



Sacred Heart Local

National Disability Insurance Scheme (NDIS) Participant Handbook

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SACRED HEART MISSION

Vision

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

Mission

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

Values

Sacred Heart Mission is committed to the following values -

- Welcome – we welcome and accept people as they are
- Community – we enable people to feel supported by, and connected to the broader community
- Challenge – we challenge injustices
- Accountability – we measure the impact of our work
- Innovation – we ensure that our services are responsive and effective.

WELCOME TO THE NDIS AT SACRED HEART LOCAL

Sacred Heart Local is a Sacred Heart Mission service that supports you to live the life you want in your home and community with co-ordination, core supports and capacity building supports.

Everyone is welcome

We welcome people of different language, culture, sexual orientation, gender identity, intersex status, age, health, socio-economic status, faith or spirituality, as well as people living with a disability and Aboriginal or Torres Strait Islander background.

Sacred Heart Mission's [diversity statement](#) and [Reconciliation Action Plan](#) (RAP) explain how we support people with different backgrounds.

ABOUT THIS HANDBOOK

This handbook is your guide to Sacred Heart Local, the National Disability Insurance Scheme (NDIS), and your rights and responsibilities.

When you read this online, you can easily click on the links to contact us, or for more information from other organisations, like the NDIS.

If you would like more information or advice, you can contact us by phone, email or in person.

CONTACT US

We are open Monday to Friday 8am to 4pm. Our office is closed on [Public Holidays](#).

For more information about anything in this handbook, you can phone, email, or speak to a member of staff.

- Call Sacred Heart Local or your Client Liaison Officer (CLO) on 03 8530 8302
- Email us: ndis@sacredheartmission.org
- Email your CLO: clo@sacredheartmission.org
- Fill in an [enquiry form on our website](#) – you do not have to tell us your name if you don't want to.

If you are concerned about how we have handled your personal information, please contact the Privacy Officer privacy@sacredheartmission.org.

The Australian Government provides different services for people who need help communicating. These services are free.

If you need translation services, call the [Translating and Interpreting Service \(TIS\)](#) on 131 450.

For people who are deaf or who have hearing or speech impairment, you can choose from a number of relay call options from the [National Relay Service](#).

YOUR SUPPORTS AND SERVICES

Your NDIS funding may pay for support co-ordination, core supports or capacity building supports, or a combination of these types of support.

You can choose which of these funded services you want from us. You can also change who provides your NDIS services and supports at any time.

You can read more about your NDIS services and supports in your NDIS Plan, and NDIS provider Service Agreements.

Support coordination

Support co-ordination promotes your independence, decision-making, and choice and control.

If the NDIS gives you funds for support coordination, Sacred Heart Mission can help.

Your Sacred Heart Mission Support Coordinator helps you:

- identify your needs and personalise your supports
- develop your skills so you can be more independent
- engage and co-ordinate the services in your NDIS plan
- monitor your plan so it meets your needs and you are receiving the right services for you.

Core supports and capacity building supports

Core supports help you perform daily living tasks and work towards your goals.

Capacity building supports help you to maintain your independence and build your skills.

If your NDIS plan includes funds for core supports or capacity building supports, a Sacred Heart Mission Client Liaison Officer (CLO) can help to:

- connect you with a support worker that best matches your needs and goals
- manage appointments with your Sacred Heart Mission support workers.

You can call your CLO on 03 8530 8302 Monday to Friday 8am to 4pm. Our office is closed on [Public Holidays](#).

You can also email your CLO: clo@sacredheartmission.org.

YOUR RIGHTS AND RESPONSIBILITIES

Your safeguards

Sacred Heart Local is a registered provider of NDIS supports. The [NDIS Quality and Safeguards Commission](#) ensures we provide quality and safe supports.

We support and comply with the NDIS Practice Standards. They set out how providers demonstrate quality and safe practices.

We have policies and procedures to make sure we provide safe and quality supports and services.

All our staff and volunteers undergo a [worker screening system](#) before they work with participants. They also work to the [NDIS Code of Conduct](#), and receive on-going training and supervision.

Independent help and advice

We encourage you to access independent advice and support when you need it. These are sometimes called advocacy services.

You can ask us for help to access advocacy services, or we may identify a need and discuss options with you.

You can also search [The Disability Advocacy Finder](#) for advocacy services near you.

Your choices and decisions

We are partners with you in developing supports and services that promote your personal choices, goals and preferences.

We plan your supports and services according to your personal needs, like your culture, language, beliefs, gender or sexuality. But you do not need to tell us about your background if you do not want to.

As far as possible, we will support your choices, and your right to make decisions about what you do. But we may not support you to take part in things that might harm you or other people or property. If that is the case, we will talk to you about our concerns, ask for and give advice, explain our decision, and try to find safer ways to support your choice.

Preventing and responding to violence, abuse, neglect and exploitation

We are committed to safeguarding your human rights and preventing and responding to violence against and abuse, neglect, and exploitation of people with disability.

We encourage you to report things you are concerned about.

If you are in immediate danger:

Call 000

If you are not in immediate danger, you can [contact us](#). We will manage any incident you tell us about appropriately. We will also give you information about appropriate support services and tell you about your rights to complain to the right authority, like the police and the NDIS.

If you do not want to speak to us directly, or you do not feel safe contacting us, you can also contact the [NDIS Quality and Safeguards Commission](#).

Compliments, complaints and suggestions

At Sacred Heart Local we want to hear your feedback, good or bad.

Your feedback helps us improve our supports and services, and helps keep you and our staff and volunteers safe. From time to time, we may ask for your feedback in different ways.

We can help you give feedback, or we can refer you to others who can help. You can also search [The Disability Advocacy Finder](#) for advocacy services near you.

When we receive feedback, we will acknowledge and assess it promptly and respond appropriately. If necessary, we will update you regularly, and explain the reasons for a decision or outcome.

You can speak to your support co-ordinator Client Liaison Officer (CLO) or support worker, or another person at Sacred Heart Local or Sacred Heart Mission. See how to [‘contact us’](#).

You do not have to give your name when you contact us, but it may help us address the matter better.

If you do not want to speak to us directly, or you do not feel safe contacting us, you can also contact the [NDIS Quality and Safeguards Commission](#).

You can also contact the Victorian Disability Workers Commission [Victorian Disability Workers Commission](#) if the complaint is about a disability worker.

Privacy of your information

We collect personal and sensitive information, such as your date of birth, banking details and health information to provide your services and supports. We also collect information when you contact us, for example by email, and we may receive information about you from people who provide your supports.

The Commonwealth Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles control how we look after your information and data.

We always handle your personal and sensitive information according to the Privacy Act and Privacy Principles.

We will:

- only use your information for the purpose you gave it to us
- only disclose your information with your consent, or if it is a reasonable expectation that we use it, or if it is required by law
- securely store your information
- allow you to see the information we store about you and make sure information is correct

- ask your permission before using your information to send you marketing materials by mail or email. You can opt out of receiving marketing materials at any time
- give you a way to contact us anonymously. Sometimes we may be legally required to identify you by name. We will let you know if this is the case.

For more information, you can read our [privacy and collection notice](#).

If you are concerned about how we have handled your personal information, you can [contact our Privacy Officer](#). We will acknowledge your concern promptly and deal with it within a reasonable time, depending on its complexity.

If you are not satisfied with our response, you can contact the [Office of the Australian Information Commissioner](#) (OAIC). The OAIC investigates breaches of the Privacy Act. You can also speak to the [NDIS Quality and Safeguards Commission](#).

Conflicts of interest and gifts

Sacred Heart Mission has a duty to act in the best interests of participants. We identify and manage actual or perceived conflicts of interest to safeguard participants, employees and Sacred Heart Mission.

We will discuss any potential conflict of interest when you accept our NDIS services, and whenever it is necessary.

We understand that you may want to show your appreciation for the work a support worker has done. However, our staff cannot accept any money, gifts, services or benefits or be the beneficiary of gifts or bequests and must never solicit or actively encourage gift giving.

CONTACT INFORMATION

Organisation	Contact Information
Disability Advocacy Finder	Website https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/ Email disabilityadvocacy@dss.gov.au
National Relay Service	All calls nrschat.nrscall.gov.au Emergency calls nrschat.nrscall.gov.au and click the Emergency Services button SMS Relay – all calls 0423 677 767 SMS Relay - emergency calls 0423 677 767 and ask for Triple Zero (000)
NDIS Quality and Safeguards Commission	Website www.ndiscommission.gov.au Email contactcentre@ndiscommission.gov.au Phone 1800 035 544
Office of the Australian Information Commissioner	Website www.oaic.gov.au Phone 1300 363 992
Sacred Heart Mission	Privacy Enquiries: Email Privacy@sacredheartmission.org NDIS Enquiries: Email ndis@sacredheartmission.org Phone (03) 8530 8302 General Enquiries: Email info@sacredheartmission.org Phone (03) 9537 1166
Translating and Interpreting Service	Website www.tisnational.gov.au Email tis@homeaffairs.gov.au Phone 131 450
Victorian Disability Workers Commission	Website www.vdwc.vic.gov.au Email info@vdwc.vic.gov.au Phone 1800 497 132