

clear thinking
MENTAL HEALTH GROUP



Service Information

&

Participant Handbook



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Clear Thinking Mental Health Group Quality of Service

Clear Thinking Mental Health Group (CTMHG) provides multidisciplinary treatment options within the Ballarat region. We use a strength-based and solution focused 'whole of person' approach to consider the multiple elements affecting participants lives. All CTMHG Practitioners are AHPRA registered Health Professions.

Our Goal is to provide a comprehensive and coordinated approach to meet the needs of all people experiencing disability challenges in a non-discriminatory manner with respect to age, ability, gender, sexual identity, culture religion or spirituality. We support NDIS participants to live the life they want and in ways they choose. We take the time to get to know our clients and focus on what they want to achieve and with respect to right to privacy and dignity. We are a non-discriminatory practice with respect to age, ability, gender, sexual identity, culture religion or spirituality.

Our Services

Behaviour Support

Some people with disability exhibit behaviour that can be of concern and can include those that cause harm to self or others. This behaviour may cause physical or emotional hardship or limit the person's ability to fully engage with their community. We work to determine the reason for a behaviour of concern and provide targeted strategies on how to support the person to decrease their reliance on using that behaviour to meet their needs. We then work to develop strategies that build on a person's strengths and to develop positive relationships, communication, and coping skills. We also develop strategies and provide skill support for family and support staff.

Therapeutic Support

Therapeutic supports are provided to NDIS participants with an established disability which has reached a level of maximum medical improvement. The aim of this support includes assisting with functional skills to improve participation and independence in daily practical activities and includes things such as assisting with finding independent in daily activities in ways that supports positive changes in a person's functioning development and wellbeing; and with community living to support positive changes in a person's functioning.

Rights & Responsibilities

Charter of Rights

The NDIS Quality and Safeguards Commission aims to uphold the rights of people with disabilities, including the right to dignity and respect, and to live free from abuse, exploitation, and violence; this is in keeping with the Victorian Charter of Human Rights and Responsibilities and The Disability Act 2006. CTMHG adopts a policy of non-discrimination in the provision of our support services to individuals and the eligibility and entry to these services.

Participants have the right to:

- access supports that promote, uphold and respect their legal and human rights
- exercise informed choice and control
- freedom of expression, self-determination and decision-making
- access supports that respect culture, diversity, values and beliefs
- access a service that respects their dignity and right to privacy
- support access to make informed choices to maximise their independence
- access supports free from violence, abuse, neglect, exploitation or discrimination
- receive supports which are overseen by strong operational management
- access services which are safeguarded by caring carers who work within a well-managed risk and incident management system
- receive services from workers who are competent, qualified and have expertise in providing person-centred supports
- consent to the sharing of information between providers during transition periods
- select to opt-out of providing information, as required by NDIS.

Participants using our support services have responsibilities to CTMHG. We ask that they:

- respect the rights of our employee/contractors to ensure a workplace that is safe, healthy and free from harassment
- abide by the terms of their agreement with us
- understand that their needs may change and, correspondingly, services provided may need to change to meet their needs
- accept responsibility for their actions and choices, even though some decisions may involve risk
- inform us if they have any problems with our employee/contractors or the services received
- care for their health and wellbeing (as much as they can)
- provide information that will help us better meet their needs
- provide us with a minimum of 24-hours' notice if they will not be home for their service
- understand that our employee/contractors are only authorised to perform the agreed number of hours and tasks outlined in their service agreement
- pay the agreed amount for the services provided
- inform us in writing (where able) and provide appropriate notice before terminating our service
- advise our employee/contractors, when asked, if they wish to opt-out of a service

Cultural Diversity

CTMHG commits to cultural diversity and to support our participants by respecting their culture, values and beliefs. We will recognise and value the multicultural nature of Australian society and provide specific acknowledgement and support to the customs of Australian Indigenous people.

We have provided you with our Easy Read of Rights document in your Welcome Pack.

Advocacy

CTMHG Group recognises the importance of ensuring the participant's right to use an advocate or representative of their choice is maintained. Both participants and potential participants have the right to select and involve an advocate, or a representative of their choice, to participate or act on their behalf at any time.

We have provided you with our Easy Read Advocacy document, Authority to Act as An Advocate form and a list of Advocacy Partners in your Welcome Pack.

Privacy & Consent

CTMHG provides our participants with access to services and supports that respect and protect their dignity and right to privacy. CTMHG is subject to NDIS Quality and Safeguards Commission rules and regulations and will follow the guidelines of the Australian Privacy Principles in its information management practices. CTMHG will ensure that each participant understands, and agrees to, the type of personal information collected and the reasons for collection.

CTMHG recognises the importance of maintaining the privacy and confidentiality of all participants; however, there are times when it is essential to share information with other parties, such as government bodies and other service providers. CTMHG will not provide any information to a person or authority without the participant's consent unless the disclosure is a legal requirement. CTMHG must gain consent from the participant before sharing any information with family, advocates, other providers and government bodies.

We have provided you with our Easy Read Privacy document in your Welcome Pack.

Code of Conduct

All employees/contractors who are engaged by CTMHG must abide by both the NDIS Code of Conduct and Clear Thinking Mental Health Group's Code of Conduct. The Code of Conduct is signed by all employees/contractors of CTMHG when they commence.

NDIS Code of Conduct

- Act with respect for individual rights to freedom of expression, self-determination and decision-making, in accordance with applicable laws and conventions.
- Respect the privacy of people with disabilities.
- Provide supports and services safely and competently and with care and skill.
- Act with integrity, honesty and transparency.
- Promptly take steps to raise and act on concerns regarding matters that may impact the quality and safety of supports and services provided to people with disabilities.

- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse against people with disabilities.
- Take all reasonable steps to prevent and respond to sexual misconduct against people with disabilities.

Zero Tolerance

CTMHG is committed to all elements of the National Disability Insurance Scheme (NDIS) Code of Conduct.

To follow the Code and guidelines, we will:

- refuse to tolerate any form of abuse towards people with disabilities, by workers or other people with disabilities, and promotes zero tolerance for abuse
- provide employee/contractors with training and information to correctly apply the obligations of the NDIS Code of Conduct
- act on all reported cases of abuse or suspected abuse
- agree never to take adverse action against any employee/contractor or volunteer if they report abuse or neglect
- base all necessary disciplinary actions on the principle of procedural fairness if an employee/contractor violates the obligations of the NDIS Code of Conduct
- respect and value the diversity of people and cultures to create an inclusive environment, where it is safe for people with disabilities to express their cultural identity
- actively maintain a working environment which minimises the risks of abuse
- create and maintain a positive complaints culture, where people are not afraid to speak up
- foster a culture of zero tolerance to abuse towards people with disabilities.

CTMHG informs their employee/contractors that they must:

- provide services without engaging in abuse, exploitation, harassment or neglect
- report any form of abuse or suspected abuse
- never engage in sexual abuse or misconduct and to report any such conduct by other workers, participants, family members, carers or community members
- show respect for cultural differences when providing services
- act ethically, with integrity, honesty and transparency.

We have provided you with our Easy Read Zero Tolerance Policy in your Welcome Pack.

Complaints & Feedback

CTMHG values all feedback, positive and negative. We ask participants to speak up and not be silent; we want to know when a service has been exceptional or when individuals are not happy with service received, or they believe they have not been fairly treated.

Feedback can be provided in the following ways, including:

- completing a Complaints and Feedback Form
- talking directly to an employee/contractor
- asking to speak to the NDIS Manager or Director

- contacting the office via the phone
- contacting us anonymously or completing the Anonymous Complaints and Feedback Form
- discussing your supports in your quarterly support reviews
- completing a Participant Survey form

CTMHG will resolve complaints openly, honestly and quickly. We will acknowledge the complaint by responding within one working day. If a participant is not satisfied with the resolution of a complaint, we recommend individuals contact the NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines) or TTY 133 677. Alternatively, individuals can lodge a complaint via the NDIS Quality and Safeguards Commission website.

We have provided you with our Easy Read Complaints document and our Easy Read Participant Survey in your Welcome Pack.

Conflict of Interest

CTMHG is committed to ensuring that actions and decisions taken at all levels in the organisation are informed, objective and fair. A conflict of interest is when an employee/contractors own interests are different to the participants best interests. Our employee/contractors should always do what is best for CTMHG and the participant. CTMHG also recognizes that participants may also have a conflict of interest with staff. We encourage participants to inform us so can try to make the necessary changes for optimal service provision.

We have provided you with our Conflict of Interest Easy Read in your Welcome Pack.

Incident Management

Incident management is an integral element of the CTMHG's planning processes. CTMHG recognises that many of the participants using CTMHG services are at risk of incidents and accidents. All stakeholders are encouraged to raise any concerns regarding risk, incidents or safety.

NDIS Incident Management and Reportable Incidents Rules 2018

As a registered provider, CTMHG is required to report serious incidents (including allegations) arising from the organisation's service provision to the NDIS Quality and Safeguards Commission. Reportable incidents, involving NDIS participants, include:

- the death of a person with a disability
- serious injury of a person with a disability
- abuse or neglect of a person with a disability
- unlawful sexual or physical contact with, or assault of, a person with a disability (excluding, in the case of unlawful physical assault, contact with, and impact on, the negligible person)
- sexual misconduct committed against, or in the presence of, a person with a disability, including grooming the person for sexual activity.

We have provided you with our Easy Read Incident Management document in your Welcome Pack.

Easy Read Documents

Your Welcome Pack also contains the following documents:

Easy Read Rights

Easy Read Advocacy

List of Advocacy Partners

Authority to Act as an Advocate

Easy Read Participant Survey

Easy Read Complaints

Easy Read Conflicts of Interest

Easy Read Incident Management

Easy Read Privacy

Easy Read Zero Tolerance

Additional Information

Hours of Service:

9am – 5pm Monday – Friday unless otherwise arranged.

Clear Thinking Mental Health Group

A Multidisciplinary Mental Health group that includes:

Principal, Coralie Holding- Mental Health Nurse Practitioner - Mental Health & Primary Care

Registered Psychologists, Accredited Social Workers, Behaviorists & Mental Health Nurses.

Address:

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NDIS Registration Number:

4-433C - 883