



# Connect Allied Health

- SPEECH PATHOLOGY • OCCUPATIONAL THERAPY • PHYSIOTHERAPY
- DEVELOPMENTAL EDUCATION • POSITIVE BEHAVIOUR SUPPORT
- PODIATRY



## PARTICIPANT INFORMATION HANDBOOK

08 8337 8770

[admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au)

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## **ABOUT US**

**Connect Allied Health (CAH) are a friendly, experienced and multidisciplinary team of allied health clinicians, who are dedicated to providing high quality speech pathology, occupational therapy, developmental education, positive behaviour support (PBS), physiotherapy, and podiatry services for children and adults in Adelaide, and occupational therapy and positive behaviour support in the Riverland.**

**We believe in a holistic, client-centred approach, and tailor interventions to suit individual needs. We are also a neurodiversity affirming provider – we embrace the uniqueness and strengths of each person we work with, so we can help our participants achieve what matters most to them!**

**Connect Allied Health are a registered provider of the National Disability Insurance Scheme (NDIS).**

**You can contact our friendly staff on 08 8337 8770 or [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au) for more information.**



**Connect Allied Health**



## **OUR VISION**

For every person to have timely access to quality allied health services as per individual needs, goals and preferences, to support optimal health, well-being, and quality of life across the life span.

## **OUR MISSION**



To be the market leader in allied health services by providing a holistic and person-centred approach that is dedicated to excellence in quality, service, access and support.

Our aim is to provide client-centred supports whilst positioning ourselves as a valued leader in the community for positive health outcomes.



## **OUR VALUES**

### **Person-Centered:**

- We are dedicated to supporting positive client outcomes, and our participants always come first.
- Every person is treated as an individual with care, respect and dignity. We believe one size does not fit all and we take the time to talk with and actively listen to our participants and tailor support plans according to individual needs and preferences.

### **Excellence:**

- Our team are experienced in their fields and we place great importance on continuous education and staff development, encouraging regular training opportunities for ongoing professional development so we can apply new principals and developments in our disciplines.
- We work together as a multi-disciplinary team with regular communication between the different disciplines in conjunction with our participants to provide a collaborative service to meet their care needs.



# OUR VALUES



## Deliver:

- We are innovative in our approach and tailor each session to obtain the best outcomes for our participants.
- We are continuously reviewing our services, systems and processes to ensure we are always providing the highest quality of care, regularly seeking feedback from participants, staff, and stakeholders.

## Access:

- We believe every person should have timely access to quality healthcare and we offer a range of flexible solutions to suit individual needs and preferences; providing therapy in locations that are convenient and meaningful to the participant including home, workplace, school, clinic and more.

## Integrity:

- We deliver services that are based on evidence-based practice.
- The provision of supports promotes, upholds, and respects individual rights to freedom of expression, self-determination, informed decision-making, and choice and control.
- Each participant accesses supports that respect their culture, diversity, values, and beliefs.
- Each participant accesses supports free from violence, abuse, neglect, exploitation, or discrimination.
- We work to ensure that participants are paired with an appropriately skilled clinician, according to skillset and experience, to maximise best possible outcomes.
- We conduct ourselves in a professional and respectful manner, at all times.



# WHAT IS THE NDIS?



The National Disability Insurance Scheme (NDIS) is a system through which people with disabilities access support. It is designed to assist in the achievement of individual goals whilst providing participants with choice and control over their supports.



## WHAT SUPPORTS DOES THE NDIS FUND?

The NDIS offers different types of funding across a wide range of supports, which are designed to assist participants to reach their full potential.

The NDIS offers three different funding types: Core, Capital and Capacity Building. Under these three funding types, supports are organised into what the NDIS calls Support Categories.

Each of these categories allocates an individual funding amount to assist in the achievement of individual goals. If you require information regarding the types of services you may be able to access within each category of support, contact your Local Area Coordinator or give our team a call on (08) 8337 8770.

The NDIS is designed to give you more choice. That includes choosing how your NDIS plan is managed and how invoices are paid. You can choose to manage your funds yourself (self-managed), to let the NDIS manage your funds (NDIS-managed) or to use a plan manager (plan-managed).

# WHY CONNECT ALLIED HEALTH?

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Connect Allied Health are passionate about empowering people with a disability to realise their full potential and achieve their individual goals.

Connect Allied Health will support the following outcomes:

- 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.
- Each participant accesses supports that respect their culture, diversity, values and beliefs.
- Each participant accesses supports that respect and protect their dignity and right to privacy.
- Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.
- Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.
- Each participant's support is overseen by robust governance and operational management systems relevant (proportionate) to the size, and scale of the provider and the scope and complexity of supports delivered.
- Risks to participants, workers and the provider are identified and managed.
- Each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.
- Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.
- Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.
- Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.

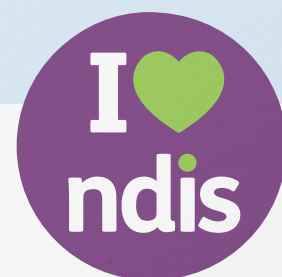


Connect Allied Health will support the following outcomes:

- Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.
- Each participant has access to timely and appropriate support without interruption.
- Each participant accesses the most appropriate supports that meet their needs, goals and preferences.
- Each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.
- Each participant has a clear understanding of the supports they have chosen and how they will be provided.
- Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.
- Each participant experiences a planned and coordinated transition to or from the provider.
- Each participant accesses supports in a safe environment that is appropriate to their needs.
- Each participant/representative is supported to make informed decisions about the services they choose and how it relates to the achievement of individual goals.
- Ensure a quality management system including a documented program of internal audits relevant (proportionate) to the size and scale of the provider and the scope and complexity of supports delivered. This is including but not limited to regular internal audits of files and progress notes, as well as investigation into compliance relating to the NDIS Practice Standards.
- If a reportable incident occurs, or is alleged to have occurred, Connect Allied Health must give details about the incident to the Commissioner. Details of certain incidents (such as the death of a person with a disability) must be notified within 24 hours, while others must be notified within 5 business days.
- The incident management process is compliant with NDIS incident management and reportable rules 2018.



Connect Allied Health





## **ACKNOWLEDGEMENT OF COUNTRY**

CAH acknowledge and pay respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

## **RECONCILIATION STATEMENT OF COMMITMENT**

CAH confirm our ongoing commitment to Reconciliation. We are strongly committed to improving the cultural, spiritual and well-being of Aboriginal and Torres Strait Islander people and to building strong, safe, resilient and stable communities.

We recognise Aboriginal and Torres Strait Islander people as the first Australians with unique cultures, languages and spiritual relationships to the land and seas and the inherent rights, laws, customs, religions and traditions of Aboriginal and Torres Strait Islander peoples.

We commit to continuing to work with Aboriginal and Torres Strait Islander Australians to achieve: “A united Australia which respects this land of ours; values the Aboriginal and Torres Strait Islander heritage and provides justice and equity for all” (Vision of the Council for Aboriginal Reconciliation).

CAH recognise the Government apology to the Indigenous peoples of Australia on 13th February 2008 and acknowledgement of the mistreatment of those who were Stolen Generations for their pain, suffering and hurt, and that of their descendants and their families left behind. We applaud the Aboriginal and Torres Strait Islander Recognition Bill 2013 that paves the way for Constitutional change. At CAH, reconciliation is everyone’s responsibility and means that all staff, Aboriginal and Torres Strait Islander participants, and communities work together to deliver inclusive and sustainable outcomes. CAH play an important role in addressing the disadvantage experienced by Aboriginal and Torres Strait Islander people and upholds principles of a culturally competent workforce and culturally inclusive program and service design.



## DISABILITY INCLUSION STATEMENT

We believe everyone has the right to live their best life.

At CAH, we are committed to a culture that embraces and fosters diversity and inclusion. We are committed to the social and economic inclusion of people with disabilities and their families to maximise their individual potential.

We recognise that society can restrict people with disability from participation and equality. We are committed to challenging these barriers to help children achieve high quality outcomes, as well as being an equal opportunity and inclusive employer.

Children with a disability share the same universal rights as all people, and share the additional rights of all children as identified in the United Nations Convention on the Rights of the Child.

We will uphold the legislative requirements contained in the Disability Discrimination Act 1992 (Cth) and recognise the principles and values contained in the United Nations Convention on the Rights of Persons with Disabilities, to promote the equality of opportunity for all people and prevent discrimination based on disabilities.





## Participant Contribution:

- Connect Allied Health are dedicated to providing a high quality service for all of our participants, in line with their individual needs and goals.
- We are continually reviewing and updating all policies and processes to improve service provision for people with a disability.
- We provide opportunities for people with disability to contribute to the governance of the organisation and have input into the development of organisational policy and processes relevant to the provision of supports and the protection of participant rights. This is including but not limited to:
  - Participant satisfaction surveys which assess satisfaction with CAH governance processes and provide opportunity for feedback on areas for improvement.
  - Regular communication with participants to seek feedback.
  - Information and feedback opportunities for participants/representatives and key stakeholders with our Director and management team.

Contact us if you would like to get involved in shaping CAH on  
08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au).



# SUPPORT CATEGORIES OFFERED BY CAH

## Therapeutic Supports:

Connect Allied Health offer individualised therapy supports for people across the lifespan. Therapeutic supports are provided to individuals aged 9 or over. An appropriate clinician/clinical team is appointed based on individual needs and a support plan is developed, implemented and adjusted according to individual strengths, needs, goals and preferences.

## Early Childhood Supports:

For children under 9 years of age receiving early childhood supports, Connect Allied Health work to ensure the following outcomes:

- Each child participant accesses supports that promote and respect their legal and human rights, support their development of functional skills, and enable them to participate meaningfully and be included in everyday activities with their peers.
- Each family receives family-centred supports that are culturally inclusive, responsive, and focus on their strengths.
- Each participant accesses supports that engage their natural environments and enable inclusive and meaningful participation in their family and community life.
- Each participant receives coordinated supports from a collaborative team comprising their family, the provider and other relevant providers, to facilitate their development and address the family's needs and priorities.
- Each participant receives supports that build the knowledge, skills and abilities of the family and other collaborating providers in order to support the child's learning and development.
- Each participant receives evidence-informed supports from providers with quality standards and validated practice.
- Each participant receives supports that are outcome-based and goal-focused.
- If the family wishes to engage a key worker, work is undertaken with the family and other providers to identify a suitable key worker.



# KEY WORKER



## Early childhood approach:

The early childhood approach helps children younger than 6 with developmental delay or children younger than 9 with disability and their families to access the right support when they need it.

Children younger than 6 do not need a diagnosis to get support through the early childhood approach where there are concerns about their development. The early childhood approach was developed based on evidence-based research and can involve key workers.

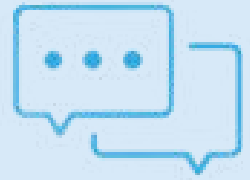
## What is a key worker?

Key workers in disability services are highly trained early childhood intervention specialists who act as the key point of contact for young children (aged 0-9 years) living with developmental delay or disability and their families. With qualifications in allied health or education, the key worker acts as the main point of contact overseeing coordination of therapy supports, multidisciplinary consultations, and communication and collaboration across stakeholders in the child's team. Child participants under 9 years of age may have funding for a key worker specified in their NDIS plan.

If the child participant has been approved a 'key worker' in their NDIS plan, CAH will discuss key worker options with the family during on-board. A key worker can also be from another organisation outside of CAH, as per the family's preferences. CAH will collaborate with a key worker outside of the organisation as per the family's preferences. The family's decision about their preferred key worker will be recorded in the child's support plan. If you would like information about key workers or support to access a key worker, please call our friendly office on 08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au)



# SPEECH PATHOLOGY



Connect Allied Health speech pathologists are Certified Practising members of Speech Pathology Australia. Our passionate and skilled speech pathologists use a range of evidence based approaches to support participants to achieve their full potential.

## Speech Pathology for Children:

Our paediatric speech pathologists are passionate about working with children to target the following areas:

- Speech (intelligibility/clarity).
- Expressive language (use of words, sentences, gestures and writing to convey meaning).
- Receptive language (understanding).
- Augmentative and Alternative Communication (ACC), e.g., iPad.
- Fussy eating, problematic feeding and swallowing difficulties (dysphagia).
- Reading/writing (literacy).
- Diagnostic assessment of Autism Spectrum Disorder.
- Education for parents and carers to maximise learning outcomes.





## Your child may benefit from speech pathology if they:

- Have limited babbling at 9 months of age.
- Do not point or use gestures at 12 months of age.
- Do not use at least 6-10 words consistently by 18 months of age.
- Do not follow simple instructions by 20 months of age.
- Have a vocab of less than 50 words or have a reduced interest in social interaction by 24 months of age.
- Do not use simple sentences by 36 months of age.

## Speech Pathology for adults:

Connect Allied Health provide speech pathology services for adults who have a disability due to a range of diagnoses, including intellectual disability, Autism Spectrum Disorder, stroke, traumatic brain injury, neurological disease (such as Parkinson's Disease and Motor Neurone Disease), and many others, to target a range of areas including:

- Swallowing difficulties (dysphagia).
- Speech (intelligibility/clarity).
- Expressive language (use of words, sentences, gestures and writing to convey meaning).
- Receptive language (understanding).
- Voice.
- Augmentative and Alternative Communication (ACC), e.g., iPad.



# OCCUPATIONAL THERAPY

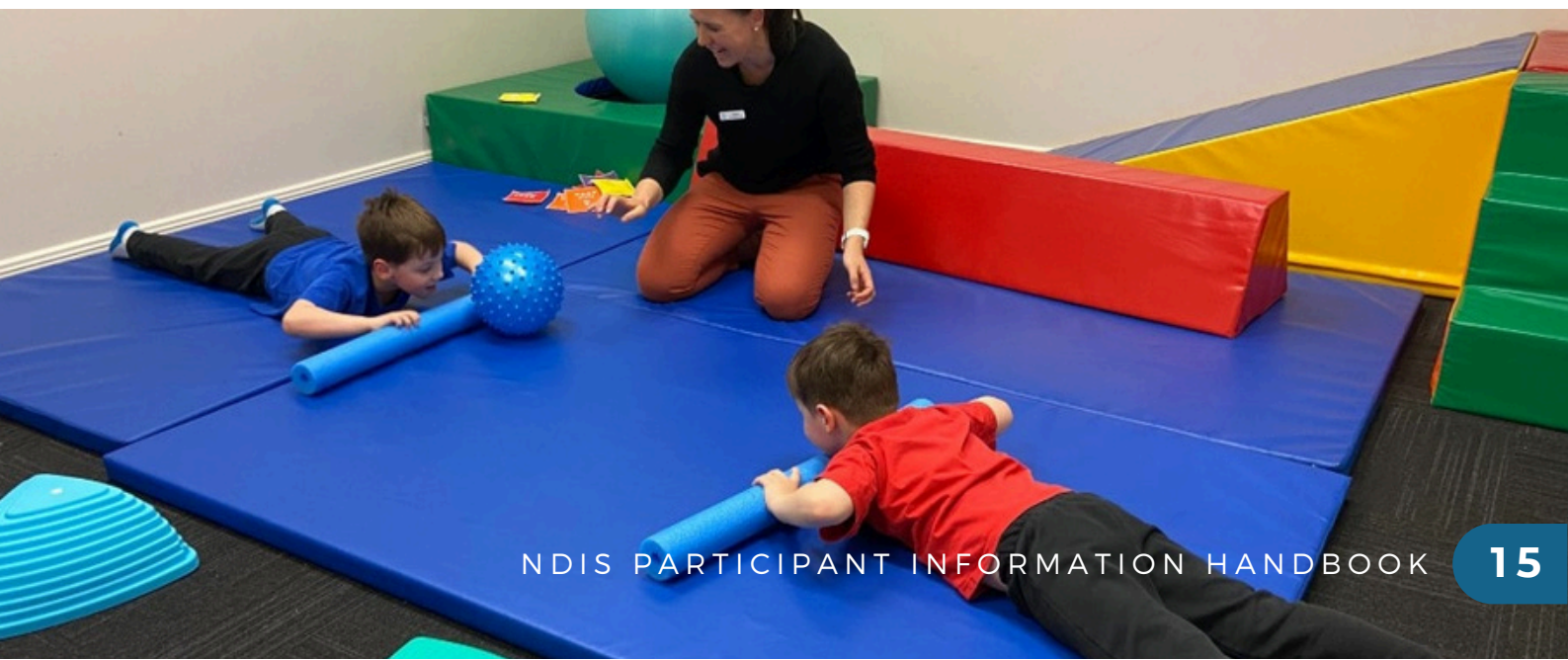


Connect Allied Health occupational therapists are registered with the Australian Health Practitioner Regulation Agency (AHPRA). We are dedicated to promoting and supporting effective participation for children and adults in the occupations of everyday life.

## Occupational therapy for children:

Our paediatric occupational therapists are passionate about working with children and are skilled to target the following areas:

- Gross motor skills (whole body movement involving the large core stabilising muscles of the body to perform everyday functions, such as standing, walking, running, and sitting upright. They also include hand-eye coordination, e.g., throwing, catching and kicking).
- Fine motor skills (coordination of hands and fingers, e.g., doing up buttons and zips, using pencils, writing, and tying shoelaces).
- Sensory processing (refers to the way the brain receives, organises and responds to sensory input in order to behave in a meaningful & consistent manner, e.g., sensitivities to loud noises or light, movement seeking, and meltdowns).
- Attending and concentrating.
- Self-care tasks, e.g., toileting and dressing.
- Education for parents and carers.





Your child may benefit from occupational therapy if they:

- Have difficulties walking smoothly by 2 years.
- Have difficulties holding a crayon with thumb and finger (not fist) or eating without assistance by age 2-3 years.
- Unable to catch using body by 3 years.
- Have difficulties snipping paper by 3-4 years.
- Unable to kick a ball forward by 4 years.
- Have difficulties writing their own name by 4-5 years.
- Cannot draw basic pictures by 5-6 years

## **Occupational therapy for adults:**

Occupational therapy can offer solutions to independence, participation, engagement and well-being for adults. Our occupational therapists are passionate about helping participants improve their mobility and quality of life, and can support the following areas:

- Activities of daily living: Self-care activities such as showering, eating, and dressing.
- Household and community functioning: Budgeting, shopping.
- Education and work: Participate effectively in learning/work environments.
- Leisure, play and social participation: Positive interaction and access to community.
- Minor home modifications: Assess and modify participants' homes and/or community environments to improve safety and independence.
- Adaptive equipment: Prescribe and educate participants and carers in the use of adaptive equipment to assist function.
- Independence: Help participants regain or enhance their daily lives after specific events such as hip replacement or stroke.

# PHYSIOTHERAPY



Connect Allied Health physiotherapists are registered with the Australian Health Practitioner Regulation Agency (AHPRA). We are committed to optimising muscle and joint function and maximising movement and mobility to improve independence and quality of life.

Connect Allied Health physiotherapists:

- Restore, maintain and improve mobility and movements.
- Increase physical endurance.
- Manage and reduce pain, including in relation to chronic diseases.
- Alleviate muscle rigidity and in inflammation of nerves and conjunctive tissues after illnesses, traumas, and injuries.
- Treat and manage posture and gait disorders.
- Prevent falls.
- Treat back and joint pain.
- Maximise physical and functional abilities.







Connect Allied Health Developmental Educators are registered with Developmental Educators Australia Incorporated (DEAI). A developmental educator (or DE) is an allied health professional who specialises in providing practical support to help children and adults with a disability or disorder to achieve independence.

## CAH Developmental Educators:

- Promote the physical and emotional well-being of people with disabilities.
- Undertake developmental and functional behavioural assessment.
- Develop and implement positive behaviour support programs.
- Teach functional life skills including social, communication, self-care, daily living, recreation, and employment.
- Assist people with a disability to set and attain individual goals.
- Work and liaise with families, service providers, allied health professionals, and community members to enhance the choice, social inclusion and quality of life for people with disability.
- Facilitate self-advocacy and / or advocate on behalf of people with disabilities.
- Support individuals with disabilities to transition to, access and maintain meaningful vocational experiences.
- Help families, caregivers and individuals with disability understand the impact of disability on a person's daily functioning.



# POSITIVE BEHAVIOUR SUPPORT

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Positive behaviour support considers individualised strategies for people with a disability that are responsive to the person's needs, in a way that reduces the occurrence and impact of behaviours of concern, minimises the use of restrictive practices and improves quality of life.

Connect Allied Health focus on person-centred interventions to address the underlying causes of behaviours of concern, or challenging behaviours, while safeguarding the dignity and quality of life of people with a disability who require specialist behaviour support.

These arrangements will include undertaking a functional behavioural assessment, then developing an NDIS behaviour support plan containing evidence-based, proactive strategies that meet the needs of the participant.



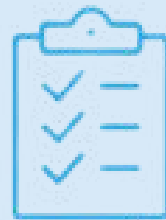
# POSITIVE BEHAVIOUR SUPPORT

Connect Allied Health are dedicated to achieving the following outcomes:

- Each participant accesses behaviour support that is appropriate to their needs which incorporates evidence-informed practice and complies with relevant legislation and policy frameworks.
- Each participant is only subject to a restrictive practice that meets any state and territory authorisation (however described) requirements and the relevant requirements and safeguards outlined in Commonwealth legislation and policy.
- Each participant's quality of life is maintained and improved by tailored, evidence-informed behaviour support plans that are responsive to their needs.
- Each participant's behaviour support plan is implemented effectively to meet the participant's behaviour support needs.
- Each participant has a current behaviour support plan that reflects their needs, improves their quality of life and supports their progress towards positive change. The plan progresses towards the reduction and elimination of restrictive practices, where these are in place for the participant.
- Each participant that is subject to an emergency or unauthorised use of a restrictive practice has the use of that practice reported and reviewed.
- Each participant with an immediate need for a behaviour support plan receives an interim behaviour support plan which minimises the risk to the participant and others.
- Each participant is only subject to a restrictive practice that is reported to the Commission.
- Each participant has a current behaviour support plan that reflects their needs, and works towards improving their quality of life, reducing behaviours of concern, and reducing and eliminating the use of restrictive practices.
- Each participant with an immediate need for a behaviour support plan receives an interim behaviour support plan based on evidence-informed practice, which minimises risk to the participant and others.



# AUTISM DIAGNOSTIC ASSESSMENT



Autism Spectrum Disorder (ASD) is a pervasive developmental disorder that impacts development across the lifespan. Social communication, restricted interests and behaviours and sensory processing differences are the main areas of development affected. The cause of ASD is currently not known.

The term 'spectrum' is used to indicate that no two people with Autism Spectrum Disorder are the same. This is why it is important to ensure that intervention is individualised to achieve best possible outcomes. Helping someone with Autism Spectrum Disorder begins with acceptance, knowledge and understanding of Autism Spectrum Disorder and the individual.

## Do you need need an assessment?



The following signs could be indicators of ASD which may impact someone's behaviour and development. No single indicator typically indicates ASD, instead a person would present with a number of the following indicators.



## **Social communication and social interaction across contexts:**

- Abnormal social approach, intrusive touching of others.
- Failure of back and forth conversation, failure to respond when name called, does not initiate conversation, one-sided conversations.
- Reduced sharing of interests, lack of showing.
- Reduced sharing of emotions, lack of responsive social smile, failure to share enjoyment, does not show pleasure in social interactions.
- Poor social imagination.
- Impairment in social use of eye contact.
- Impairment in use and understanding of body postures and gestures.
- Abnormal volume, pitch, intonation in speech.
- Impairment in use and understanding of facial expressions.
- Difficulties taking another person's perspective.
- Difficulties adjusting behaviour to suit social contexts.
- Difficulties making friends; reduced interest in others.

## **Restricted, repetitive patterns of behaviour, interests, or activities:**

- Echolalia (repetition of words, phrases, or more extensive songs and dialog), repetitive vocalisations (such as repetitive sounds, humming).
- Hand flapping, spinning, toe walking, excessive teeth grinding.
- Non-functional play with objects, lining up toys and objects, repetitively opening and closing doors or repetitively turning lights on and off.
- Adherence to unusual routine.
- Excessive resistance to change.
- Rigid thinking.
- Highly fixated interests.
- High or low reactivity to sensory input (sound, smell, touch, taste, visual).



## **What is an Autism Spectrum Disorder Assessment?**

In South Australia, a formal ASD diagnosis requires two accredited clinicians (psychologist, speech pathologist, psychiatrist, or a paediatrician). Assessments can be conducted by a team of two clinicians in one setting (dual assessment), or by two individual clinicians across different settings (the process offered by CAH).

Assessments involve interactions with and observations of the person, as well as gathering information from caregivers and educators. The information is then carefully considered against the American Psychiatric Association's Diagnostic and Statistical Manual – Fifth Edition (DSM-5).

## **Why is getting a diagnosis important?**

Receiving a diagnosis of ASD provides information regarding an individual's strengths and differences which can help clients and families better understand certain behaviours or areas of difficulty. This in turn can facilitate improved support for individuals with ASD. It can also assist access to funding, including funding from the National Disability Insurance Scheme (NDIS).

# PODIATRY

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Connect Allied Health podiatrists are registered with the Australian Health Practitioner Regulation Agency (AHPRA). Our dedicated and passionate podiatrists are recognised as important members of the health care team in preventing and managing conditions affecting the feet, legs and related structures.



Connect Allied Health podiatrists:

- Treat conditions resulting from bone and joint disorders such as arthritis and soft-tissue and muscular pathologies, as well as neurological and circulatory diseases.
- Diagnose and treat skin and nail disorders, corns, calluses and ingrown toenails.
- Diagnose and treat foot injuries and infections gained through sport or other activities.
- Support mobility through ongoing monitoring of foot health, in particular of those with circulation problems and diabetes.
- Provide advice on how to look after your feet and what type of shoes to wear.





# COMMENCING ANY SERVICE WITH CONNECT ALLIED HEALTH

The on-board process involves initial communication to discuss individual needs and goals. During this communication, preferred supports are identified.

This process involves:

- Consideration of your preferred method of communication including the need for an interpreter and/or advocate (including an independent advocate).
- Review and sign service agreement (easy read document available).
- Review and sign consent form.
- Provision of schedule of supports as per participant/representative preferences. The participant/representative can adjust services as per individual needs at any time.
- Completion of Participant Risk Assessments (and Participant Home WHS Assessment for home visits).
- Completion of an individual support plan which is reviewed annually or earlier as per individual needs.
- Licence agreement and services schedule (for school based sessions only).
- Consideration and communication regarding preferred frequency of services and available hours to maximise participant outcomes.
- A copy of the goals within the NDIS plan is requested to facilitate NDIS reporting requirements, e.g., documentation of progress towards individual goals.



Participant name.....

NDIS number.....

Participant representative.....

Other organisations.....

Plan start date.....

Plan end date.....

## 01 Parties

This Service Agreement is for a participant in the National Disability Insurance Scheme, and is made between the participant/participant representative and Connect Allied Health.

Participant/Representative .....

This Service Agreement commences on ..... (date) and concludes on ..... (date).

## 02 The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing supports under the participant's NDIS plan. The participant will have choice and control throughout the duration of the plan, toward the achievement of individual goals.

## 03 Schedule of Supports

The supports you access are according to your individual needs and preferences and will be provided by Connect Allied Health (CAH). CAH will create an individual services schedule for your review and approval prior to commencement, based on your preferred services.

## 04 Participant Charter

Connect Allied Health respects and fully commits to upholding participant rights.

## 05 Participants have the right to access supports that:



Promote, uphold and respect your legal and human rights.



Respect your culture, diversity, values and beliefs.



Respect and protect your dignity and right to privacy.





Are free from violence, abuse, neglect, exploitation or discrimination.



Allow you to exercise informed choice and control.

## 06 Responsibilities of the provider:

Connect Allied Health's responsibilities include:



Being open and honest about the work that they do.



Explaining things clearly.



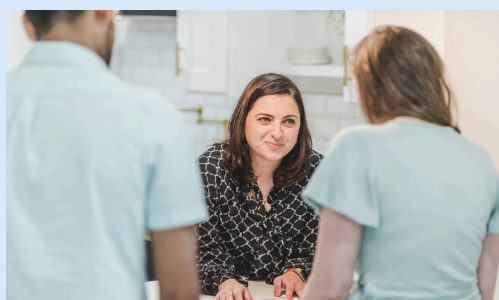
Providing the services that you have asked for.



Treating you politely and with respect.



Seeking your consent and including you in all decisions about your supports.



Letting you know what to do if you have a problem or want to complain.



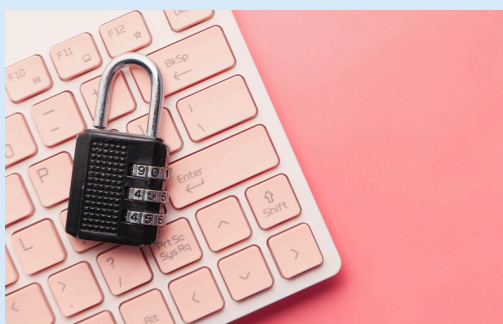
Listening to your feedback and fixing any problems quickly.



Telling you if they want to end the Agreement.



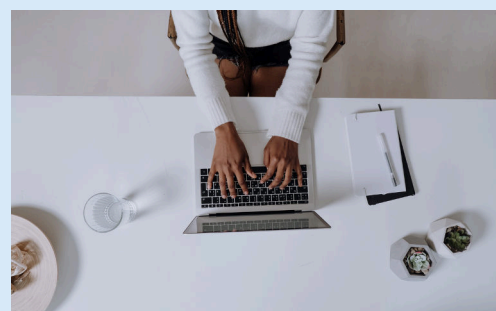
Making sure your information is correct and up to date.



Storing your information carefully and making sure it is kept private.



Obeying all the rules and laws that apply. This includes the National Disability Insurance Scheme Act 2013 and the National Disability Insurance Scheme Rules.



Providing invoices and statements for your supports.



Checking whether GST applies.





Checking that the Agreement is working well. You and the service provider will agree about how often the Agreement will be reviewed.



## 07 Responsibilities of the participant/representative:



Telling the service provider about the supports that you want, and how you want to receive them.



Being polite and respectful to the staff who work with you.



Telling the service provider if you've got any problems.



Telling the service provider if you can't make it to an appointment



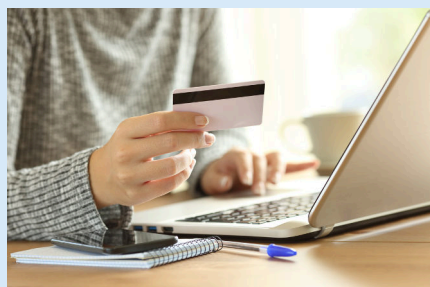
Telling the service provider straight away if you want to end the Agreement.



Letting the service provider know if your NDIS Plan changes or if you stop using the NDIS.

08

## How to pay for your supports:



Self-manage (you pay the invoices and the NDIS reimburse you).





Some people have a Plan Nominee to help them.



Agency managed (the NDIS pays the invoices).



Plan-managed (a plan manager manages bills on behalf of the participant/representative).

09

## How to change a Service Agreement:



Connect Allied Health will accept verbal changes to the service agreement.

10

## How to end a Service Agreement:



Participants must inform Connect Allied Health when they wish to end a service agreement.



## 11 Feedback, complaints and disputes:

- If the participant/representative wish to give the provider feedback, the participant can contact our friendly staff on 08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au).
- To make a complaint to Connect Allied Health, please call 08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au)
- To complain to the NDIS Commission, phone 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged. The National Relay Service and ask for 1800 035 544.

## 12 Contact details:

### Participant/representative:

Name.....

Phone.....

Email.....

Address.....

Alternative contact.....

### Provider:

Name: Connect Allied Health

Phone: 08 8337 8770

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

Address: 40 The Parade Norwood SA 5067

## 13 Agreement Signatures:

The parties agree to the terms and conditions of this Service Agreement.

Name of participant/representative: .....

Date: .....

Signature of participant/representative: .....

Name of provider: Connect Allied Health

Date: .....


Signature of provider: .....

## 14 Schedule of Supports:

Support	<p>CAH may provide one or more of the following services as per the participant's individual needs and preferences:</p> <ul style="list-style-type: none"> <li>• Early intervention.</li> <li>• Therapeutic supports.</li> <li>• Equipment prescription/minor home modifications, such as rails.</li> <li>• Positive behaviour supports.</li> </ul> <p>All supports as per individual needs and preferences.</p>
Description of support	<ul style="list-style-type: none"> <li>• Frequency as per participant preferences and NDIS plan.</li> </ul>

Price and payment information	<ul style="list-style-type: none"> <li>• CAH acknowledge that the National Disability Insurance Agency (NDIA) imposes price limits and pricing arrangements for Supports but does not set the prices charged by Connect Allied Health. Connect Allied Health must remain in compliance with the NDIS Pricing arrangements and Price Limits.</li> <li>• One hour is usually allocated for each session and is charged at our hourly rate of \$193.99 (with exception of positive behaviour support and physiotherapy which have higher hourly rates of \$234.83 and \$224.62, respectively). Duration may vary pending individual needs and service type.</li> <li>• The participant/representative agrees to CAH completing support planning (1 hour per year).</li> <li>• Additional non-face-to-face supports, including Telehealth and therapy packs/planning as per individual needs and preferences, will be billed at our hourly rate.</li> <li>• Mobile sessions will be charged a travel fee (time and kms).</li> <li>• Phone calls will be billed at our hourly rate.</li> <li>• Managed by the NDIS/plan manager/self-managed.</li> </ul>
Cancellation	<ul style="list-style-type: none"> <li>• In the case of short notice cancellations (defined as 7 clear days' notice), a cancellation fee may be charged at the discretion of Connect Allied Health in compliance with the NDIS Pricing arrangements and Price Limits.</li> <li>• In cases where the clinician arrives to a scheduled mobile appointment without notification that the participant will not be able to attend, a cancellation fee including a charge for travel (in time and kms) will be charged at the discretion of Connect Allied Health in compliance with the NDIS Pricing arrangements and Price Limits.</li> </ul>
How the support will be provided	<ul style="list-style-type: none"> <li>• Supports will be provided by suitable CAH clinicians, following risk assessments.</li> <li>• Session locations as per NDIS plan, participant representative and CAH clinicians.</li> </ul>





# CODE OF CONDUCT

## NDIS Code of Conduct

Connect Allied Health are dedicated to upholding the NDIS Code of Conduct. The Code of Conduct requires workers and providers who deliver NDIS supports to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.
- Respect the privacy of people with disability.
- Provide supports and services in a safe and competent manner with care and skill.
- Act with integrity, honesty, and transparency.
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.
- There are guidelines available to help both NDIS providers and workers understand their obligations under the NDIS Code of Conduct.



## Advocacy:

The role of an advocate is to offer independent support to those who feel they are not being heard and to ensure they are taken seriously and that their rights are respected. It is also to assist people to access and understand appropriate information and services.

The role of an independent advocate is to support and represent the person and to facilitate their involvement in the key processes and interactions with the local authority and other organisations as required. CAH will:

- Support each participant's right to access an advocate (including an independent advocate) of their choice, and support their right to have the advocate present.
- Welcome participants to engage in advocacy at any stage of interactions with CAH and provide names of local disability advocates if required.

Here is a list of local advocates:

- Advocacy for Disability Access and Inclusion Inc: 08 8340 4450
- Brain Injury South Australia: 08 8217 7600
- Citizen Advocacy South Australia Inc: 08 8410 6644
- Disability Advocacy and Complaints Service of SA Inc: 08 8234 5699
- Disability Rights Advocacy Service Inc: 08 8351 9500
- Independent Advocacy SA Inc: 08 8232 6200

To find the locations and contact details of government-funded independent advocates near you, go to <http://disabilityadvocacyfinder.dss.gov.au>.

We will assist you to access an advocate during on-board and throughout your experience with CAH, as preferred. If you need support accessing an advocate including an independent advocate or would like further information, please contact us on 08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au).

# CAH EASY READ NDIS FEEDBACK AND COMPLAINTS POLICY

## Why we like feedback and complaints?



We have a Complaints and Feedback Policy because everyone has the right to give feedback and make a complaint.

## What happens when you complain?



We want to hear your feedback and complaints so we can make sure people with disability get good services.



Your services will not be affected if you make a complaint.



Your personal information will not be shared with anyone without your consent. Consent means saying yes to sharing information with others.



# CAH EASY READ NDIS FEEDBACK AND COMPLAINTS POLICY

## How do we handle complaints?



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

## How do I make a complaint?



Phone call to Connect Allied Health head office on 08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au)

# CAH EASY READ NDIS FEEDBACK AND COMPLAINTS POLICY

You can also make a complaint to the Commission by:



Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

Completing a complaint contact form.

## Call 000

In case of life threatening situations call 000. If you think a crime has, or is, being committed, contact your local police.



If you need help to make a complaint, we will support you.



You can also ask a support person, family member, friend, interpreter or advocate (including Independent advocate) to help you make a complaint.



## **Incident Management**

- Your health and well-being is important to us. CAH will:
  - Provide supports and services in a safe and competent manner, with care and skill.
  - Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
  - Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
  - Take all reasonable steps to prevent and respond to sexual misconduct.
  - Connect Allied Health have zero tolerance to violence, abuse, neglect, exploitation, and discrimination.
  - CAH staff undertake training and screening to ensure the safety and well-being of our participants.
  - If an incident were to occur, CAH will support our participants to prevent it from happening again.

If you have any concerns please feel free to contact us on 08 8337 8770. Alternatively, you can contact the NDIS Commission to make a complaint (refer to page 36).





# COMPLAINT AND FEEDBACK FORM

CAH

An effective feedback, compliment and complaint handling system addresses the principles of visibility and accessibility, responsiveness, assessment and investigation, feedback, improvement focussed and service excellence. The complaint and feedback form template is a tool to facilitate feedback being heard clearly and effectively managed by recording key information at the time of first contact.

Our service is committed to providing high quality care and services and meeting your needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

Indicate your response below with an X.

This is a: Complaint ☐ Compliment ☐ Feedback ☐

## SECTION 1: Your details

Do you want to remain anonymous? Indicate your response with an X)

Yes

☐

No

☐

First Name .....

Last Name.....

Postal address.....

Telephone number.....

Mobile number.....

Email address.....

Do you require an advocate (including independent advocate) or interpreter?

Yes

☐

No

☐

If yes to interpreter, indicate language

Are you providing feedback on another person's behalf?

Yes

☐

No (go to section 4)

☐

## SECTION 2: Feedback made on another person's behalf

Please provide the following details about the person on whose behalf you are acting:

First Name .....

Last Name.....

Postal address.....

Telephone number.....

Mobile number.....

Email address.....

Please provide the following details about the person on whose behalf you are acting:

Are you a legal representative for the person who received the service?

(e.g. parent of a child under 18 years or guardian – indicate your response with an X)

Yes

☐

No

☐

If yes, please provide details:

Does the person know you are making a complaint on their behalf? (Indicate your response with an X)

Yes

No

☐

If no, please provide the reason why:

Are we able to speak with the person who received the service? (Indicate your response with an X)

Yes

No

☐

If no, please provide the reason why:

### SECTION 3: Other person's consent for feedback made on their behalf

If you are providing this feedback on another person's behalf, we require the consent of the other person to obtain and pass on personal information relevant to this feedback. Please provide evidence of this consent when submitting this form, e.g., signed consent (as provided below) from the person on whose behalf you are acting.

I, (insert name of person giving consent: ..... ) give permission to (insert name of person receiving consent: ..... ) to provide or collect relevant information on my behalf to assist with this complaint/compliment or feedback, as necessary.

Signature:

Date

### SECTION 4: Please state your concerns

Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved.

### SECTION 5:

What outcomes would you like as a result of providing your feedback?

### SECTION 6: Declaration

Paragraph declaring information provided is true and correct.

Signature:

Date





## Emergency and disaster management:

CAH maintain emergency and disaster management planning which considers and mitigates the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster, to support the continuity of supports critical to the health, safety and wellbeing of participants in an emergency or disaster.

### To achieve this, CAH will:

- Ensure that measures are in place to support continuity of supports that are critical to the safety, health and wellbeing of each participant before, during and after an emergency or disaster.
- The measures include planning for:
  - Preparing for, and responding to, the emergency or disaster;
  - Making changes to participant supports;
  - Adapting, and rapidly responding, to changes to participant supports and to other interruptions.
- Communicate changes to participant supports to workers and to participants and their support networks.
- Develop emergency and disaster management plans, consult with participants and their support networks about the plans, and put them into place.
- Ensure the plan explains how CAH will respond to, and oversee the response to, an emergency or disaster, including mechanisms to test the plans.
- Ensure the plan includes review points to enable CAH to respond to the changing nature of an emergency or disaster, which including consultation with participants and their support networks.
- Will communicate the plans to workers, participants and their support networks, and ensure staff are trained in the implementation of the plans.

You can request to access any of our policies, on request. Please see a list that relate to service provision (this list is not exhaustive):

1. Abuse and neglect
2. Advocacy
3. Child and young person support
4. Child safe environments
5. Complaint management
6. Conflict of interest
7. Continuity of supports
8. Decision making and consent
9. Duty of care policy
10. Early childhood intervention
11. Entry and exit policy
12. Information security
13. Measuring participant satisfaction
14. NDIS Code of Conduct
15. Participant rights
16. Person-centred practice
17. Positive behaviour support
18. Privacy and confidentiality
19. Restrictive practices
20. Service agreement management



# Connect Allied Health

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



## This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings on the paper.