



Coast & Country

PRIMARYCARE

Better Health - Better Life

NDIS Participant Handbook



Live Your Dreams



NDIS Quality
and Safeguards
Commission



Registered
NDIS
Provider

WE ARE

Coast & Country

PRIMARY CARE

And we're here to help you.





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About the Handbook

This handbook has been created to provide a reference of the services, pricing, and process of Coast & Country Primary Care's NDIS services. The information is correct at the time of printing. For the most recent version, please visit www.ccpc.com.au/ndis or call us on 02 4365 2294 to request a copy.



**NDIS Quality
and Safeguards
Commission**



**Registered
NDIS
Provider**

NDIS

Overview

WHAT IS THE NDIS?

The National Disability Insurance Scheme (NDIS) is an Australian Government initiative run by the National Disability Insurance Agency (NDIA). The NDIS is designed to support people with a lifelong disability and enable them to access the supports they need to live a fulfilling and independent life.





We're committed to providing our participants with the utmost of service, taking an individualised, caring and empathetic approach. Our team are highly knowledgeable and deeply passionate about working with you to achieve your needs and goals.

HOW WE HELP?

As a registered NDIS provider, we can help you with:

-  NDIS Application Help
-  Support Coordination
-  Recovery Coach
-  Plan Management
-  Core Supports
-  Social Activities
-  Therapeutic Supports

We work in partnership with an extensive local network of:

-  Mental Health Services
-  Community Services
-  Allied Health Professionals
-  Government Services



WHY CHOOSE CCPC?

- We love our local communities
- We're a local organisation and employ local people
- We're highly experienced and will help you every step of the way
- We genuinely care about your needs and understand that every participant is unique
- We're a not-for-profit and we give back to our community



Contact Numbers

Coordinator of Supports/ Recovery Coach /Community Support Coordinator

Name: _____ Phone: _____

My Team Leader:

Name: _____ Phone: _____

My Plan Manager:

Name: _____ Phone: _____

Coast & Country Primary Care Head Office:

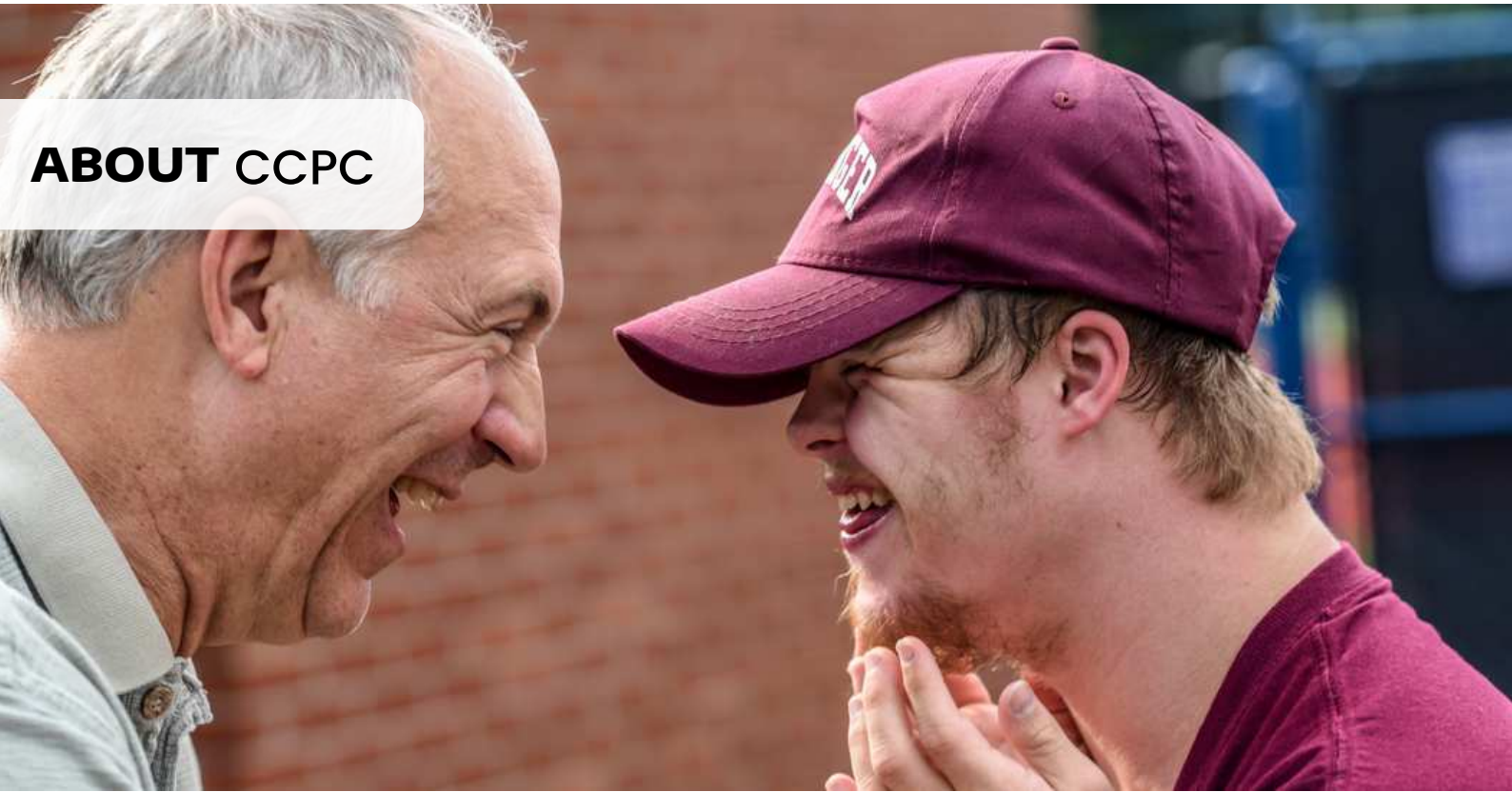
Phone: 02 4365 2294

Home and Community Support

Business Hours: Monday to Friday (8.30am -5.00pm),
Call 02 4302 5280 and ask to speak with the Rostering Officer team.

Outside of business hours: Monday to Friday (8.30am -5.00pm)
and the support, you wish to cancel is for the next day please
send a text message 0481 075 590. Please note this is an SMS
service only and will not accept phone calls.

ABOUT CCPC



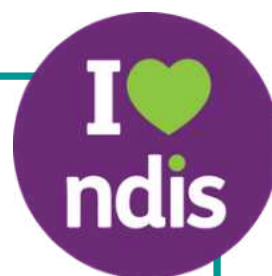
Coast & Country Primary Care, also referred to as CCPC, is a not-for-profit organisation that delivers healthcare programs and community services.

CCPC is a registered provider for the NDIS and accredited against the NDIS Quality and Safeguard Standards.

We've helped over 750 people live their dreams and have fast become recognised as one of the leading providers of NDIS services in our local communities.

WE ARE:

- ✔ Not-for-profit
- ✔ NDIS experts
- ✔ Mental Health specialists
- ✔ Helpful and we genuinely care
- ✔ Diverse and inclusive



A letter from the NDIS Manager

I have over 25 years of experience in the welfare and disability sectors and have been at CCPC since 2017. I have a deep understanding of the needs of people with a disability and their carers, as well as the NDIS. I am passionate about supporting

people with a disability to live independently, take control of their lives and to participate freely in the wider community. I am genuinely excited about helping people live their dreams!

Phillip Snell, Executive Manager NDIS

OUR VALUES





SUPPORT COORDINATION

At CCPC, we offer support coordination designed to get the most value from your plan.

Support Coordination helps you implement and maximize your plan to ensure the right mix of supports help you reach your goals. This helps you understand the NDIS process, identifies services that can assist you and supports engagement with your providers, while working towards building your capacity.

1. Help you connect to NDIS and other supports in line with your goals and your plan budget
2. Build your capacity and capability to understand your NDIS plan, navigate the NDIS and make your own decisions
3. Coordinate your support networks and plan budgets
4. Point of contact for all of your NDIS enquiries, including assisting with NDIS planning and reporting

A Support Coordinator does not provide Case Management or Advocacy. CCPC can help you connect with an advocacy service.

"I don't know where I would be without CCPC and my Support Coordinator. I no longer feel alone and it has opened a new world to me. I see brighter futures ahead."

Kathryn, CCPC Participant





WHY CHOOSE CCPC FOR SUPPORT COORDINATION?

- ✓ We'll provide you with a dedicated Coordinator of Supports (CoS)
- ✓ You get to make all the decisions regarding your plan and supports
- ✓ We develop a tailored plan with you at the centre to achieve your goals
- ✓ Your CoS will provide knowledge and expertise

At CCPC, our team are specialists and will help build your capacity to exercise choice and control. They will manage your service agreements and ensure all your service bookings are completed.

CCPC has well established networks in our local communities, and our experienced team will link you into local services and ensure you get the most out of your NDIS plan.

Service Pricing

| SUPPORT ITEM NUMBER | PRICING | SUPPORT COORDINATION |
|---------------------|----------|-----------------------------------|
| 07_002_0106_8_3 | \$100.14 | Level 2: Coordination Of Supports |



RECOVERY COACH



A Recovery Coach is part Mental Health Worker and part Support Coordinator. They give hope to participants with psychosocial disability and support them on their journey towards recovery.

Recovery Coaches have experience helping people with:

- mental illness and psychosocial disability
- personal recovery
- mental health services and systems
- challenges involved with navigating these systems, like the NDIS

We work together with you, your Mental Health Occupational Therapists, carers and family to develop a Recovery Plan.

Your recovery plan builds on and complements your NDIS plan, to increase your independence and resilience.





WHY CHOOSE CCPC FOR YOUR RECOVERY COACH?

- ✓ We support you with your individual recovery plan
- ✓ We provide recovery-enabled relationships and skilled coaching
- ✓ We document your recovery journey for NDIS reporting
- ✓ Our Recovery Coaches have years of experience supporting recovery goals
- ✓ We help you develop a plan for challenging times



"My Recovery Coach never let me down and showed me the progress I made, which really lifted me up."

Brandon, CCPC Participant

Service Pricing

| SUPPORT ITEM NUMBER | PRICING | PSYCHOSOCIAL RECOVERY COACH |
|---------------------|---------|--|
| 07_101_0106_6_3 | \$98.30 | Psychosocial Recovery Coaching - Weekday Daytime |

PLAN MANAGEMENT



Plan Management is the payment of providers from your NDIS package, a process which can be time consuming and hard to understand.

CCPC can take away all the stress and worry that comes with managing your own plan.

This leaves you in full control - you choose your providers and how to get the best from your funding. As experienced Plan Managers CCPC will:

- Pay your service providers
- Assist you to monitor package funds
- Provide monthly balances

Having CCPC as your Plan Manager means that you can choose people that you're comfortable working with, even if they are not registered with the NDIS.

And we're flexible. You can choose CCPC to just management your plan, or you can access our other NDIS services as well. It's entirely up to you.





- ✓ We leave you in full control – you choose your providers and how best to spend your package
- ✓ We pay your providers for your supports
- ✓ We help you keep track of your funds
- ✓ We can provide you with monthly statements

Service Pricing

| SUPPORT ITEM NUMBER | PRICING | IMPROVED LIFE CHOICES |
|---------------------|----------|---|
| 14_033_0127_8_3 | \$232.35 | Plan Management - Set Up Costs • A one-off (per plan) fee for setting up the financial management arrangements. |
| 14_034_0127_8_3 | \$104.45 | Plan Management - Monthly Fee |





CORE SUPPORTS



Core Supports help you with your day-to-day activities. Your core supports budget is the most flexible and, in most cases, you can use your funding across a range of support categories including assistance in daily life, consumables and everyday items, transport, and community and social activities.

We have a full range of options to help people with their core supports. Our Support Workers are here to help you achieve many of the regular activities most people take for granted. Whether you want to go shopping, visit a friend, or learn a skill; we are here to help.

Our team can also assist with daily activities around your home, such as cooking and general household tasks. Our emphasis is on building your capacity to live more independently in your home and community and working with you to achieve your goals.



Assistance with cooking



One-on-one time with your support worker



Shopping and transport



Access to a range of social activities



Personal care



"With the support I get through CCPC, my life has changed and continues to improve."

Shevaun, CCPC Participant



OUR SERVICES

Household Cleaning

CCPC staff will work together with you to assist building your capacity and skills to live more independently in your home. We will work alongside you by assisting, prompting, and motivating you to complete tasks such as general household duties.

Participants need to be present and actively participating in these household tasks to develop capacity to live more independently.

Cleaning products & equipment are to be provided by the participant. If you require a cleaning service and/or lawn and yard maintenance to complete tasks, CCPC can refer you to a professional cleaning service and/or lawn and yard service option.

Shopping Assistance

Our Home and Community support workers can assist you with your shopping. While we can't do your shopping for you, we can collect you from your house, drive you to a shopping centre and assist you with your shopping for groceries, clothing, and other retail items. We can also assist you with shopping lists and meal planning with your dietary needs in mind.

Service Pricing

| SUPPORT ITEM NUMBER | PRICING | ASSISTANCE WITH DAILY LIFE |
|---------------------|----------|---|
| 01_049_0107_1_1 | \$654.70 | Establishment Fee For Personal Care/Participation |
| 01_799_0104_1_1 | \$1.00 | Provider Travel Non-Labour Costs |
| 01_002_0107_1_1_T | \$74.65 | Assistance With Self-Care Activities - Standard - Weekday Night - TTP |
| 01_011_0107_1_1_T | \$66.45 | Assistance With Self-Care Activities - Standard - Weekday Daytime - TTP |
| 01_012_0107_1_1_T | \$147.62 | Assistance With Self-Care Activities - Standard - Public Holiday - TTP |
| 01_013_0107_1_1_T | \$90.14 | Assistance With Self-Care Activities - Standard - Saturday - TTP |
| 01_014_0107_1_1_T | \$120.56 | Assistance With Self-Care Activities - Standard - Sunday - TTP |
| 01_015_0107_1_1_T | \$73.21 | Assistance With Self-Care Activities - Standard - Weekday Evening - TTP |

Personal Assistance

- Showering
- Dressing
- Toiletries
- More at your request

Community Participation

- Support you with transport
- Take you to outings within the community
- Support you with daily tasks around the house
- Support you to participate in social activities you enjoy
- Help develop skills beneficial to you
- More at your request



- ✓ We offer a range of support services options
- ✓ Our support workers are professional and empower you to take control of your life
- ✓ Our primary focus is your health, wellbeing and goals



Core Supports comes in many forms and may include one or more of the following:



Assistance with cooking and cleaning



Access to a range of social activities



One-on-one time with your support worker



Shopping and transport



Personal care



Service Pricing

| SUPPORT ITEM NUMBER | PRICING | ASSISTANCE WITH SOCIAL AND COMMUNITY PARTICIPATION |
|---------------------|----------|---|
| 04_049_0104_1_1 | \$654.70 | Establishment Fee For Personal Care/Participation |
| 04_590_0125_6_1 | \$1.00 | Activity Based Transport- per Kilometre |
| 04_799_0125_6_1 | \$1.00 | Provider Travel Non-Labour Costs |
| 04_102_0125_6_1_T | \$147.62 | Access Community Social And Rec Activities - Standard- Public Holiday - TTP |
| 04_103_0125_6_1_T | \$73.21 | Access Community Social And Rec Activities - Standard - Weekday Evening - TTP |
| 04_104_0125_6_1_T | \$66.45 | Access Community Social And Rec Activities - Standard -Weekday Daytime - TTP |
| 04_105_0125_6_1_T | \$93.50 | Access Community Social And Rec Activities - Standard - Saturday - TTP |
| 04_106_0125_6_1_T | \$120.56 | Access Community Social And Rec Activities - Standard - Sunday - TTP |
| 04_102_0136_6_1_T | \$66.45 | Group Activities In The Community -1:3 - Standard - Weekday Daytime - TTP |
| 04_103_0136_6_1_T | \$73.21 | Group Activities In The Community - 1:3 - Standard - Weekday Evening- TTP |
| 04_104_0136_6_1_T | \$93.50 | Group Activities In The Community - 1:3 - Standard - Saturday - TTP |
| 04_105_0136_6_1_T | \$120.56 | Group Activities In The Community - 1:3 - Standard - Sunday - TTP |
| 04_106_0136_6_1_T | \$147.62 | Group Activities In The Community - 1:3 - Standard - Public Holiday - TTP |



Capacity Building

The CCPC NDIS team, in partnership with participants, work together to find a way forward in their recovery.

Together we are developing and strengthening participant skills, independence, abilities and resources that individuals and communities need to survive, adapt, and thrive in our world.

Service Pricing

| SUPPORT ITEM NUMBER | PRICING | IMPROVED LIVING ARRANGEMENTS |
|---------------------|---------|---|
| 08_005_0106_2_3 | \$74.63 | Assistance With Accommodation And Tenancy Obligations |

| SUPPORT ITEM NUMBER | PRICING | INCREASED SOCIAL AND COMMUNITY PARTICIPATION |
|---------------------|---------|---|
| 09_006_0106_6_3 | \$74.63 | Life Transition Planning Incl. Mentoring Peer-Support And Indiv Skill Develop |
| 09_009_0117_6_3 | \$74.63 | Skills Development And Training |

| SUPPORT ITEM NUMBER | PRICING | IMPROVED DAILY LIVING SKILLS |
|---------------------|---------|---|
| 15_035_0106_1_3 | \$65.47 | Assistance With Decision Making Daily Planning and Budgeting |
| 15_037_0117_1_3 | \$65.47 | Individual Skill Development And Training Including Public Transport Training |



THERAPEUTIC SUPPORTS



If you're looking to develop your independence and improve your wellbeing, consider our therapeutic support services.

CCPC can help you access:



Counselling



Dietitians



Exercise physiologists



Mental health nurses



Occupational therapists



Physiotherapists



Psychologists



Podiatrists



Speech therapists



Social workers

Therapeutic Supports are delivered by a variety of Therapists and if you have an NDIS plan, we can help you achieve your goals and your potential.

Many people have goals that require therapeutic supports. CCPC have Therapists who will work with you to achieve your goals.

We take the stress out of sourcing Therapists and our specialist team is ready to assist you.





- ✓ We have access to a wide network of Therapists and specialists
- ✓ We can help you identify what therapeutic supports you can utilise from each area of your plan

"CCPC helped me find the right health professionals to work with my son. They made everything so easy!"

Casey, Mother of a CCPC Participant

Service Pricing

| SUPPORT ITEM NUMBER | PRICING | IMPROVED HEALTH AND WELLBEING |
|---------------------|----------|---|
| 12_025_0128_3_3 | \$193.99 | Dietician- Advice provided by a dietician on managing diet for health and wellbeing |
| 12_027_0126_3_3 | \$166.99 | Exercise Physiology- Advice provided by a dietician on managing diet for health and wellbeing |
| 12_029_0126_3_3 | \$59.81 | Personal Training |

| SUPPORT ITEM NUMBER | PRICING | IMPROVED DAILY LIVING SKILLS |
|---------------------|----------|--|
| 15_043_0128_1_3 | \$156.16 | Counselling |
| 15_054_0128_1_3 | \$214.41 | Assessment Recommendation Therapy And/or Training (Incl. AT) - Psychology |
| 15_055_0128_1_3 | \$193.99 | Assessment Recommendation Therapy And/or Training (Incl. AT) - Physiotherapy |
| 15_056_0128_1_3 | \$193.99 | Assessment Recommendation Therapy And/or Training (Incl. AT) - Other Therapy |
| 15_617_0128_1_3 | \$193.99 | Assessment Recommendation Therapy And/or Training (Incl. AT) - Occupational Therapy |
| 15_061_0128_3_3 | \$193.99 | Assessment Recommendation Therapy And/or Training (Incl. AT) - Social Worker |
| 15_062_0128_3_3 | \$193.99 | Dietitian Consultation And Diet Plan Development |
| 15_622_0128_1_3 | \$193.99 | Assessment Recommendation Therapy And/or Training (Incl. AT) - Speech Pathologist |
| 15_200_0126_1_3 | \$166.99 | Assessment Recommendation Therapy And/or Training (Incl. AT) - Exercise Physiologist |

CHOICE & CONTROL STATEMENT

Statement

Coast & Country Primary Care (CCPC) promotes and protects individual rights including freedom of expression, self-determination and decision-making. This policy supports CCPC to apply the National Standards for Disability Services, in particular Standard 1: Rights. This statement guides staff to support people to exercise their rights and have choice and control over their services. A conflict of interest may occur when someone has competing private and professional interests. CCPC will advise the participant of alternative service providers and explain any potential conflict of interest in your service conditions.

Scope

This statement applies to all staff including permanent and casual, contract workers, temporary agency workers, and volunteers.

Principles & Commitments

- CCPC respects the rights of people with disability in exercising choice and control about matters that affect them.
- Collaboration and consultation with people with disability (and other key stakeholders where appropriate) promotes and ensures active choice and control in relation to the services.
- All people with disability are assumed to have capacity to make decisions, exercise choice, and provide informed consent regardless of their disability.
- People are supported to develop their capacity to make independent decisions.
- Timely information is provided in appropriate formats to support informed decision-making including people's rights and responsibilities.
- Choice includes smaller decisions about everyday living through to more complex consultation on co-design of service.
- CCPC supports people with disability in a way that is appropriate to their circumstances and cultural needs so as to maximise people's opportunities to make choices and have control over decisions that affect their lives.
- CCPC recognises the role of family, carers and advocates in representing people's interests and promoting choice and control in the planning and delivery of supports.
- Statement of Choice and Control is included in the CCPC NDIS Participant Handbook which is provided and explained to participants at the initial meeting.

COMPLAINTS & FEEDBACK

We value and encourage feedback, both positive and negative. Your feedback will assist us in the continued improvement of our service. If you would like to provide feedback we encourage you to tell us.

If you have a problem, believe you have been unfairly treated, or if you need to make a complaint, you can be assured that we will take it seriously. All complaints are treated fairly and confidentially and will be thoroughly investigated. We will work towards reaching a mutually agreeable resolution with you.

To assist us in efficiently resolving your complaint, please ensure you provide us with as much information as possible when contacting us. This information includes but is not limited to:

- Your name and contact information
- The service or individual to which your complaint is related
- The nature of your complaint
- Any supporting documentation
- The resolution you are seeking

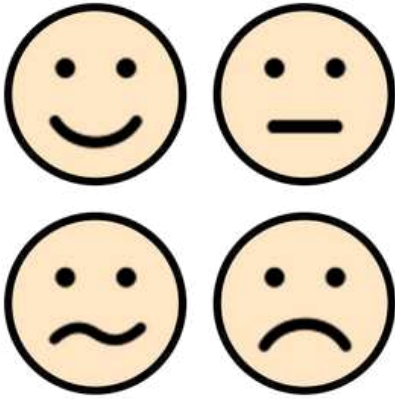
CCPC informs participants that they have a right to use an advocate. Below is a list of advocacy services:

Synapse: 1800 673 074

Disability Advocacy: 1300 365 085 or 02 4927 0111

Intellectual Disability Rights Service: 02 9265 6350

How to Provide Feedback



Tell us how you're feeling.

You have the right to complain about our service if you are not happy.

We also like to hear your good news stories!



You can contact us in different ways.

Tell a staff member, people who support you, or a family member if you have a complaint.

Let us know what happened. Write a letter or email us at ccpc@ccpc.com.au.



Complaints will remain private.

You can be assured that any complaints will remain private and we will be honest, fair, and work quickly to resolve the problem.

We will work with you and keep you informed along the way as we resolve any issues.

HELPFUL INFORMATION

Reasonable and Necessary Supports:

The NDIS funds a range of supports and services which may include education, employment, social participation, independence, living arrangements and health & wellbeing.

In order to be considered reasonable and necessary, a support or service:

- must be related to a participant's disability
- must not include day-to-day living costs not related to your disability support needs, such as groceries
- should represent value for money
- must be likely to be effective and work for the participant, and
- should take into account support given to you by other government services, your family, carers, networks and the community.

A participant's reasonable and necessary supports take into account any informal supports already available to the individual (informal arrangements that are part of family life or natural connections with friends and community services) as well as other formal supports, such as health and education.

These supports will help participants to:

- pursue their goals, objectives and aspirations
- increase their independence
- increase community and workplace participation, and
- develop their capacity to actively take part in the community.

What supports can I have through my NDIS plan?

Your Coordinator of Supports or Recovery Coach will meet with you to explain your NDIS funding categories and what supports and services you can access with your funding to work towards your goals. They will also assist with developing a plan and budget spreadsheet to ensure your funding is allocated over your plan period.

What do I do if I need to change or cancel pre-booked supports?

We understand that unexpected events can occur. If you need to change or cancel pre-booked supports, please call us on 02 4302 5280 during business hours (8.30am -5.00pm) and ask to speak with the Rostering Officer team.

If outside of business hours Monday to Friday (8.30am -5.00pm) and the support, you wish to cancel is for the next day please send a text message 0481 075 590. Please note this is an SMS service only and will not accept phone calls.

Please note that no new supports can be booked after hours..

How much time do I need to give to cancel a pre-booked direct support?

Short Notice Cancellation

At the start of the 2022-23 financial year, the NDIA amended the definition of short notice cancellation in the [Pricing Arrangements and Price Limits](#).

A cancellation is a short notice cancellation is if the participant:

- Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- Has given less than seven (7) clear days' notice for a support

Short notice cancellations allow providers to claim 100% of the agreed fee associated with the service from the participant's plan.

CCPC understands that it is difficult to always give 7 days' notice. Therefore, have reduced the NDIS short notice cancellation to two clear days for individual support, not social group activities. This means your plan will be charged and the support worker will be paid if no alternate work can be found to the equivalent value or more. Clear days mean you will need to have two(2) full days between informing CCPC and the day of the support.

To request new or additional supports (title)Please contact your Coordinator of Supports or Community Support Coordinator during business hours (8.30am-5.00pm)

Social Group activities require participants to give 7 clear days' notice for cancellation.

Conditions for short notice cancellation claims

CCPC will only claim the fee for the cancelled service if all the following conditions are met:

- The NDIS Pricing Arrangements and Price Limits indicates that providers can claim for Short Notice Cancellations in respect of that support item; and
- The proposed charges for the activities comply with the NDIS Pricing Arrangements and Price Limits; and
- The provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider should specify that Short Notice Cancellations can be claimed); and
- The provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

Avoiding short notice cancellations and disruptions

At CCPC, we want to avoid disruptions to participants' support to ensure they are adequately supported, and their goals are progressing.

If a service is cancelled, we will still need to pay our dedicated CCPC Support Workers. Hence, the need to claim from plan funds if the claim is eligible to be paid due to the NDIS cancellation policy.

To avoid confusion, we make it clear to participants upon onboarding how the policy works, and why its good practice to give providers advance notice if they will be missing a service. Our cancellation policy is also included in our service agreements.

Will I be charged for transport when being supported by my Support Worker?

All transport provided during supports, as well as too the support will be charged as \$1.00 per kilometre. CCPC will charge up to 30mins for time spent traveling and the travelled kilometres to your support. Travel will be charged at the rate in the NDIS Pricing Arrangements which relates to your support. For therapeutic supports, up to an additional 30mins for time spent travelling back from your support. Any incidental costs incurred in providing the support eg; Parking, Tolls, will be charged from your plan.

Will I be charged for Non-Face to Face Supports?

For Home and Community supports CCPC will charge up to 12 hours per annum for Non-Face to Face Support Provision which relates to your support in line with NDIS Pricing Arrangements. For Coordination of Supports and Recovery Coach, CCPC will charge for all phone calls, emails, report writing, and meetings related to your Support Coordination.

Vulnerable Participants

CCPC and NDIS believe participants who receive support in their own home may experience a level of risk if those supports are provided by the one individual DSW for any extended period. This risk is likely to be greater when the NDIS participant lives alone. For CCPC to reduce the risk to the participant, CCPC will assess the participant if any risks to them, from relying on a sole worker. CCPC will identify this in the Risk Assessment and monitor the quality of the supports provided by that worker, as well as the participant's satisfaction with them.

CCPC will encourage all participants to accept more than one DSW so the participant can have continued support when a DSW is not available.

Participants who choose to receive their personal support from the same one NDIS worker can continue to exercise that choice. CCPC will give options and explain the risks of only having one worker.

RIGHTS AND RESPONSIBILITIES

As a participant with us, you have rights and our staff will respect these rights. We aim to give you the power to choose how you use your NDIS funding while also meeting our accountability requirements under the NDIS guidelines.

Your Rights:

- Confidentiality regarding any information given to CCPC staff. All communication is treated as confidential and no disclosure of information will be made without your verbal or written consent. This right is conditional in emergency situations, when there are duty of care issues or where we are under a legal obligation to disclose information. You have the right to revoke consent you have given to share information at any time.
- You can seek assistance from the NDIS Team Leaders and the NDIS Manager when you are not satisfied with the service.
- You may make a complaint using our Grievance Policy, outlined previously on pages 22–23. You can make a complaint by speaking to any staff member you feel comfortable with.
- Appeal to the Ombudsman NSW. Online complaints can be made via www.ombo.nsw.gov.au or phone 02 9286 1000.
- A complaint can be made to the NDIS Commission by:
 - Phoning 1800 035 544 (free call from landlines) or TTY 133 677
 - National Relay Service and asking for 1800 035 544
 - Completing a complaint contact form online at www.ndiscommission.gov.au/about/complaints

You have the right to:

- A respectful and high quality services regardless of: social status; age; gender; family situation; sexual preference; intellectual, physical or psychiatric disability; religious or political belief.
- Communicate in the language of your choice. If your first language is not English, the staff member will arrange an interpreter. This right is subject to the availability of interpreters.
- Have a friend, member of your family or advocate come to meetings with you. Please advise our team of this prior to the meeting.
- Personal safety and protection from potential and actual harassment or threats from others when using our services
- Ask questions if you are not sure what is happening, or if you would like more information about anything to do with our policies or services.
- Withdraw from your supports and services, with 4 weeks notice, as stated in your service agreement.
- Make suggestions which you consider would improve the service and collaboration. This includes policies or procedures.
- Access your files. To be able to provide support and clarification, access and information will only be provided in the presence of a staff member. Access cannot be given when it is prohibited by law from being disclosed.
- Know the identity and qualifications of the staff working with you.
- Privacy during meetings with CCPC staff.

Your Responsibilities:

To be able to support you well, CCPC asks that you;

- Participate in the development of your person-centred plan.
- To interact respectfully with our staff
- To respect the rights, wellbeing and safety of all other people accessing CCPC services
- To ask for more information or clarification when needed
- Speak to a staff member or someone you feel comfortable talking to if you have a concern or complaint about the service
- Attend all scheduled appointments and supports or provide at least 7 days' notice of cancellation whenever possible.

If you have any questions about the rights and responsibilities, please speak with your Coordinator of Supports or your NDIS Team Leader.



Coast & Country
PRIMARYCARE

Better Health - Better Life

HOW TO CONTACT US



H/O is located at
167B The Entrance Road
Erina NSW 2250



02 4365 2294



ndisintake@ccpc.com.au



[ccprimarycare](https://www.facebook.com/ccprimarycare)



www.ccpc.com.au



CCPC acknowledges
traditional land owners



All welcome here

Participant Handbook publish date: 01/07/2022

Price Guide version: Version 1.0

Price Guide publish date: 27/06/2022



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