

CareChoice Disability Services Guide.



We support the

ndis

Registered NDIS Provider



September 2025

 **CareChoice®**
Taking care further

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Welcome to CareChoice.

We look forward to providing you with a professional and responsive service tailored to your individual needs and preferences.

This Services Guide contains detailed information about CareChoice and our services. It also highlights your rights and responsibilities as a client, and how you can give us feedback so we can continually improve our services.

Our wide range of in-home and community supports include:

- ▶ Supported Independent Living (SIL)
- ▶ CareChoice Homes (Specialist Disability Accommodation)
- ▶ TAC/WorkSafe Recovery Support
- ▶ Rapid Hospital Discharge Program
- ▶ Community nursing
- ▶ Overnight and 24-hour support
- ▶ Personal care
- ▶ Shopping and meal preparation
- ▶ In-home respite supports.

Our services are available 24/7 every day of the year, statewide.

Positive Behaviour support

We also offer Positive Behaviour Support. Our Client Engagement Specialists can work with you and your family to ensure your supports are responsive, reliable and person-centred.

Our team is available
24 hours a day,
every day of the year.
Call CareChoice on
1300 737 942.



CareChoice acknowledges the traditional owners of the lands across Victoria and pays respect to the Elders – past, present and emerging. We celebrate the people, stories, traditions, culture and strength of Aboriginal and Torres Strait Islander peoples. CareChoice supports a fair, tolerant and inclusive community.



We are committed to provide inclusive practices and safe environments to the Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer community.

Vision.

A future in which all our people and our clients are enabled and empowered to go further and get the most out of their lives.

Mission.

We lead the way and go further, no matter the challenge - guiding, supporting and caring for our clients to ensure they can get the most out of their lives.

Values.



People, First:

We see the uniqueness of all individuals, their dreams, fears and challenges, so our way is one that is deeply personalised - because going further means something different for everyone, but everyone deserves the opportunity.



Brilliant Together:

When diverse people, ideas and fresh perspectives come together, we build something bigger and better, and that can go further than the sum of its parts.



Bring Our Best. Always:

We show up every time, bringing our professionalism, our energy, our warmth, our freshness and our smarts to every situation.



Relentless Optimism:

Going further means believing further is possible. We know the future is going to hold more opportunities than today, because we always find a way.

About Us.

CareChoice is a Nationally registered provider with the National Disability Insurance Agency (NDIA) and registered with the Victorian Social Services regulator to provide services to clients funded by:

- ▶ The National Disability Insurance scheme (NDIS)
- ▶ Transport Accident Commission (TAC)
- ▶ WorkSafe
- ▶ Privately funded clients
- ▶ Other funding bodies on request

CareChoice is registered to provide services and quality disability supports in the home or in residential and community care settings.

CareChoice is accredited in accordance with the NDIS Quality and Safeguarding Framework to provide High Intensity Daily Supports and Implement Behaviour Support Plans for complex clients.

As an award-winning disability services provider, you can trust our support staff. Our staff are qualified, highly trained, passionate about their work and take great pride in the level of support provided to clients. Our staff will consider the full spectrum of your health and wellbeing needs, and respect your choices in how best to meet those needs.



NDIS and NDIA

The NDIS (National Disability Insurance Scheme) is the government-funded program that supports people with a disability, their families and carers. The NDIA (National Disability Insurance Agency) is the government organisation that oversees, implements and manages the NDIS.



Support Services.

CareChoice can support your goals with our extensive range of personalised, flexible and quality services.

CareChoice Homes

CareChoice Homes is our housing service model that sets up and supports eligible National Disability Insurance Scheme (NDIS) participants in modern and accessible Specialist Disability Accommodation (SDA) homes. The model combines quality CareChoice support services (Supported Independent Living) with Specialist Disability Accommodation (SDA). We are collaborating with NDIS-registered housing providers across Victoria to offer new SDA homes in all design categories. These include Improved Liveability, Fully Accessible, Robust and High Physical Support.

CareChoice Homes of Excellence Program

All clients in our CareChoice Homes and CareChoice 24/7 clients residing in their own home, become a part of the CareChoice Homes of Excellence program. This program is an additional way to monitor and improve client care and plays a vital role in safeguarding CareChoice Clients, their rights and wellbeing.

The program involves staff spontaneously visiting CareChoice disability houses and CareChoice 24/7 clients residing in their own homes.

These staff visit unannounced and write a report at the conclusion of the visit detailing what they have seen, who they have spoken to, any issues of concern, as well as good practice they have observed.

This report is then feed back into CareChoice's Continuous Improvement process and program design.

Complex and High Needs Supports

When extra care is required, we are registered to deliver High Intensity supports and specialise in delivering support for very high physical and behavioural needs. Our staff are qualified and have specialised training in complex care, dual diagnosis and providing trauma-informed support.

We manage complex programs and collaborate with a range of SDA housing providers to support funded NDIS participants. We provide 24-hour SIL services to these residents.

An example of some of the High Intensity Supports we can provide include:

- Complex Bowel Care
- Enteral Feeding and Management
- Dysphagia
- Tracheostomy Care
- Urinary Catheters

Supported Independent Living

Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. SIL can be delivered to an individual whether they live alone or in shared accommodation.

According to your support needs and NDIS funding, our comprehensive SIL services can include:

- overnight and 24-hour support
- assistance with daily living (e.g. personal care; meal preparation; medication assistance; domestic support including assistance with cleaning and gardening; shopping; and attending appointments)
- mobility support
- community participation
- transport assistance
- therapy support

These supports are provided to you in your home, regardless of property ownership. SIL can be delivered to you whether you live alone or in shared accommodation.

TAC/WorkSafe Attendant Care Supports

As a registered TAC/WorkSafe provider, we provide post-acute or attendant care support to clients who have recovery needs after an accident.

These supports include:

- Post-acute care or attendant care support such as personal care, transferring in and out of bed, or helping you move around your home after a stay in hospital
- TAC home services such as housework, laundry, cleaning and preparing meals. Our carers will support you with daily living tasks as you recover, and are able to take on tasks for yourself
- Disability service to help you build your skills, engage with the community and increase your independence
- 24-hour care if you have special requirements and need round the clock support to help you stay safe during the recovery process

Community Nursing

Our in-home nursing services are designed to enable you to maintain your independence and stay in the comfort of your own home, while receiving the nursing care you require. When a client requires nursing services, we recruit a team of Enrolled Nurses (ENs) and Registered Nurses (RNs) with experience in the client's specific medical condition/s. These nurses work alongside a team of support workers to meet the client's daily support needs.

Our nursing services include:

- Medication administration
- Diabetes and insulin management
- Stoma care
- PEG feeding
- Subcutaneous/intramuscular injections
- Oxygen management
- Management of pressure injuries
- Monitoring vital signs (e.g. blood pressure and heart rate)
- Complex wound management
- Complex pain management
- Complex catheter management

Rapid Hospital Discharge Program

Our Rapid Hospital Discharge Program helps patients with a disability who are clinically ready for discharge from hospital to transition into temporary accommodation, known as Medium Term Accommodation (MTA), SDA or their own home. This can be NDIS funded. This may be an apartment, townhouse or house, not an aged care centre or a group home. Within this accommodation setting, we provide 24-hour support to suit your individual needs. We then work with our clients to secure long term accommodation options suitable to their needs if this is a goal.

Overnight and 24-hour Support

Inactive overnight support (sleepover)

For inactive overnight support, a support worker will support you before bed and again the following morning. The support worker will sleepover at your home. Please note that the span of a support worker sleepover is a continuous span of 8 hours, generally from 10pm to 6am and the active (awake) part of the shift must be a minimum of (4) hours before or after the shift in accordance with regulations. Support workers completing inactive overnight support, must be provided with a separate room with a bed and clean linen, as well as the use of appropriate facilities (including food preparation facilities) and access to a bathroom.

Active overnight support

Active overnight support provides you with active assistance during the night. The support worker remains awake and is available to support you throughout the night.

24-hour support

This tailored support can include personal care, home help, medication assistance, safety supervision and community engagement. The 24-hour support can meet low, medium or high-support needs and is often used when a primary carer is not available.

Other scenarios could include, but are not limited to:

- going on a holiday
- an overnight stay to facilitate early morning specialist or medical appointments
- gaining greater independence through participation in a wider range of daily activities.

Your 24-hour support may include one staff member or two staff members depending on your needs and the funding available.





Personal Care

Our friendly and experienced support workers can provide partial or full assistance to help you with personal activities such as showering, personal hygiene, dressing, grooming and toileting. Your Client Engagement Specialist can help you work through your requirements and tailor a support plan that suits you.

Please note: TAC and the NDIA will not fund a family member to provide personal care or community access supports unless all other options to identify a suitable provider of supports have been exhausted.

Holiday Support

Holidays can be so much more enjoyable with someone to accompany you. Our support workers regularly help clients travel locally, interstate and even overseas (subject to border restrictions and with the exception of Canada and the US). They can assist with travel arrangements and provide daily support to you on your holiday.

Shopping and Meal Preparation

Our support workers can help you shop for groceries, a new outfit for a special occasion, a gift for a loved one, or personal items. We can also help with food preparation so you can create meals that cater for your taste and budget. We can drive you to the shops, accompany you in the shops, or do the shopping for you. It's entirely up to you how much support you receive.

In-Home Respite Supports

We understand that primary carers often need a break. Our in-home respite services are available 24 hours a day, all year round. You can request them on a regular basis, on an ad-hoc basis, or in an emergency.

Leaving loved ones in the care of others can be difficult and that's why we ensure the support worker is the best possible match. That way carers can feel confident that their loved one is safe and professionally supported.



Community and Social Activities

With one of our caring support workers by your side, it is possible to get out and about to:

- ▶ participate in classes or sporting activities
- ▶ go on shopping trips
- ▶ access events, entertainment or spiritual celebrations
- ▶ make and attend appointments
- ▶ catch up with friends and family.

Our community support can be ongoing or as needed, e.g. to support a child/young person while parents are working during the school holidays.

Medication Assistance

Managing medications can be complex, and our staff can assist you with their safe delivery and storage. Staff can support you to receive your medications as per your medication plan, facilitate filling your prescriptions by assisting you to the chemist and Doctors when required, and help record any important health changes for you.

Staff cannot advise on medication dosages or medical decisions, but we can support you to see the appropriate medical practitioner to give you the information you need.

For our staff to support you with your medication management, we require:

- ▶ Medications to be listed on our Medication Authority and signed by your Doctor.
- ▶ This includes tablets, medicated creams, injections, eye/ear drops, liquids, inhalants and non-regular medications (PRN).
- ▶ Medication to be pre-packed into a Webster / Dosette pack
- ▶ Medications not in a Webster / Dosette in their original containers to be clearly labeled with your name and the dosage required.

Post-Hospital Care

The transition home after time in hospital or rehabilitation can leave you feeling vulnerable and in need of additional support for a period of time. Whether it's during the day, overnight or 24-hour support, we can help you get back on your feet again.

Transport

A participant is generally able to access NDIS funding for transport assistance if they cannot use public transport because of their disability.

The amount of transport allowance the NDIS provides each year depends on your personal situation. There are 3 levels of funding that can be included in your plan as Transport Allowance, a core support. This may be described as Recurring Transport if you have a PACE plan.

- ▶ **Level 1:** If you are not working, studying, or attending day programs but want to increase your community access.
- ▶ **Level 2:** If you are working or studying less than 15 hours a week or attending day programs.
- ▶ **Level 3:** If you spend more than 15 hours a week working, studying, or looking for work.

Travelling with a Support Worker

You can utilise your NDIS funding to pay a Support Worker to drive you and accompany you out into the community in their vehicle. This can include things like shopping trips, social events or transport to medical appointments. This funding is included in your plan as Assistance with Social, Economic and Community Participation which is a core support.

Your Support Worker will lodge the total kilometres travelled with you against the job in their App. These trips are charged as activity-based transport. You may also be charged additional travel costs, such as road tolls or parking costs, if your Support Worker is required to pay for these as part of the trip. It is always a good idea to discuss this before signing your service agreement outlining what you'll be charged for.

Hours of Service

CareChoice provides support services 24 hours a day, 7 days a week. Please phone 1300 737 942 at any time.

Our office hours are 9.00am to 5.00pm Monday to Friday (except Victorian public holidays).

Specialised Support Services.

Positive Behaviour Support

Our Positive Behaviour Support (PBS) service supports participants who are displaying behaviours of concern, by assessing and understanding why the behaviour occurs and then developing evidence-based PBS strategies to manage the behaviour. Our NDIS registered behaviour support practitioners can provide the following services;

- ▶ complete a functional behaviour assessment, including assessing for any restrictive practices
- ▶ develop and implement PBS strategies
- ▶ provide training and monitor the effectiveness of PBS strategies
- ▶ write Behaviour Support Plans
- ▶ reduce and eliminate the use of restrictive practices

In addition to having NDIS registered Behaviour Support Practitioners, CareChoice also has psychologists who can provide psychological/ therapeutic services to help participants meet their NDIS goals.



Charter of Rights and Responsibilities.

Client Rights

What rights do I have as a client of CareChoice?

You have the right to:

- ▶ quality services and support
- ▶ be in a safe environment free from abuse or neglect
- ▶ make decisions about the nature of any assistance provided to you
- ▶ participate in any decisions that may affect you
- ▶ be treated with dignity, respect and consideration of your individual needs
- ▶ be provided with information about the nature, level and costs of services provided
- ▶ receive and give notice regarding any change to the services that you receive
- ▶ refuse or request a change in support worker
- ▶ accurate health information complying with the Health Records Act
- ▶ complain if you are not happy about any aspect of your services

Client Responsibilities

What responsibilities do I have as a client of CareChoice?

You and your authorised representative have the responsibility to:

Tell us about changes

Tell us within 3 full business days if:

- ▶ your NDIS plan changes to ensure continuity of supports
- ▶ you are no longer a NDIS participant
- ▶ your personal contact details change
- ▶ someone new is managing your NDIS funds
- ▶ your support/care needs change
- ▶ help us make sure the supports meet your goals and needs
- ▶ tell us as soon as possible if you need to cancel a support. Please try to give us 3 full business days' notice
- ▶ approve and pay the fees within the time specified for payment
- ▶ tell us if there is anything extra that you require from us
- ▶ accept responsibility for the decisions you make regarding your support



Your dealings with our staff

- ▶ Treat our staff with courtesy and respect
- ▶ Provide a smoke free environment for staff
- ▶ Tell us about all possible risks to our staff while we are providing support to you
- ▶ Follow the Health Rules at www.health.vic.gov.au
- ▶ Tell us if you have any concerns or complaints about fees or the supports we provide
- ▶ Ensure CareChoice staff are not required to undertake any duty that would place their physical or mental wellbeing in jeopardy
- ▶ Not direct CareChoice staff to deliver supports to you in any way that would compromise our Duty of Care to you
- ▶ Ensure staff are free from discrimination or other offensive conduct for any reason
- ▶ Ensure staff are not subjected to sexual harassment, bullying, or any form of abuse

Transport in your vehicle

- ▶ If we transport you in your vehicle for the Supports, you must make sure the vehicle is safe, registered and comprehensively insured. You may be required to provide us with evidence of registration and insurance.
- ▶ We are not responsible for any damage caused to a vehicle you own or supply. You must pay all vehicle costs, such as petrol and your insurer's excess for any damage claim.

Provider Rights and Responsibilities

CareChoice agrees to:

- ▶ provide you with supports at agreed times
- ▶ work with you to make sure the supports meet your goals and needs
- ▶ consult with you about how you like to receive your supports
- ▶ work with your other support providers and share details as needed
- ▶ work with you to regularly review your supports at least every 12 months
- ▶ manage and report incidents according to our policies
- ▶ follow the NDIS Practice Standards to ensure you have quality, safe and effective support
- ▶ follow Health Rules located here www.health.vic.gov.au to protect you and our staff from Covid-19 and other infections
- ▶ treat you with courtesy and respect
- ▶ listen and respond to your feedback
- ▶ work with you to resolve issues quickly and effectively
- ▶ respect your privacy and confidentiality

Occupational Health and Safety.

We are committed to ensuring that all work is carried out safely and that any risk is minimised to protect the health, safety and welfare of our clients and staff. Prior to delivering services in your home, we will conduct an Occupational Health and Safety Assessment of your premises to ensure our employees can support you safely.

Although our support workers are responsible for taking all reasonable measures to prevent an accident or injury in the workplace, it is also your responsibility to eliminate potential risks that may adversely affect our staff. Our support workers will do everything they can to prevent anyone from having an accident or injury in your home. We ask that you consider their safety too.

Safety Within Your Home

Where we provide supports in your home, you must ensure that our staff can work in a safe environment. To assist our staff, we require you to:

- ▶ ensure your home is safe to enter and free of hazards
- ▶ tell us about any hazards in your home
- ▶ ensure there is unobstructed access and adequate space for staff to work in
- ▶ not ask staff to engage in hazardous manual tasks
- ▶ ensure equipment in your home is safe and well maintained and use equipment we provide to assist staff, such as lifting equipment
- ▶ co-operate with our staff
- ▶ ensure that your relatives, friends and visitors are aware of these requirements.

Aids and Equipment

If you require aids and equipment, you are responsible for ensuring your equipment is in good working order, safe and meets your initial and ongoing requirements. All aids and equipment must have been assessed as necessary by a qualified health professional and installed and maintained according to the manufacturer's requirements.

We require you to:

- ▶ trial and review equipment with your health professional to ensure equipment is suitable, can be correctly used and does not present a significant risk to you or our staff;
- ▶ seek advice, guidance and training on the use of equipment for yourself and our staff;
- ▶ ensure your equipment is regularly checked for safety and serviced in accordance with manufacturers' instructions;
- ▶ provide us evidence that equipment is serviced and maintained;
- ▶ act on any concerns or maintenance needs pointed out by staff.

Smoking/Vaping

We recognise your rights in your own home, but our support workers also have a right to a hazard-free work environment. It is our expectation that neither our employees nor clients smoke/vape when in a home, car or other service delivery location.

No Lift Policy

We have adopted the Australian Nursing and Midwifery Federation's 'No Lift Policy' for our staff. This policy promotes the use of mechanical lifting aids and other equipment when staff provide mobility and transfer assistance. We also ask that staff do not push, pull or lift heavy objects such as furniture. This policy reduces the risk of injury to our staff.

Infectious Diseases

Infectious diseases include viral, bacterial or fungal infections that can be passed from person to person eg. COVID-19. Please let us know as soon as possible about any infectious disease that you, or anyone living in your home, may have contracted. Your disclosure will remain completely confidential. Similarly, our support workers will contact us to find a replacement if they have any kind of infection. This ensures your health is protected.

For virulent, dangerous, or highly communicable infections such as COVID-19, CareChoice has a Business Continuity and Rapid Response Pandemic Plan. Our plans ensure the safety of clients and staff while enabling us to deliver our essential services. In the case of a pandemic, we will keep you updated with essential information and may require you and our staff to report concerns or suspected cases of exposure and infection to our incidents team.

Harassment and Bullying

Harassment and bullying in the workplace are illegal. CareChoice management will treat seriously and thoroughly investigate any reports that support workers or clients have been engaging in harassment or bullying.

Abuse and Neglect

CareChoice has zero tolerance towards abuse, neglect and exploitation of clients. CareChoice encourages a positive reporting culture in which people are not afraid to "speak up" about or "call out" instances of abuse and neglect. If our staff members become aware of the abuse or neglect of a client in their care or are concerned or suspect that a client may be subject to abuse and neglect, they are required by law to report this to CareChoice, who will report it to the relevant authorities and police. Doing this ensures that every person in our care receives quality and safe supports and their human rights are protected.

Emergencies

We are not a medical service provider. If our staff are present in the event of a medical emergency, ambulance support will be sought. You will be responsible for the costs of the ambulance and any medical treatment you are provided with.

If you require urgent care, please contact your general practitioner, or dial 000.

Incident Reports

Incidents and unexpected situations or events can have the potential to harm you or the staff supporting you. If an incident occurs while one of our staff is supporting you, please ensure that you or the support worker reports it to our office immediately on 1300 737 942.



Key Procedures.

Cars and Travel

Through our intake meetings please highlight to your Client Engagement Specialist if you have travel requirements and NDIS transport funding.

Your support worker may transport you in your vehicle or their own. Travel in a worker's personal vehicle will be charged at a per kilometre rate, and we will need you or your funding body to accept this arrangement before any travel commences.

If we transport you in your vehicle for supports, you must make sure the vehicle is safe, registered and comprehensively insured. You may be required to provide us with evidence of registration and insurance.

We will perform a risk assessment to determine whether we are prepared to transport non clients (friends and family or pets). We are not responsible for any damage caused to a vehicle you own or supply. You must pay all vehicle costs, such as petrol and your insurer's excess for any damage claim.

Damage or Breakages

If you have fragile or precious items around your home, we recommend that you put them in a safe place where they are unlikely to be damaged during service delivery. While we take the utmost care, we cannot be held liable for items accidentally damaged while providing support services. We encourage you to take out contents insurance to cover these situations.

If we transport you in your vehicle for supports, you must make sure the vehicle is safe, registered and comprehensively insured. You may be required to provide us with evidence of registration and insurance.

Gifts

We understand you might want to show your appreciation to your support worker, but our policy is that employees cannot accept gifts or money from clients. If you would like to recognise someone for a great job, please contact your:

- ▶ Team Leader, or
- ▶ Client Relationship Manager, or
- ▶ Client Engagement Specialist.

Your positive feedback will be passed on so that the support worker can be acknowledged as part of our Reward and Recognition Program. You can also email feedbackandcomplaints@carechoice.com.au

Emergency and Disaster Response

CareChoice is committed to providing continuity of supports to our clients and has in place an Emergency and Disaster Management Plan that sets out how we will respond to, and oversee the response to, an emergency or disaster affecting our clients.

In addition to our organisational wide plan, CareChoice may assess you as requiring an individual Client Emergency Response Plan to ensure you are able to be safely evacuated in an emergency if required and the strategies, we will put in place to ensure that supports critical to your health, wellbeing and safety can be continued throughout an emergency and disaster.

Where we consider you require an individual Client Emergency Response Plan we will work with you and your support network to develop a plan to meet your needs, at a minimum annually review the plan, and ensure our staff are instructed on how to implement the plan.

Conditions of Service.

Cancellation or Alteration to Service Times

Please give us as much notice as possible if you need to cancel (or do not intend to be home) for a support. If you are unwell, please tell us as soon as possible. The cancellation terms will be outlined in your service agreement.

Short Notice Cancellation

- ▶ 2 clear business days' notice is required for non-DSW supports (e.g. Behaviour Support Services)
- ▶ 7 days' notice is required for supports typically delivered by a Support Worker.

What happens if you cancel a Support?

- ▶ If you cancel a support or are not home or at the agreed place when we come to provide a support, without giving the required notice, we may claim this as a Short Notice Cancellation. A Short Notice Cancellation allows us to claim 100% of the fee for the support that was cancelled.
- ▶ We will only claim for a Short Notice Cancellation of the delivery of a support item to a client if all of the following conditions are met:
 - ▶ The NDIS Pricing Arrangements and Price Limits indicates that we can claim for Short Notice
 - ▶ Cancellations in respect of that support item; and the proposed charges for the activities comply with the NDIS Pricing Arrangements and Price Limits; and
 - ▶ We were not able to find alternative billable work for the scheduled worker and are required to pay the worker for the time that would have been spent providing the support.

Please note that there is no cap on the number of Short Notice Cancellations (or no shows) we can claim for. If you are cancelling regularly, or have an unusual number of cancellations, then we will contact you to understand why this is happening.

Payments of Accounts

If you are self-funding your services or are self-managed, we will invoice/direct debit fortnightly in arrears. Your account can be paid by direct deposit, direct debit or credit card.

If your services are funded through an organisation or agency, payment terms are strictly 10 business days. Invoices will be sent to the person who manages your NDIS funds.

If you sign a service agreement with CareChoice, we will require you, or the person responsible for your NDIS Plan, to acknowledge that you have sufficient NDIS funds to make payment for your supports.

If you would like to arrange Direct Debit with CareChoice we will need you to ensure that:

- ▶ your nominated account can accept direct debits (your financial institution can confirm this); and
- ▶ that on the drawing date there are sufficient cleared funds in the nominated account; and
- ▶ that you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we may re-draw on your account after four (4) business days or contact you to arrange alternate payment. Any transaction fees payable by us in respect of the above may be added to your account.

For account queries, please contact our Finance department on 1300 737 942.

Privacy and Confidentiality.

Why do you collect my information?

The information we collect is essential for supporting your needs and providing the best possible service. Further information is available in our Privacy Policy on our website at www.carechoice.com.au/privacy/

What information do you collect about me?

We keep a client file that contains your name, contact details and other information such as your support plan. Your support worker is required to write progress notes after each shift with you.

Do I have to tell you everything about my health?

CareChoice relies on the information you provide to fulfil our duty of care and provide responsive support tailored to your needs. It is your right to not disclose personal information as long as it does not expose you or our staff to any risks. Please be aware that by not telling us information we may not be able to provide you with the supports you need.

Can I access my information?

You have the right to request access to your personal information and ask for it to be amended if necessary. Please email the Privacy Officer at privacy@carechoice.com.au to request access to your information.

Who else can access my information?

Your information is available to CareChoice personnel who are involved in your support. CareChoice is only permitted to disclose information to a third party without your written consent if there is a serious risk to you or another person's health or safety.

How will my information be protected?

CareChoice is committed to protecting your privacy. All your personal information is securely stored and we follow the Australian Information Privacy Principles, The Privacy Act 1988 and The Health Records Act 2001.



Feedback and Complaints.

CareChoice is committed to providing you with the very best quality support. We encourage and appreciate feedback about our services to hear about what we are doing right, as well as hear about any opportunities for improvement. Feedback will be treated confidentially if you choose.

Positive Feedback

We love hearing great stories! Please let us know when your Support Worker or any member of CareChoice has excelled. Your positive feedback will be shared and acknowledged as part of our Reward and Recognition Program. Please contact your Team Leader or Coordinator or email feedbackandcomplaints@carechoice.com.au

Internal Complaints

If you are looking to register a complaint, CareChoice has a formal complaint management process in place to ensure your feedback is heard and dealt with promptly and fairly.

What can I do if I am not satisfied with the service I am receiving?

We encourage you to take these steps:

- 1 Inform your CareChoice Coordinator or Team Leader that you are not satisfied with the service you are receiving. They will make every effort to find a satisfactory resolution to your complaint.
- 2 If you feel that your Coordinator/Team Leader was unable to resolve your issue, please contact our Customer Experience Manager who will respond to you quickly and let you know the outcome.

To register a complaint, call us on 1300 737 942 or email our Customer Experience Manager at feedbackandcomplaints@carechoice.com.au

Whistleblower Program

If you do not feel comfortable raising your concerns with a member of CareChoice's staff, you can raise your concerns anonymously through our whistleblower program.

CareChoice is committed to:

- ▶ encouraging and supporting the reporting of concerns regarding illegal, corrupt, improper or unethical behaviour.
- ▶ encouraging and supporting the reporting of matters that may cause harm to staff, clients, financial or other assets or the damage to the reputation of CareChoice.
- ▶ handling reports from whistleblowers in a way that will protect the identity of the whistleblower and provide for the security of the information provided.
- ▶ protecting whistleblowers against reprisal by any person internal or external to CareChoice

A whistleblower may make a complaint/disclosure to CareChoice by:

Emailing the General Counsel at privacy@carechoice.com.au

OR

Calling **Your Call** on 1300 788 712 (an external and independent body nominated by CareChoice to receive concerns/ disclosures about illegal, corrupt, improper or unethical behaviour).



External Complaints

You have the right to make an external complaint at any time.

NDIS Quality and Safeguards Commission

NDIS participants should contact the NDIS Quality and Safeguards Commission. This is an agency established to improve the quality and safety of NDIS supports and services.

p: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged. Alternatively, contact [National Relay Service](https://nrschat.nrschall.gov.au/nrs/internetrelay): ask for 1800 035 544.

w: Visit www.ndiscommission.gov.au/complaints for more information or complete the [online complaint form](#).

Disability Services Commissioner

Those who receive support through the Department of Families, Fairness and Housing (DFFH) in-kind or funded disability services, or TAC funded disability services should contact the Disability Services Commissioner.

p: 1800 677 342 or contact www.relayservice.gov.au and ask for 1800 677 342.

e: complaints@odsc.vic.gov.au

w: Complete an online complaints form at www.odsc.vic.gov.au/making-a-complaint/how-to-make-a-complaint/

Social Services Regulator

The Social Services Regulator regulates the [Social Services Standards](#) and the [Victorian Child Safe Standards](#) (for the social services sector). That means we accept feedback and concerns for the purpose of monitoring and enforcing compliance with these standards.

For more information on your right to raise concerns about the safety of a social service, please contact us via:

m: Social Services Regulator Level 2, 145 Smith Street, Fitzroy, 3065

e: enquiries@ssr.vic.gov.au

Victorian Disability Worker Commission

Anyone can make a complaint or notification about a disability worker to the Victorian Disability Worker Commission (VDWC). The VDWC is an independent complaints service. It is a unique regulator that focuses on individual disability workers. The VDWC regulates all disability workers in Victoria, regardless of the funding source of the service.

m: Level 20 / 570 Bourke Street, Melbourne, Vic 3000

p: 1800 497 132 or contact us via the National Relay Service, including for Aslan interpreters: <https://nrschat.nrschall.gov.au/nrs/internetrelay>, call 1300 555 727 or SMS 0423 677 767

w: www.vdwc.vic.gov.au and complete the [online form](#).

Consumer Affairs Victoria

You can contact Consumer Affairs Victoria for further assistance after being unable to resolve your problem with a business.

p: 1300 55 81 81

If you need assistance with translation or interpreting call 131 450 and ask to be put through to Consumer Affairs Victoria

w: www.consumer.vic.gov.au/contact-us/resolve-your-problem/general-complaint

Mental Health and Wellbeing Commission

You can contact Mental Health and Wellbeing Commission to make a complaint about a public mental health and wellbeing service in Victoria.

m: Level 26, 570 Bourke Street, Melbourne, 3000

p: 1800 246 054 (free call).

This is the recommended option

w: Complete our [online complaint form](#)

e: Email your complaints or inquiries to: help@mhwc.vic.gov.au

Advocacy.

There may be times when you or a family member may not wish to give us direct feedback or may not have the capacity or ability to:

- ▶ make informed decisions about your support
- ▶ provide feedback about your care.

Australia's National Disability Advocacy Program provides people with disability access to effective disability advocacy in such cases. Advocacy includes speaking, acting or writing on behalf of the interests of a disadvantaged person or group to promote, protect and defend their welfare and justice by:

- ▶ acting in a partisan manner
- ▶ being primarily concerned with their fundamental needs
- ▶ remaining loyal and accountable to them
- ▶ acting in a way that is empathic and vigorous, always ensuring duty of care

All CareChoice clients have the right to contact us for further information about the role of advocates and one of our staff will be happy to help you or a family member access appropriate advocacy representative.

The following advocacy organisations focus on protecting the best interests of vulnerable people:

Disability Services Commissioner Victoria

p: 1800 677 342
e: complaints@odsc.vic.gov.au
w: www.odsc.vic.gov.au

Disability Justice Australia Inc.

m: Unit 2 / 28A Albert Street, Preston Vic 3072
p: 9474 0077 or 1800 808 126
e: info@dja.org.au
w: www.dja.org.au

Commission for Children and Young People

p: 1300 782 978
e: contact@ccyp.vic.gov.au
w: <https://ccyp.vic.gov.au>

Disability Advocacy Resource Unit

p: 9639 5807
e: admin@daru.org.au
w: <https://daru.org.au>

Office of the Public Advocate

p: 1300 309 337 TTY: 9603 9529
e: OPA_Advice@justice.vic.gov.au
w: <https://www.publicadvocate.vic.gov.au/contact-general-enquiries>

Find more organisations that might be suitable for you, or your area, here: <https://providers.dffh.vic.gov.au/disability-advocacy-organisations>



Find out more.

To find out how we can assist with your individual support needs and preferences, call our friendly team on 📞 **1300 737 942** or visit our website at 🌐 **carechoice.com.au**

People who are Deaf, hard of hearing or who have a speech impairment can contact **www.relayservice.gov.au** and ask for CareChoice.

For Translation or Interpreting Services please contact **131 450**.



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