **Consuming food**
-  **Mobility (physical assistance)**
-  **Medication management**

We provide a medication management & administration service which enables clients to receive their prescribed medication safely and appropriately according to their individual requirements.

We have strict and comprehensive guidelines relating to the:

-  management of medication including storage, security and disposal
-  administration of medication to an individual
-  administration of emergency first aid response medications
-  documentation of medications and medication administration
-  training and education for medication management and administration



MEDICATION MANAGEMENT

All of our team members have credentials in Medication Administration

Personal Finance Management

Clients are encouraged to manage their own personal finances; however, if the client is experiencing difficulties in managing their own personal finances management will contact an appropriate person of authority (guardian or next of kin), regarding the appointment of an administrator, agent or representative to assist the client.

In the instance a client is subject to an Administration Order, and has their personal funds managed by Public Trustee, the facility's office administration staff will act as a liaison for the client where required.

If required, the facility is able to receive funds from the Public Trustee or a financial representative of the client, and then provide it to the client as suitably arranged. If necessary and the client has significant difficulties budgeting, funds can be distributed to them as often as needed (for

example, on a daily basis). When funds are received for this purpose, accurate and complete financial records are kept in a cash book and stored in a secure and confidential place under the guidance of office staff.

A best practice measure is in place to ensure transparency is maintained by all entries being signed by two employees and a client issuing their signature in a personal budget record book upon the payment being received as record of receipt.

Note: Records are kept in a secure and confidential place, are made available at any time on request to the client or their representative and are retained for 5 years from leaving the facility or death.

Passive overnight assistance

A staff member is onsite overnight in case of an emergency, sleeping in a central, easily accessible location.

Preparation of meals

Meals are prepared fresh on site daily and according to dietary requirements. The menu is rotated seasonally, accredited by a nutritionist and open to suggestions from the clients.

A food safety program is in place and our kitchen is inspected and audited annually.



FRESH COOKED MEALS

Quality, fresh cooked meals with a focus on the client's dietary requirements and preferences

ADL supervision and assistance, including room servicing and assistance with laundry.

We have a team of cleaners on site daily who ensure the facility is maintained in a clean and tidy condition.

Client's bedrooms are cleaned weekly, fresh bed linen is provided, and personal laundry is undertaken in a "do with, not for" manner.



ADDITIONAL SERVICES

Where a client has additional 1:1 support needs, either in the home or in the community, they may choose to purchase these supports from Prospect Community Village by means of their NDIS core funding, or be supported by another external agency of their choice. Examples of additional 1:1 support services include:

- ✚ Personal care
- ✚ Social support
- ✚ Behavioural guidance
- ✚ Intensive room clean
- ✚ Transport
- ✚ Assistance at appointments
- ✚ Assistance to build capacity and learn new skills.

A **person-centred** approach ensures individuals are at the centre of planning and decision making that relates to or impacts them. Being an organisation, which is person-centred, enables individuals to determine the direction of their life based on their own skills, strengths, abilities, networks and preferences to meet their goals at any stage in their life.

We are committed to ensuring a person-centred model is provided, ultimately based on informed choice and control, which will furthermore ensure an individualised approach is maintained in respect to the delivery of services and support.

Our organisations key principles to person-centred approach:

Embracing Diversity & Uniqueness

We act with dignity and respect by being aware of and supporting personal perspectives, values, beliefs and preferences. We support personal empowerment through Choice and Control and providing meaningful options for individuals to express preferences and make informed choices in order to identify and achieve their goals. Our service provision framework is ultimately one which provides supports and interventions that meet individual needs, assists to work towards goals and provides a lifestyle that promotes dignity, respect, and independence.

Flexibility

We believe that resources should be used flexibly to achieve what is important to the individual, work with capacities and choices to assist them in finding ways to achieve aspirations and overcome barriers.

We ensure that individuals utilize their funding to build the life they want to live.

Really Listening

We really listen to clients and work with them and their families to help them achieve what is important to them as an individual person, rather than trying to slot them into predefined services on offer.






Inclusion & Collaboration

We like to work in partnership to both design and deliver services. For a person with disability, good planning is essential so that everyone in the person's life is aligned with them about what they want to achieve in their life and how they want to achieve it.

Thinking together and working together, with a duty of care, creates community connections, encouraging the use of informal supports as well as those from specialist and mainstream services to assist in ending isolation, and better engaging an individual with their community.

EXTERNAL SERVICES AVAILABLE ON REQUEST

We are able to assist you to undertake a referral or arrange an appointment for the following services:

-  Case management from the Department of Mental Health
-  Nursing Care at Home (wound care)
-  Physiotherapy
-  Optometrist
-  Routine screening such as women's and men health checks, ECG's and blood checks

If you are seeking any further services, the Manager will endeavour to arrange it for you.

VISITING PERIODIC SERVICES

General Practitioner

Dr. Bala Goyal of Oakden and Windsor Gardens is the visiting on-site practitioner. Dr Goyal attends on a fortnightly basis to treat the clients on a bulk billed basis. Clients can request an appointment through the resident Registered Nurse or other staff members as required. Priority is provided to clients who have regular appointments, so it is important to request appointments at the earliest possible convenience.



GP VISITS

Fortnightly visiting local GP, with over two-years' experience at Prospect Community Village.

Podiatrist

Our visiting Podiatrist is Clement Ting who bulk bills. Clients can request an appointment through the resident Registered Nurse or other staff members as required. You will be required to have a health care plan done prior to an appointment and EPC in place. This can be arranged through the nursing team at Oakden Medical Centre. Please Note that if you are using your GPMP to access other essential providers appointments with the Podiatrist will incur a charge.

Dentist

Clients are entitled to dental care, free of charge courtesy of the state funded Supported Residential Facility Dental Program.

The closest dental service is situated in Angle Vale at The Parks Dental Clinic where general check-ups will be undertaken.

Complex dental procedures will be referred to the Adelaide Dental Hospital on Wakefield Street in the city. Yellow Cabs are funded by this state-based program to safely transport clients to and from appointments. Management can assist clients to arrange both appointments and transport as required.



DENTIST

Free visiting dentist to care for clients

RIGHTS AND RESPONSIBILITIES

This document outlines what our organisation promises to provide:

| My Rights | What this means |
|---|---|
| SAFETY & QUALITY | |
| I have a right to receive safe and high-quality service provision. | I will receive safe and high-quality services consistent with all relevant legal frameworks, provided by a team of professional carers, with appropriate skills and competence. |
| RESPECT | |
| I have a right to be treated with respect and consideration. | I will be shown respect and worth as an individual regarding my culture, beliefs, values and personal characteristics. |
| CHOICE AND CONTROL | |
| I have a right to access support, and services that promote, uphold and respect your legal and human rights by exercising choice and control. | I will have my individual rights regarding freedom of expression, self-determination and decision making, promoted, upheld and respected. |
| PRIVACY | |
| I have a right to privacy, dignity and confidentiality. | I will be treated with upmost respect, my personal privacy will be protected, and the handling of my personal information is assured. |
| COMMUNICATION | |
| I have a right to be informed about service provision. | I will receive timely communication in an appropriate form that I understand, ultimately enabling me to make an informed choice. |
| FEEDBACK | |
| I have the right to provide feedback and have my concerns addressed. | I will be listened to, supported, and have problems resolved quickly if I provide feedback. |
| ADVOCACY | |
| I have the right to access an advocate to assist me. | I will be supported and assisted to access an advocate when I request, or it is considered required. |
| INDIVIDUALISED SUPPORT | |
| I have the right to have the right to realise my physical, social, sexual, reproductive, emotional and intellectual capacities. | I will be provided individualised support that will enable me to develop and enhance my skills and abilities and pursue my goals. |

SUPPORT PLANNING

CARE AND SUPPORT PLAN

We are committed to providing an individualised support service, based on a Participant's specific needs, preferences and in the case of NDIS Participants, their plan, and goals.

A Service Agreement, Schedule 3 and Care Plan will be developed by management, after initial consultation with the new client and his or her representatives. It will be based on the individual support needs, requirements, preferences, strengths and goals, and services the client requires and chooses. It will include:

- ✚ the exact details of the support services to be provided to the client, including the nature, extent and frequency of the provision of those services
- ✚ instructions to members of the staff relating to the provision of those services
- ✚ the name, address and telephone number of the client's chosen medical practitioner
- ✚ current information on the general state of health of the client, and any instructions or information relating to the health or care of the client given to a staff member by the Participant's medical practitioner or other health service provider who is directly involved in the care of the Participant
- ✚ a risk assessment with planned appropriate strategies
- ✚ any other information relevant to service provision

This document will be written with the client and when the final copy is prepared it will be filed and made available for staff and contractors to refer to as required. With the consent of the client information contained in the support plan will be communicated to informal support networks, support coordinators, other providers and relevant government agencies. If it becomes apparent at this stage that the new client requires an advocate, or additional extension of care / support, referrals to appropriate services will be undertaken accordingly ensuring additional assistance is provided as needed.

The care and support plan will be written in consultation with the Participant. It will be reviewed and revised each time the client experiences or suffers a significant change in circumstance—be reviewed at least once every 12 months and, if necessary, revised.

'MY SUPPORT MY WAY'

If a client is provided 1:1 additional support services including personal care or social support, we may prepare a document called 'My Support My Way' with them. This will include exact step by step instructions for staff to support the client according to their preferences.

REFERRAL PROCESS

Our priority when undertaking the referral process is the safety of our current client base, staff and the community. We will ask that referrers provide a comprehensively completed Risk Assessment Form to assist us to firstly decide if the client is appropriate for our service, and if so, where they are most appropriately suited.

ADMISSION PROCEDURE

Privacy, Rights and Responsibilities will be discussed, at length, as they ensure your support and services are of quality and delivered in a safe way. We believe a genuine partnership between clients, their informal supports, advocates, and other service providers is important so that everyone achieves best outcomes.

Clients will also be provided information relating to our Feedback Policy, which will explain how we are committed to listening to your feedback and providing justice swiftly. Clients will be provided a tour and introduction to all staff and other clients.

CAPACITY AND LINKAGES

Every endeavour will be taken to provide accommodation and support for all referrals; and we maintain a waiting list in the instance that a referral occurs at a point in time where our accommodation or support services are at full capacity.

Where we are unable to offer a support service appropriate to individual needs, referral to another service which is more suitable will be made.

FEES

| Fee Components | Inclusive Support Services / Amenities: |
|---|--|
| <p>Client Contribution 'Board and Lodgings'</p> <p>79% of Disability Services Pension</p> | <p>Accommodation: Rent of fully furnished room and use of all amenities at the facility.</p> <p>Consumables: Food & Utilities</p> <p>The fortnightly accommodation fee will be reduced by at least 30% if you are absent for more than 14 days.</p> |
| <p>NDIS Core Support Package</p> <p>\$675.60 establishment one off fee - new Participant \$250 establishment one off fee - existing Participant (if applicable)</p> <p>Weekday per/hr \$67.56 Sat per/hr \$95.07 Sun per/hr \$122.59 PH per/hr \$150.10</p> <p>Working on a basis of a minimum 1 hour of support provision per day = Approx. \$30,000 annually</p> | <p>24-hour Wrap Around Service</p> <p>Assistance with Daily Living:</p> <p>Assisting with and/or supervising personal tasks of daily life in a shared living, facility environment – support is provided to enable the Participant to live as autonomously as possible and maintain their home environment. These supports are provided individually to Participants into incremental portions over a 24-hour period as required by a team of rostered support staff.</p> <p>Assistance / supervision with:</p> <ul style="list-style-type: none"> - Consuming food - Mobility (physical assistance) - Medication management - Personal finance management - Passive overnight assistance - Preparation of meals - ADL supervision and assistance |

CLIENT CONTRIBUTION

Board & Lodgings

Clients are required to pay 79% of their approved Disability Support Pension. This provides for the rent of their room, food, and utility costs.

This payment is required on a fortnightly basis from either Public Trustee or directly from Centrelink and is payable on arrival and in advance. Payment of the first two weeks is required upon entry into the residence. As at 08/04/2024 this amount is \$970.00.

Variation of Fees

Fees and charges are reviewed on a six-monthly basis according to and in line with Centrelink increases.

Fees and charges may also be reviewed on a case-by-case basis due to a change in client's personal circumstances.

HOUSE RULES

We ask that our clients adhere to the following House Rules:

- (a) We ask that you always show respect to other clients and our staff.
- (b) We ask that you try and keep your room clean.
- (c) We ask that you adhere to meal service times and, if possible, advise staff if you are not going to be home for your meals.
- (d) Prospect Community Village is a Smoke Free area. This extends to all inside areas of the premises and the veranda areas outside of the premises. If you wish to smoke, there are designated areas at the rear of the premises for this purpose.

Smoke Distribution Times are: 9:00am, 1:00pm and 6:00pm

- (e) No alcohol or Nicotine Vapes are to be brought into or consumed on the premises.
- (f) No drugs are to be brought into or consumed on the premises.
- (g) No inappropriate photos or pictures are to be displayed in the premises.
- (h) No food or drink is to be consumed in the bedrooms.

- (i) We ask that you talk to us if you have any problems or need help in any way.

Termination of Agreement

The client must give 14 (fourteen) days' written notice of their intention to terminate their Agreement and quit the premises. This notice must be given to the Manager / Proprietor of the premises.

The Manager / Proprietor must give a client 28 (twenty-eight) days' written notice of their intention to terminate an Agreement. Such notice shall include a detailed explanation as to why the notice has been issued.

The Termination will:

- (a) be in writing and conform with any requirement prescribed by the regulations; and
- (b) unless otherwise approved by the relevant licensing authority, be given to the client, or to his or her representative, personally or by post at least 28 days before the proposed termination takes effect;
- (c) specify and give particulars of the grounds of the Proprietor's decision to terminate the contract; and
- (d) set out the rights that the client must make to apply for a review of the decision under this Act.

Grounds for Termination of Tenancy:

- (a) Endangering the safety of other clients and/or staff
- (b) Taking of drugs or bringing drugs into the premises
- (c) Drinking alcohol in the premises or bringing alcohol into the premises
- (d) Physical or verbal abuse of clients and/or staff
- (e) Continued and serious breach of House Rules

Copies of the Termination Notice will be provided to the local authority for their records.

NDIS SUPPORT SERVICES

Prior to acting as a support provider for an NDIS Participant, we will put in place a service agreement, establishing the working relationship and fees involved for service provision.

SERVICE AGREEMENT INCLUSIONS

The service agreement will include:

- Details about the parties subject to the agreement, and the agreement start and finish date
- Details relating to the way the Participant would like payments for supports to be managed, and if it by means of a third-party plan manager, their contact details
- The NDIS and terms of the specific agreement, including making changes, or ending the agreement
- The means by which a Participant or their nominee can provide feedback, complaints and disputes
- The details regarding the Goods and Services Tax (GST)
- The responsibilities of the provider and the Participant / Representative
- Service agreement party signatures
- The applicable goals being worked towards; and
- the service schedule, which will state the service type, support item, rate, number of units in the service agreement period and total cost

SERVICE AGREEMENT ESTABLISHMENT PROCESS

- (a) The Participant and their Support Coordinator will be consulted about the 24-hour wrap around service provision, and in relation to if they would like to choose any additional services to purchase from the provider. Collaboration will occur with each Participant to develop a service agreement which establishes expectations, explains the service to be delivered, and specifies any conditions attached to the delivery of this service, including why these conditions are attached.
- (b) The Participant will be supported to make informed choices about the benefits and risks of the service options under consideration and their autonomy will be respected.
- (c) The Service agreement will be established and presented to the Participant, and all other applicable parties including their nominee, guardian, and Support Coordinator.

- (d) All parties will be provided sufficient time to review and consider options and seek advice if required at any stage at any stage of service provision.
- (e) They will also be informed about their right to access an advocate of their choosing and have an advocate present at any stage of the process.
- (f) We will ensure we provide each Participant a clear understanding of the service they have chosen and how they will be provided this service. Each Participant will be supported to understand their service agreement and conditions using the language, mode of communication and terms that the Participant is most likely to understand.
- (g) The service agreement is created in writing, and each Participant will receive a copy of their agreement signed by the Participant and the provider and will be encouraged to keep it somewhere safe. Where this is not practicable, or the Participant chooses not to have an agreement, a record is made of the circumstances under which the Participant did not receive a copy of their agreement.

NDIS Fee Schedule

Assistance with ADL's (Support onsite at the accommodation site and in Group Homes)

Assisting with, and/or supervising, personal tasks of daily life to develop skills of the Participant to live as autonomously as possible.

We can provide the following assistance with ADL's:

- Food Preparation
- Medication Administration
- Laundry
- Room Cleaning
- Personal Care
- Continence Care

| Item Number | Item Name and Notes | Unit | National |
|-----------------|---|------|----------|
| 01_011_0107_1_1 | Assistance with Self-Care Activities - Standard - Weekday Daytime | Hour | \$67.56 |
| 01_002_0107_1_1 | Assistance with Self-Care Activities - Standard - Weekday Night | Hour | \$75.82 |
| 01_013_0107_1_1 | Assistance with Self-Care Activities - Standard – Saturday | Hour | \$95.07 |
| 01_014_0107_1_1 | Assistance with Self-Care Activities - Standard – Sunday | Hour | \$122.59 |
| 01_012_0107_1_1 | Assistance with Self-Care Activities - Standard - Public Holiday | Hour | \$150.10 |

Establishment Fee & Report Writing

We charge an establishment fee to all NDIS Participants in their first plan where they receive at least 20 hours of personal care/community access support per month. This payment is to cover non-ongoing costs for providers establishing arrangements and assisting Participants in implementing their plan. A report writing fee is charged if we assist a Participant to access the community.

| Support Item | Support Item Ref No. | Description & Price Limit |
|--|----------------------|---|
| Establishment Fee for Personal Care / Community Access | 01_049_0107_1_1 | <ul style="list-style-type: none"> \$250 Existing Clients, new to NDIS \$675.60 New NDIS Participant and new to provider \$250 if within first plan and coming from different provider |
| Report Writing | 04_104_0125_6_1 | \$67.56 for a maximum of four hours |

Assistance Out and About

We also can provide assistance on a 1:1 basis for Participants to:

- Attend appointments
- Undertake activities in the community
- Visit friends and family
- Undertake social support
- Do personal shopping

| Support Item | Support Item Ref No. | Hourly Rate |
|--|----------------------|-------------|
| Assistance to access <u>community-based</u> social and recreational activities - Weekday Daytime | 04_102_0136_6_1 | \$67.56 |
| Assistance to access <u>community-based</u> social and recreational activities– Saturday | 04_102_0136_6_1 | \$95.07 |
| Assistance to access <u>community-based</u> social and recreational activities – Sunday | 04_102_0136_6_1 | \$122.59 |
| Assistance to access <u>community-based</u> social and recreational activities – Public Holiday | 04_102_0136_6_1 | \$150.10 |

Transport

Where we are providing transport during your support, a per kilometre rate will be charged either via:

| Support Item | Support Item Ref No. | Per Km Charge |
|---|----------------------|---------------|
| Core funding: Assistance with Travel | 02_050_0108_1_1 | \$1.00 |
| Transport funding (either directly if they are self-managing the funding, or via their plan manager) | 02_051_0108_1_1 | \$1.00 |

STAFFING

The Prospect Community Village team are caring, committed, and driven. All Client Care Officers either have, or are working towards, a Certificate in Disability, Home and Community Care or Mental Health.

In addition, all of our carers hold the following credentials:

- Senior First Aid/CPR
- NDIS Worker Screening
- Food Safety Handling (where required)
- Manual Handling (where required)
- Medication Administration
- National Police Clearance

An adequate number of management / supervisory staff are employed to ensure proper compliance with the Supported Residential Facility Regulations, and the provision of an appropriate level of client care and the smooth running of the support service.

COMPLAINTS & FEEDBACK MANAGEMENT

We warmly welcome all forms of feedback, including complaints, as we are of the belief it fosters and supports our continuous improvement culture.

We enable & encourage all stakeholders to speak up (including anonymously) as it helps us to develop a better service to meet our clients' needs and deliver positive outcomes.

New clients will be provided information and access to our complaints management and resolution system. They will be provided a copy of our 'Your Feedback Matters' brochure and it will be explained in detail, in an appropriate manner to ensure the information is in a language, and format ensuring they understand their right to provide feedback in a supportive environment.

Feedback or complaints can be made in any of the following ways:

| | |
|--------------|---|
| Phone: | 08 8269 4114 |
| Email: | prcs.mgb@gmail.com |
| In person: | Either to a staff member of your choice, Assistant Manager, Vicki Poethke or to the Licensed Manager, Bernard Poethke |
| Anonymously: | In writing, via our feedback box situated in the Lounge Room (checked weekly) |

COMPLAINTS & FEEDBACK PROCEDURE

We aim to resolve complaints as quickly as possible by means of a clear and accessible complaints and dispute resolution process, based on procedural fairness and natural justice.

Therefore, the Manager, in addressing complaints, will:

- (a) Assess the nature of the complaint immediately and treat as an incident if required and take immediate action where there appears to be a high risk of harm, neglect, or abuse.
- (b) Acknowledge the complaint within the next business day from receipt and advise of their right to access an advocate (please note that the anonymous feedback box is checked weekly so receipt will be within this timeframe).
- (c) contact the person or organisation the feedback / complaint is about, provide them with details of the feedback / complaint, comments, and relevant information.
- (d) advise our client what the response to their complaint has been and what resolution and appropriate action we feel is necessary.
- (e) aim to involve all parties in the resolution and keep them informed of progress and any decisions made.
- (f) aim to resolve the complaint within 21 business days of receipt.
- (g) If there is dissatisfaction with the resolution of the complaint, the Manager, can be asked to review the complaint and how it was handled.
- (h) If the resolution is still not satisfactory, the Manager will encourage, and will provide support for assistance to be sought from the organisation listed on the next page.

| If you are an NDIS Participant: | If you are NOT an NDIS Participant: |
|--|---|
| Local Licensing Authority - Eastern Health Authority 101 Payneham Road, St Peters SA 5069 Tel: 08 8132 3600 | Local Licensing Authority - Eastern Health Authority 101 Payneham Road, St Peters SA 5069 Tel: 08 8132 3600 |
| Quality and Safeguards Commission: 1800 035 544 (free call from landlines) or TTY 133 677 (interpreters can be arranged). National Relay Service and ask for 1800 035 544 Or completing a complaint contact form online at www.ndiscommission.gov.au | Department of Human Services: GPO Box 292 Adelaide SA 5001 Tel: 08 8226 8800 |
| Commonwealth Ombudsman: Phone number: 1300 362 072 www.ombudsman.gov.au/making-a-complaint | Commonwealth Ombudsman: Phone number: 1300 362 072 www.ombudsman.gov.au/making-a-complaint |

Additionally, we will provide the following assistance to any person making a complaint:

- Support, assistance and reassurance that there will be no adverse treatment, negative consequences or disadvantages as a result of the complaint
- Advice as to how the complaint can be raised with the NDIS commission, and support to contact them if required
- Resolution of the complaint in a private, confidential, fair equitable and timely manner and all views will be respected
- Help to find an independent support person or advocate to assist or represent the person complaining if they want one
- Support to take the complaint to external agencies