

WELCOME GUIDE



PEARSONS
Services



Contents:

Welcome	3	Data security/archiving participant Files	27
Acknowledgement	4	Legislation and standards	28
Child Safe Organisation statement of commitment	5	Service agreements	29
Assistance with reading and translating	6	Transition and re-entry	30
Who we are	7	Withdrawal from our service	30
Some helpful numbers	8	Your rights	32
We focus on ability, not disability	9	Complaints & feedback	33
Contact details	10	Privacy	36
Words we use and what they mean	11	Participant access to personal records	38
Access and entry requirements	12	Consent	39
How we work with you	13	Continuity of supports	40
How we help you achieve your NDIS goals	14	Child safe environments	41
Our services include	15	NDIS Code of Conduct	42
Working collaboratively	16	Abuse	43
Participant choice and control	20	Continuous improvement	45
Cancellations	22	Critical incidents	47
Management of budgets, statements and fees	23	Work health & safety	49
Deciding how to manage your NDIS funding	24	Acknowledgement	50
Travel	26	For more information	51



Welcome to Pearson's Services

The team at Pearson's Services is committed to ensuring that the services we provide are of a high standard. We want your experiences with us to be a positive one, that supports you to reach your goals and to make a real difference in your life.

Pearsons Services works with individuals, families, carers, friends, and the community to deliver person-centred care and support, so that you can live a fulfilling and active life.

This guide provides you with important information about using our services. If you need assistance in understanding the information in this book or have any questions, you can:

Contact Pearson's office on (08) 8322 2792, or visit our clinic at Level 1, 4/378 Main South Road, Morphett Vale, SA 5162.



Acknowledgement

Pearson Allied Health Service acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea, and community. We especially acknowledge the traditional owners of the land we provide services on - Kurna Country. We pay our respects to them and their cultures, and to elders past, present, and emerging.



Pearson's Services is committed to creating a safe, inclusive, and welcoming environment for people identifying as LGBTIQ+. We do this by making no assumptions and by using inclusive language whilst looking out for each other's safety and well-being.



We have a vision of being an inclusive and diverse community. We achieve this by collaborating with people with lived experience of a disability and/or mental health, either themselves or as a carer or family member providing support to a loved one.

We thank them for their contributions towards this document.

Child Safe Organisation

statement of commitment

Pearson's Services commits to being a child-safe organisation by applying the National Principles for Child Safe Organisations. This is a commitment to a strong culture supported by robust policies and procedures to reduce the likelihood of harm to children and young people.



National Principles for Child Safe Organisations

More information on the National Principles for Child Safe Organisations can be found by accessing this link:

<https://childsafes.humanrights.gov.au>

Or watch this video - <https://www.youtube.com/watch?v=glu0mSdmYYo>

Assistance with reading and translating

If you have difficulties with your communication needs, our team, including: management, administrative staff, your therapist's, or any of our team will make the necessary arrangements to ensure we are considering your needs. For example, we can source an interpreter, if you have vision loss or are hard of hearing, if English is not your primary language, we can make the necessary referrals to organisations such as those below.



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

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

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

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



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

Phone **131 450**

www.tisnational.gov.au



Who we are

Pearson's Services is a leading NDIS provider, servicing the greater Southern Adelaide region. We are dedicated to ensuring that all our services are person-centered, and commit to ensuring that all people living with disabilities have the opportunities to meet their goals and to participate meaningfully in their community.

We are open Monday to Friday from 8.30-5.30, and though we aim to provide the best possible support to our clients, we are not a crisis management service, and our staff are not available 24 hours per day, 7 days per week. Where appropriate and with your consent, we can make referrals to services that are set up to manage crisis situations.

Some helpful numbers:

For Emergencies **000 (triple zero)**

For non-urgent Police attendance **131 444**

Kids Helpline - aged 5 to 25 years old **1800 55 1800**

Online Chat & Web Counselling - <https://kidshelpline.com.au/get-help/webchat-counselling>

Mental Health Triage Team **13 14 65**

Lifeline Australia **13 11 14**

NDIS Quality & Safeguarding Commission **1800 035 544**

Crisis Care **131 611**

Blueknot Foundation (Trauma & Abuse) **1300 657 380**

Headspace Counselling (12 years to 25 years) **1800 650 890**

Suicide call back service **1300 659 467**

Online or video chat www.suicidecallbackservice.org.au/phone-and-online-counselling/

Beyond Blue | **1300 224 636**

Online or video chat www.beyondblue.org.au/get-support

Domestic Violence Crisis Line **1800 800 098**

Uniting Communities Bfriend LGBTIQA+ support **1800 615 677**

Website - <https://www.unitingcommunities.org/service/community-support/lgbtiqa-support>

National Disability Abuse and Neglect Line **1800 880 052**

Health Direct - Call to speak to a Registered Nurse (RN) **1800 022 222**

We focus on ability, not disability

Pearson's Services are committed to providing a quality service. All programs and services are provided in a manner that upholds a client-centred approach and encompasses the principles of dignity, independence, integration, and equal opportunity.

Pearson's Mission Statement

Our mission is to provide quality services in Southern Adelaide and surroundings, that exceed participants' expectations, utilising a holistic client-centred approach while meeting all legislative and regulatory requirements.

Pearson's Vision

Our vision is for Pearson's Services to be a leading advocate for people with disabilities, to focus on 'ability, not disability', and to work together with our local community in whatever way is required.

Pearson's Values

Inclusive: Accessible, welcoming and flexible.
Collaborative: Supporting, empowering and connecting.
Respectful: Listening, learning and responding.
Integrity: Open, honest and accountable.
Quality: Professional, reliable and transparent.

We are an Equal Employment Opportunity (EEO) employer and are committed to building a workplace culture that values diversity and inclusion. We welcome, actively support and promote the employment of people with disability, Aboriginal and Torres Strait Islanders, LGBTIQA+, Culturally and Linguistically Diverse (CALD) backgrounds and other diversity groups.

Contact Details

Main Office Address Level 1, Unit 4/378 Main South Road, Morphett Vale (Above the chemist, entry to the left of the chemist at the end of the building)

Main Office 8322 2792 | Support@pahs.com.au

Mentoring Mentoring@pahs.com.au

Mentoring after-hours contact 0447 063 536

Groups Groups@pahs.com.au

Administration Support Support@pahs.com.au

Pearson's Services Management, Feedback, or Complaints
8322 2792 | Feedback@pahs.com.au

Financial team | Accounts@pahs.com.au

Additional documents and Resources

Website www.pahs.com.au

Facebook Page @pearsonsservices

Instagram @pearsonsservices

Youtube @https://www.youtube.com/pearsonsservices

Words we use and what they mean

Staff or worker - Includes the Director, senior leadership, employees, contractors, other service providers, or organisational volunteers.

Participant or client - Includes you, your family, carer, or advocate.
Workplace or environment | Wherever our services are delivered, including in our clinic, the farm, PAHS House, your home, during transport, performing activities in the community, public spaces, or other facilities (i.e., school, disability centre).

Service - Includes all aspects of the services and activities that we deliver, related to a service agreement and support plan.

We, us and our - Means the legal entity who, and the highest authority of, Pearson Allied Health Services Pty Ltd.



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.*
- *Require support from a person or equipment to do everyday activities.*

To be eligible for our NDIS services, you must:

- *Meet the NDIS eligibility criteria*
- *Have a NDIS plan that identifies the requested services*
- *Have funds available in your plan to pay for the requested services*

It is the preference of Pearson's Services that where a NDIS plan is in place, a copy of the current NDIS plan containing goals be provided to Pearson's Services by the client/ family. This enables us to ensure that our therapy goals align with the goals outlined in your NDIS plan.

Note: we operate on a fee for service model.

Please let us know if you wish to pay privately or can pay via private health or Medicare, instead of through NDIS funding.

Or alternatively we provide options to pay via private health or Medicare.

How We Work With You

Our work is guided by our underpinning values, best practice in the field and utilising a client centered approach. We acknowledge that, for people to grow they need to have the opportunity to experience different things, some of which may have an element of risk. We want to help empower you, to make your own decisions about your own life and the goals you have identified. If you need support in making your decisions, we can assist you.

In Working With You, We:

- See you as a unique individual who is not defined by disabilities, diagnoses, or labels.
- Create opportunities for connection with a diverse range of people
- Challenge barriers to inclusion such as poverty, discrimination, and inaccessible environments.
- Ensure as much as possible that mainstream community supports are accessible to everyone.
- Can support you to access an advocate (please see our handout on advocacy in our participant pack).

How we help you achieve your NDIS goals

CONNECTING WITH YOU

We will contact you within 3 business days of receiving the referral



WORKING TOGETHER

To support you in accessing your NDIS plan and to work with you, to identify goals you wish to work towards



IMPLEMENTING

Empower you to make your own decisions and support you, to book the services you wish to access from Pearson's Services and other services that best suit you



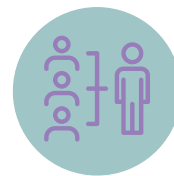
MEETING YOUR GOALS

Supporting you to reach your goals and manage any roadblocks along the way, we will ensure that you have all the information that you need to be successful in achieving an ordinary life



INTO THE FUTURE

Working in partnership with you and your network, we will prepare documentation to support you at your NDIS review. If you have support coordination with us we will attend this meeting to help ensure your plan meets your needs.



Our services include *(but are not limited to):*

- Support Coordination
- Allied Health Therapy Services
- Early Intervention Services
- Community Participation Mentoring & In-home Support Workers
- Nursing Supports
- Groups and Day Programs
- Allied Health Assistants
- Short Term Accommodation (STA) Respite and
- Supported Independent Living (SIL) Accommodation
- Animal assistive services

We offer appointments in settings including our Morphett Vale Clinic, O'Halloran House (in Hackham) and Pearson's Farm (Clarendon). We also offer a mobile service and are happy to visit you as required.

O'Halloran House is a Short-Term Accommodation (STA) Respite house that sits on a half-acre secure property in Hackham. We are also able to offer animal-assistive services from our Farm in Clarendon. Additionally, we run a full range of group programming from all 3 sites.

As a prospective client of Pearson's Services, we will meet with you and help you to decide the setting that you want your sessions to take place in, the type of therapist or support staff that you would like to support you, and the times that best suit you. If you would like to make any changes to the services or supports that you receive from Pearson's Services, please discuss this with our friendly admin staff, and we will work with you to find the best possible outcome.

Working collaboratively



Working collaboratively

To work collaboratively, we will actively listen to you and develop a trust-based professional relationship. This includes learning about your preferences, likes, goals, strengths, and dreams. We will support you to build your services and supports, following the principles of supported decision making and above all else, building your capacity to be more independent and autonomous. Our processes can be flexible to meet your needs:

1. Signing the Service Agreement

You (and anyone you would like to be involved or to support you) will meet with one of our friendly staff to discuss our services and what might suit you. We will explain the Service Agreement to you, including important things like our conflicts of interest process, cancellation policy, collection and use of information policy and your privacy, information-sharing, and confidentiality considerations.

Our staff will also inform you of your right to opt out of sharing your personal information to meet government requirements. There is no cost associated with this meeting, and it should last for no longer than 30 minutes. We ask you to please bring a copy of your NDIS Plan to this meeting (if you feel comfortable sharing this with us), otherwise to please bring a copy of your goals, so that we can support you to understand what services and supports have been included in your funded NDIS support's and so that we can help you to develop an individualised plan to reach your identified goals.

2. Initial Consult

Depending on the required service, you and your representative will be invited for an initial consultation, which involves completing a detailed case history and discussing goals, strengths, and any barriers you may be experiencing. This is so we can individualise and customise your services to meet your requirements. This meeting will take approximately 1 hour, and we ask that you bring any relevant assessments, a copy of your NDIS goals, and anything else you may like to share with us. During this consultation, we will also go over our processes and will reiterate our privacy, information-sharing, and confidentiality processes.

3. We will develop a therapy or support plan

Together we will undertake assessments and information gathering interviews, so that we can help to create a plan with you. This plan will be developed to provide structure in supporting you to achieve your immediate, medium, and long-term goals, and will support you with maintaining and improving your quality of life, independence, and high-level functioning at home and in the community. This plan will help to inform on your ongoing NDIS supports and how they can be best delivered to support you to reach your identified goals.

4. Once the plan is developed

Developing your plan is a consultative process between all relevant parties. We will review the developed plan with you, and once you are happy and agree with all the information detailed, including your goals, strategies, and approaches, we will ask you to sign and authorise the plan.

5. Accessing therapy services

If you are accessing therapy services, assessments will generally need to be completed in the first few appointments. If you are accessing services fortnightly, where possible we will try to book weekly appointments for the first 2 weeks to complete these as quickly as possible.



6. If you are accessing early intervention services, we will provide additional information about:

- Best-practice early childhood intervention supports and how you can best support your child.
- Increase your confidence and capacity to manage and respond to your child's changing support needs.
- Increase your child's ability to engage in activities they need or would like to do throughout their day.
- Increase your child's inclusion and participation in mainstream and community settings, such as childcare, social skill groups and recreation.
- Other services and supports available to you and your child, such as parent support groups.

Participant Choice and Control

We believe you are the best person to make decisions about your life, including the services and supports we provide you.

You have the right to:

- Be involved in all discussions and decisions about your supports and services.
- Choose who is involved in your supports and services, including family, members, friends, and carers.
- Be able to take the time to consider and review options and seek advice if required.
- Have a choice of worker, whenever possible.
- Choose to use another disability service.
- Give your consent to supports and services.
- Seek a second opinion or refuse services or support options recommended to you.
- Receive services and supports based on your preferences and needs.

We will partner with you to learn about your strengths and preferences, so we can design supports that are right for you.

We want you to tell us what services you need and how and when you want them delivered. This holistic and collaborative approach ensures that Pearson's Services can meet and exceed your expectations.

We will design a service that assists you in maintaining and improving your lifestyle while increasing your independence and involvement in the community. We will always be open and transparent with you.

In accessing services with Pearson's Services, we will organically gather information about you (both in just naturally getting to know you, but also if we are asking you questions), which will help inform about your support needs, interests, and goals. This information can both help with our continuous improvement in providing the best possible services to you, but, at your request, may also be included in a NDIS Review report for your next Plan Review.

You can opt out of providing this information by notifying your workers. We will renegotiate your service agreement in good faith, to take into consideration any changes you have requested, or in response to any changes to your support needs or circumstances.





Cancellations

Out of respect for your Disability Support providers and their livelihood, the NDIS Cancellation Policy recommends that you notify providers of cancellations, providing adequate notice. This is especially important when providers are in high demand or have a waitlist; providing notice may allow another participant to access the opening in the provider's calendar.

Whenever possible, Pearson's Services will use this cancellation time for the clinician to develop resources and visuals, draft reports, create term planners or therapy-led programs or to complete assessments, this will be billed as a non-contact session.

As per the NDIS cancellation policy (NDIS Pricing Arrangements and Price Limits 2025-26), the Parties agree that the participant will pay 100% of the fee associated with the scheduled support if the appointment is not cancelled:

- 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 an organised support provided by a Disability Support Worker.
- Has given less than two (2) clear business days' notice for an organised support provided by a Non-Disability Support Worker.

Pearson's Services does not want participants to be disadvantaged, and as such, we will do the following:

Therapy Sessions:

When a participant contacts us to cancel a session, we will endeavour to find a solution that will not require us to charge the cancellation fee. We can utilise this time for a zoom telehealth session, in session/term planning, developing resources, updating your therapy plan, or developing an equipment request.

- We may also be able to offer another time that week and then we will not charge the cancellation fee.
- When provided with several days' notice, we will endeavour where possible to fill the cancelled appointment spot. There is no guarantee, but we will do our best.

Mentoring shifts and Short-Term Accommodation (Respite) stays:

We are required to pay the mentors when you cancel a booked mentoring shift or respite stay and don't provide more than 7 days' notice. Unfortunately, it is hard for us to backfill, as most participants have regular set times and don't generally access once-off shifts or respite stays. A mentor may be able to run errands, do shopping, research different activities, develop a term activity plan or complete relevant training that will be of benefit to you. Please discuss further with our mentoring team.

Support Coordination booked appointments:

Support Coordinators can generally fill their day with other work and unless you cancel a session on the day, PAHS will not charge for cancelled support coordination sessions.



Management of budgets, statements and fees

You receive a NDIS Plan to pay for your disability support needs. The funding package you have received in your NDIS plan, lets you decide the type of disability supports you want to receive, who provides it, where it is provided and at what times. Pearson's Services is transparent with our fee structure, which is prominently displayed on our website and will be clearly outlined in your Service Agreement. **Please note: There are annual changes in the NDIS Price Guide, these will lead to an automatic adjustment of your fees.**

Before services are provided, we will inform you of:

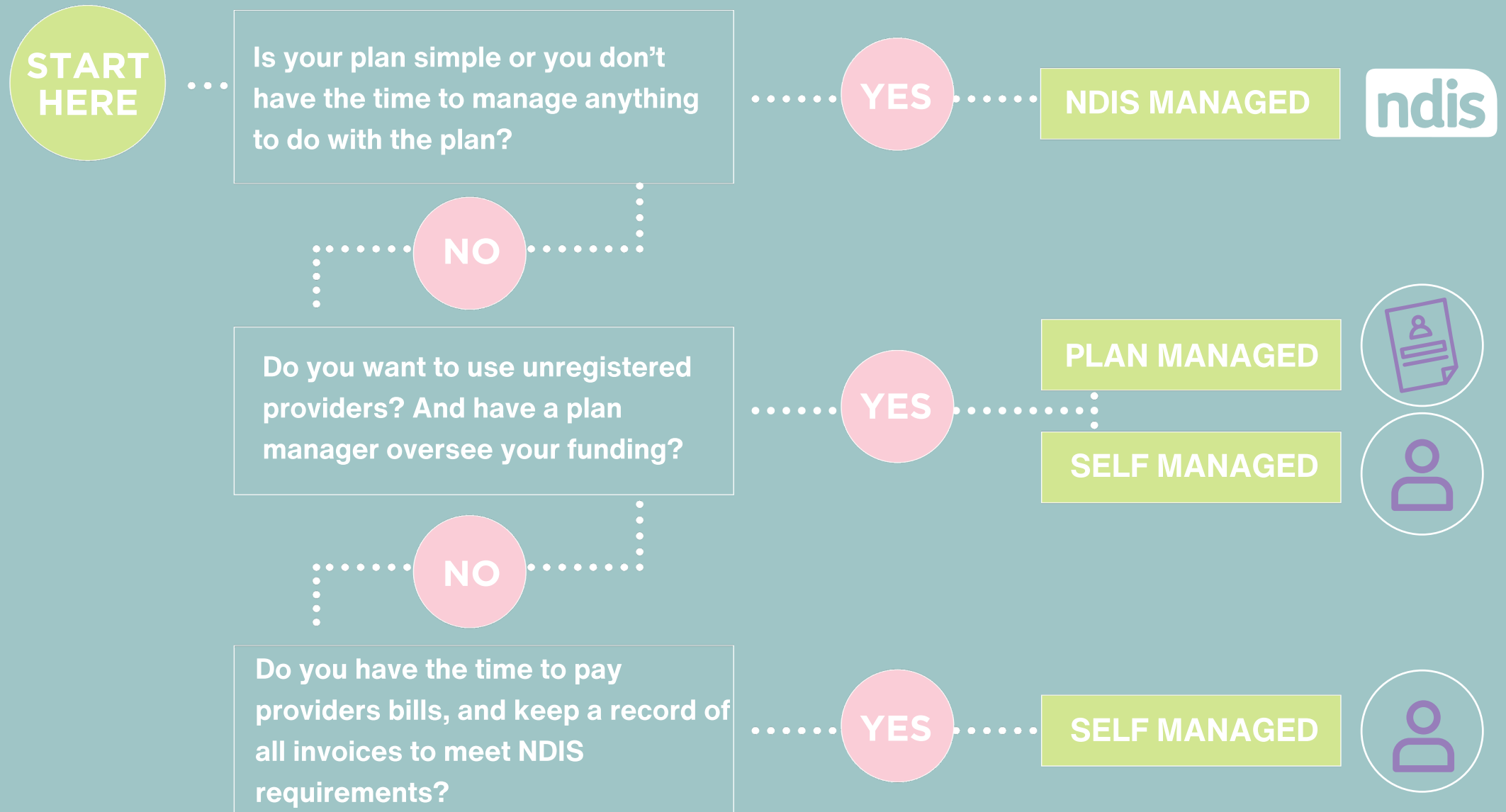
- Chargeable fees.
- Payment methods, i.e., direct debit, cheque, money order (please never pay a Staff directly).
- Your budget (or the amount of money you can spend).
- Methods for payment of fees.

Pearson's Services will issue an invoice after each service has been delivered:

- Agency Managed participant invoices will be sent directly to the NDIS for payment.
- For Plan Managed participants, payment terms are 5 days after the invoice has been issued.
- For Self-Managed participants, payment will be required on the day of your appointment.

Full details of invoicing arrangements can be found in your Service Agreement, however if you have any queries regarding an invoice, please email accounts@pahs.com.au or call the Morphett Vale office on **8322 2792**.

Deciding how to manage your NDIS funding





Travel

For Therapy Sessions

Please be mindful that there are Clinician travel-related costs associated with booking sessions at school, work, at home or in the community. There are two components to travel expenses that can appear on your invoice: The first charge is for the clinician travel time, which is calculated via the hourly rate.

An example may be a clinician travel time charge for 15 minutes, the hourly clinician travel rate is \$96.99, so to calculate the 15 minutes of travel we would divide the travel rate by 4 = \$24.24.

The second charge for travel is for non-labour costs or essentially the kilometres travelled (mileage). The rate that may be charged for non-labour cost travel is set by the NDIS & is currently \$0.99 per kilometre (km). An example using a travel distance of 12 km, $12 \times \$0.99 = \11.88 .

Where possible, we will split the travel costs between participants equally, therefore the travel charges may differ from week to week on your invoice.

****Note: if a clinician incurs the costs of toll roads, parking, or associated costs with travel, then the NDIS consider this a reasonable contribution in addition to the costs of the workers time, when travelling to deliver face to face supports to a participant.***

Travel for mentoring and support workers

Any travel that a Community Participation Mentor or In-home Support Worker completes while on shift with you is charged at: \$0.99 per km. When we develop your Service Agreement, we can discuss with you the expected travel options and the cost associated with this to your NDIS Plan.

There may also be a small cost associated if a support worker/mentor needs to travel to you and you are out of the metropolitan area. If you have any queries regarding travel charges or invoices in general, please email accounts@pahs.com.au.



Data Security/Archiving Participant Files

Pearson's Services data is password protected and stored on a secure online cloud server. We continuously back up data to ensure record protection in case of a system crash or hard drive failure. In line with the Australian Privacy Act 1988 legislation, electronic files will be kept for:

- A minimum of seven years from the last entry for an adult; and
- For a paediatric client until the patient turns 25 years of age.
- If participants identify as Aboriginal or Torres Strait Islander then the records are maintained indefinitely as per the National Archives Freeze 2009



Legislation and standards

Pearson's Services operates in compliance with all current legislation and standards. Please contact us for a copy of the legislation that applies to the service we are providing you. The primary legislation and standards that cover your service include the following:

- National Disability Insurance Scheme Act 2013.
- Disability Act and Regulation.
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2018.
- SA Charter of Human Rights and Responsibilities Bill 2020.

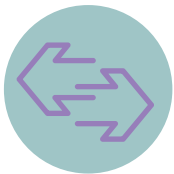
Our policies guide how we work, so we can create the best possible outcomes and experiences for participants accessing our services and meet or exceed the standards set under the legislation. Please note that there are feedback and input group opportunities offered throughout the year, for you to have an opportunity to guide the development of PAHS' policies and procedures. To be added to this contact list please contact **8322 2792** or email **feedback@pahs.com.au**.



Service agreements

Before we can begin providing you with the services you have chosen, we would like to ask you to complete a Service Agreement. A Service Agreement is an agreement between you and your provider that makes it clear what you have both agreed to. Service Agreements are covered by Australian Consumer Law and recommended by the NDIS, so that participants and providers are clear about what each party has agreed to. For example, what supports will be delivered and how they will be delivered.

If you have any questions about your Service Agreement, please ask any of the Pearson's Services staff or email support@pahs.com.au. You may notice that there is an additional 5 hours factored into the service agreement. This is to allow for any miscellaneous expenses that may be incurred. If we need to utilise these additional hours, you will be notified. If you require more services or additional hours outside of the agreed service agreement, we will need to amend your service agreement to recognise the requested increases.



Transition and re-entry

If you have previously accessed services and supports from PAHS and would like to re-engage these services and supports, you will need to:

- Contact PAHS to initiate a returning participant intake process.
- Provide current funding information.
- Undertake a screening and risk assessment that will update your current information and circumstances (including risk factors).

Our team will be in regular contact with you, your family or advocate when planning your entry to, our service.

Withdrawal from our service

Your needs and interests may change during your time accessing services at Pearson's Services, including a change of location, and this may mean you would like to move your services to another provider. Pearson's Services will assist and support you during this process. With your approval, we will work together with the other service provider to ensure your transition is smooth, simple, and meets your needs. To do this, please request to end your agreement in writing by sending us an email.

Under the National Disability Insurance Scheme Terms of Business for Registered Providers, withdrawal or termination of services must be no less than 14 days. However, Pearson's Services will always work in the best interest of the Participant to achieve an effective transition to a new provider of services.

Upon termination of the Individual Service Agreement by either party, PAHS will:

- Notify the National Disability Insurance Agency of the cancellation of services.
- That all support that has been provided under the terms of the Service Agreement has been claimed and
- Send you a closure letter, with information about other providers; advocacy options to ensure that you have alternative support options.

But what if we can't contact you:

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

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

We will make 3 attempts to contact you by phone, message or email.

If we haven't heard from you, then we will send you an email to ask you to contact us within 2 weeks.

If we do not hear from you after 2 weeks, we will close your file and send you a letter to confirm in writing that we have ended your service agreement.

You can always reengage with us, if we have capacity we can review your request. You can request to reengage with us by emailing: support@pahs.com.au.



Your rights

Pearson's Services acknowledges that people living with a disability have the same human rights as other members of the community and does not differentiate based upon ability, age, sexual orientation or gender, religious belief, pregnancy, social origin, marital status, or political opinion. This means you should always feel safe and respected. It also means recognising the things that are important to you, such as your culture and identity.

Participants have the right to:

- fair treatment.
- honesty, respect, dignity and a regard for privacy and individuality.
- information and support to access services in the community.
- to be an active partner in the services provided.
- make informed decisions and choices about the services they receive.
- a safe, secure and comfortable environment whilst using the service.
- quality services, appropriate to their needs and age.
- support that considers lifestyle and cultural differences.
- provide feedback or make a complaint about the service and receive a timely and appropriate response.
- have a support person or advocate of their choice to represent them in matters relating to their support services.
- have your personal privacy, dignity and lifestyle respected.



Complaints & feedback

Further to the information in the participant charter, your feedback allows us to provide you with high-quality services; we actively seek your input. Feedback can be provided anonymously or through written or online surveys, or conversations with you. Please tell us if you are not happy with the support or services that you have received, and let us know what we can do in order to improve your experience with us.

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

We would like your feedback on:

- quality of care received
- consistency of services provided
- support worker performance
- supports that work for you
- changes you want made to assist you
- what you like and dislike about our services

You always have the right to expect the best possible standard of service from us, and we will respond seriously and actively to any concern or complaint (feedback) you provide. No matter what the situation, your therapist or a member of our staff will respond proactively and positively to any feedback you provide, as this helps Pearson's Services to continuously improve our services and supports. Once feedback has been received, Pearson's Services Management will follow up with you to confirm receipt of your feedback and to provide guidance on next steps.

The complaint will then be investigated and a plan to resolve it created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution, or that you are unhappy with the outcome and feel the matter is not resolved.

We have many ways for you to lodge a complaint or feedback:

- **Email** feedback@pahs.com.au
- Tell your clinician, mentor or support worker
- **Phone** the office on 8322 2792
- Fill in a Feedback & Complaints brochure, found at all Pearson's Services locations and at www.pahs.com.au
- **Post** a letter to 4/378 Main South Road Morphett Vale 5162

If you are not happy with the solution proposed by Pearson's Services regarding your complaint, you can speak to other organisations, such as:

Commonwealth Ombudsman – Disability Services

Telephone 1300 362 072

Email ombudsman@ombudsman.gov.au

Website www.ombudsman.gov.au

NDIS Complaints

Telephone 1800 800 110

Email feedback@ndis.gov.au or

Website www.ndis.gov.au/contact/feedback-and-complaints

NDIS Quality and Safeguards Commission

You can contact them anytime on 1800 035 544

or www.ndiscommission.gov.au





Privacy

Pearson's Services will collect information that you provide in order to deliver the agreed services. All information is held securely & only accessible to staff who need it to do their job.

The type of information PAHS will collect includes:

- Your name, address & contact details
- Details of the people who help & support you
- Information regarding your diagnosis and relevant medical conditions we need to know about
- Information about your participation in the NDIS

The information we keep will only ever be used to deliver the supports we have agreed to supply in the Service Agreement.

We will ask you to sign a document giving us consent to share your information & it is totally up to you whether you agree to sign or not. If you do sign but change your mind, that's ok, you just need to let us know.

The only exception covers situations where Pearson's Services may be required, by law, to share information with the Child Abuse Report Line (CARL) or SA Police (SAPOL).

If you would like to see the information Pearson's Services is holding, please call the Morphett Vale office on 8322 2792, or send an email to support@pahs.com.au, and we will be in touch.

Privacy Statement:

Pearson's Services complies with all relevant privacy legislation and has systems for the collection, use, 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 a Privacy Agreement to provide consent regarding the collection, use, and disclosure of your personal information, to comply with the Privacy Act 1988. If you would like more information about this, you should read our Privacy and Confidentiality Policy and Procedure. Information regarding your privacy is also included in your service agreement.

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

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

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

Mail: GPO Box 5218, Sydney NSW 2001 Fax: 02 9284 9666

Email: enquiries@oaic.gov.au

Online: www.oaic.gov.au



Participant access to personal records

Pearson Allied Health Services Pty Ltd keeps personal records on our participants. At any time, you, or your advocate/guardian, can request access to see your personal information.

Included below is the process we will follow to provide you with your personal information/ records:

- You, or your appointed advocate/guardian, request access to your records, verbally or in writing.
- The Director/clinical manager will confirm your request within forty-eight (48) hours.
- The Director/clinical manager will update you about the release of your information within seven (7) working days.
- A reply to your request for information will be provided to you within two weeks from your original application.
- Personal information is only released with the approval of the Director.
- When consent is received, we will provide your personal information to you.
- The Director can assist you in understanding the information and will explain the terminology used.
- On infrequent occasions, access to records may be denied. Denial is based upon advice received from our legal representative. Should this situation arise, the denial will be discussed with you, your family, and advocate.



Consent

When you provide consent, you are giving your permission, or saying that it is okay, for something to happen. You must always fully understand why a person requires your consent. If you have any doubt about this, you should ask our Director/Clinical Manager, or your advocate, for help.

You can withdraw your consent at any time. For example, the withdrawal of consent means if you are taking part in a particular program as part of your person-centered plan, and then decide that you do not like the program, you can tell us that you no longer want to participate in that particular program.

Pearson Allied Health Services Pty Ltd will need your consent 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 person-centered planning meeting
- Carry out any training programs or behaviour change programs we want to put in place for you
- Provide appropriate services and supports

Usually, consent will be documented in your support plan. However, we will ask you to sign a consent form for the release of your personal information. We will always ask for your permission and explain the reasons for accessing your information when providing it to a staff member or another service provider. If you are unsure during this process, you should ask your advocate for help. If you feel that you are unable to give consent about issues in your life, we can talk to your family or advocate and ask them to assist.



Continuity of supports

Based on the information gathered from the initial intake meeting, Pearson's Services will provide you with a therapist, support coordinator or mentor who has the skills and knowledge you require. Wherever possible, we will meet your requests regarding your supports, e.g., if you would like a worker who speaks the same language, or is from the same culture, or meets other specific criteria.

A therapist or mentor will be allocated to and will remain your main point of contact so you can feel comfortable with them and receive predictable and continuous support. The supports we provide are linked to your therapy/ support plan and will demonstrate consistency with your needs and requests.

What will happen if your therapist is absent?

- If your therapist is absent and unable to attend your appointment, your session will be cancelled for the day. Every attempt will be made to reschedule your appointment at the earliest possible time.
- For group sessions, every attempt will be made to replace the therapist and families will be notified of the change with as much notice as possible. However, an absent clinician may also result in these sessions being cancelled.

What will happen if your mentor is absent?

- A member of the mentoring team will contact you to cancel or to offer another mentor for your session.
- We will endeavour at all times to cover a mentor so that services can continue.



Child safe environments

Pearson's Services believes children and young people have the right to feel safe while accessing services and values and embraces the opinions of children and young people.

Pearson's Services is committed to:

- Valuing all children and young people, regardless of age.
- Zero tolerance for harm or neglect of any kind.
- Creating an environment where children and young people feel welcome, safe, and supported.
- Ensuring staff are trained in child safe environments and are aware of and comply with legislative requirements, particularly those relating to being mandated notifiers as a condition of employment.
- Recruiting suitably qualified and screened staff to support the provision of high-standard care in allied health.
- Upholding the National Principles for Child Safe Organisations.
- Ensuring staff complete relevant Child Safe Environments training as a condition of employment.

Mandated Notifiers

All Pearson's Services staff are mandated to report harm, abuse or suspected harm or abuse as per the Children and Young People (Safety) Act 2017 (SA).

All Pearson's Services staff who form reasonable grounds to suspect a child or young person may be experiencing harm or abuse of any nature are required to report to the Child Abuse Report Line (CARL). If you have any questions or concerns, please call the Morphet Vale office on 8322 2792 & ask to speak to one of our Child Safety Officers or email childsafepahs.com.au.



NDIS Code of Conduct

The NDIS Code of Conduct was set in place to clearly define the expectations of providers, both registered and unregistered. As a registered provider, all Pearson employees must follow the NDIS Code of Conduct. Pearson's Services undergoes a quality audit every second year to ensure Pearson's Services is compliant with all NDIS performance standards and that Pearson's Services provides a high-quality, evidence-informed and safe service.

PAHS Pty Ltd employees follow the NDIS Code of Conduct by:

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



Abuse

Pearson's Services 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 abuse.

We encourage and support any person who has witnessed or observed abuse towards a participant accessing services through Pearson's Services, or who 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 abuse, including financial, emotional, social, psychological, sexual, physical abuse, or neglect.

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

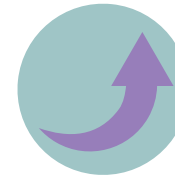
We can also provide support in reporting any abuse to South Australia Police (SAPOL), including attending your local Police station or contacting 131 444 for police assistance.

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

Phone: 1800 035 544 (free call from landlines) or TTY 133 677.

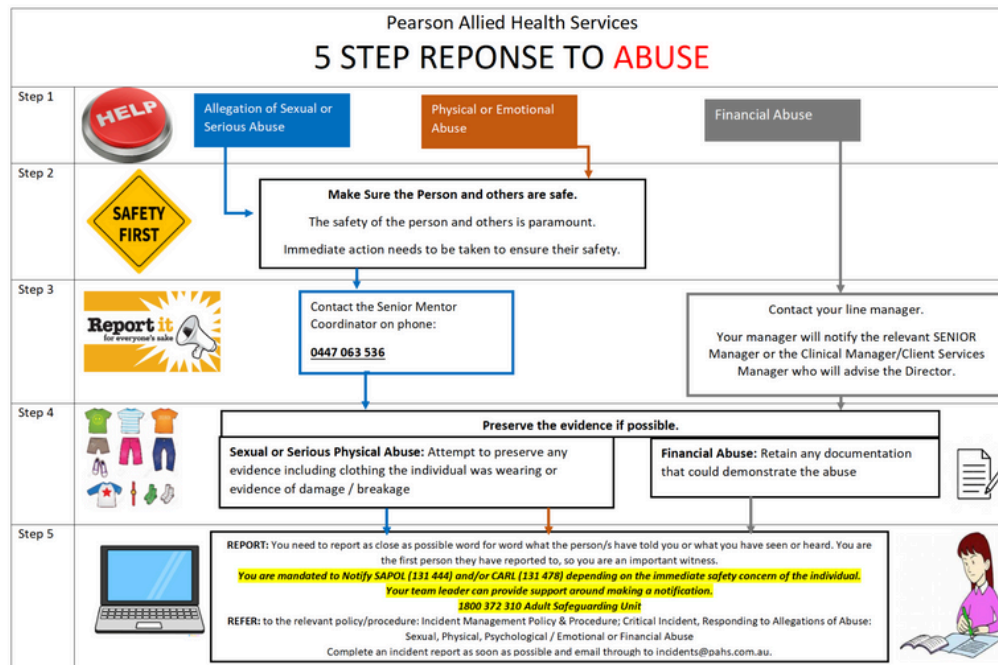
National Relay Service and ask for 1800 035 544. Interpreters can be arranged.

Pearson's Services acknowledges that prevention is the best protection from abuse and neglect and recognises our duty of care to put in place prevention strategies that include appropriate protocols that assist in identifying potential risks. Our prevention strategies include only employing skilled Staff who respect the rights of participants and who are aware of current legislation and policies regarding abuse and neglect. Our Staff can assist you, your family, or advocate, to access our complaints process and raise any concerns regarding our service provision.



Where abuse, harm or neglect has occurred, Pearson's Services will respond quickly, considerately and effectively to protect you from any further harm. We will provide you with information and assist you to access 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. Pearson's Services can support to arrange this for you.



Continuous improvement

We aim to provide you with a high-quality service that meets your expectations and needs. To do this, we:

- Ask you to provide us with feedback, you can call on 8322 2792 or email the management team: feedback@pahs.com.au or send a letter to 4/378 Main South Rd, Morphett Vale SA 5162. Alternatively, you can also contact the NDIS directly by phone, email or visit their website for further information. You can call the NDIS on 1800 800 110, email feedback@ndis.gov.au or access the website at: www.ndis.gov.au/contact/feedback-and-complaints.
- Provide a feedback survey which is attached to all PAHS staff signatures.
- Invite participants to attend forums to discuss our services and what they would like to see Pearson's Services provide and do in the future.
- Will provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and Rules, and the Australian Consumer Law. Protect confidential information and adhere to the Privacy Act 1993 (Commonwealth) and the Information Sharing Guidelines developed by the Ombudsman SA. These govern the collection, use, and storage of personal and/or sensitive information, including written and verbal information.
- Treat the participant with respect and communicate openly and honestly.
- Keep accurate records of supports and issue regular invoices.
- Ensure the participant understands our cancellation policy, which is in line with the NDIS Price Guide.
- Honour the service agreement. However, if Pearson's Services believes that in carrying out any service there may be an unreasonable risk to the health, safety, or wellbeing of our staff, we may withdraw services at any time, and with no advance notice.
- Our collaborative and person-centred approach means that Pearson's Services will respond to your information positively to improve the services we provide.



Critical incidents

While we hope that a critical incident does not occur, in the event it does, we are prepared to support and assist you by following procedures that appropriately deal with a critical incident.

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

If an incident does occur, we will engage the required authorities to support you during this time.

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

- An unexpected death, serious injury, or alleged assault (including physical, sexual abuse, sexual assault, or indecent assault) that occurs as a result, or during the delivery, of services.
- Allegations of serious, unlawful, or criminal activity or conduct involving a Pearson's Services employee, subcontractor, or volunteer that has caused, or has the potential to cause, serious harm to you.
- An incident where you assault or cause serious harm to others (including our employees, volunteers, or contractors), as a result, or during the delivery of services.
- A serious fire, natural disaster, accident, or other 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 your health and safety.

Pearson Allied Health Services Pty Ltd has established procedures that identify, manage and resolve incidents which include:

- Staff members will report all incidents to the leadership team.
 - completion of an incident report that identifies and records an incident.
 - The leadership team is responsible for reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies.
 - Compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
 - Supporting and assisting you if you are affected by the incident.
 - Review of the incident by the leadership team if you or others were affected.
 - Collaborating with you, your family, and/or advocate, to manage and resolve the incident.
 - Reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.
 - We know that sometimes incidents occur. At Pearson's Services, we are committed to the health and well-being of all our participants and staff. If an incident does occur will make a record of what occurred in order to make sure it does not happen again. The following information will be collated:
- What was happening immediately before the incident occurred - What happened during the incident
 - Where the incident occurred
 - Who was involved in the incident
 - What was done in response

We may be required to report the incident to an external body such as the NDIS Quality & Safeguard Commission or SAPOL.



Work health & safety

Under the Work Health and Safety Act 2011, Pearson Allied Health Services Pty Ltd has a duty, under the law, to make sure our Staff can work with you in a healthy and safe environment. Some things you can do to assist in this matter include:

- Notifying our Staff of any unsafe conditions in your home.
- Participating in safety assessments of your home.
- Arranging repairs of any hazards identified during our safety assessment of your home.
- 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.
- Advising 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, non-toxic cleaning products.
- Ensuring your mobility equipment and any other items required for you to live independently in your home is available and well-maintained.

We will conduct a home risk assessment prior to 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, following state and federal work occupational health and safety legislation.



Acknowledgement

We thank you for taking the time to read through our Welcome Guide. We are looking forward to working with you and your family.

If you require any additional information or feel that this guide is missing vital information, please contact the administration team on support@pahs.com.au or (08) 8322 2792.



For more information

The NDIS website has many useful resources: www.ndis.gov.au

To find an NDIS Advocate in your area, visit:
www.ndiscommission.gov.au/participants/disability-advocacy

A helpful NDIS Glossary of words can be found here:
www.ndis.gov.au/about-us/glossary

For a guide to understanding the NDIS, visit:
www.ndis.gov.au/understanding

For more information about the NDIS process, visit:
www.ndis.gov.au/participants

For more information about Making Service Agreements
www.ndis.gov.au/participants/working-providers/making-service-agreement

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

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

Address: Level 1, 4/378 Main South Road, Morphett Vale SA
5162

ABN: 36 608 383 286

Registration Number: 4050002033

