Participant Handbook
with Easy Read Supplement

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Introduction

Welcome to Uplift Therapy Pty Ltd. This handbook is a guide created for you, so you can learn more about the therapy services that are available to you and how we can help you. Find out all you need to know about us, what we do, the services we offer and most importantly how we will work with you to meet your needs to the highest standards.



About Us

Contact Details	Uplift Therapy Pty Ltd
Address	4 - 5 / 25 Merz Street, Lucas, Vic, 3350
Phone	0427 940 556 or (03) 4313 4940
Email	admin@upliftherapy.com.au



Our Vision

Our vision is to be:

To create an uplift in the lives of children and their families.



Our Mission

Mission statement:

For our kids and families to feel like they are heard, understood and supported by their therapists.



Our Values

Our values include:

- Collaboration
- Creativity
- Achievement
- Connection

Organisational Structure

Position	Name
Practice Director	• Stephanie Van Velzen
Assistant Director	• Zach Anderson
Advanced Practitioners	• Jessica Ingeme • Georgie Turner • Laura Parker • Edwina Luker (currently on maternity leave)
Occupational Therapists	• Stephanie Van Velzen • Bridget Hannah • Beth Counsel • Olivia Pegg • Grace Ingwersen • Alyssa Caldwell • Edwina Luker (currently on maternity leave) • Madelaine Erskine (currently on maternity leave)
Speech Pathologists	• Georgie Turner • Jessica Ingeme • Rose Purse • Brooke Dawson • Paris Heeney (currently on extended leave)
Mental Health Clinicians (Social Work)	• Zach Anderson • Meredith George
Educational Advisors	• Laura Parker
Therapy Assistants	• Molly Davis • Poppy Kingdom-Pearce • Emily Rasmussen • Abby McLean



Our Services

Uplift Therapy Pty Ltd offers Therapy Services (under NDIS) including:

- Early Intervention Childhood Supports (0118)
- Therapeutic Supports (0128)

Our therapy services are charged according to the current NDIS Price Guide. If you do not have a copy of this, please contact us or your NDIS local area coordinator.

Our therapy services available include:

- Occupational Therapy
- Speech Pathology
- Mental Health (Social Work)
- Educational Advisory
- Allied Health Assistant Programs



Access and Entry Requirements

To be eligible for the NDIS, you must:

- have a permanent and significant disability or a developmental delay
- be an Australian citizen, hold a Permanent Visa or a Protected Special Category Visa
- be under 65 years of age
- need support from a person or equipment to do everyday activities

To be eligible for our NDIS services, the participant must:

- Be under 18 years of age
- Meet the NDIS eligibility criteria
- Hold an NDIS plan that identifies the services provided.
- Listed services in the participant's NDIS plan are included in our registration groups.
- Have funds available in their plan to pay for services.

(Note: Fee for service is available. Please let us know if you wish to pay privately)



Words We Use and What They Mean

Keyword	Meaning
Staff, practitioner, clinician, therapist, and/or worker	The practice director, senior management, employees, contractors, other service providers, or organisational volunteers.
Participant/client	you, your family, carer, or advocate.
Workplace or environment	Service delivery, including in your home, during transport, community spaces, public spaces or other facilities.
Service	The services and activities we deliver are related to a service agreement and support plan.
We, us and our	Means the legal entity with the highest authority of Uplift Therapy Pty Ltd.

About the Service

Data Security/Archiving Participant Files

Our data is held securely in online cloud storage. It is regularly backed up to ensure security. Your files are kept for a period of seven (7) years. We keep records for our participants from an Aboriginal or Torres Strait Island People's background, indefinitely.

Participant Access to Leave

Your services may be suspended at your request for any reason and at any time, with notice; as detailed in your Service Agreement. You may request the suspension of services as per the terms of the Service Agreement. If you are funded under the NDIS program and leave Australia, have up to six weeks "grace period" before the NDIS review your need to continue the service.

Participant Access to Personal Records

The process to access your records is as follows:

- You, or your appointed advocate/guardian, can request verbally or in writing, to access your information
- The Director confirms the request within 48 hours from the time of the request.
- The Director will provide information regarding the release of this information to the participant within seven (7) working days.
- Where consent is obtained to release the participant's file to the participant, the Director is available to assist the participant in understanding the information and to explain the terminology.
- A reply to the request for information will be provided to you, within two weeks from your original application.
- The documentation is only released with the consent of the Director,

- Upon advice from our legal representative, access to your records may be denied. This denial will be discussed with the participant, family and advocate should this situation arise.



Participant Assessments and Choices

You are at the centre of all our services. Our team will learn from you about your strengths and preferences. To design supports and services for you, we need to hear your voice. Your voice can be in the form of your family and advocates as well as yourself.

Our team need to know what you want, what you need, how, and when you want the services to happen. This holistic and collaborative approach where everyone communicates will make sure that your needs are being met to your standards. Let us design a service that assists you, maintains and improves your lifestyle, independence and functioning in the community.

Your Therapy Support Plan is undertaken in a collaborative approach with yourself and all relevant parties with you as the focus.

The Therapy Support Plan, which you will create with your therapist, will have a family cantered and individualised approach. We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list your personal goals and aspirations, as well as your unique skills and strengths and promote your independence. The Therapy Support Plan will be monitored to ensure that we are meeting your requirements. Please let us know how we can assist you.

Below is the process that will be undertaken.

1. We conduct all assessments face-to-face with you and/or your representative/advocate.
2. Any access or entry requirements are discussed with you.
3. We will make sure that you are informed of the opt-out provision if you do not wish to share your information to meet government requirements. This is done through a Consent to Obtain and Release.
4. Initial session times are arranged by telephone. Your family is encouraged to be involved in this session. Your representative will be issued an invitation to be present if required or desired.

5. If it is identified that you have communication needs, the Director will make the necessary arrangements to ensure these needs are considered. For example, an interpreter and information in the participant's language are sourced for participants who are culturally and linguistically diverse, or if you have needs such as vision impairment, hearing loss, we will ensure we make the necessary arrangements for the required service.
6. The assessment process is explained to you. Information on the collection and use of information, privacy, information-sharing and confidentiality considerations and advocacy is also re-communicated at this time.
7. Assessments will be completed by your therapist with you and your family. Areas of independence and identified needs form the basis of discussing your goals and Therapy Plan.
8. We ensure that you are happy with your Therapy Support Plan so you sign off on this plan and you will have a copy; then we will conduct assessments in the future to ensure your support needs are met.
9. We will record your goals and aspirations. It will focus on you as an individual and your family, be flexible and subject to change depending on progress and other factors. It will list your supports, personal goals and aspirations, unique skills and strengths and promote independence.
10. Our staff will collect information during their work with you. Data will be placed in your records, so we have evidence-based information to ensure the service delivery meets your current needs, interests and aspirations.
11. To ensure we continue to meet your needs, we will review your support plan regularly, so your supports are relevant for your requirements.
12. A re-negotiation of your agreement with us can occur when you have a change in your needs or circumstances that can include:
    a. your family circumstances or representative change
    b. request an increase or decrease in the number or type of services
13. You have the option to opt-out of giving information, but you are required to inform our organisation if you wish to opt-out when asked to provide information. Our team will inform you if your information is requested, so you can opt-out.



Communication with participants

Following our initial assessment of your communication needs, we will offer written, verbal and translated options for communication with you.

Let us know your preference, to enable our team to communicate with you appropriately.

Gifts

The Management Team recognises that participants on occasion, like to give gifts to staff. If you wish to give a gift, it is preferred that it is something that can be shared by all staff, for example, flowers or chocolates. Money is not to be offered to staff under any circumstances.

Interpreter Services

If you are from a non-English speaking background, we will engage an interpreter should you require translation services. The engagement of interpreters is done only with your permission.

The interpreter is required to document in your notes stating that they were present for any meetings with you. Telephone interpreter services will be used in crisis/emergencies.

Smoking

The Director will request that if you smoke, to refrain from doing so while our team are performing their duties. Uplift Therapy Pty Ltd is committed to a safe workplace for our team.

Management of Budgets, Statements and Fees

Your NDIS package is to pay for disability support and support management. The package enables you to make choices of the type of disability support funds are spent on, who provides it and where it is provided. Thank you for choosing us as part of your package.

We will keep you informed of the cost of the services being provided. We are open with our fee structure. Upon commencement of your services, we will give you a clear statement of your fees. Fees may be changed during your service delivery, but you will be informed of this increase two weeks in advance. We can provide a monthly statement to you that will explain all fees. Please note: There are annual changes in the NDIS Price Guide, which may lead to the adjustment of your fees. We will create a new service agreement with you if there is a change of fees.

Before services are provided, we will inform you of:

- Fees chargeable,
- The methods for payment of fees,
- The budget or amount of money you can spend,

- Methods for payment of fees. These include direct debit or credit card, and do not include cash payments to care staff or at the Uplift Therapy Office.

If you are using the NDIA to manage your funds, Uplift Therapy Pty Ltd will work with the NDIA to support you.



Re-negotiating an Agreement

When your needs or circumstances change (including family or representative changes), or where you request an increase or decrease in the number or type of services, a re-negotiation of your agreement with us may be required.



Transition and Re-entry

Your needs and interests may change during your time with our service, and there may be a need to transition to another provider. We will assist and support you during this process. We will work, with your consent, with other services to ensure that the transition is smooth and meets your needs.

If you exit our service, and wish to return, then you will need to:

- Meet the requirements of the program to access funding, including prioritisation.
- If unable to return when required due to availability, you will be placed on a waiting list and contacted once a position becomes available.
- Undertake a risk assessment looking at the risk relating to staying and leaving
- Agree to the conditions of the program.
- Pay the relevant fees.

Our team will communicate and plan your entry to, or exit from, our service with you and your relevant stakeholders.



Withdrawal from the Service

Should you wish to cease services please contact our support services immediately to discuss this with the Director. We may stop providing services to you where you have not met your responsibilities, or if any activity deemed to be in breach of duty of care to the person accessing the service.

You will never be excluded from a service due to a 'dignity of risk' choice.

In all cases, we will speak with you and discuss the reasons for any withdrawal of service. Where you agree, we will support you to find another service provider.



Wills

Uplift Therapy Pty Ltd staff are not permitted to advise participants regarding making or changing their Will, and they are not allowed, to witness any legal documents, including Wills.

Wills will not be stored by this service. If you do not have a representative, the Public Trustee can be arranged to manage your Will.



Accessing Services

The best way to gather information about receiving services is to contact us by phone, email or come into the clinic. You or your representatives are entitled to information and we wish to provide you with appropriate services. So, if unsure speak to us.



Service Agreement

On entry to Uplift Therapy Pty Ltd a service agreement will be developed with you, your family or advocate (if required). This service agreement will list the schedule of supports, the responsibilities of Uplift Therapy Pty Ltd and your responsibilities as a participant/participant advocate. It will also detail payments, changes to the service agreement (if required) and cancellation policy (if relevant).



Your Rights

As an individual using our support services, you have many rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights and in achieving your goals. Uplift Therapy Pty Ltd 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 and 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 Uplift Therapy Pty Ltd well-managed risk and incident management system.
- Receive services from workers who are competent, qualified and have expertise in providing person-centred supports.
- Consent to the sharing of information between providers during the transition.
- Opt-out of giving information as required by NDIS.



Your Responsibilities

As an individual using our support services, there are a few things that we ask of you. The information below explains the responsibilities you have when using our services. We ask that you:

- Respect the rights of staff, 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 Therapy 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 48 hours' notice when you will not be available for your service.
- Be aware that our staff 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 you intend to stop receiving services from us.
- To inform staff if you wish to opt-out when asked.

Our Responsibilities

Uplift Therapy Pty Ltd 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 as much notice as we can if there is to be a change in a scheduled appointment to provide support.
- Keep your personal information private.
- Keep you safe and ensure the safety of others.
- Support your culture, community and any other needs.
- implement policies and procedures to ensure your safety and the safety of others during service provision.

Uplift Therapy Pty Ltd has policies and procedures that are built on human rights. Where allegations of abuse, neglect, violence, exploitation or discrimination are made, Uplift Therapy Pty Ltd employs a Zero Tolerance policy.

Conflict of Interest

Uplift Therapy is committed to ensuring that actions and decisions taken at all levels in our organisation are informed, objective and fair. A conflict of interest may affect how a staff member acts or their choices. Identified conflicts of interest require action to be undertaken by our organisation to ensure that personal or individual interests do not impact your or our services, activities or decisions.

Uplift Therapy requires all staff to declare their involvement in external work-related activities to allow for discussion and management of the potential conflicts of interest with the Director. Declaration and management of a conflict of interest are handled by the Director and a plan to best manage this will be made.

You will be informed of the review outcome by the Director and advised how our organisation will manage the conflict if there is a conflict.

NDIS Code of Conduct 2024

Our team has will follow this code by:

- acting with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respecting your privacy
- providing supports and services in a safe and competent manner with care and skill acting with integrity, honesty, and transparency
- promptly taking steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with a disability
- taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- taking all reasonable steps to prevent sexual misconduct.

Please note that Uplift Therapy Pty Ltd additionally operates under the guidance of individual professional discipline governing and peak bodies and as such staff will follow their respective professional responsibilities from the following:

- The Australian Health Practitioner Regulation Agency (AHPRA) standards,
- Speech Pathology Australia (SPA) Code of Ethics,
- Occupational Therapy Australia (OTA) Code of Conduct,
- The Australian Association of Social Workers (AASW) Code of Ethics,
- And the Victorian Institute of Teaching (VIT) standards

Harm and Risk of Harm

Uplift Therapy recognises your right to feel safe and to live in an environment where you are protected from assault, neglect, exploitation or any other form of harm. We follow the National Principles for Child Safe Organisations. Therefore we will support all children and young people to live in a safe and supportive environment and report any suspicions, real or potential risks of harm.

Note: we have a Child and Young People Handbook that we provide to all children and young people under 18.

We encourage and support any person who has witnessed abuse towards one of our participants or suspects that abuse has occurred to make a report and be confident of doing so without fear of retribution. Our reporting process includes any kind of harm, including financial, emotional, social, psychological, sexual, physical abuse or neglect. Any

report is a reportable incident, and we will contact and work with all authorities – Police, NDIS and state legislators.

You can make a report to whomever you feel comfortable and safe with; this may include one of our employees, our Practice Director, a family member, your advocate or a trusted friend.

If you would like to speak with someone outside of Uplift Therapy Pty Ltd, you can contact the NDIS Quality and Safeguards Commission:

Phone: 1800 035 544 (free call from landlines) or TTY 133 677
National Relay Service and ask for 1800 035 544
Interpreters can be arranged.

You can also complete an NDIS Complaint Contact Form online. Go to the NDIS Quality and Safeguards Commission website: business.gov.au

Uplift Therapy acknowledges that prevention is the best protection from harm, risk of harm and neglect and recognises our duty of care to implement prevention strategies that include appropriate protocols to identify potential risks. Our prevention strategies include only employing skilled staff, who respect participants' rights and are aware of current legislation and policies regarding abuse and neglect. Our staff can assist you, your family or your advocate to access our complaints process and raise any concerns regarding our service provision.

Where abuse, harm or neglect has occurred, Uplift Therapy will respond quickly, considerately and effectively to protect you from further harm. We will give you access to any required counselling, medical and/or legal assistance.

When you make allegations of abuse, neglect, violence, exploitation or discrimination, you have the right to have an advocate present. Uplift Therapy can arrange this for you.



Family Assistance

Uplift Therapy Pty Ltd encourages and will support families to maintain contact with you. With your permission, your family is very welcome to contact us for information and support. Your family or advocate can be involved in planning the services that you will receive through your therapy planning meeting.

We can help your family by:

- Communicating in a way they can understand.
- Providing information about available services including those offered by other agencies and by us.
- Helping to build trust and respect between staff members, families and you.
- Providing them with the opportunity to take part in the planning of service delivery.
- Creating opportunities to develop links with families.
- Assisting them to access counselling and support services.
- Providing them with access to effective complaint procedures.
- Assisting them to access advocacy services where available.



Continuity of Support

The Director will arrange schedules to ensure that you know who is attending to their needs and supports, and pair you with therapists who hold appropriate skills and knowledge. Your requests such as workers who speak the same language, are from the same culture or meet specific criteria are matched, where possible.

Therapists are allocated to a participant on a regular basis to allow for predictability and provide continuous support. All supports are linked to the participant's plan and demonstrate consistency with their preferences and needs. Sometimes there will need to be a change of therapist and we will discuss this individually with you when needed.



Emergency and Disaster Planning

We will create an Personal Emergency Preparation Plan with you and other relevant support networks. This emergency plan will be trialed before we activate it, and staff will consult with you about changes and improvements. This plan will be adjusted depending on any current emergency or disaster. This plan is attached to your Service Agreement.



Infection Management

Your well-being is essential, and we will take all measures required to reduce contamination in your environment, including personal protective equipment when required, regularly cleaning surfaces, handwashing, and using antibacterial gels. All staff are trained in infection management. Please ensure that you keep yourself and your environment as clean as possible.



The Right to An Advocate

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people who provide support to you, respect your rights and will speak out for you if your needs are not being met.

You can ask anyone you know well and trust to be your advocate.

- a member of your family or a friend you can trust.
- a person from a formal advocacy service.

If you want someone to act or speak on your behalf, we will help you find an advocate by providing a list of Advocacy Services, there are forms available for completion, once you have decided on your advocate. You can change your advocate at any time.

Uplift Therapy Pty Ltd 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.
- Ensure its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

Uplift Therapy Pty Ltd will ensure that your advocate is invited to:

- Consultation meetings.
- Therapy planning meetings and reviews.
- Any other relevant meetings or conferences.

We encourage you to bring your advocate to your initial meeting, so your voice is heard during the assessment and planning processes. This input will ensure that we provide you with a person-centred support plan. Your advocate is welcome to any meeting or to speak on your behalf. If you change your advocate, we ask you to please inform us, so we can update your information and ensure that we talk to the correct person.



When can you use your advocate?

- Any time you wish to communicate with us;
- At initial consultation;

- During interviews and reviews;
- During service delivery;
- When you have a complaint;
- When you wish to give feedback.

Your advocate, with your permission, will be provided with all the information they need to ensure that we and any other service providers are acting in your best interest this including working closely with your advocate and involve that person in the planning of services that will be provided for you.

Uplift Therapy Pty Ltd will always allow the advocate to have the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by us, your advocate will be informed of the complaint process and also of agencies that have a responsibility to make sure that we do our job correctly.

Consent

When you give consent, you are giving your permission or saying that it is 'OK' for a particular thing to happen. Consent gives you a choice to determine, if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt, you should ask Uplift Therapy or your advocate for help.

Uplift Therapy will ask you to sign a consent form, especially if this is consent for the release of your personal information or for us to contact someone you are involved with.

You can withdraw your consent at any time. The withdrawal of consent means that if you have given consent to take part in a particular program as part of your Therapy Support plan, and then discover that you do not like the program, you can say that you no longer want to participate in that program.

Uplift Therapy Pty Ltd will need your consent to:

- be able to read the information that service providers have about you and for us to provide any information about you to other service providers, your family or advocate
- collect data relating to you for funding bodies
- ask people to attend your sessions
- carry out any training programs or behaviour change programs that it may want to put in place for you

Usually, we will ask you to sign a consent form, especially if this is consent for the release of your personal information or this will be documented in your Support Plan. We will always ask for your permission and explain to you the reasons for accessing your information. If you are at all unsure, you should ask your advocate for assistance.

If you feel that you are unable to give consent about issues in your life, then we can talk to your family or advocate. If you do not have family that can make decisions for you, we will help you to make an application to the court or other statutory bodies for the appointment of a Guardian to help you make those decisions.



What is a Guardian?

A Guardian is usually a person who has been legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from the Office of the Public Advocate.



Privacy Statement

Uplift Therapy Pty Ltd complies with the applicable privacy legislation and has systems for the collection, use and disclosure, quality, security, accuracy and correction of personal information relating to you as our participant. Your privacy and dignity will always be maintained. You will be asked to sign the Privacy Agreement to gain consent regarding the collection, use and disclosure of your information, to comply with the Privacy Act 1988 (as amended 2025).

This information is in our Privacy and Confidentiality Policy and is detailed within a section in the Participant Service Agreement.

Your Privacy Officer is the Practice Director and can be contacted several ways, as listed below:

Address:	4 – 5 / 25 Merz Street, Lucas, Vic, 3350
Phone:	0427 940 556 or (03) 4313 4940
Email:	steph@upliftherapy.com.au

Requests for access to the personal information we hold should be made in writing to the Practice Director.

Where you believe that a breach of this policy or the Privacy Act has occurred, a written complaint should be made to the Privacy Officer.

If you do not receive a response from the Director within 30 days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) through:

- The online Privacy Complaint form
- By mail: GPO Box 5218, Sydney NSW 2001
- By fax: +61 2 9284 9666
- By email: enquiries@oaic.gov.au.



Critical Incidents

While we hope that Critical Incidents do not occur, if they do, then we are prepared to support and assist you by following correct procedures to deal with any critical participant incident.

A critical incident is classified as an event (or alleged event) that occurs because of, or during the delivery of services directly provided, and has caused or is likely to cause significant negative impact to your health, safety or well being.

We will engage with the required authorities to support you during this time. If there has been a critical incident, we will need to make a report to the NDIS Commission.

Critical incidents that relate to you, may include (but are not necessarily limited to):

- The unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault and indecent assault) that occurs as a result, or during the delivery, of services
- Allegations of serious unlawful or criminal activity or conduct involving an employee, subcontractor or volunteer that has caused, or has the potential to cause, serious harm to participants
- An incident where a participant assaults or causes serious harm to others (including employees, volunteers or contractors), as a result, or during the delivery, of services
- A serious fire, natural disaster, accident or another incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a significant threat to the health and safety of participants.

Uplift Therapy Pty Ltd has established procedures that identify, manage and resolve incidents which include:

- Completion of an Incident Report that identifies and records the incidents
- Staff report all incidents to the Director.

- The Director is responsible for reporting incidents that are reportable incidents to the Commissioner.
- Uplift Therapy Pty Ltd will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Support and assist you if you may be affected by an incident.
- Director will review the incident with you, if you are affected.
- Uplift Therapy Pty Ltd will collaborate with you and your representatives to manage and resolve the incident.
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence



Complaints and Feedback

Your feedback allows us to supply you with high-quality services continually. We will actively seek input from you. Feedback may be through written or online surveys or through conversations with you or anonymously. We would like feedback on:

- Quality of care.
- Consistency of services.
- Support workers.
- What is working for you.
- What needs to change to assist you.
- What you like and what you do not.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint as a serious issue. No matter what happens, our staff members are not allowed to react badly to your complaint; this means they are not allowed to retaliate or hurt you in any way.

You, as a participant, can make a complaint if you are not happy with a staff member or the services offered. Several people may be able to raise a concern or make a complaint on your behalf. These could include:

- Your advocate.
- A family member.
- A close friend.
- Your care worker.
- A person you know and trust, or
- Anonymously.

Once a complaint has been received, the Practice Director or Clinical Lead at Uplift Therapy Pty Ltd will be appointed to investigate and find a resolution to the complaint. The Director

will write a letter to you to let you know that the complaint has been received. This letter will give you a date by which Uplift Therapy Pty Ltd expects to have the complaint resolved.

The complaint will then be investigated, and a plan to resolve it will be developed. You will be told about this plan and will be able to tell us what you are feeling about it. You can let us know if you are happy, if you no longer have a complaint or that you are not satisfied with the outcome.

If you are not happy with the response from Uplift Therapy Pty Ltd about your complaint, you can take it to another agency such as:

Ombudsman- Disability Services
Commonwealth Ombudsman
Telephone: 1300 362 072
Email: ombudsman@ombudsman.gov.au
Website: ombudsman.gov.au

NDIS Complaints
Email: feedback@ndis.gov.au or
Telephone: 1800 800 110.
Complete an online intake form
https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-formhttps://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form



Your Voice

We want to hear about your lived experience and how we can make our services increasing beneficial to you. Your input into our services and practices is essential to ensure we meet your needs and that of your community. Please let our Director know if you want to influence our policies and practices. We want to hear from you so our management team can ensure that our business needs your needs.



Networking

We will engage with your networks and community to ensure that you have various opportunities to be involved in activities and areas of interest. We may access networks such as religious groups, local ethnic communities or groups that you wish to engage with. We believe that it is essential that you to be part of your community, so we will work with you to ensure that this occurs.

Legislation and Standards

Uplift Therapy Pty Ltd is operated in keeping with current legislation and standards. For a copy of all the legislation that applies to your service, please contact us. The primary legislation and standards that cover your service are:

- National Disability Insurance Scheme Act 2013
- Disability Act and Regulation
- NDIS Practice Standards 2024

Risk Taking

You have a right to participate in lawful activities that may involve a degree of risk. If the risk is considered dangerous or detrimental to you, a "Risk Indemnity" form will need to be signed by you or your representative.

We will work with you and inform you of different options so you can make an informed choice.

Risk Assessment

Your risk will be assessed when you first start working with us. After an initial assessment, we will review your risk assessment annually. If we feel you need another review, we will work with you. Your review may happen due to changes in your:

- health
- living arrangements
- additional person
- person leaving
- physical environment
- changes in behaviour

Your safety is at the centre of all we do, and we will consult you during the risk process.

Continuous Improvement

We aim to provide you with high-quality service that meets your needs. To undertake this, we need you to let us know how we can maintain and improve our services. You can do this by giving us feedback or making a complaint. Our collaborative and person-centred approach means that Uplift Therapy Pty Ltd will respond to your information to improve the services provided.



Work Health and Safety

Under the Work Health and Safety Act 2011, we have a duty under the law to make sure that our staff can work with you in a healthy and safe environment. Some things you can do include:

- Notifying our staff of any unsafe conditions in your home
- Participating in safety assessments of your home
- Helping with fixing any hazards found in your home through our safety assessment
- Ensuring your pets are controlled during service provision
- Providing a smoke-free working environment
- Providing a workplace for staff that is free of racial, sexual, physical or emotional abuse
- Treating our staff with dignity and respect
- Telling our staff if you are unwell or cannot do things the way you usually do them
- Telling our staff if your doctor has diagnosed you with a short-term infectious illness
- Providing cleaning equipment that is suitable and well maintained
- Providing safe cleaning products
- Ensuring your mobility equipment and the other items you need to live independently in your home are available, well maintained to enable us to provide care safely.

We will conduct a home safety check during our first service and discuss any risks we identify with you. The safety of the service will be reviewed with you on an ongoing basis in accordance with occupational health and safety legislation.

NDIS PRACTICE STANDARD AND QUALITY INDICATORS

(an abbreviated version)

Rights and Responsibility for Participants

- Person-centred Supports
- Individual Values and Beliefs
- Privacy and Dignity
- Independence and Informed choice
- Violence, Abuse, Neglect, Exploitation and Discrimination

It is important to us that you know and understand your rights. We are here to support you and to provide guidance and assistance in any choices that you make.

People with a disability have the right to respect, dignity and full participation in society.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions.

It is your right to try new things and we will assist you to do so while ensuring that you are treated fairly and independently.

You have the right to talk freely and express your thoughts, opinions and choices. We will listen to you and support the choices you make, and we will include your family and support workers when you want them to be involved.

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.

We will support you and help you to take part within the community of your choice and promise to work with you, your family and support workers if you so choose.

Uplift Therapy will respect your cultural background and understand the needs and requirements that may come with it. We will also ensure to understand and be responsive of inclusive language for all people regardless of culture, gender, sexual orientation, and identity.

Governance and Operational Management

- Governance and Operational Management
- Risk Management
- Quality Management
- Information Management
- Feedback and Complaints Management
- Incident Management
- Human Resource Management
- Continuity of Supports
- Emergency and Disaster Management

It is important to us that you feel free to tell us what you think about the services we offer, and we will listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, whether it is good or bad. We will welcome it, without discrimination or negative consequences.

You can seek support from another person, whether that means a family member, support worker, advocate or the Ombudsman. Whatever the issue, we will do everything to solve the problem for you and to improve our services.

We appreciate your feedback and opinions about our services and will make improvements based on your feedback.

Uplift Therapy Pty Ltd has excellent staff and training, continuous improvement of services, correct working processes, clear communication between the staff and participants. These are all key to our service management.

We will always endeavour to meet service standards and maintain excellent service management by working closely with our participants to strengthen our systems and to ensure positive results from any problems that may arise.

We have management who possess the skills and experience to monitor the effectiveness of the organisation's policies and procedures and make changes as needed.

The Provision of Supports

- Access to Supports
- Support Planning

- Service Agreements with Participants
- Responsive Support Provision
- Transition to or from the Provider

Uplift Therapy Pty Ltd will support the choices about what you want to do and set your own goals. We will offer guidance and help you to recognise your strengths and weaknesses, so you may learn and develop skills to help you achieve your goals and set even more.

We will work fairly with you as an individual irrespective of age, gender, cultural background or sexuality.

Uplift Therapy Pty Ltd is here to assist anyone enquiring about our services. We will support and advise if needed or make a referral to an alternative service if required. You have the right to seek and find the service you need and have access to the support you require.

Uplift Therapy Pty Ltd will provide any assistance needed for anyone to participate actively and meaningfully, and we can develop connections within the community to help you do this.

Provision of Supports Environment

- Safe Environment
- Participants Money and Property
- Management of Medication
- Mealtime management
- Management of Waste

Uplift Therapy Pty Ltd will ensure that you are always safe in both your physical and emotional environment. Staff are trained in how to keep you safe and to report any risks or potential risks. We will work with you and your representatives regarding payment of fees. Ensuring that all information is clear and accurate.

Once we identify that you need mealtime assistance with your diet, dysphagia or similar, we will create a plan to support your mealtime and allow the choice of meals preference.

We will manage waste in a sustainable manner such as recycling and water management. Uplift Therapy Pty Ltd has established procedures that identify, manage and resolve incidents which include:

- Completion of an Incident Report that identifies and records the incidents

- Staff report all incidents to the Director.
- The Director is responsible for reporting incidents that are reportable incidents to the Commissioner.
- Uplift Therapy Pty Ltd will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Support and assist participants who may be affected by an incident.
- Director will review the incident with the affected participant.
- Uplift Therapy Pty Ltd will collaborate with the person to manage and resolve the incident.
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence.

Additional Standards

National Principles of Child Safe Organisations

Principle 1.

Child Safety is embedded in organisational leadership, governance and culture

- Commitment to Safety (see Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure).
- Staff are trained in the following:
    - child safety
    - codes of conduct
    - behavioural standards when interacting with children
    - reporting obligations and record keeping.
- Risk Management Plans are undertaken for each child.
- Comply with NDIS Code of Conduct 2024 and Uplift Therapy Pty Ltd 's Code of Conduct.

Principle 2.

Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously

- Children can express their views and are provided with opportunities to participate in decisions that affect their lives:
    - upon commencement with our organisation
    - on an ongoing basis – regularly asked for their thoughts and ideas
    - at the review of their plan.
- The importance of friendships is recognised, and support from peers is encouraged, helping children feel safe and less isolated:
    - work with the child and the family to determine how best to assist with these linkages.
- Children can access abuse prevention programs and information:
    - provide links to relevant organisations, e.g. Kids Helpline
    - age-appropriate information that describes how adults should behave is provided.
- Staff are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns:
    - staff trained to work with each child
    - knowledge and skills are assessed to determine training to ensure skills and knowledge are evident.

Principle 3.

Families and communities are informed and involved in promoting child safety and well-being

- All levels of the organisation must encourage families to take an active role in keeping children safe.
- Families and community members are encouraged to provide feedback on how the organisation keeps children safe, and this information is acted upon where necessary:
    - complaint and feedback forms
    - meetings about children.

Principle 4.

Equity is upheld, and diverse needs are respected in policy and practice

- The Director and our staff understand barriers that prevent children from disclosing abuse or adults.
- The Director and our staff identify and respect the diverse needs, abilities and backgrounds of children and understand the value of treating them fairly:
    - review each child's cultural needs at intake
    - provide relevant, culturally sensitive, age-appropriate activities
- All staff are given information about the factors that increase a child's vulnerability to harm:
    - staff are trained and provided with information.
- The Director ensures that our workforce reflects our participants' diversity, where possible.
- The Director and staff adapt activities and services to ensure all children feel included:
    - a Risk Management Plan completed for each child
    - strategy planning takes place with the child and their family.

Principle 5.

People working with children are suitable and supported to reflect child safety and well-being values in practice

- Uplift Therapy Pty Ltd understands that recruitment does not rely solely on a WWCC, so we provide ongoing training opportunities for all staff:
    - induction
    - annual training.
- The Director or delegate responsible for staff recruitment is aware of child-safe recruitment practices.

- Staff recruitment includes job advertisements identifying that our organisation values child safety.
- Our recruitment processes involve a range of interview questions to establish staff suitability. Background and reference checks are carried out and recorded. (see Human Resource Management Policy and Procedure and NDIS Worker Screening and Risk-assessed Roles Policy and Procedure).
- Supervision includes regular reviews to check whether staff follow Codes of Conduct and other Uplift Therapy Pty Ltd child-safe policies.
- The Director is responsible for monitoring all aspects of supervision and undertaking, at a minimum, quarterly supervision.

Principle 6.

Processes to respond to complaints and concerns are child-focused

- The Director creates a culture where complaints are taken seriously. All adults take responsibility for children's safety through our induction process and training staff in our culture.
- Director clearly explains that breaches of Codes of Conduct will result in disciplinary action at induction and ongoing as part of our training requirements.
- Staff are provided support and information on what and how to report, including external bodies.
- Accessible processes enable children, staff and others to make complaints. Procedures describe likely timeframes, review processes and potential outcomes of complaints.
- Complaints are handled confidentially (see Complaints and Feedback Policy and Procedure)
- Processes are reviewed at regular intervals, and after complaints are made
- Documents are confidential, where required.

Principle 7.

Staff and volunteers are equipped with knowledge, skills and awareness to keep children and young people safe through continual education and training

- The Director provides ongoing education and training opportunities for all staff, including:
    - knowledge, skills and confidence to prevent and identify abuse
    - how to respond to complaints and escalate appropriately
    - if higher risks are identified, additional training is provided, e.g. behaviour management.
- The Director is our child safety officer responsible for training.
- Training is regularly reviewed in response to emerging best practices.

Principle 8.

Physical and online environments promote safety and well-being while minimising the opportunity for children and young people to be harmed

- The Director sets expectations about behavioural standards for staff interacting with children in physical and online environments.
- Risk assessments identify areas where staff can interact with children unsupervised, including one-off events and overnight accommodation.
- Physical environments are altered to increase natural sight lines while respecting a child's right to privacy.
- Higher-risk areas (e.g. cars, boarding facilities and offsite locations) are managed using specific safety measures (e.g. spot checks).
- Children are provided information about online safety and regularly encouraged to tell staff about negative experiences.
- Staff and parents are provided information about risks in the online environment (e.g. online grooming, cyberbullying and sexting).

Principle 9.

Implementation of national child safe principles is regularly reviewed and improved

- The Director maintains a culture of continuous improvement to ensure that policies and procedures are implemented and routinely reviewed, even though staffing may change (see Continuous Improvement Policy).
- Director know the value of continuous monitoring, open conversations and exploring new ways to keep children safe.
- Child-safe policies and practices are reviewed annually.
- Staff refer to the Standards when creating, reviewing or evaluating child-safe policies and procedures.
- Critical incidents are used to identify the root cause of the problem, identify risks to children's safety, and make improvements (see Incident Investigation Form)
- Children are supported to provide feedback, which is acted upon as required.

Principle 10:

Policies and procedures document how the organisation is safe for children and young people

- The Director will ensure that policies and procedures and reviewed and compliant.
- Uplift Therapy Pty Ltd acknowledges that we will be accountable for our policies and procedures.
- Staff are trained and knowledgeable about organisation procedures, especially regarding child safety and complaint policy and procedure.

EASY READ INFORMATION

EASY READ RIGHTS

WHAT DO YOU KNOW ABOUT YOUR RIGHTS?



This Document is about Your Rights



Our laws need to respect the rights of people with disability.

You should be included in community life.

You have the same rights as everyone.



What are your rights?



You should be:

- safe in your home and anywhere else
- treated with respect
- part of your cultural community



You should be able to:

- participate in your religion
- express your sexuality
- communicate in your family's language



You should be able to:

- make complaints
- say you want to go to another provider



You can tell us what you want and when you want it.



You can tell us what type of worker you want.

You can tell us how you want things done.



We will always follow your instructions, unless we feel that you may get hurt then we will talk to you or your trusted person about the risk.



We agree to follow your wishes and Charter of Rights.

EASY READ PRIVACY

WHAT DO YOU KNOW ABOUT THE PRIVACY OF YOUR INFORMATION?



This Document is about Your Privacy



We store information like;

- Your name, address and phone number
- People who you are close to (mum, daughter…etc)
- Details about why and how we are helping you



This helps us to support you, and to check the quality of our services. We are responsible for keeping your information safe.



We use your information so we can work with you to design supports to suit you.



We only share your information if you say 'Yes', or if there is a situation that makes us.



We only share your information

- with a trusted person
- when we need to so you can be safe
- with your permission to provide required information to NDIS or other government organisations



When asked to share your information you can say 'No' or opt-out of sharing it.



We keep your information safe so only those you say can see it.



You have several rights with your information:

- The right to see a copy of the information we hold about you
- The right to have inaccurate or incomplete information corrected by us
- The right to object to any information you think is inaccurate



If you want to see your information just ask your trusted person who will ask us.

EASY READ SERVICE AGREEMENT DESCRIPTION

WHAT IS A SERVICE AGREEMENT?



This document will help you learn about Service Agreement.



Service Agreement is a document.

It is for you and your service provider.

The service provider is the person or organisation that provides you with supports.



The document says that you both agree about the services you are going to receive.



When you have agreed, you both sign the document.



The Service Agreement is a good way to make sure you receive the services that are right for you.



And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.



How to make a Service Agreement?



You can ask another trusted person to enter into the Agreement for you.

This might be a family member, carer, friend or other person.

The trusted person can speak for you.



Also, it's a good idea to take a copy of your NDIS Plan to any meetings you have about your Service Agreement.

If you want to, you can attach a copy of your NDIS Plan to the Agreement.



What should the Service Agreement include?



The Service Agreement should include information about the supports you receive.



Talk to us about your supports. Tell us:

- What type of supports you need
- How you want the supports
- Who you want to work with you
- When you need supports
- How long you will need the supports



What is expected of you - This is about your responsibilities.

What is expected of your service provider.



How you can end or change the Agreement.

What you can do if any problems occur.



Costs:

- How much the service costs
- When you pay
- How to pay



Uplift Therapy Pty Ltd will talk to let you know:

- your rights
- what supports will be provided
- your responsibilities
- their responsibilities
- of any considerations (if required)



Together we will:

- Consult and talk to each other
- Write the agreement



When do you sign the agreement?
(Answer on next page.)



After you or your trusted has person has read the agreement.



After you or your trusted person is happy that the agreement meets your need and that you have had your say.



After provider agrees with what is written



Sign the agreement if you are happy to agree to what is written.

Once you have signed, your therapist will sign.



You will be given a copy of the Service Agreement



Don't forget to keep a copy of your Service Agreement in a safe place.

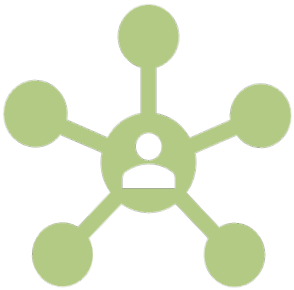
EASY READ WORKING WITH YOU



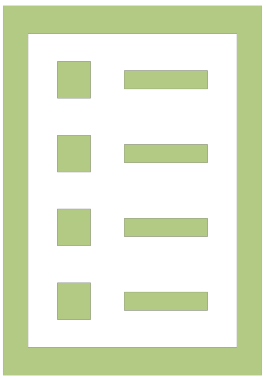
Your voice is essential for us to know how to work with you.



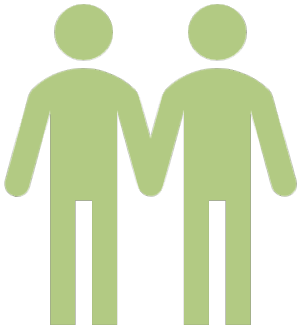
Please tell us about you and your child's needs and requirements.



Your child's Therapy Support Plan is designed with you at the centre of all actions.



Our staff will look at your child's current NDIS Plan funding to ensure that we have the services you need.



To create your plan, we may need to talk to your family, health providers and others (with your permission)



We will consult with you about many supports such as:

- Living skill development
- Your interests, leisure and community group involvement
- Travelling and transport needs



We will consult about:

- family relationships
- cultural requirements, e.g. food,
- spiritual identity – religious needs communication methods



Your safety is checked:

- physical environment
- personal emergency plan tested



Your health needs are assessed:

- medical needs
- general health requirements
- high-intensity requirements
- allied health services
- comprehensive health
- vaccination support
- oral health



We look for risks so we can get rid of or reduce them.



We will create risk strategies with you and train our staff in these.



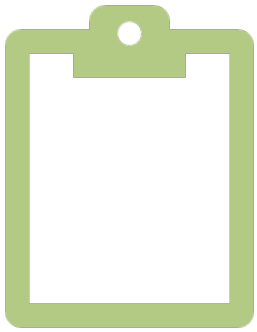
Your Therapy Support Plan is reviewed every year.



If your needs change, then we will review your plan earlier.



You will need to sign your child's Therapy Support Plan.



We will provide you with a copy of the Therapy Support Plan.

EASY READ COMPLAINTS

HOW TO FILE A COMPLAINT OR GIVE FEEDBACK?



This document is to help you Complain or give us Feedback.



It is okay to complain if you are not happy.
Tell us when you are upset about:

- Your supports
- Workers
- Us at Uplift Therapy



You can talk to Uplift Therapy on 0427940556.



You can ask someone you trust to help you complain.



You can ask an Advocate to help you.

An Advocate is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you.

Talk to Director who will help you find someone



We will try to fix your problem.

We will talk to you about your problem.



We will keep things you say to us private. If we think you might not be safe though, we might have to let someone know.



Not Happy?
You can talk to the
NDIS Commission
1800 03 55 44 (This is a free call from landlines)
Or contact them online here *(https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF)*

EASY READ RISK ASSESSMENT



Your safety is essential to your support.

Assessing risks to your child will occur regularly.

Your child's risk assessment starts at your initial session, then at least annually.

When your child's situation changes, we will undertake another risk assessment.

A risk is when it is probable that a specific event or activity may lead to your child or someone else being hurt.

We assess risks by asking:

- What could go wrong?
- How often?
- How bad?
- Is there action needed?

We will discuss any risks and their strategies with you.

If we think an activity has high real or potential risk, we will talk to you about the risks.

EASY READ INCIDENT MANAGEMENT



This document tells you what an incident is and how Uplift Therapy Pty Ltd manages them.



There are two types:

1. A general incident
2. A reportable incident.



A general incident is when:

- a person causes you harm or could have caused you harm.
- you hurt someone else.
- you feel that someone is going to hurt you.



A reportable incident is when one of the following happens:

- a death
- a serious injury
- harm
- neglect
- sexual misconduct
- unregulated use of restrictive practices.



If your worker believes you have been harmed or may be at risk of being harmed, they will call the Child Abuse Reporting Line to protect you.

If you are involved in an incident, you must immediately tell your therapist, the Practice Director or a trusted person.



Your safety is important to us.

After an incident, we will provide support or assistance to help you recover from the incident.



Our Practice Director investigates the incident to work out what happened and stop it from happening again.

We will meet with you to record what was said and done during the incident.



We will ask you:

- what happened
- the names of people who saw the incident.
- when you told someone about the incident (date and time).
- details of the person you told.
- how the incident affected you.
- what could be done to stop the incident from happening again.





We will support you by:

- fixing the incident quickly helping you look after your health and wellbeing (where we can).

We will contact you to:

- talk about what happened.
- tell you what actions we will take to fix the incident.

We will ask for your:

- feedback and thoughts on how we are fixing the problem.
- ideas about any changes that could help you in the future.

We then complete a review of the incident to improve our service by:

- learning what happened
- making changes to stop it from happening again.

Some changes we might make could be to:

- change our practices.
- change our policies.
- retrain our staff.



Reportable incidents



A reportable incident is when you or another participant are badly hurt or mistreated.

If a reportable incident happens, Uplift Therapy Pty Ltd must tell the NDIS Commission and the Department of Families, Fairness and Housing.



We must complete an NDIS Reportable Incident Form.

1. Immediate Notification Form.
2. 5-Day Notification Form.



Uplift Therapy Pty Ltd must send the form to the NDIS Commission using the NDIS portal.

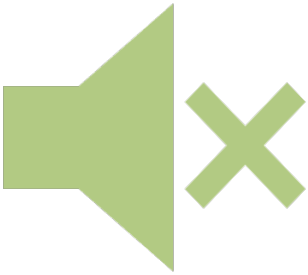


The NDIS Commission reviews the incident.

They will tell us if we need to take any further action.



We will update you on the NDIS Commission's findings, including any actions we must take.



We keep everything you tell us privately.



If you are unhappy with the way we handle your incident, you can tell the NDIS Commission:

- Call: 1800 03 55 44 (free call from a landline)

Go to their website: www.ndiscommission.gov.au

EASY READ ADVOCACY



This document will help you understand advocacy and who an advocate is.



Advocacy is when a person publicly helps to promote, provide and protect your human rights.



Advocacy can help your voice be heard and your wishes met. Advocacy can be used to help you become part of your community.



Sometimes you might find it hard to say what you want. You might want someone to:

- support you.
- speak up for you.
- be your voice.



An advocate can be that person. An advocate is someone who provides a public voice for you if you cannot or do not want to speak up for yourself.



An advocate should be fair and treat everybody in the same way.



You can ask someone you trust to be your advocate, like your:

- mum or dad.
- brother or sister.
- close friend.



Or you can ask a professional, independent advocate to help you and be your voice.

They can help you make good decisions and choices right for you.



Your advocate should always:

- listen and support you.
- take your side.
- help you make your own good choices and decisions.



Your advocate can help you:

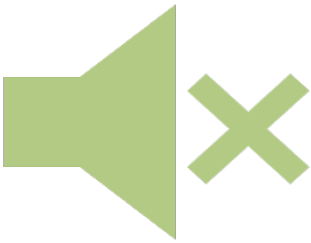
- get ready for meetings.
- tell people/providers what you want.
- by signing documents for you.



Importantly, your advocate can represent you and speak on your behalf.

Your advocate can help you make a complaint if you are not happy with:

- supports provided.
- the way you have been treated.



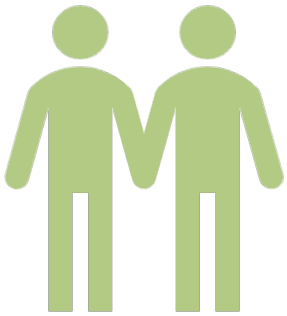
Your advocate can speak for you and tell us how you have been mistreated.

They will help us understand the support and assistance you need.

Your advocate must keep your information private.



Not sure how to find an advocate?



Talk to the Director at Uplift Therapy.
Call: 0427940556

They will help you find an advocate.

Our Practice Director can also help you go online to use the NDIS Disability Advocacy Finder

COMMUNICATING WITH YOU



Your voice is essential to us.



Please speak to us and tell us what you want or what we need to change.



Tell us how best to connect with you.



Let us know if you need an interpreter – Auslan, language.



Do you want us to send an email?

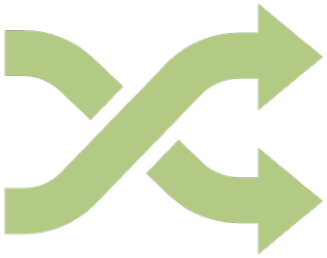


Is phoning you the best?

EASY READ CONFLICT OF INTEREST



This document explains what a conflict of interest is and what Uplift Therapy Pty Ltd does to manage them.



A conflict of interest is when a staff member's interests are different to Uplift Therapy Pty Ltd 's or your best interests.



Our staff should always do what is best for you and Uplift Therapy Pty Ltd.



Our staff's interests are called private interests.



A private interest can be:

- direct – something owned by the person.
- indirect – something owned by a family member or a close friend.



A private interest can also be:

- financial – getting money from it.
- non-financial – builds personal relationships in the community or with friends and family



It is okay for staff to have a conflict of interest, as long as they tell Uplift Therapy Pty Ltd.

We can then decide what to do about their conflict of interest to manage it.



A conflict of interest can happen if a staff member's close friends or family become involved in work decisions.

A conflict of interest may be:

- actual – it happened.
- potential – it could become a problem.

A perceived conflict – is where it seems like a conflict but is okay as long as it is monitored.

A conflict of interest is wrong when a staff member uses it to get more than they should for themselves or their friends.



A conflict of interest can happen if a staff member gets extra money by working for a different company at Uplift Therapy Pty Ltd.



A conflict of interest happens when our staff:

- are involved with another organisation.
- encourage you to use the other Provider to receive support.



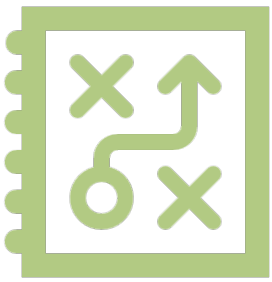
How does Uplift Therapy Pty Ltd manage a staff conflict of interest?



We ask our staff to tell us (declare) their conflict of interest as soon as possible.



Our Practice Director assesses all staff conflicts of interest to ensure they will not severely impact our organisation or you.



Our Practice Director will manage and monitor all declared conflicts to ensure they continue not to impact you or us.

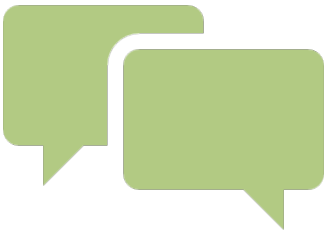


We regularly check that conflicts of interest are not impacting Uplift Therapy's:

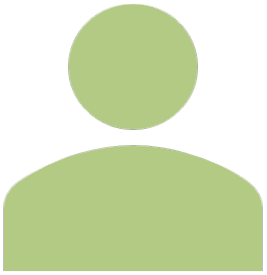
- support provision.
- quality of support.
- good decision-making.



How do we ensure there is no conflict of interest with a participant?



Our Practice Director will discuss any identified conflicts of interest that could impact the support you receive.



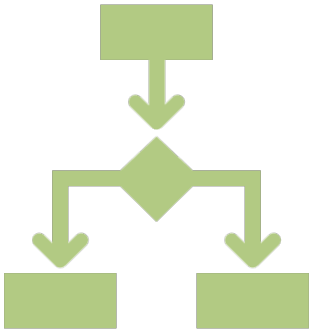
Our Practice Director will explain how we will manage the conflict.



We want you to tell us if you are unhappy about managing the conflict of interest.



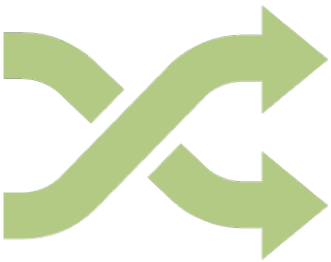
We will work with you to try and make changes to make you happy.



Any decisions you make about your providers or supports will not impact the current supports we provide you.



Using other providers will not impact the quality of support you receive from Uplift Therapy Pty Ltd.



If we cannot fix the conflict of interest and you are unhappy, we may refer you to another provider.



We will talk with you about this.

We will find the best way to continue receiving the support you need.



If you are referred to another provider, we will assist with your transition from our service.

EASY READ ZERO TOLERANCE – HARM, RISK OF HARM, VIOLENCE, ABUSE, NEGLECT AND EXPLOITATION



This document tells you how Uplift Therapy Pty Ltd prevents or manages harm, risk of harm, neglect and exploitation.



You have the right to enjoy a life free from violence, harm, neglect and exploitation.



You should always feel safe when receiving support from us.

If you do not feel safe, tell your worker immediately.



Violence is when someone hurts you physically (like hitting, punching or slapping you).



Harm is when someone mistreats you and might hurt your body or feelings.



Neglect is when someone is not caring for you or helping you how they are supposed to.



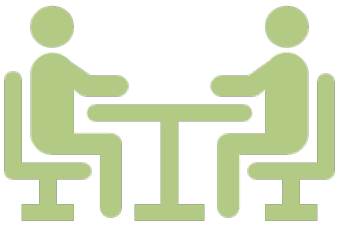
Exploitation is when someone is taking advantage of you.



Uplift Therapy Pty Ltd does not allow any acts of violence, harm, exploitation or neglect towards you.



It is our responsibility to protect you and keep you safe.



We want you to tell us if someone hurts you or if you do not feel safe when with someone.



If you do not feel comfortable telling us, you should tell someone you trust like your:

- mum or dad.
- brother or sister.
- support worker.



Or you can get help from a professional, independent advocate.



We can help you find an advocate if you want.

Ask our Practice Director for help. Call 0427 940 556.

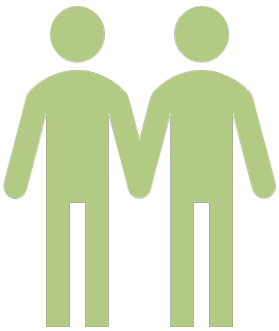


You can also get help by calling the National Disability Abuse Hotline on 1800 880 052.



To keep you safe, we will:

- make sure our staff follow the rules.
- train staff on how to help you.
- keep your information private.



Uplift Therapy Pty Ltd will always:

- support you if something terrible happens.
- call the police or your Division Intake office if we need to.



We will always:

- listen to you or your advocate.
- provide you with the support you need.
- keep you updated on what is going on.



- If you are not happy with how we are helping you tell the NDIS Commission: Call 1800 03 55 44
- Go online www.ndiscommission.gov.au

EASY READ EMERGENCY AND DISASTER PLANNING



We will work with you to create an emergency plan for your child. Your child's emergency plan will reduce and get rid of any risks during an emergency or disaster.



An emergency is any sudden, urgent, unexpected event that may cause grave risk to your health, life or environment.



A disaster can be prepared for and may cause loss of life, damage or hardship (such as fire and flood).



Your child's emergency plan ensures continuous support and manages their safety needs.



Your child's emergency plan reviews what is critical to their safety, health and wellbeing.



Your child's emergency plan considers planning and responding to an emergency and disaster.



Your child's emergency plan will look at potential changes, adapting and rapidly responding to ensure your child's support.



We will write the communication strategies for you and your network into the plan.



We can help you **test** the emergency plan at home if you need.



You can give feedback on what worked and what needs to change.

EASY READ SAFE ENVIRONMENT



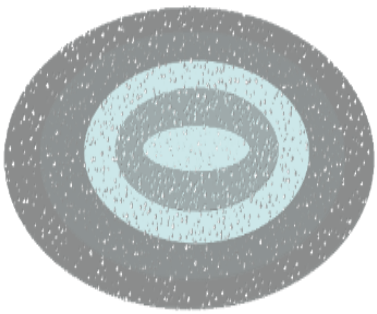
Your safety is our priority.



We will assess your environment to make sure you are safe and that it is safe for us to visit your home.



Our checks will look at your floors to help reduce your risks – trips and falls.



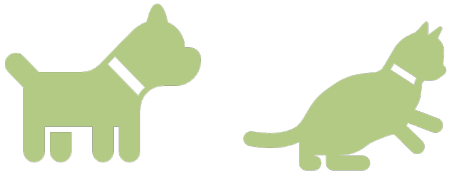
Our team may check your flooring – any rips, tears or lifting flooring or rugs.



Our checks will look for any electrical problems such as cords hanging or frayed.



We will make sure your hot water is at the right temperature to prevent you from burns or scalds.



If you have pets, a plan will be devised to prevent any incidents between the pet and our staff.



Please do not smoke when our staff are present.



Sometimes we may have to wear masks to stop you and us from getting sick.



Our team will make sure that we clean the things we bring to prevent germs from spreading.



Our team may wear gloves so we don't make you sick when we need to.



Wash your hands regularly, especially after using the toilet or blowing your nose.



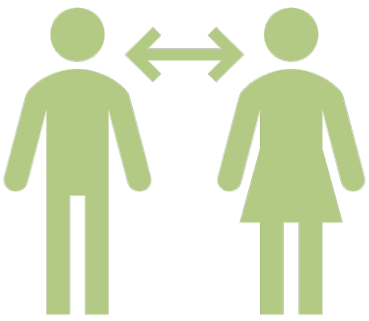
To keep you safe, our team will wash their hands and use hand sanitisers.



If you are sick, please tell us, so we know how to manage your support.



We will talk to you at least every year about your safety.



Talk to us any time if you are unsure or feel unsafe.