

Private Client & NDIS Participant Handbook.

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Private Client & NDIS Participant Handbook

Kid Sense chose to treat all clients similarly whether privately funded or funded under NDIS (National Disability Insurance Scheme).

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About Kid Sense Child Development

Founded in 1998 by Joanna Buttfeld, Executive Director, Kid Sense Child Development is one of South Australia's leading providers of private, centre-based Paediatric Occupational Therapy and Speech Pathology services.

Kid Sense Child Development services children with developmental challenges in the areas of movement, play, speech, language, learning, attention and behaviour. Children attending Kid Sense Child Development tend to be privately referred, mostly by Paediatricians, Speech Therapists, Psychologists, Physiotherapists, junior & pre-school teachers and staff, and increasingly, by the parents of current and past clients. A significant and growing number of clients are now funded by the National Disability Insurance Scheme (NDIS) making the National Disability Insurance Agency (NDIA) our largest single customer.

Kid Sense Child Development employs a growing team of full-time, highly-trained and exceptionally dedicated Paediatric Occupational Therapists, Speech Pathologists and Operations staff.

Possessing the **Ability, Attitude and Vision** to excel in the specialised and rewarding field of paediatric services, a Kid Sense team member must be a happy, enthusiastic, vibrant personality with strong interpersonal and organisational skills who can work effectively both in a dynamic team environment and autonomously.

It is essential that any member of the Kid Sense team possess a proven passion for working with children. The ability to effectively communicate with parents, teachers and associated health professionals in high quality verbal and written form is also essential.

The Kid Sense Operating Philosophy is summed up in the acronym '**C.A.N.I.**' – a companywide commitment to **Constant And Never-ending Improvement**. With the principles of C.A.N.I. expected and practiced on a daily basis, Kid Sense is a place "Where Little Things Matter Most".

Given this culture of enterprise and continuous improvement, a member of the Kid Sense team must also be a resourceful, innovative, lateral-thinking, proactive, client-focused and highly dedicated professional. They must possess superior personal time-management skills, strong attention to detail, a commitment to building a positive team spirit and a passionate belief that "There is always a better way".

More Information on Kid Sense Child Development can be found at www.childdevelopment.com.au.

Contact Details

Ph: (08) 8272-7522

Email: kidsense@childdevelopment.com.au

Address: C/O Kid Sense Child Development, 90 Unley Road UNLEY SA 5061

Our Services

Kid Sense Child Development provides Occupational Therapy and Speech Therapy services to children with developmental challenges in their movement, play, speech, language, learning, attention and behaviour. Kid Sense is the longest continually owned private provider of paediatric Occupational Therapy in Adelaide, South Australia. Kid Sense operates across 5 sites provide predominantly centre based (with some home/school/kindy services).

For more information about these services please call us on 08 8272 7522, visit <https://childdevelopment.com.au/> or speak to a member of our staff.

Our opening hours are: Mon – Fri: 8.15am - 5.15pm

Service Quality

To deliver our services as an NDIS Registered Provider, Kid Sense Child Development must comply with the NDIS Quality and Safeguards Framework. This means we must:

- comply with the NDIS Act 2013 (Cwth);
- comply with the NDIS Terms of Business for Registered Providers and any Conditions of NDIS Registration; and
- obtain and maintain accreditation against the NDIS Practice Standards.

The NDIS Practice Standards are quality standards that govern how Registered NDIS providers must deliver services. These Standards include:

Core Module

1. Rights of participants and responsibilities of providers
2. Provider governance and operational management
3. Provision of supports
4. Support provision environment

Early childhood supports

1. The child
2. The family
3. Inclusion
4. Collaboration
5. Capacity Building
6. Evidence-informed practice
7. Outcome based approach

Kid Sense Child Development undergoes certification against these Standards every three years. Mid-term audits are undertaken every 18 months between Certification audits.

As set out in this handbook, Kid Sense Child Development is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate participant/client and other stakeholder feedback.

Code of Conduct

Kid Sense Child Development and its staff comply with a Code of Conduct including particulars as listed under NDIS requirements in providing supports or services to people with disability.

Kid Sense Child Development and its staff must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions;
- respect the privacy of all persons;
- provide supports and services in a safe and competent manner, with care and skill;
- act with integrity, honesty and transparency;
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability;
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability; and
- take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint about potential breaches – refer to *Feedback* Section.

Your Rights

Kid Sense Child Development respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

In supporting you to exercise your rights, we must comply with the *United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, the United Nations Declaration on the Rights of the Child, NDIS Act 2013 (Cth), SA: Equal Opportunity Act 1984, NDIS Practice Standards (2018) and NDIS Practice Standards (2018).*

You have the right to access supports that:

- promote, uphold and respect your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy;
- are free from violence, abuse, neglect, exploitation or discrimination; and
- allow you to exercise informed choice and control.

It is our responsibility to:

- tell you about and uphold your rights;
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making;
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery;
- support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and community in the ways you want;
- treat you with fairly, with courtesy, dignity and respect and without discrimination;
- give you information about our services and associated costs, as well as other support options, within and outside Kid Sense Child Development
- involve you in decisions about your supports, as well as our programs and policies;
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed;
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

As our client we ask that you:

- provide us with information that will help us to best support you;
- tell us if things change or you cannot keep an appointment or commitment;
- act respectfully and safely towards other people using the service, and towards our staff;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

Diversity & Participation

All aspects of Kid Sense Child Development's service delivery promote NDIS participants/clients' active participation and inclusion in the community. We support all participants/clients to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other needs and goals.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
- employing and developing a diverse and culturally competent workforce;
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery; and
- using a strengths-based approach to identify individual participant/clients' needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

Interpreting and Translation

The delivery of safe, high-quality services relies on effective communication. Where required for NDIS participants, interpreters and translators will be made available at no cost to support your interactions with us.

Advocacy

Kid Sense Child Development fully supports your right to have an independent advocate support you in your interactions with us.

If you would like help finding an independent advocate under NDIS, speak to one of our staff.

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.

Privacy & Confidentiality

Kid Sense Child Development values and respects the privacy, confidentiality and dignity of our NDIS participants/clients and their families, as well as our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

Kid Sense Child Development will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

You can request Kid Sense Child Development's full Privacy Statement from any of our staff members, or access this online at <https://childdevelopment.com.au/about/client-handbook/>.

Feedback Compliments and Complaints

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services.

Feedback is taken seriously by Kid Sense Child Development and is seen as an opportunity for improvement. We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed *Feedback, Compliments and Complaints Form*;
- by email to: kidsense@childdevelopment.com.au
- by phone on: 08 8272 7522
- in writing to: 90 Unley Road, Unley, SA

- by placing a completed *Feedback and Complaints Form* in the *Suggestion Box* at reception.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement.

All feedback and complaints will be used by Kid Sense Child Development to continuously improve our service delivery.

Feedback and Continuous Improvement

In addition to the above, Kid Sense Child Development is continually seeking feedback on how we can improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member.

Complaints

We encourage anyone with a complaint to speak directly to a Kid Sense Child Development staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 48 hours, it will be escalated to Kid Sense Child Development's Operations Director.

You can use Kid Sense Child Development's *Feedback and Complaints Form* to formally lodge your complaint and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by Kid Sense Child Development to continuously improve our service delivery.

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Kid Sense Child Development's Executive Director, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

Online: www.ndiscommission.gov.au

Phone: 1800 035 544.

Australian Human Rights Commission

Online: humanrights.gov.au

Phone: 1300 656 419

South Australian Equal Opportunity Commission (for complaints relating to discrimination):

Online: www.eocsa.gov.au;

Phone: (08) 8207 1977 or 1800 188 163 (country callers);

Email: eoc@sa.gov.au; and

Post: GPO Box 464, ADELAIDE, SA 5001.

Consumer and Business Services SA

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms.

Consumer and Business Services SA provides information and advice and, in some cases, dispute resolution services for customer disputes under the ACL.

Service Refusal

We will accept your choice if we offer you a service and you choose not to accept. Kid Sense Child Development may refuse to offer a person service where:

- they do not meet our eligibility requirements;
- other potential participants are assessed as a higher priority based on our Priority of Access considerations;
- we do not have the capacity to cater to additional participants; or
- we do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.

Waitlisting Processes

A person who meets Kid Sense Child Development's eligibility requirements and cannot be offered a service due to lack of service capacity can elect to be placed on our Waiting List. Potential participants/clients on our waiting list will be contacted to:

- advise you of your current Waiting List status;
- check whether you want to remain on the list;
- provide referrals to other service providers if required; and
- advise the estimated wait time remaining.

Appeal in the case of service refusal

Any person refused services has the right to appeal. Appeals should be directed in writing to Kid Sense Child Development's Operations Director.

Ceasing Services

All clients the right to exit Kid Sense Child Development's services at any time and a decision to do so will not prejudice future access to the service. NDIS participants must give us at least 2 week's notice if you wish to leave our services before the end date in your Service Agreement.

All participants/clients exiting the service have the right to an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan detailed in the *Cessation of Services* report, as well as the identification of, referral to and support accessing alternative services.

Participants who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a Kid Sense Child Development staff member.

Service Termination

Kid Sense Child Development may terminate a participant's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, staff or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other participants using the service is displayed; or
- dramatic health changes require significantly increased levels of care or a service model not provided by Kid Sense Child Development.

Any person whose services are terminated have the right to appeal.

Appeals should be directed in writing to Kid Sense Child Development's Operations Director.

Fees and Charges

We will discuss fees with you before providing services and include all fees in a Service Agreement. The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed to by you before services can commence.

Kid Sense Child Development will provide you with regular invoices and statements to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

Freedom from Harm, Abuse and Neglect

When taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Kid Sense Child Development treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Kid Sense Child Development staff member.

Kid Sense Child Development employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff

undergo comprehensive criminal history screening and other mandatory checks prior to employment.

Work Health & Safety

Kid Sense Child Development is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all Kid Sense Child Development stakeholders – including staff, volunteers, participants, families, carers and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when participating in our services.

Community Participation & Inclusion

Kid Sense Child Development is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community. We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific needs or goals that could be met by another organization.

Monitoring & Review

The Kid Sense Child Development's Client/Participant Handbook, along with the Charter and Privacy Policy is reviewed at least annually and will incorporate staff, participant and other stakeholder feedback.