



UNIQUE CARE GROUP



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WELCOME PACK

Welcome to Unique Care Group

Unique Care Group is dedicated to supporting people living with a psychosocial disability and/or Intellectual Disability to live a life of their choice. We are a small but passionate team of Support Coordinators and Psychosocial Recovery Coaches who believe people are the experts of their own lives and our role is to support them to achieve their goals.

Unique Care Group is a business that values empathy, professionalism, and social justice.

Thank you for choosing Unique Care Group.

Our team can't wait to support you with your NDIS plan.

What is Support Coordination?

Our Support Coordinators at Unique Care Group are here to work alongside you to access the NDIS and support you to build the skills you need to understand, implement and use your NDIS plan.

We will assist you to set goals, choose and manage a mix of supports that will ultimately help you reach these goals.

What is Psychosocial Recovery Coaching?

Our Psychosocial Recovery Coaches are here to walk alongside you and support you to set goals, take more control of your life and manage the challenges of day to day living.

Our coaches will work with you and other important people in your life to design, plan and implement a recovery plan, and assist with the coordination of NDIS and other supports you may choose.

What is Mentoring?

Our mentors are strong and passionate individuals, equipped to help you with your NDIS goals. We help you to engage in community interaction and encourage you to make positive choices now and in the future.

Our mentors will focus on helping you develop time management, communication, and critical thinking skills. We can also complete a care plan outlining your goals and aspirations.

What we do

as Support Coordinators

What Support Coordination is...

Capacity Building

We want to see you as independent as possible, so we will teach you how to take charge of your NDIS plan.

Goal Orientated

We want to see you living the life of your choice and making your own decisions, so we will help you set and work towards your goals.

Limited Hours

We have a limited budget for Support Coordination, so we will talk to you about how many hours you have over your plan and can use each week.

What we are not...

We are not a Crisis Service

We can help you plan how to manage conflict and crisis in your life.

We are not Advocates

We can help put you in touch with an advocacy service if you require one.

We are not Plan Managers

We do not manage your money, process your invoices or make decisions about your funding, however we can help you choose the right Plan Manager for you.

We are human too

We also like to sleep and hang out with our families too, however we will make sure to respond to any messages and requests within 2 business days.

What is reasonable and necessary?

- 1.** Is the support or service related to your **NDIS approved** disability?
- 2.** Is this an expense that is incurred because of your disability and not just an everyday expense? For example, groceries.
- 3.** Will the support or service help you achieve the goals in your NDIS plan?
- 4.** Will the support or service help you achieve the goals in your NDIS plan?
- 5.** Can you afford the support or service within your NDIS plan? Remember funding must last for the life for your plan.
- 6.** Will the support or service help you find or keep your job, help with your education, improve how you connect with your local community and/or improve your relationships with your family or friends?
- 7.** Is the support or service that should be funded by other government services instead?
- 8.** Is the support or service that should be funded by other government services instead?
- 9.** Is it safe? Your supports and services should not cause you harm or put others at risk.

Advocates

What is an advocate?

An advocate is a person who will listen to you and help you make decisions about the support and services you receive. An advocate is there to give you a voice when you are not sure that yours can be heard.

An advocate will speak up on your behalf when choices are being discussed and make sure that organisations providing you support understand your needs and respect your rights. An advocate will speak out for you if your needs are not being met.

Who can be your advocate?

You can ask anyone that you know well and trust to be your advocate, this may include a member of your family or a friend. You may want someone independent, a professional from a formal advocacy service.

If you are not sure who to choose to be your advocate, talk to us. Part of our ongoing commitment to all Participants is to help them find an advocate by providing a Directory of Advocacy Services.

How do we work with advocates?

Unique Care Group will:

- With your permission, 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 that person in the planning of services that will be provided for you.
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Unique Care Group will make sure your Advocate is invited to:

- Consultation meetings
- Person-centred planning meetings
- Reviews Other relevant meetings or conferences.

Your Privacy

How we respect your privacy

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

When you first come to see us, we will give you a **consent form** that outlines how we access, store and share data. By signing this consent form, you give us your permission to contact other service providers and professionals or caregivers, which you have worked with in the past, to gather any information that will help us to better support you.

Giving us the opportunity to collect this information from other service providers will tell us what has and what has not worked for you in the past. The more we understand about your situation, the more we can do to make sure we give you best service experience that we can provide. However, we will only contact these people after we get your consent to do so.

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

If for any reason you choose to stop using our services, your information will be destroyed as soon as is practicable - unless we are required to store your information by law. You can request your files from us at any time by sending us an email at admin@uniquecaregroup.com.au

If you have any further questions about how your personal information is handled, please ask a Unique Care Group Representative.

Your Rights

And Responsibilities

As an individual using our services, you have rights that you should be aware of. We recognise your rights, and are here to support and assist you in exercising these rights in achieving your goals.

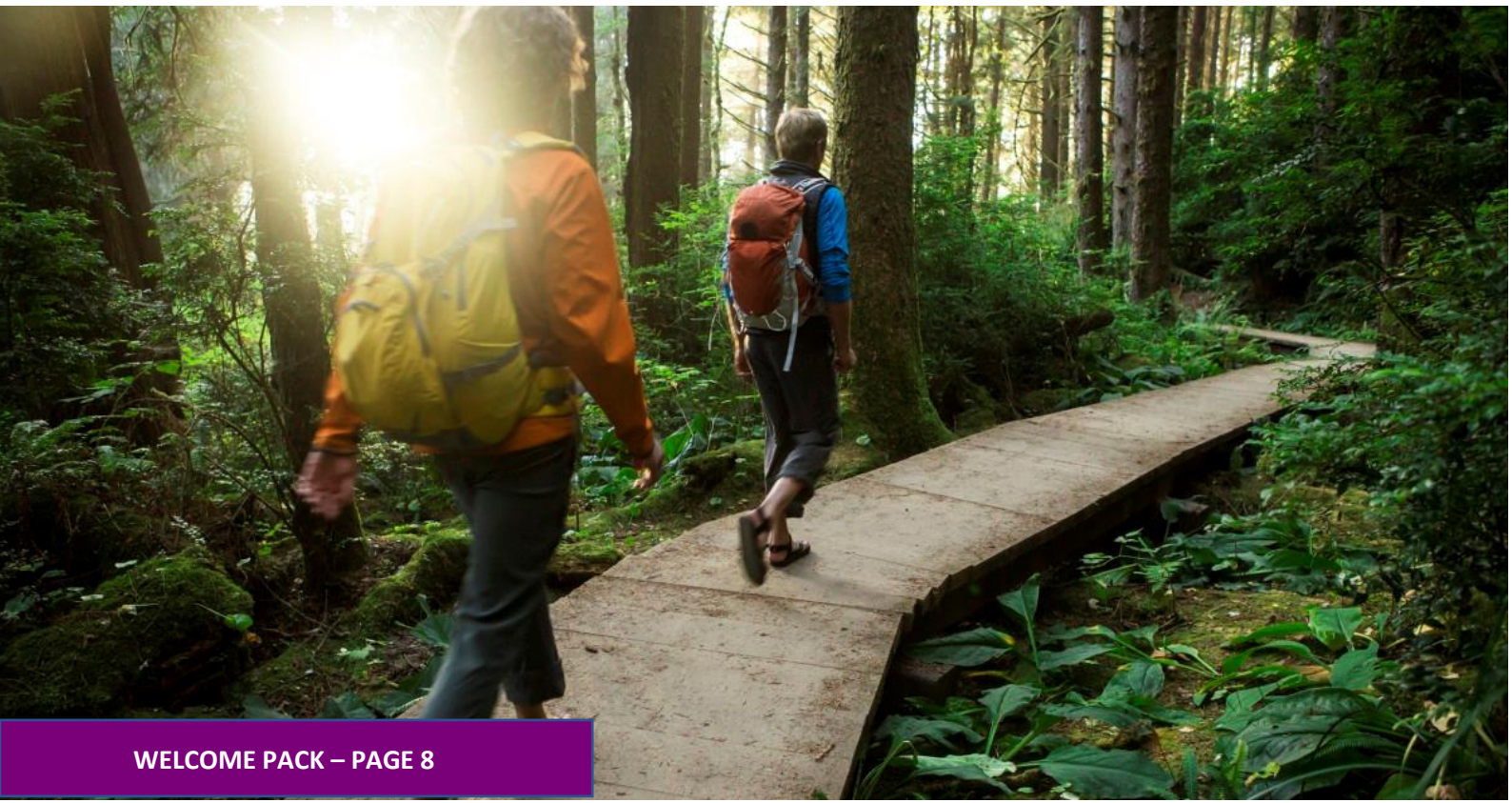
Unique Care Group adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

You have the right to....

- Have access to supports that promote, uphold, and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination, and decision-making.
- Access supports that respect your culture, diversity, values, and beliefs.
- A service that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation, or discrimination.
- Receive supports which are overseen by strong operational management.
- Access services which are safeguarded by Unique Care Group well-managed risk and incident management system.
- Receive services from team members who are competent, qualified and have expertise in providing person-centred supports.
- Consent to the sharing of information between providers during the transition

We ask that you...

- Respect the rights of team members, ensuring 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, and with this, your services may need to change to meet your needs.
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Tell us if you have problems with the care, and services you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your own health and well-being as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours' notice when you will not be available for your service or support.
- Be aware that our team members are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Ensure 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 give us notice before the day you intend to stop receiving services from us.



Our Responsibilities

Unique Care Group will...

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

Incidents

How do we manage incidents

What is an incident?

Unique Care Group aims to protect and prevent harm to our NDIS participants, so we have systems to manage all incidents that might relate to people receiving our support and using our services.

An '**incident**' can include anything that has or has not been done or an event or event that has happened in relation to the provision of our services that has, or could have, caused harm. Our Incident Management procedure involves identifying systemic issues in our practice and continually trying to improve the way we offer supports and services.

How do we manage incidents?

Unique Care Group report any incident that occurs while providing supports or services to NDIS participants. Incidents are documented within twenty-four (24) hours of the incident happening with the 'Incident Report Form'. Some incidents are more serious than others. Reportable incidents include those that have, or are alleged to have, caused death, serious injury, abuse, neglect, or any restrictive practice to the person with disability. These types of incidents are reported to the NDIS Commission by Unique Care Group within twenty-four (24) hours of the incident

Unique Care Group will arrange, for the necessary support and assistance to anyone affected by the incident. If you are affected by the incident, you may need information regarding speaking to an independent advocate and getting strategies to take care of your ongoing safety and wellbeing after the incident. Every Incident is thoroughly investigated by the business, focusing on improving outcomes for any person with a disability affected by the incident. These investigations drive the process of continual improvement in the services we provide to you.

Anyone affected by the incident will be included in the handling and resolution of the incident. This includes taking into consideration your views about whether the incident could have been prevented, how well the incident was managed and what could be done to prevent similar incidents from happening again.

All documents relating to an incident are stored securely for seven (7) years from the day when the report is made. This information is reviewed each year with any systemic issues raised, things that might affect the provision of our supports and services, are monitored regularly to make sure that similar incidents to not happen again.

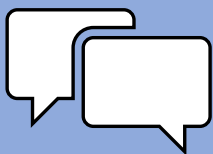
Complaints

How to make a complaint

We welcome any feedback that can help us improve the service we provide to you. So please tell us if you are not happy with the support or services that you have received and let us know what we can do to improve your experience with us.

We can arrange for interpreters, different communication aides, online, mobile, or other technology assisted ways, anything that will help you inform us.

Ways to make a complaint



Tell your Support Worker or someone you trust

Tell them what your problem is so they can address it with Unique Care Group. They can call, send a letter or email to admin@uniquecaregroup.com.au



You are welcome to have someone with you

You can bring a support person with you if that will help you feel supported to explain what the problem is.



Talk to Unique Care Group directly

We value your feedback and will always take the time to listen to your concerns.



Contact NDIS Quality and Safeguards Commission

You can contact them anytime on 1800 035 544 or www.ndiscommission.gov.au

What happens next

Unique Care Group will give you the time to explain what the problem is and listen to your suggestions about how we can address your concerns. Sometimes it might take longer than one discussion to resolve an issue. That is why we will help you fill out a Complaint Form so that you can make sure we understand what your concerns are. With your written complaint to guide us, we can work with you to navigate all the issues, investigate your concerns completely and work out a fair and reasonable solution to the problem. After completing the written complaint, the process will involve:

- Giving you a letter confirming that we received your written complaint.
- Keeping you informed of the progress we make to resolve your complaint including, any action taken, the reasons for any decisions made, and the options available to you if you wish to review any of the decisions.
- Keeping you involved in the resolution of the complaint.
- Letting you know in writing of the result of this process, making sure to explain any decisions made about your complaint.

If we are not able to resolve your complaint within 21 working days, we will let you know how long we believe the process will take and continue to keep you informed as we work to resolve your complaint.

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

If a person makes a complaint, the NDIS Commission will decide upon the appropriate action to take. The NDIS Commission may decide to:

- Take no action or defer taking action in some cases (for example, if the complaint was not made in good faith or there is not enough information to continue).
- Help the complainant and other affected people to work with the NDIS provider to resolve the complaint.
- Undertake a resolution process.

Exit Process

How to end your agreement with Unique Care Group

You may decide for any reason to end your agreement with Unique Care Group and not continue your services with us.

To do this, please request to end your agreement in writing by sending us an email to admin@uniquecaregroup.com.au

If we can't contact you

To provide the best possible service, we need to be able to have regular contact with you.

In the case that we haven't been able to contact you:

- We will make 3 attempts to contact you by phone, message, or email.
- If we haven't heard from you, then we will send you an email requesting you to contact us within 2 weeks.
- If we do not hear from you after 2 weeks, we will close your file and send you a letter to confirm in writing that we have ended your service agreement.

You can always reengage with us and if we have capacity, we can review your request. You can request to reengage with us by emailing:

admin@uniquecaregroup.com.au