



# Participant Handbook





## Get help to read

The **National Relay Service** is a free Australia-wide phone solution for people who are deaf or have a hearing or speech impairment.

**For TTY/voice, call 133 677**

**For Speak & Listen, call 1300 555 727**

**For SMS relay, message 0423 677 767**

The **Translation and Interpreting Services** (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Phone **131 450**

Visit **[www.tisnational.gov.au/](http://www.tisnational.gov.au/)**

# Welcome to Sureway

We look forward to working with you to achieve your goals!

At Sureway our values help us to change lives and build stronger communities across Australia every day.

This handbook will provide you and your family with important information about using our service, as well as your rights and responsibilities.



A handwritten signature in black ink, appearing to read 'Matthew Hall'.

**- Matthew Hall, CEO**

## Our company values



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# Who we are

- Sureway deliver National Disability Insurance Scheme (NDIS) Therapeutic Supports, Support Co-ordination, Recovery Coaching and General Counselling services.
- We are also a leading provider of employment services in Australia.
- We provide services on behalf of the Australian Government that help people to find and keep work.
- We work with individuals, businesses and community groups to change lives and build stronger communities.
- We provide a range of employment, training and counselling supports in locations across NSW, VIC and SA.
- We have over 30 years of experience in helping people to improve their quality of life through employment and upskilling.
- We work with people with disability every day to achieve their employment goals.

# What you can expect

We will provide you with:

- A jointly developed Service Agreement, or an Individual Support Plan, identifying your goals and the types of supports and assistance required to reach them, or a progress or assessment report, as agreed to and documented in the Service Agreement
- Information to you about our Feedback and Complaints Policy
- Supports that meet your needs at preferred times, where possible
- Services with courtesy and respect consistent with the National Standards for Disability Services
- Supports in a way that is consistent with all relevant laws, including National Disability Insurance Scheme Act 2013 and rules and the Australian Consumer Law
- Opportunity to express your ideas about how supports are provided

We deliver these services to eligible NDIS participants.



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# Your rights

As a Sureway participant you have rights.

Your rights are protected by law. They are also set out in national standards.

Your rights are outlined in this booklet. You can also request more information about your rights at anytime.

We will explain your rights to you when we first start working together. We will also discuss your rights with you throughout our interactions.

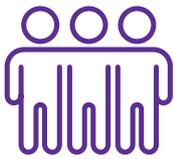
If you are ever unsure about your rights, please let us know. A Sureway Consultant can help you to understand this information.

On page 33, we have included further information. This includes details of who else you can talk to. For example, you can talk to an independent advocate about your rights.

## **You have the right to:**



Be treated respectfully at all times



Be treated fairly regardless of your age, gender, religion, race or ethnicity, cultural background or disability



Be greeted and assisted in a professional manner



Obtain assistance that is appropriate to your needs



Intimacy and sexual expression



Be involved fully in planning and decisions about you and your supports



Privacy and have your information stored securely and only released with your consent



Accurate, relevant and up-to-date information



An advocate of your choice



Provide feedback or make a complaint and receive a timely and appropriate response

# Your responsibilities

As a Sureway participant you have certain responsibilities.

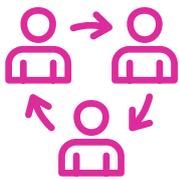
Your responsibilities are outlined in this booklet. You can also request more information about your responsibilities at anytime.

We will explain your responsibilities to you when we first start working together.

If you are ever unsure about your responsibilities, please let us know. A Sureway Consultant can help you to understand this information.

On page 33, we have included links to further information. This includes details of who else you can talk to. For example, you can talk to an independent advocate.

**You, your advocate, trusted decision maker and/or family member agree to:**



be involved in the development of your Support Plan, informing Sureway Health Support how you wish your Services/Supports to be delivered



provide accurate information and keep us informed of changes to your personal information



inform us if you are receiving other services or supports



treat us with courtesy, respect and dignity



ensure there are appropriate funds available for claiming services that have been booked and provided. If we are unable to make a claim to NDIA for the provision of a service due to insufficient funds you are responsible for payment



give us a minimum of two full business days notice if you cannot make a scheduled appointment; and if the notice is not provided by then, Sureway Health Support Cancellation Policy will apply



talk to us if you have any concerns about the supports being provided



give us the required notice if you need to end the Service Agreement



let us know immediately if your NDIS plan is suspended or replaced by a new NDIS plan or you stop being a Participant in the NDIS



give us feedback or lodge a complaint if you are dissatisfied with the service or the way it is delivered



discuss your concerns with possible risks associated with achieving your Support Plan



request a copy of any of our Policies if further information is required

# Our responsibilities

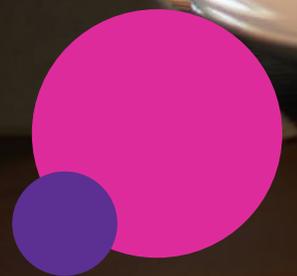
## **Sureway Health Support agree to:**

- assist you to access an advocate as required by referral to appropriate service such as, Disability Advocacy Finder, Disability Advocacy NSW; Advocacy Queensland Incorporated; Advocacy Tasmania; Disability Rights Advocacy Service Inc South Australia; Advocacy Western Australia; ADACAS ACT; Disability Advocacy Service NT
- actively work with the you to identify your wishes, will, preferences and rights to establish goals and needs and subsequently develop a Support Plan
- work with you, your advocate, trusted decision maker and/ or family member to assist you to exercise choice and control and to have your voice heard in matters that affect you
- review the provision of supports at regular intervals with you and your advocate or trusted decision maker
- respect and respond to your cultural values and beliefs
- communicate openly and honestly in a timely manner and in a way you can best understand, including using an interpreter if required

- inform you of all costs associated with the provision of supports, including the cost associated with cancellations
- protect your privacy and confidential information
- store your information in a secure electronic file that is password protected and has appropriate firewall protection
- inform you of how to make a complaint and treat you fairly and impartially if you make a complaint
- give you a minimum of 48 hours' notice (where possible) if we have to change a scheduled appointment
- keep accurate records on the supports provided to you
- issue regular invoices for the provision of supports delivered to you
- continually inform you of possible risks and benefits associated with achieving your goals
- investigate any incidents that occur and follow NDIS (Incident Management and Reportable Incidents) Rules. This includes involving you in the investigation and determining actions / outcomes
- not provide financial advice under the delivery of any service.



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# Quality of services

Sureway adhere to the **six National Standards for Disability Services**. They are explained briefly here:



## **Rights**

You have the right to be treated fairly when you use disability services.



## **Participation and inclusion**

You can take part in the community and feel included when you use disability services.



## **Individual outcomes**

Your service supports you to make choice about what you want to do.



## **Feedback and complaints**

You can tell people what you think about the services you receive.



## **Service access**

You have the right to find and use disability services.



## **Service management**

Disability services should be managed well.

# Cancellation Policy

At 10 Jan 2021, we have adopted the NDIS cancellation policy which can be found on page 12 of the NDIA Price Guide 2019-20.

We require you to be at the agreed place of your appointment within a reasonable time or provide 2 clear business days' notice for a cancellation, otherwise 100% of your fee will be charged.

# Costs

The cost of our services are in line with the NDIS Price Schedule 2020-21 and the NDIS Support Catalogue 2020-2021.

You can view each of these documents on the NDIS website:

<https://www.ndis.gov.au/providers/price-guides-and-pricing#ndis-price-guide-2020-21>

# Payments

Sureway Health Support will seek payment for their provision of supports after the supports have been delivered.

## **SELF MANAGED**

After providing supports, Sureway Health Support will send you/your representative an invoice for those supports for you/your representative to pay. You/your representative will pay the invoice by direct debit / EFT within 7 days.

## **NDIA MANAGED**

After providing supports, Sureway Health Support will claim payment for those supports from the NDIA.

## **PLAN MANAGED**

After providing supports, Sureway Health Support will claim payment for those supports from your nominated Plan Manager.

# Privacy

- You can give consent for other people to give us your information.
- Consent means you say yes.
- You do not have to give us all your personal information. But if you do not consent, we might not be able to give you the supports you need.
- Your personal information is confidential. We will keep things we know about you private.
- Private means we will not tell people about your information unless we have to.
- There are laws we must follow to protect your personal information.
- Personal and sensitive information could be about;
  - your name
  - where you live
  - your date of birth
  - your health or disability information

- We get personal information from
  - You
  - someone who helps you
- We use personal information to help us;
  - give you services
  - contact you
- We might need to tell other people about you because they give you the supports you need
- We may need to tell other people about your personal information without your consent;
  - if you disclose that you plan to hurt yourself or someone else
  - if your information is required by the law
  - to review our service to you
- Sureway Health Support will follow the NDIS guidelines

- There are times we will need to share your personal and sensitive information. These include:
  - The death of a person with disability
  - Serious injury of a person with disability
  - Abuse or neglect of a person with disability
  - Unlawful sexual or physical contact with, or assault of, a person with disability
  - Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
  - Unauthorised use of restrictive practices in relation to a person with disability.
- For more information visit our website [Sureway Employment & Training Privacy Policy](#) the NDIS Commission website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) or for support and advice call 1800 035 544.



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# Feedback and complaints

Your feedback matters.

Sharing your complaints and compliments with us helps us to serve you better.

**If you wish to provide us with feedback or to make a complaint, you, your advocate or trusted decision maker can:**



## **Talk**

with your Sureway Health Professional or ask to speak with a Manager



## **Phone**

our Client Services team on  
1300 SUREWAY (1300 787 392)



## **Email**

our Quality Assurance team on  
[info@sureway.com.au](mailto:info@sureway.com.au)



## **Write**

your feedback on a feedback form

## What happens when I submit a complaint?

- 1** Your feedback will be acknowledged by one of our friendly team members
- 2** Your feedback will be sent to our Quality Assurance Team for review
-  We will contact you to discuss your feedback and offer a resolution

## Who else can I speak with?

If you are not happy with the outcome, or if you feel that you are unable to talk with Sureway about your feedback or complaint, the NDIS Quality and Safeguards Commission can help with a resolution.

### NDIS Quality and Safeguards Commission



#### Phone

1800 035 544



#### Fill in an online complaint form

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

For further information on making a complaint, ask to see our Feedback and Complaints Management Policy or look at the NDIS Commission's Fact Sheet on How to Make a Complaint

# Transfer Policy

- Sureway will discuss the transfer with the individual concerned to make sure that they are fully aware of the options available to them
- Sureway will discuss the transfer with the incoming provider of service and agree to an end date and start date and a compliant handover of appropriate records to ensure a seamless service transfer
- Sureway will support all participants who wish to change provider to be able to do so as smoothly as possible with minimal interruption to service as documented in our internal policy.
- Where Sureway is receiving a participant from an existing provider, we will request as much information as the provider is able to provide us, request to have a three-way handover meeting and offer alternate communication methods to help the participant feel as supported as possible during the transition.
- Sureway will spend time with the participant to understand the reasons as to why they moved from their previous provider, if due to complaint or conflict, to ensure the participants service delivery has mitigations in place to avoid reoccurrence.

- Where a participant has requested to transfer from Sureway to another provider, we will make every effort to ensure as seamless a transition as possible for the participant, including:
  - securely handing over relevant notes,
  - speaking directly to the new provider and
  - offering to support a three-way handover appointment, providing the participant or advocate have completed the appropriate privacy forms and given their consent to do so.
  - As part of this process Sureway will also collect and record any relevant feedback on the service received to inform future delivery through our Complaints and Feedback SOP.
  - This feedback will be documented, analysed and existing processes and procedures adjusted appropriately to ensure the risk of the event occurring again is reduced, if not mitigated.
- Risk analysis will be conducted and documents at each transfer in or out from Sureway. The finding will be reportable to the monthly program report.

- Review of this process will be mandatory in Sureway's on boarding processes for relevant NDIS delivery staff.
- All transfer documentation will be securely recorded in Sureway's internal system where privacy and compliance guidelines are maintained and upheld to high standards.

# For more information

**The NDIS website has many useful resources:**

- [www.ndis.gov.au/](http://www.ndis.gov.au/)

**To find an NDIS Advocate in your area, visit:**

- [www.ndiscommission.gov.au/participants/disability-advocacy](http://www.ndiscommission.gov.au/participants/disability-advocacy)

**A helpful NDIS Glossary of words can be found here:**

- [www.ndis.gov.au/about-us/glossary](http://www.ndis.gov.au/about-us/glossary)

**For a guide to understanding the NDIS, visit:**

- <https://www.ndis.gov.au/understanding>

**For more information about the NDIS process, visit:**

- <https://www.ndis.gov.au/participants>

**For more information about Making Service Agreements**

- <https://www.ndis.gov.au/participants/working-providers/making-service-agreement>

**The National Disability Abuse and Neglect Hotline a free, independent and confidential service for reporting abuse and neglect of people with disability.**

To make a report, contact the Hotline on 1800 880 052 or send an email to: [hotline@workfocus.com](mailto:hotline@workfocus.com)

# Contact us



## Phone

1300 SUREWAY (1300 787 392)



## Email

HealthSupport@sureway.com.au



## In person

Visit one of our 90+ locations across NSW, VIC and SA.



## Web

[www.sureway.com.au](http://www.sureway.com.au)



## Facebook

[www.facebook.com/SurewayEmployment](http://www.facebook.com/SurewayEmployment)



## LinkedIn

[www.linkedin.com/company/sureway-employment-and-training/](http://www.linkedin.com/company/sureway-employment-and-training/)



[WWW.SUREWAY.COM.AU](http://WWW.SUREWAY.COM.AU)

CHANGING LIVES, BUILDING STRONGER COMMUNITIES

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