



# Client Handbook

## with Easy Read Supplement

**Address:** Level 1, 5 Whitfield Street, Darwin City, 0800 NT

**Phone:** 1300 289 197

**ABN:** 66 650 006 858

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## Section 1: About Us

### Introduction

Welcome to Landing Spot. This handbook is a guide created for you to help you discover 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.

Our contact details	
Address	Level 1, 5 Whitfield Street, Darwin City, 0800, NT
Phone	1300 289 197
Email	admin@landingspot.com.au



#### Our vision

For those within our community to have timely access to reliable and meaningful therapeutic services.



#### Our mission

Our mission is to bring Innovative technology and allied health together to create a unique and accessible service.

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## Organisation structure

Position	Name
Director	Mahrienne Haughey
Business Operations Manager	Meg Hanna
Administration and Operations Coordinator	Josephine Murray



## Services we provide

Landing Spot offer Allied Health and Therapy Services.

- Speech Pathology
- Occupational Therapy
- Counselling
- Key Worker Supports



## Entry requirements

Landing Spot can service any of the following service users.

- Plan Managed NDIS Participants
- Self Managed NDIS Participants
- My Aged Care Participants
- Self Funded service users



## Terms we use

Term	Definition
Therapist or Practitioner	Includes the professionals employed by Landing Spot to deliver our services.
Service User (you)	The service user is you. This term includes participant or client, your representative, or your visitors. It may also include, where relevant, members of the public or volunteers who may be impacted by our services or activities.
Workplace or environment	Includes wherever our services are delivered, e.g. our clinic, in your home or within the community or other public spaces and facilities.

<p><b>Service</b></p>	<p>Includes all aspects of the services and activities we deliver or are associated with, under or related to your Service Agreement and Therapeutic Support Plan.</p>
<p><b>We, us and our</b></p>	<p>Means the legal entity who is, and highest authority or management of, the service provider and includes both singular and plural meanings of these terms.</p>



### Our code of conduct

Our team is required to follow a code of conduct, under which they:

- **respect** a service users rights, privacy and confidentiality, choices, preferences
- **listen** to service users and let them communicate their wishes
- **act** ethically, fairly, honestly and with honesty and transparency
- **provide** accurate and timely information to facilitate informed choices
- **involve** service users, their advocates and consented wider support networks in all decision making
- **assess** all risks and take steps to avoid harm
- **accept** all service user feedback, positive or negative, openly and as an opportunity to improve the quality of care and services.





## Communication with you

We offer written, verbal and translated options for communication with you. If you are from a non-English speaking background, with your permission, we will arrange an **interpreter** to translate for you. We will use a telephone interpreter service in a crisis or emergency.

Let us know your preferences, so we can advise our team how to communicate effectively with you.



## Continuous improvement

We review our operations and services regularly to ensure they are of high quality and meet your needs. Your input is important as it provides a source of information that helps us improve our service. We encourage and welcome you to provide feedback; this includes voicing any complaints you may have.

Once a year, we will ask you to complete a survey regarding how well we are serving you. You may complete the survey yourself or ask a family member or advocate to assist. Survey completion is voluntary, but it does help us to understand if we are delivering care and services that meet your expectations.

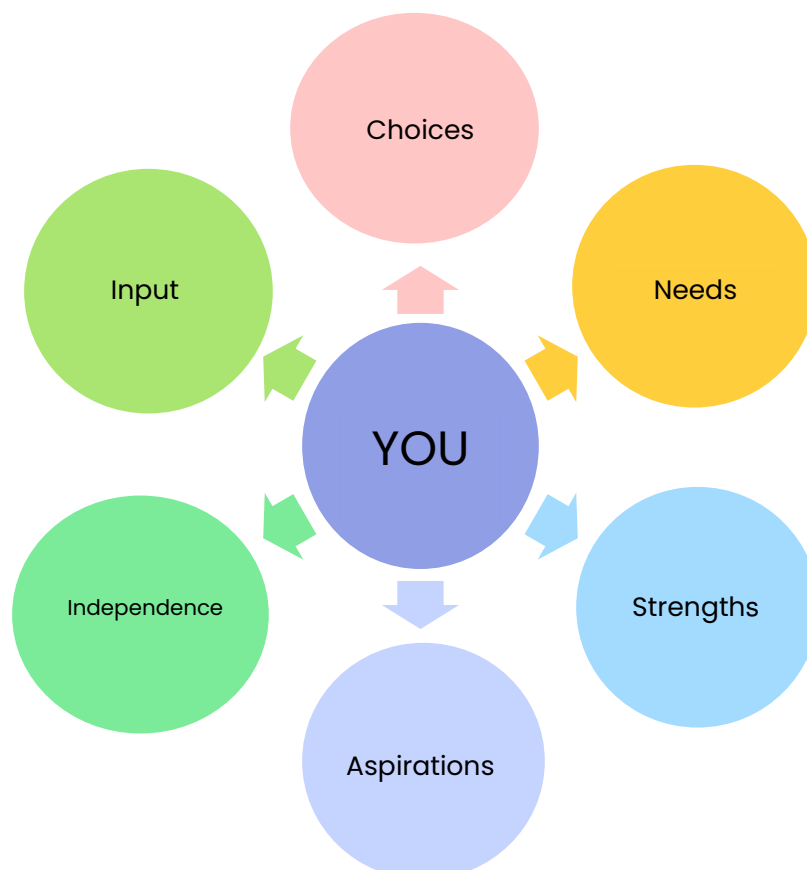
## Section 2: Our Services



### Client focus

You are at the centre of all our services. Our team needs to learn from you about your strengths and preferences. To design supports and services for you, we need to hear your voice. Your voice can also be provided by your family and advocates (with your consent). Our team needs to know what you want, what you need and how and when you want your services to occur. This holistic and collaborative approach ensures that your needs are being met to your standards.

Let us design a service that assists you, maintains and improves your lifestyle and independence in the community and at home.





## Assessment and planning

All aspects of assessment and planning are designed with your needs, interests, and aspirations as the core focus. Assessment and planning are undertaken in partnership with you and your chosen representative/support person/advocate.



## Service agreement and Schedule of Supports

The Service Agreement and Schedule of Supports are written agreements between you and our organisation. They are the formal documents that underpins the care and services we will provide to you. They contain information in plain English that includes:

- your rights and responsibilities
- our responsibilities
- how changes can be made to the service agreement (if required)
- details of our cancellation policy (if relevant).



## Re-negotiating your Schedule of Supports

When your needs or circumstances change, or if you request an increase or decrease in the number or type of services provided, we may need to work with you and/or your advocate to renegotiate your agreement.



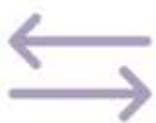
## Fee management

Our fees are charged as per the NDIS Price Guide – we will always be transparent and honest with our fees and all schedules of support will show a clear breakdown of fees that will be charged against your NDIS plan – any changing fees e.g. travel will be itemised individually for your information and approval



## Access to leave

Your services may be suspended at your request for any reason and at any time. However, you are required to provide the appropriate notice which is detailed in your Service Agreement.



## 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 service. 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.

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



## Leaving our service

If you wish to stop receiving our services, you must notify us that you no longer wish to receive care and agree on the date that our services will cease. If you are moving to a new provider, we will seek your permission to share information and documentation regarding your care as required so that they have as much information as possible to provide you with ongoing care.



## Referrals

We have relationships with a network of health and community service providers who we can connect you to. With your permission, we can refer you to general practitioners, specialised health services (e.g. allied health, hearing, dental, medical, psychiatric services, or other therapy services) to ensure you are obtaining appropriate care.

We will, with your approval, remain in contact with those we refer you to in order to ensure your needs and goals are being met, as situations and circumstances change.



## Networking

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



## Information sharing

Within the limits of privacy laws (see Section 4. *Your Rights > Privacy and Confidentiality*), we share information about your services and care within our organisation and with others responsible for your care. If your condition, needs, goals and preferences are known to those involved in providing care, this will:

- improve the safety, effectiveness, and consistency of your care and reduce the risk of harm
- improve your experience of care and deliver care which reflects your choices.

Examples of where we would share information to ensure all parties have correct and current information for your benefit include:

- if your regular staff member of our workforce changes or their shifts change
- if you are transferred to hospital for specialist treatment
- if your condition, needs, goals or preferences have changed.



## Data security and retention

Our data is held securely in online cloud storage. It is regularly backed up to ensure security. Your files are kept for seven (7) years. We keep health records for our clients from an Aboriginal or Torres Strait Island People's background indefinitely and standard operational documents for seven years after their last contact with our service.

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## Section 3: Your Safety

Your safety is essential to us.

We have a range of policies and procedures in place to minimise or eliminate risks to your safety, as we perform our role. These are summarised below but are available for all staff, participants and their support providers.



### Risk assessments

As your service/s provider, we have a duty of care to ensure we take all reasonable steps to anticipate any risks to your safety (and also risks to the safety of our staff) and take steps to try and minimise these risks.

We conduct risk assessments on a regular and ongoing basis to identify and anticipate potential hazards and to put in place strategies to eliminate or minimise risks. Our staff will always discuss any risks to your health or safety we identify as well as how these might be managed or eliminated. Risk assessments are undertaken:

- during your initial intake assessment and in reassessments
- home hazards assessment
- when you choose to withdraw from our services
- during the delivery of services.

We acknowledge that you can choose to take risks as a fundamental human right. We aim to inform you of the risks posed by your choices or environment so that you can decide if you would like to put appropriate precautions in place to avoid injury or harm.





## Abuse and neglect

We acknowledge 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. Abuse can include financial, emotional, social, psychological, sexual, physical abuse or neglect.

Where we have reason to believe that abuse has occurred, our staff will make an initial report to their supervisor. Our decisions will be guided by circumstances, for example, in circumstances where you are at serious risk of physical injury or serious damage to your property, police will be called. In other circumstances, we may take a monitoring approach, and provide you with relevant information and seek your input in any decisions made.

We encourage and support any person who has witnessed the abuse of a client, or who suspects that abuse has occurred, to make a report and feel confident of doing so, without fear of retribution.

Reports can be made immediately to whomever you wish to report to, including a staff member, family member, friend or our Director. If you would like to speak with someone outside of Landing Spot, you can contact the NDIS Quality & Safeguards Commission. Contact details are listed under Complaints.

We acknowledge that prevention is the best protection from abuse and neglect and recognise our duty of care obligations to keep our clients safe. We have prevention strategies that include recruitment and screening protocols for care staff.

Our staff respect the rights of clients and are aware of current legislation and policies about abuse and neglect. They will assist you and your family or carer in accessing our complaints mechanisms and in raising any concerns regarding your service provision.

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Where abuse, harm or neglect has occurred, Landing Spot will respond quickly, considerately, and effectively to protect you from any further harm. We will ensure you are provided access to any necessary counselling, medical, and/or legal assistance.

Where you make allegations of abuse, neglect, violence, exploitation or discrimination against one of our employees, we will follow our grievance procedures to ensure you are heard, at all times we will ensure you have an advocate present. Your grievance will be dealt with effectively and within reasonable timeframes.



## Critical incidents

While we hope that critical incidents do not occur, if they do, we are prepared to support and assist you by following correct procedures to deal with any critical client 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 wellbeing.

We will engage with the required authorities to support you during this time.

Critical incidents may include (but are not necessarily limited to):

- an 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 clients

- an incident where you, or your family, 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 other incidents 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.



## Incidents

Landing Spot has established procedures that identify, manage, and resolve incidents which include:

- completion of an Incident Report that identifies and records the incident
- staff reports all incidents to the Director
- the Director is responsible for reporting incidents that are reportable incidents to the NDIS Quality & Safeguards Commission
- Landing Spot will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2022
- providing support and assistance to you if you were affected by an incident
- Director reviewing the incident with you if you were affected
- Landing Spot will collaborate with you and your representatives to manage and resolve the incident
- incidents will be reviewed, and amendments made to our policies and practices, to reduce the risk of recurrence.



## Identification

Staff who come to your home will ensure they have identification in the form of their Landing Spot identity card.

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## Section 4: Your Rights



### NDIS Practice Standards

The NDIS Practice Standards set out the rights of participants and the responsibilities of providers that deliver supports and services to them. These ensure that services we provide to you are individual to you. These include:

- **Person – centred supports** - each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making
- **Individual values and beliefs:** Each participant accesses supports that respect their culture, diversity, values and beliefs.
- **Privacy and Dignity:** Each participant accesses supports that respect and protect their dignity and right to privacy.
- **Independence and informed choice:** Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided
- **Violence, Abuse, Neglect, Exploitation and Discrimination:** Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination



## Consent

When you give consent, you are giving your permission or saying that it is okay for something to happen. Consent provides you with the choice to determine if you want people to read your file or provide information to another provider, person, or agency.

You must always fully understand what a person needs your consent for, and if you have any doubt, you should ask Landing Spot or your advocate for assistance.

Landing Spot will ask you to sign a consent form for the release of your personal information.

You can withdraw your consent at any time. The withdrawal of consent means that if you have given consent to a third party and change providers throughout your services with Landing Spot eg support coordinators, you can say that you no longer want to give consent to that provider (i.e. withdraw your consent).

Landing Spot will request your consent to:

- be able to read the information that service providers have about you
- for us to provide information about you to other service providers, your family or advocate
- collect data relating to you for funding bodies
- ask people to attend your appointments
- carry out any training programs, or behaviour change programs, that we 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. We will always ask for your permission and explain to you the reasons your information needs to be accessed. If you are at all unsure, you should ask your advocate for assistance.

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Landing Spot will not disclose your personal information to a third party without your consent, unless that disclosure is required or authorised by, or under, law.

We will permit the disclosure and sharing of health information, if the information is necessary to provide health services to you.

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



## Privacy and confidentiality

Landing Spot 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 client. Your privacy and dignity will always be maintained.

You will be asked to sign the Service Agreement Form to gain consent regarding the collection, use and disclosure of your information, to comply with the *Privacy Act 1988*.

Information regarding this topic can be found in our Privacy and Confidentiality Policy and Procedure within the Client Service Agreement section.

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 and can be contacted via:

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Mail: Level 1, 5 Whitfield Street, Darwin City, 0800, NT

Phone: 1300 289 197

Email: [admin@landingspot.com.au](mailto:admin@landingspot.com.au)

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) via:

- Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- Privacy Complaint form
- Mail: GPO Box 5218, Sydney NSW 2001
- Fax: 02 9284 9666
- Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)



## Advocate

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life, and assist implementation of those decisions by speaking on your behalf. An advocate makes sure that the people who provide support to you respect your rights. Your advocate 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, such as:

- 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, but are unsure who to ask, we will help you find an advocate. We can provide a list of Advocacy Services.



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You can change your advocate at any time. If you do change your advocate, we ask you to inform us, so we can update our records to ensure that we speak with the correct person.

With your permission, we will:

- 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 them in the planning of services that will be provided to you
- ensure your advocate is invited to meetings and consultations about your care.

You can use your advocate:

- at your initial consultation
- during interviews and reviews
- during service delivery
- any time you wish to communicate with us
- when you have a complaint
- when you wish to provide feedback

Your advocate may discuss any problems or concerns they may have about your care. If your advocate continues to have concerns we have not resolved, we can provide them with information about how to lodge an external complaint.



## Access to your personal records

You or your appointed advocate/carer can access personal information we hold about you. You can do this verbally or in writing. Landing Spot will provide you with such information as soon as possible and usually within seven (7) business days.

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The process to access your records is as follows:

- You, or your appointed advocate/carer, 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 you within seven (7) working days.
- Where consent is obtained to release your file to you, the Director is available to explain the terminology and assist you in understanding all information.
- 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 you; your family and advocate should this unlikely situation arise.



## Complaints and feedback

Your feedback allows us to continually provide high-quality services to you. This is the reason we will actively seek your input and feedback. Feedback may be provided through written or online surveys or via conversations with you. Alternatively, you may provide it anonymously. We would like you to provide positive and negative feedback on:

- quality of care.
- consistency of your services
- your therapists
- what works for you
- what needs to change
- what you like and what you think can be improved.

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You have the right to always expect the best possible standard of service from us. We will treat any concern or complaint received from you as a serious issue. Regardless of what happens, our staff members are never allowed to react badly to your complaint; they are not allowed to retaliate or hurt you in any way.

You, as a client, can make a complaint if you are not happy with a staff member or the services we provide. Other people can raise a concern or make a complaint on your behalf, including:

- your advocate
- a family member
- a close friend
- your support worker or coordinator
- a person you know and trust
- an anonymous person.

Once a complaint has been received, a staff member at Landing Spot will be appointed to investigate and find a resolution to the complaint. The Director will write a letter to you, confirming that the complaint has been received. This letter will provide a date by which Landing Spot 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 advise if you are happy with the outcome and no longer have a complaint, or that you are not satisfied with the outcome.

If you are not happy with the response received from Landing Spot regarding your complaint, you can escalate the complaint to another agency such as the:

NDIS Quality and Safeguards Commission

Telephone: 1800 035 544

Website: <https://www.ndiscommission.gov.au/about/contact>

(complaints form accessed via website)



## Gifts

The management team recognises that you on occasion, may like to give a gift to a staff member. We do not encourage this practice. However, if you wish to give a gift, we ask that it be something that can be shared by all staff members, e.g. flowers or chocolates. Money is not to be offered to any staff member, under any circumstances.

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## Section 5: Your Responsibilities

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 of any kind
- abide by the terms of your agreement with us
- understand that your needs may change, and as a consequence, 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
- share information so we can develop, deliver, and review your support plan.
- provide us with information that will help us better meet your needs
- advise a minimum of 24 hours' notice if you need to cancel your service
- understand that our staff are only authorised to perform the agreed service outlined in your schedule of supports plan.
- participate in safety assessments of your home (where relevant)
- provide a smoke-free working environment
- pay the agreed amount for the services provided
- advise appropriate notice, in writing (where able), if you wish to stop receiving services from us.

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## Section 6: Our Responsibilities

Landing Spot will:

- provide appropriate supports to meet your needs at your preferred times
- regularly review the provision of your supports with you
- always communicate openly, honestly, and promptly with you
- treat you with courtesy and respect
- talk with you regarding how supports are and should be provided
- listen to you for feedback and address any problems that may arise
- provide you 24 hours' notice (where possible) if there is to be a change in a scheduled appointment to provide support
- maintain the confidentiality of your personal information
- provide you with safe care
- comply with all legislated requirements and standards

Our policies and procedures are based on fundamental human rights. Where allegations of abuse, neglect, violence, exploitation, or discrimination are made, we employ a Zero Tolerance policy.

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## Section 7: Easy Read Information Supplement




The documents outlined below follow:

- Easy Read Advocacy
- Easy Read Complaints
- Easy Read Incidents
- Easy Read Privacy
- Easy Read Rights
- Easy Read Service Agreement
- Easy Read Zero Tolerance

## Easy Read Advocacy

What Does Advocacy Mean?



	<p>This document will help you <b>understand about advocacy</b></p>
	<p>Advocacy is about <b>your rights</b> and making sure <b>your voice is being heard</b>.</p>
	<p>Advocacy helps you to look at different options available to you and then <b>make the right decision for you</b></p>



Sometimes you might find it **hard to say what you want.**

Sometimes you might want **someone to speak up for you.**



You can ask an **advocate** to help you.

An advocate is someone who **speaks up for you if you cannot or do not want to speak up yourself.**

An advocate should **be impartial,** that means treat everyone the same.



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

- life partner
- son or daughter
- good friend.



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



Your **advocate should** always:

- **listen to you** and what you have to say
- **support you** and take your side.



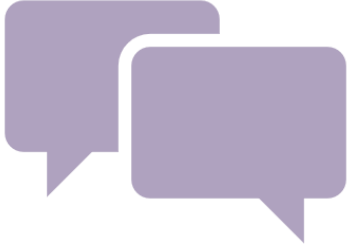


They will:



- **find out information** to help you make good choices
- **help you** make your own decisions.



Your **advocate** can:




- help you **get ready for meetings**
- help you **tell people**, like your service provider or family, **what you want.**

	<p>Your advocate can help you <b>make a complaint</b> if you are not happy with the support you are being provided or the way you have been treated.</p>
	<p>We do not allow violence, abuse, exploitation or neglect in our service.</p> <p>We want to know if someone hurts you or treats you badly.</p>
	<p>Your advocate <b>can speak for you</b> and tell us how <b>you have been mistreated</b>.</p> <p>They will help us understand the <b>support and assistance you need</b>.</p>




	<p><b>Shh!!</b></p> <p>Your advocate must keep your information <b>private and confidential</b>.</p>
	<p>Not sure how to find an advocate?</p> <p>Talk to our <b>Director</b>. They will help you.</p>




# Easy Read Complaints

How to Make a Complaint or Provide Feedback

	<p>This information tells you how to <b>complain</b> or provide <b>feedback</b> about our services.</p>
	<p>It is okay to complain if you are not happy.</p> <p>We want you to tell us when you are upset about:</p> <ul style="list-style-type: none"> <li>● supports you receive</li> <li>● staff members</li> <li>● our organisation.</li> </ul>
	<p>To complain or provide feedback, contact our <b>Director</b>:</p> <p><b>Phone:</b> 1300 289 197</p> <p><b>Email:</b> <a href="mailto:admin@landingspot.com.au">admin@landingspot.com.au</a></p>



	<p>You can ask someone <b>you trust</b> to help you make a complaint or provide feedback to us.</p> <p>Someone like your partner, spouse or children.</p> <p>Or you can make an <b>anonymous complaint via letter, email or phone call</b>.</p>
	<p>You can ask an independent <b>advocate</b> to help you.</p> <p>An <b>advocate</b> is someone who speaks up for you when you cannot speak up for yourself.</p>
	<p><b>Not sure who can help?</b> Contact our <b>Director</b> they will help you:</p> <p><b>Phone:</b> 1300 289 197</p> <p><b>Email:</b> <a href="mailto:admin@landingspot.com.au">admin@landingspot.com.au</a></p>

	<p>We <b>welcome your complaint</b> or feedback.</p> <p>We will <b>talk to you</b> about your problem and what you think might fix it.</p> <p>We will work hard to try and <b>fix your problem</b>.</p>
	<p>We want you to know we keep everything you say and your personal information <b>confidential</b>.</p>
	<p><b>Still not happy?</b></p> <p>Tell the NDIS Quality &amp; Safeguards Commission:</p> <p><b>Phone:</b> 1800 035 544 (free call from a landline)</p> <p><b>Online complaint:</b> <a href="https://forms.business.gov.au/smartf">https://forms.business.gov.au/smartf</a></p>

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	<a href="#">orms/servlet/SmartForm.html?formCode=PRD00-OCF</a>
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## Easy Read Incidents

What Happens if There is an Incident?





This document explains what happens if there is an **incident**.



An incident is:

- any time a person causes you harm
- any time a person could have caused you harm
- when you hurt someone else
- when someone feels that you are going to hurt them
- a reportable incident (death, serious injury, abuse, neglect, sexual misconduct, or restrictive practices).

	<p>If an incident occurs, we will ask you, or your advocate, <b>to tell us what happened</b> and how we could avoid it happening again.</p>
	<p>Landing Spot will <b>record what was said and done during the incident</b>, including:</p> <ul style="list-style-type: none"><li>• description of what happened</li><li>• details of people who saw the incident</li><li>• when you told someone and who they were</li><li>• when our Director was told what happened.</li></ul>



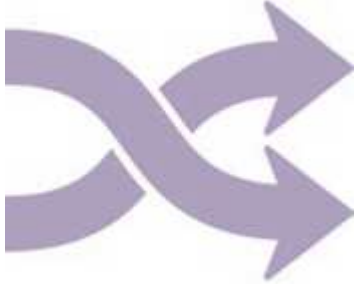


We will always make sure **you know what is happening**, so we will:

- talk to you about what happened
- consult with you or your advocate through the process
- ask for your feedback and thoughts on what has been done
- ask for your ideas about any changes that would help you in the future.





You are important to us, so we will:

- provide the **support** and assistance you need
- make sure you are **safe**
- help to look after your health and wellbeing.




	<p>We will <b>complete a review</b> regarding what happened, and if required, we will:</p> <ul style="list-style-type: none"> <li>• change our practices</li> <li>• change our policies and procedures</li> <li>• train our staff appropriately.</li> </ul>
	<p>There are times, when a specific type of incident occurs, that we must tell the <b>NDIS Quality &amp; Safeguards Commission</b>.</p>
	<p><b>For example:</b></p> <p>If you, or any other clients, are <b>badly hurt</b> in any way by anyone. This is called a <b>critical incident or reportable assault</b>.</p>









	<p>What happens if there is a reportable assault or a critical incident?</p> <p>We will complete the Reportable Assault Form and send it to the NDIS Quality &amp; Safeguards Commission.</p> <p>They will advise if we need to take further action.</p>
	<p>We will <b>keep you informed</b> throughout the entire process.</p> <p>If you have any questions regarding an incident talk to our Director.</p>

## Easy Read Privacy

What Do You Know About Privacy and Your Personal Information?

	<p>This document tells you about <b>your privacy and your personal information</b>.</p>
	<p>To provide your services, Landing Spot stores <b>personal information</b> like:</p> <ul style="list-style-type: none"> <li>• your name, address, and phone number</li> <li>• people who you are close to (like your son, daughter, or sibling)</li> <li>• why and how we are helping you.</li> </ul>
	<p>When you provide information, it helps us to provide <b>appropriate support to you</b> and lets us check the quality of the services you are receiving.</p>

	<p>We use your information so we can work with you to design care that is right for you.</p>
	<p>We only share your information if you say 'Yes', or if the law tells us we must.</p>
	<p>We only share your information: with a trusted person</p> <ul style="list-style-type: none"> <li>• when we need to keep you safe</li> <li>• with your permission when providing information to the NDIS Quality &amp; Safeguards Commission or other government bodies.</li> </ul>

	<p>When asked to share your information, you <b>can say no, or opt-out</b> of sharing it.</p>
	<p>We are <b>responsible to keep your information safe</b>, so only people or organisations that you approve of will be provided access.</p>
	<p>You have the right to:</p> <ul style="list-style-type: none"> <li>• <b>see a copy</b> of the information we have about you</li> <li>• tell us to <b>correct wrong</b> or incomplete information about you</li> <li>• <b>object</b> to any information you think is wrong and have it removed.</li> </ul>



If you want to **see your information,**  
**just ask** our Director.

They will arrange to show you and  
explain all the information we hold.

## Easy Read Rights

What Do You Know About Your Rights?



This document is about **your legal and human rights**.



Australian **laws respect the rights of aged persons** and say that you must be provided the same rights as everyone else.



**What are your rights?**





Your rights include that you should be:

- **safe** in your home and when you are out
- 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 can **tell us what you want** and when you want it.




	<p>You can tell us which therapist you want.</p> <p>You can tell us how you <b>want things done</b>.</p>
	<p>You can tell us what <b>type of support</b> you want, so that we can:</p> <ul style="list-style-type: none"> <li>• develop skills to help you</li> <li>• complete your tasks.</li> </ul>
	<p>Also, you can:</p> <ul style="list-style-type: none"> <li>• <b>make complaints</b> and provide feedback to your providers</li> <li>• tell us you want to <b>go to another provider</b>.</li> </ul>




	<p><b>We will follow your instructions</b> unless we feel that you may get hurt, then we will talk to you, or your trusted person, about the risks involved.</p> <p>We will <b>help you make decisions</b> that are right for you.</p>
	<p>We agree to always <b>follow your decisions</b>.</p>



## Easy Read Service Agreement

Do You Know What a Service Agreement is?



	<p>This information will help you understand what a <b>service agreement</b> is.</p>
	<p>A service agreement is a <b>document</b> between <b>you and your care provider</b>.</p> <p>The care provider is the person, or organisation, that provides your services or supports.</p>
	<p>The service agreement says that <b>both you and the provider agree</b> about what services you are going to receive and how much they will cost.</p>




	<p>If you agree, you <b>sign</b> the service agreement.</p>
	<p>The service agreement helps to make sure you receive the services that are <b>right for you</b>.</p>
	<p>Your service agreement is helpful because it provides everything <b>in writing for you</b> if any problems occur in the future.</p>




	<p>You can ask a <b>trusted person</b> to enter into the agreement for you.</p> <p>Your trusted person might be a family member, carer, friend, or advocate.</p> <p>The trusted person can speak on your behalf.</p>
	<p>What information should a <b>service agreement</b> include?</p>
	<p>The service agreement and schedule of supports should include all the <b>information about the supports</b> you will receive from Landing Spot</p>

	<p>We will talk to you about the supports you want and need.</p> <p><b>We want you to tell us:</b></p> <ul style="list-style-type: none"> <li>• what supports you need</li> <li>• how you want the supports provided</li> <li>• the type of staff you would like</li> <li>• when you need the supports</li> <li>• how long you will need the supports.</li> </ul>
	<p>Landing Spot will let you know:</p> <ul style="list-style-type: none"> <li>• <b>your rights</b></li> <li>• the <b>supports</b> that will be provided</li> <li>• your <b>responsibilities</b></li> <li>• our responsibilities.</li> </ul>



	<p>The service agreement outlines what we <b>expect from you</b>.</p> <p>We will provide you with information on what your responsibilities are. It outlines what is <b>expected of us</b>.</p> <p>We will provide information on what you can expect from us in the service agreement.</p>
	<p>The service agreement and schedule of supports will include all information about <b>costs</b>, including:</p> <ul style="list-style-type: none"><li>• how much our service costs</li><li>• when you need to pay</li><li>• how you can pay.</li></ul>

	<p>Together we will:</p> <ul style="list-style-type: none"><li>• talk and listen to each other</li><li>• discuss your needs</li><li>• write the service agreement.</li></ul>
	<p>When do you sign the service agreement?</p>
	<p>After you, or the person you trust, has read the service agreement.</p>

	<p>When Landing Spot also agrees with what has been included in the service agreement.</p>
	<p>You need to <b>sign the service agreement</b> if you are happy to agree with what is written.</p>
	<p>Upon request we can <b>give you a copy</b> of your service agreement.</p>



Can you **change or end your service agreement** with us?

**Yes**, of course, you can.






To **change your agreement**, you should talk to our Director.




To **end the agreement**, you need to let us know and provide appropriate notice (check notice period that is included in your service agreement),

## Easy Read Zero Tolerance




What Does Zero Tolerance Mean?




	<p>This document will help you understand what violence, abuse, neglect, exploitation and discrimination mean.</p>
	<p>You have the <b>same rights</b> as everyone else to enjoy a life that is free from violence, abuse, neglect and exploitation.</p> <p><b>You should always feel safe!</b></p>
	<p><b>Violence</b> is when someone <b>hurts you physically</b> like hitting, punching or slapping you</p>

	<p><b>Abuse</b> is when someone <b>treats you badly</b>.</p>
	<p><b>Neglect</b> is when someone is <b>not caring</b> for you or helping you in the way they are supposed to.</p>
	<p><b>Exploitation</b> is when someone is taking advantage of you.</p>

	<p>Landing Spot has <b>ZERO TOLERANCE</b> towards acts of violence, abuse, exploitation or neglect in our organisation.</p>
	<p>It is our <b>responsibility</b> to protect you and <b>keep you safe</b>.</p>
	<p>We want you to <b>tell us</b> if someone <b>hurts you</b>, or <b>you do not feel safe</b> when you are with another person.</p>



	<p>If you do not feel comfortable telling us, you should tell someone <b>you trust</b> like:</p> <ul style="list-style-type: none"> <li>• husband or wife</li> <li>• your son or daughter</li> <li>• your carer.</li> </ul>
	<p>Or you can ask a <b>professional independent advocate</b> to help you and be your voice.</p>
	<p>You can also call the <b>NDIS Quality &amp; Safeguards Commission</b> on <b>1800 035 544</b>.</p>

	<p>To <b>keep you safe</b>, we follow these steps.</p> <p>We:</p> <ul style="list-style-type: none"> <li>• make sure our staff follow the rules</li> <li>• train our staff on how to help you</li> <li>• keep your records safe and private.</li> </ul>
	<p>We will always:</p> <ul style="list-style-type: none"> <li>• <b>support you</b> if something bad happens</li> <li>• <b>call the police</b> if we need to.</li> </ul>
	<p>We will always:</p> <ul style="list-style-type: none"> <li>• <b>listen to you</b> or your advocate</li> <li>• provide you with the <b>support you need</b></li> <li>• keep everyone <b>informed</b> of the situation</li> </ul>



Not happy?

You can tell the NDIS Quality & Safeguards Commission on 1800 035 544 (free call from landlines).