

Welcome to CareChoice Homes.



CareChoice Homes Services Guide
September 2025 | NDIS Registered Provider





**Supporting people with
a disability since 2007.**

CareChoice Homes – your place, your supports, your way.

At CareChoice, we believe everyone deserves to feel safe, supported, and truly at home. With CareChoice Homes, we can help you find your forever home with the supports that are just right for you.

As an experienced and trusted registered NDIS provider, we have been delivering reliable, person-centred support for over 18 years. With CareChoice Homes, we bring that same level of care and experience to supported living environments – tailored to each individual, and shaped by their goals, preferences and daily needs.

We know that no two people are the same. That's why we take the time to get to know you – your routines, your goals, and what 'home' means to you. Whether you are looking for supports in your own home, a peaceful, private space or a home to share, CareChoice Homes offers flexible supports that grow with you.

This Services Guide contains information about CareChoice Homes 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:

- ▶ CareChoice Homes (Specialist Disability Accommodation)
- ▶ Supported Independent Living (SIL)
- ▶ 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 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.

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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 registered provider with the National Disability Scheme Commission (NDIS Commission) and with the Victorian Social Services Regulator to provide services to clients funded by:

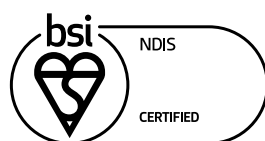
- ▶ The National Disability Insurance Scheme (NDIS)
- ▶ Transport Accident Commission (TAC)
- ▶ WorkSafe
- ▶ Privately funded clients
- ▶ Other funding bodies on request

CareChoice is registered to provide services and quality disability supports in the home or in residential and community care settings. We have been supporting people with a disability since 2007. We specialise in 24-hour disability programs for individuals with multiple and complex needs across Victoria.

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 to best meet those needs.



What is 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.

We partner with reputable NDIS-registered SDA housing providers across Victoria and match our client's needs with highly skilled and qualified Support Workers.

We can assist with:

- ▶ Medium Term Accommodation (MTA)
- ▶ Immediate vacancies
- ▶ Upcoming vacancies
- ▶ Specific projects



CareChoice Homes.

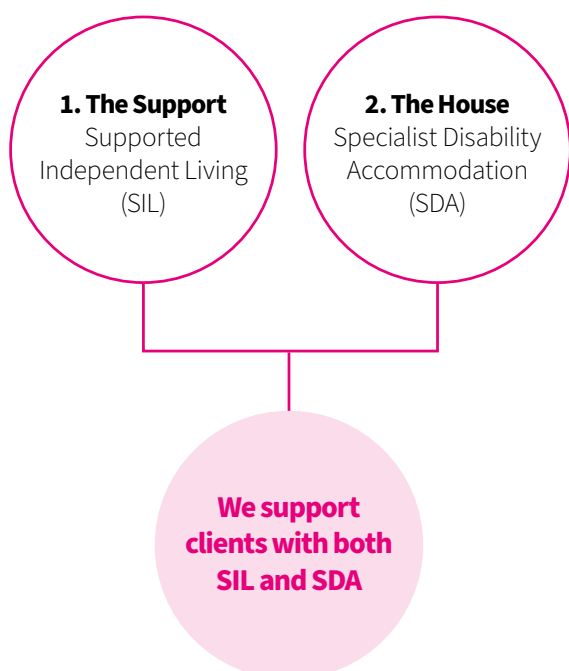
What is SDA?

The NDIS provides Specialist Disability Accommodation (SDA) funding to eligible participants with severe functional impairment or high support needs, helping them access purpose-built, accessible housing.

SDA homes are designed for greater independence, comfort, and safer delivery of supports—giving participants more choice in how they live, where they live and who they live with.

Eligibility is limited, and the NDIA will assess your needs to determine if you qualify. Funding may support shared or independent living, depending on your situation.

The CareChoice Homes service offering consists of two key parts:



What is Supported Independent Living (SIL)?

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 supports are included in your NDIS plan based on your needs and preferred living arrangement.

CareChoice is the preferred SIL provider for all CareChoice Homes.

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

- ▶ Overnight or 24-hour support
- ▶ Personal care, meal prep & medication assistance
- ▶ Cleaning, gardening & domestic help
- ▶ Shopping & attending appointments
- ▶ Mobility & transport support
- ▶ Therapy & community participation (outside business hours)

We offer flexible rostering to suit your support needs, NDIS funding, and housemates—combining shared and individual support as required.

We will make every effort to match you with Support Workers who are well-suited to you and your interests, goals and support needs, and support our staff with the development of additional skills through education and training as required.

Please note: Community Participation during business hours is funded separately under NDIS core supports. We can help schedule additional support for this where your funding allows.

More information on CareChoice support services can be found on page 19.



Why choose CareChoice?

We are a registered NDIS provider with 18 years' experience supporting clients with complex physical, intellectual & multiple disabilities

We offer a proven transition process with continuity of care and Team Leader support

We listen carefully to your wishes and needs. Together with you, we create a person centred plan. We work with you and your care team to truly understand your goals and aspirations.

Our innovative Quality of Life Program assists in identifying our client's goals, needs and preferences to continuously assess and improve their quality of life overall.

We partner with registered and reputable SDA partners who build quality homes which are well appointed

Every CareChoice Home has a Team Leader focussed on service excellence

We have a team of highly qualified and experienced Support Workers, Team Leaders, Nurses, Disability Managers, Behaviour Support Practitioners, Internal Authorised Program Officers and dedicated Learning and Development Advisor.

Clients can contact us 24/7 and we offer 3 lines of escalation

We make sure our homes and staff meet the highest quality standards and continuously evaluate with our CareChoice Homes of Excellence program

We can support you to find a compatible housemate

SDA design categories



Improved Liveability

Designed for people with sensory, intellectual, or cognitive disability, offering enhanced comfort and reasonable physical access.



Fully Accessible

High-access homes for people with significant physical disability, featuring wide doorways, powered entry, and accessible fittings.



High Physical Support

Specialist homes with advanced accessibility, suited to complex care needs. Includes hoist-ready spaces, assistive tech, and emergency backup power.



Robust

Durable, low-maintenance homes with secure features for safe, stable living in high-risk or high-impact environments.



Where are you on your SDA journey?



Express interest in SDA with CareChoice Homes

To express interest in a disability home with CareChoice Homes, call 1300 737 942 or email carechoicetomes@carechoice.com.au

Once you (or your advocate/Support Coordinator) have registered your interest, we will organise for you (and your advocate/Support Coordinator if required) to meet with one of our team members to discuss your accommodation needs.

We will discuss:

- ▶ your living and lifestyle requirements
- ▶ what specifications a house may need to meet your specific needs
- ▶ your interests and hobbies so that we can match you with like-minded housemates
- ▶ the location where you would like to live



Client Matching

CareChoice Homes will begin the matching process considering your interests, preferences and needs.

We start by speaking with you and your support network to understand more about your housing needs and the person you would like to have as a housemate. We will also use the information in your functional housing assessment report.

You may already know someone else with SDA funding who has similar accommodation and support needs, and you may be able to live in one of these homes together.

Alternatively, we will endeavour to match you with one or more like-minded participants in the same design category and location. We will work with you and your supports to tailor a matching process to meet your needs.

Once we believe we have found a suitable match, we will:

- ▶ provide you with a person-centred matching document and a deidentified profile of your potential housemate.
- ▶ help you to discover more about your potential housemate and their daily routine. For example:
Do they like animals? Do they listen to music?
Do they have a lot of visitors?
- ▶ arrange for you to meet. This may include a couple of meet and greets, a lunch or a meeting with family members' involvement. A CareChoice Homes team member will be present to provide support.

We want you to be happy with who you are living with and we will do everything we can to match you with your ideal housemate. If you are not happy with the match, simply let us know.

Planning for supports – Supported Independent Living (SIL)

CareChoice is the preferred Supported Independent Living (SIL) Provider for all residents of CareChoice Homes. A CareChoice Homes team member will work with you and the other participants, and your chosen networks, to create the roster and what the day-to-day support model will look like. This will form the basis of the SIL 'Roster of Care' for the home which CareChoice will submit to the NDIA for approval. Once this has been approved, it will be included in the participants' NDIS plans. If you have any questions regarding SIL, please discuss with our CareChoice Homes team.

Accommodation offer

When suitable accommodation becomes available, we will make contact with you and provide you with the details about the home such as the location and number of bedrooms. We will work with you and your care team to ensure any accommodation offered can accommodate your specific support needs such as reinforcing for the installation of a ceiling hoist or meet the requirements of your behaviour support plan. If you are happy with the home, we will send you a Letter of Offer.

If your home is being built, we will keep you up to date with its progress.

Once the NDIA has approved your SDA funding and SIL funding, an SDA residency agreement and SIL service agreement will be completed. Then you are ready to move into your new home!

CareChoice Homes Support Services.

24-hour support

Our 24-hour Supported Independent Living (SIL) services are tailored to suit your individual circumstances. Your package may include a combination of Activities of Daily Living services such as:

- ▶ personal care
- ▶ mobility support
- ▶ medication assistance
- ▶ safety supervision
- ▶ shopping and meal preparation
- ▶ domestic support.

One of our CareChoice Homes team members will meet with you to discuss your individual needs and requirements.

Complex Supports

When extra care is required, we have the experience to support very high physical and behavioural needs. Our staff have specialised training in complex care and dual diagnosis. They also have training in procedures such as PEG feeding; catheters, colostomy, dysphagia.

Nursing

When a client requires nursing services, we recruit a team of enrolled nurses (ENs) 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:

- ▶ Complex wound management
- ▶ Complex pain management
- ▶ Complex catheter management
- ▶ Stoma care
- ▶ PEG feeding
- ▶ Sub cutaneous/intra muscular injections
- ▶ Change of oxygen
- ▶ Prevention and management of pressure injuries

Activities of Daily Living

Personal care

Our experienced Support Workers provide full assistance with personal care such as showering, personal hygiene, dressing, grooming and toileting.

Mobility support

Our Support Workers are trained to help with a wide range of mobility options such as:

Transfer

- ▶ ceiling and mobile hoists
- ▶ slide sheets
- ▶ slide and pivot boards
- ▶ manual and electric wheelchairs

Mobilisation

- ▶ walking frames
- ▶ two and four-wheel walkers
- ▶ crutches
- ▶ walking stick
- ▶ transport and appointment support.

Medication assistance

Managing a range of medications can be complex. Our trained staff will ensure you receive your prescribed medications safely and correctly according to your medication plan. We can also help you manage your prescriptions and get them filled. We cannot provide advice on any of your medications, including dose, frequency, ceasing etc.

If our staff are required to administer medication:

- ▶ medication must be packaged by a pharmacist in a Webster pack
- ▶ medication such as inhalants, drops and creams will be managed in consultation with you
- ▶ you will be asked to complete a medication authority form with your doctor
- ▶ you will be asked to share information on your GP and Pharmacy.

Shopping and meal preparation

Our Support Workers can help you shop for groceries and assist 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, and/or do the shopping for you. We can also assist with other shopping such as a new outfit for a special occasion, a gift for a loved one, or personal items.

Domestic support

Our Support Workers assist with household duties such as:

- ▶ washing, ironing and making beds
- ▶ general household cleaning such as vacuuming, mopping and dusting.

Community Participation

Our Support Workers can travel with you on public transport, in a taxi or drive you in a car. With one of our caring staff by your side, it is possible to get out and about to:

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

**Get the support you need
to live in a house that
is just right for you.**





Setting up your new home.

The costs of living in an SDA property

Your NDIS plan and Home and Living Outcome Letter contains your NDIS funding. This is calculated on the SDA design category you are funded for, the building type and the location of your SDA property. In addition, you will be required to contribute the following:

Reasonable Rent Contribution

Most of the properties from our collaborating SDA partners will ask for a reasonable rent contribution from residents. This cannot exceed 25% of the Disability Support Pension, plus all Commonwealth rent assistance received.

Living Expenses

You will be required to contribute to household living expenses including a standard fee for utility costs. If you subscribe to streaming services, you will need to cover this expense.

Bedroom furnishings

Your bedroom is your private area and is furnished by you. Bring your bed, linen, furniture and belongings. You can decorate your bedroom with artwork, photographs and any other décor to personalise your space. If you would like your room painted a specific colour, please discuss with our CareChoice Homes team.

Shared areas (kitchen, dining, lounge, outdoor areas)

Either the SDA Provider or CareChoice Homes will furnish and decorate shared spaces in the home and supply major appliances. We will advise you on who to contact should any issues or faults with these items arise (see Maintenance section on [page 21](#)).

Please advise us of any specialised furniture that you intend to bring with you for use in shared areas.



Insurance

The SDA Provider will arrange appropriate home insurance. You are responsible for and encouraged to arrange your own contents insurance for your belongings (furniture, personal equipment, electronics, clothes etc.). Should any of your personal items be damaged, destroyed or stolen, CareChoice Homes and the SDA Provider cannot be held responsible.



Assistive technology and specialist equipment

Depending on the SDA design category of your home, the building may have the capability for assistive technology (AT). AT is equipment or systems that help you to move around your home, communicate with other people, process information, or carry out other daily tasks. It is designed to help you to reach your potential. AT supports may be included in your NDIS plan. We will work with you and your Support Coordinator – or Allied Health professionals – to facilitate the best AT solution for you.

Home modifications

Home modifications are custom-built changes to your home to help you access and use areas of your home. Please contact our CareChoice Home team to discuss any questions, requests or urgent issues relating to home modifications.

The Transition Phase.

We recognise that everyone has different needs and expectations.

Your Support Coordinator can help you move into your new home. They can assist you through this process such as booking removalists and arranging the packing and unpacking of your personal items. If you have specialist equipment that needs to be installed, your support coordinator can work with us to confirm times for installation. Please note: the equipment provider needs to install the items to ensure it is done correctly and is covered under warranty.

We believe your home is more than just a place to live – it's a place to belong. Our team will support and encourage you to connect with your housemates and your community, helping you build meaningful relationships and feel included in the life around you. CareChoice will also be an active part of your Care Team, working alongside you and your supports, and attending Care Team meetings to make sure your voice is heard and your needs are met. To provide consistent and high-quality support, the CareChoice team will be trained alongside your Allied Health team, ensuring we understand your individual needs and can work together in the best way possible.

We will work closely with you (and your Support Coordinator) to ensure you are involved in all decision making. If you have any questions, please don't hesitate to contact us.

Tenant responsibilities



A resident must:

- ▶ maintain the SDA property in a manner that does not create a fire, health or safety hazard
- ▶ after becoming aware of any damage to the SDA property give notice to the SDA Provider specifying the nature of the damage
- ▶ pay the rent on the due date and in the manner specified in the SDA residency agreement
- ▶ treat SDA Provider and CareChoice staff and Support Workers with respect.

SDA Provider responsibilities

During the residency, the SDA Provider must:

- ▶ provide you with the Consumer Affairs Victoria booklet 'Renting a Home: A Guide for Tenants'.
- ▶ The SDA Provider must make all reasonable efforts to fix urgent repairs within 48 hours. They must fix non-urgent repairs within 14 days of you telling them about it.
- ▶ give you notice when visiting or entering your property.
- ▶ treat residents and CareChoice staff and Support Workers with respect.

We are well respected for our transition planning and supports.

If you are moving from:

- ▶ A group home into your own SDA
- ▶ finishing school and are now 18 years old looking to live independently
- ▶ home into SDA
- ▶ hospital/rehab into SDA

We have a highly qualified and experienced team of Support Workers, Team Leaders, Nurses, Behaviour Support Practitioners and an Authorised Program Officer who can support your move into exceptional SDA housing.



Living in your new CareChoice Home.

House rules

CareChoice Homes residents must not:

- ▶ use the SDA property for a purpose that is illegal
- ▶ endanger the safety of other residents or staff
- ▶ cause serious disruption to the proper use and enjoyment of the property by other residents
- ▶ deliberately damage or destroy any part of the SDA property
- ▶ install any fixtures in the SDA property such as a TV bracket without first obtaining the written consent of the SDA Provider
- ▶ keep a pet without obtaining the consent of the SDA Provider.

So that you and your housemates can live together comfortably, we encourage each household to establish its own rules with the help of a CareChoice Homes staff member. These rules may cover:

- ▶ food shopping/sharing
- ▶ visitors
- ▶ overnight guests
- ▶ parties
- ▶ pets
- ▶ acceptable timeframes for playing music and noise
- ▶ responsible enjoyment of alcohol
- ▶ smoking outside
- ▶ frequency of house meetings
- ▶ any other agreements that the residents of the household require



Special dietary or mealtime assistance requirements

You may have special dietary requirements such as gluten-free food or you may have processes that need to be followed such as pureeing food or thickening liquids. We will work with you during the transition phase to ensure your dietary requirements are met.

Pets

Service animals are permitted by law in tenancy arrangements. However, under the Residential Tenancies Act 1997, residents must have consent from the SDA Provider to keep a pet. A pet means any animal except an assistance animal (an animal that is trained to perform tasks to support a person with disability).

You or your nominated contact person must complete a [pet request form](#) and email it to sda.coordinator@homes.vic.gov.au. The form can be downloaded from the Consumer Affairs Victoria website's Pets in rental properties page.

The SDA provider must not unreasonably refuse consent to keep a pet.

In addition, you will need to consult with housemates, family members and/or Support Workers who may have allergies or a fear of a particular animal such as dogs. These requirements will need to be respected.

If your pet request is approved, you are responsible for looking after the pet, and all costs and activities needed to care for the pet (such as food, registration and veterinary bills).

Cleaning

CareChoice Support Workers will assist with daily cleaning and household tasks.

Gardening

In some cases the SDA Provider will make arrangements for basic garden maintenance. Other SDA Providers require the residents to make these arrangements. Our CareChoice Homes Team will inform you about these arrangements before you sign your agreement. Specific gardening requests such as raised garden beds, or the purchase of specific plants, may need to be managed through your NDIS plan or paid for privately.

CareChoice Homes of Excellence

Our unique program CareChoice Homes of Excellence focuses on the quality of our client's homes and the services they receive. The program plays a vital role in safeguarding CareChoice clients, their rights and wellbeing.

The CareChoice Homes of Excellence program is completed twice a year, and involves CareChoice staff spontaneously visiting CareChoice Homes.

During the visit, staff members monitor and report on the quality of the home and the standard of the CareChoice services provided, ensuring residents are being treated with dignity and respect, and staff have the training and processes they need to provide the highest level of care tailored to each client's individual needs.

The visits are unannounced, but can be scheduled if required, and are concluded with a report of the visit detailing observations, who staff have spoken to, any issues of concern, as well as good practice observed. This report is shared with CareChoice's Client Experience Manager.

The feedback is an important part of our Continuous Improvement process, and helps us ensure:

- ▶ processes are being followed
- ▶ house quality and maintenance is high
- ▶ staff are engaged and have the training and support they need
- ▶ we are enabling and supporting clients to reach their goals



Effectively CareChoice Homes of Excellence provides us with an additional way to monitor and improve client care and ensures our clients are happy.

Maintenance

Your SDA Provider is responsible for the maintenance and repairs in your home. The SDA Provider must ensure that the property meets the NDIS design guidelines for SDA and any relevant building industry regulations and standards for residential accommodation before you move into the property.

The SDA Provider also has an ongoing obligation to ensure that your home continues to meet these requirements and remains safe for the term of your residency. The SDA Provider undertakes regular scheduled safety and preventative maintenance checks including fire alarms; heating and cooling; safety switches; testing electrical appliances and fixtures; and OHS, maintenance and repairs inspections of the home. For more details, refer to your SDA Residency Agreement.

If you have maintenance issues that relate to the building, fittings or appliances provided by your SDA Provider, ask your CareChoice Support Worker to contact your SDA Provider and report the maintenance issue. CareChoice Homes provides maintenance reporting in all SDA houses where we deliver SIL services.

Budgeting

A CareChoice Homes team member will provide support with budgeting as part of transition planning. After you have moved in, your Team Leader will provide this support, if needed.

Team Leaders

One of the many reasons our clients choose CareChoice Homes is that every home where we deliver SIL has a Team Leader, ensuring personalised care and consistency. The role of the Team Leader is integral to the delivery of a high level of quality supports for our clients with complex needs. The Team Leader supervises a dedicated team of Support Workers and strives to solve any problems that might impact the success of the program.

The Team Leader further ensures support programs are delivered with a high level of Support Worker to participant engagement, and participants are on track to achieve their goals as set out in their NDIS Plan or Support Plans.

Our Team Leaders are selected for their skills in leadership decision making, rapport building, problem solving, negotiation, conflict resolution and organisation as well as their genuine passion for supporting people with disability.

Occupational Health and Safety

We are committed to providing safe supports in line with our quality service requirements and Occupational Health & Safety (OH&S) legislation.

Before starting our services, we will conduct an OH&S assessment of the home to ensure our employees can support you safely. Your occupational therapist will also be invited to assess the home prior to you moving in to ensure everything is in place to suit your individual needs and requirements.

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.

Infectious diseases

Infectious diseases include viral, bacterial or fungal infections that can be passed from person to person such as measles, chicken pox or the flu. Please let us know as soon as possible about any infectious disease that you, or anyone living in your home, may have contracted.

Similarly, our Support Workers will protect your health by not coming to work with you if they are unwell.

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.



No lift policy

We have adopted the industry standard '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 you and our staff.

If you require aids and equipment to support your mobility, please let us know as soon as possible. The SDA Provider must not unreasonably refuse to consent to modifications (additions of aids and equipment and modifications to the premises) you require because of your disability to enable you to safely access and use the house. This includes modifications assessed and determined as required by an accredited occupational therapist or health practitioner.

The supply, servicing, and repair of ceiling hoists, tracking and slings should be funded through your NDIS plans. The SDA Provider is responsible for any repair work to the roof structure or internal beams where these are removed.

The SDA Provider will carry out installations and repairs of grab rails where this has been recommended by an occupational therapist or physiotherapist.

Emergency procedures

The SIL Provider must ensure that when you move into your new home you are shown the emergency evacuation plan for your home and any other relevant safety features.

Each house will have an emergency evacuation and response plan designed around the needs and wishes of the residents and residents will have their own Individual Client Emergency Response Plan when necessary, developed with the SIL Provider (CareChoice). These plans outline the steps that CareChoice will take to keep you safe in an emergency, including who to call in an emergency, what help you need if you are required to evacuate the house, and what supports are vital to your wellbeing.

Smoking/Vaping

Each home will have a designated outdoor smoking area. You are not permitted to smoke or vape in the house to maintain the safety and comfort of other residents and support staff. Additionally, smoking and vaping is not allowed in Support Workers' cars.

Alcohol & drug use

CareChoice Homes supports responsible drinking of alcohol for both residents and guests. Please ensure that any guests who are drinking alcohol are over 18 years of age and their behaviour does not become unruly.

CareChoice staff and residents are not permitted to possess, cultivate, use and/or distribute any non-prescribed or illegal drugs. Any drug possession or use that may pose a work health and safety risk to other residents or Support Workers may result in the temporary withdrawal of services.



Incident reports

Incidents and unexpected situations or events can have the potential to harm you or our Support Workers. If an incident occurs, our Support Workers will report it via the Incident Management System. You are also encouraged to report any incidents. You can reach us 24/7 on 1300 737 942.

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 is committed to ensuring that our clients live a life free from abuse and neglect.

It is the responsibility of all CareChoice employees to ensure that supports are provided in safe and healthy environments that support individuals to exercise their legal and human rights. All our staff receive training in how to identify signs of abuse or neglect and how to report their concerns. CareChoice promotes a culture of reporting any issues of abuse or neglect.

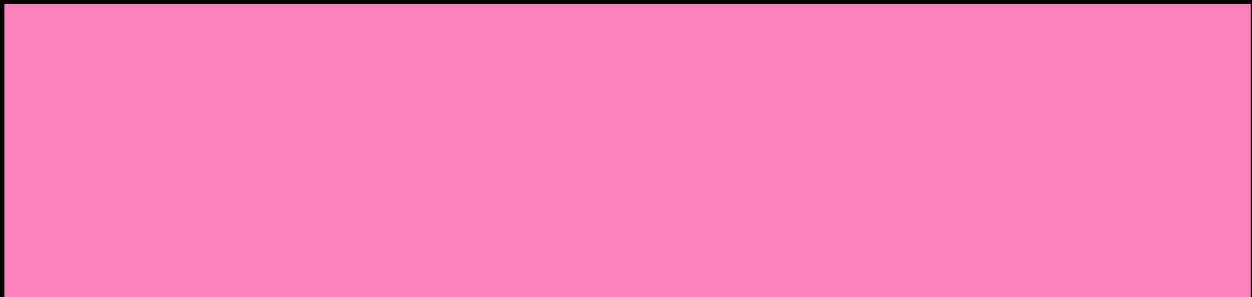
Any concerns about abuse or neglect are to be reported immediately to CareChoice and we will provide you support.

Conflict resolution

If you are experiencing conflict with anyone in your house, please contact us immediately before the situation reaches crisis point.

Here is a guide on who to contact in different conflict situations:

Conflict with	Contact
Housemate	CareChoice Homes Team Leader
Support Worker	CareChoice Customer Experience Manager feedbackandcomplaints@carechoice.com.au
CareChoice	CareChoice Customer Experience Manager feedbackandcomplaints@carechoice.com.au or fill out a Feedback form at the house If unresolved contact: NDIS Quality and Safeguards Commission Phone 1800 035 544 TTY 133 677 National Relay Service 1300 555 727 (voice) or 0423 677 767 (SMS) and ask for 1800 035 544 or visit www.ndiscommission.gov.au and complete an online complaints form
SDA Provider	If there are concerns with your SDA Provider, you should communicate directly with them in the first instance. If the situation cannot be resolved, then seek support and guidance from external bodies such as Consumer Affairs Victoria or the NDIS Quality and Safeguards Commission .



Key Policies.

Cars and travel



Please let your Client Engagement Specialist know 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 kilometer 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.

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 want to recognise someone for a great job, please let your Team Leader know. Your positive feedback will be passed on so the Support Worker can be acknowledged through our Reward and Recognition Program. You can email us at feedbackandcomplaints@carechoice.com.au

Damage or breakages

If you have fragile or precious items, we recommend you put them in a safe place where they are unlikely to be damaged. 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.

Relocation

We hope all participants are happy in their SDA home. If for some reason you wish to relocate, please get in touch with CareChoice Homes so that we can help you find an alternative SDA residence. Call us on 1300 737 942 or email carechoicehomes@carechoice.com.au

You can end your SDA Residency Agreement in the following circumstances:

- ▶ You agree in writing with the SDA Provider to end it.
- ▶ You provide the SDA Provider with a Notice of Intention to Vacate the property, with a minimum 28-day notice period.

Similarly, the SDA Provider can end the SDA Residency Agreement by giving you a Notice to Vacate (90-day notice period). However, they can only do this in certain limited circumstances. Before leaving the property, you must remove all personal belongings from the house. Please ensure all keys and security passes are returned to CareChoice Homes.

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
- ▶ CareChoice maintaining accurate health information complying with the Health Records, and other relevant, Act(s)
- ▶ provide feedback 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 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.

You and your supports

You agree to:

- ▶ help us make sure our supports meet your goals and needs
- ▶ tell us as soon as possible if you need to cancel a support. Please try to give us 7 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 or are not in your support plan
- ▶ Ensure staff are free from discrimination or other offensive behaviour
- ▶ Ensure staff are not subjected to sexual harassment, bullying, or any form of abuse

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
- ▶ 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

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?

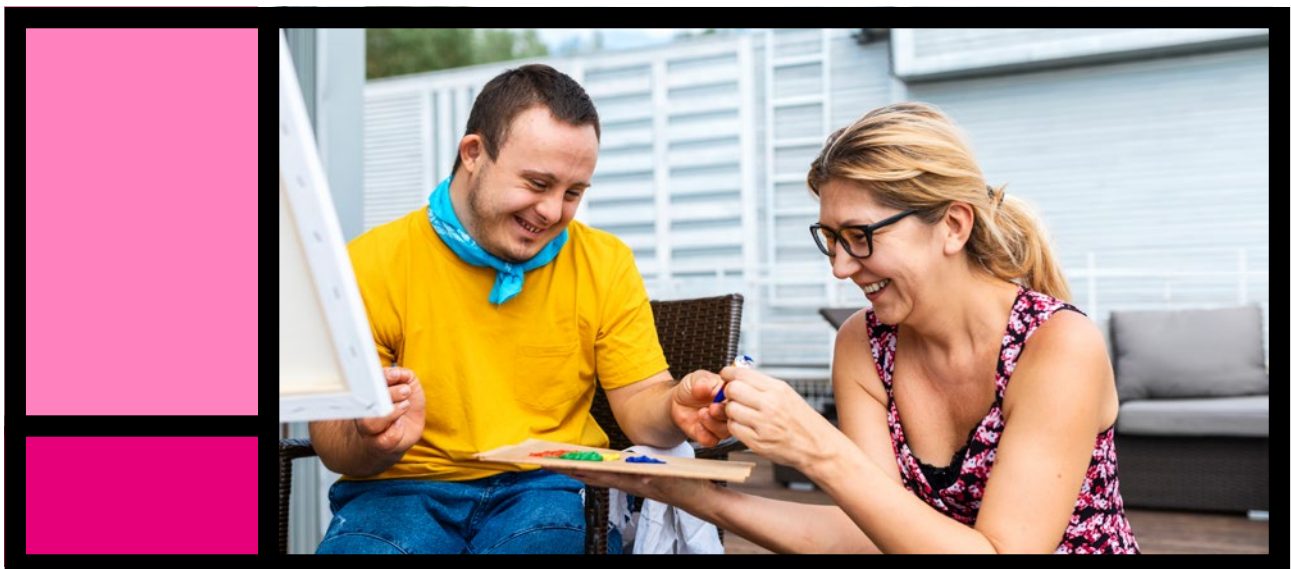
You have the right to request access to your personal information and ask for it to be amended if necessary. Please email the Privacy Officer at privacy@carechoice.com.au to request access to your information.

Who else can access my information?

Your information is available to CareChoice personnel who are involved in your support. CareChoice will only share information where you have given us permission to do so, or if we are required to under the law.

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.

How can you provide your feedback?

In person

Speak to your support staff or your Team Leader

By phone

- ▶ Call our Coordination Team on 1300 737 942 – Select option 1. We are open 24/7
- ▶ Call via the [National Relay Service](tel:133677): 133 677
- ▶ Call via the [Translating and Interpreting Service](tel:131450) (TIS): 13 14 50

Online

Complete the [CareChoice Feedback Form](#)

Email

Send us an email at feedbackandcomplaints@carechoice.com.au

Mail

Send us a letter or fill in a feedback form. Printed forms are available at all CareChoice Homes or ask your support staff for a copy. Please send to:

Attention, Customer Experience Manager,
CareChoice, PO Box 1155 Clayton South VIC 3169.

Internal Complaints

If you are looking to register a complaint, CareChoice has a 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 Privacy Officer 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**: ask for 1800 035 544.

w: Visit www.ndiscommission.gov.au/complaints for more information

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.nrscall.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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 instagram.com/carechoiceaus/
 linkedin.com/company/carechoice
 youtube.com/@carechoiceaus