

Easy Read



PARTICIPANT HANDBOOK



TOGETHER WE CAN

INTERNATIONAL PTY LTD

www.twci.com.au

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TOGETHER WE CAN
INTERNATIONAL PTY LTD

Welcome to TWCI

Thank you for choosing **Together We Can International** (TWCI) as the provider of choice to support you in achieving your NDIS goals.

We would like to take this opportunity to welcome you, your family & support teams to our TWCI community and share some info about us as a company.

Together We Can International (TWCI) facilitates growth & empowerment by fostering an inclusive environment where our participants can thrive.

Our team of professionals excel at ensuring each person is treated as an individual and your supports are tailored to you. Making your journey to independence a positive and successful one, in a fun, inclusive & safe environment focusing on progression, skill building & development.

We think outside the box and do things the TWCI way!

'It's not what we do, it's the way that we do it'



WELCOME

Who are we?

Together We Can International Pty Ltd (TWCI) is an NDIS provider.

We work with people with disabilities and their families, carers & NDIS support teams to help people in the community with an NDIS plan help meet their NDIS goals.

TWCI are a leading provider of **Employment & Social Supports** across South Australia. We are passionate about filling the genuine need for disability support for people that often 'falls through the gaps' of mainstream disability support. We support people with;

- NDIS Employment Support
- Social Activities, Camps & Social Skills Programs
- Individual Mentoring
- School Holiday Activities

Working with people, businesses and community groups to change lives and build stronger communities.



Our Values

TOGETHER WE ARE STRONGER

As a close-knit organisation our values sit at the core of our DNA; we pride ourselves on our togetherness, teamwork, and relationships, "Together We Can Achieve More"

OUR VALUES

Connected

Authentic

Progressive

Empowering

Respectful

Vision & Mission

VISION

*"Empowering young people with disabilities
to achieve their full potential"*

MISSION

*To deliver quality support to young people
with disabilities through individualised
tailored support promoting independence
in a safe, inclusive & fun environment*

Starting our Services

- You have the right choose and access services to help you meet your goals.
- If you would like to access our services you must have an NDIS plan which includes the services we offer.
- You can choose the services you receive, and if we cannot deliver services to you we will tell you why.
- To commence services with us you will need to contact us to discuss your individual requirements and complete paperwork with our onboarding consultant which may include;
 - Participant Intake Form
 - TESP (Tailored Employment Support Plan)
 - Consent Forms
 - Risk Assessment
 - Service Agreement



Privacy & Consent

- We will ask for your consent to collect personal & sensitive information about you.
- This information is collected from you or people & providers you consent to.
- We keep your information safe on our computer systems, with passwords, locks & 2 step authentication processes
- We only give your information to workers who are involved in your services & people or providers you consent to. For example, Support Coordinator or doctor
- The reason we need to collect this information is to make sure we can provide the right service for you. We also use this information to improve our services and follow the law
- Sometimes we must share your information to keep you safe and to follow the law

Consent means you agree, and say 'YES'



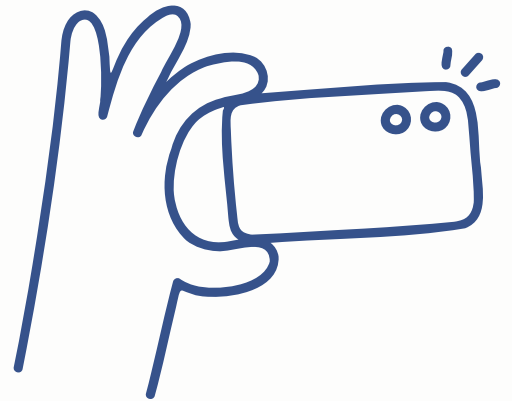
Personal & Sensitive Information can be;

- Your Name
- Your contact details
- Your health information
- Information about your Disability
- Your religion or culture

Photos & Consent

We may take photos or videos of you

- We will only do this if you have agreed
- We will tell you what the photos or videos will be used for
- This may include things like;
 - Documentary Evidence of incidents
 - Progress Reporting
 - Social Media Marketing
 - Website or general marketing materials
- If you change your mind you can tell us
- You have the right to inspect the photos or video and get a copy
- If you think any of the information about you is wrong, you can tell us.
We will change it or add what you have said
- We will tell you if we lose your information or if someone steals it
- We will keep your information securely for as long as the law states,
after this we will destroy it safely
- If you are unhappy about how we have treated your information you
can complain



You have the right to change your mind

Your Rights



You have a right...to choose who you want to deliver your NDIS Supports.



You have a right... to get help or extra information to help you choose your supports



You have a right... to be treated respectfully at all times



You have a right... to be treated fairly regardless of your age, gender, religion, race or ethnicity, cultural background or disability



You have a right... to ask for an interpreter or seek further information if you do not understand something



You have a right... to be fully involved in planning & decisions about your supports



You have a right... to an advocate of your choice



You have a right... to provide feedback or make a complaint and expect a timely & appropriate response



You have a right... to have your privacy respected and have your personal information stored securely.

Your Responsibilities

If you choose to receive our services, you will have responsibilities.

Responsibilities are things that are expected of you

You have a responsibility to:

- Respect our workers
- Be polite & act safely
- Tell us about the services you want to receive
- Answer all questions honestly & accurately
- Tell us if you need to cancel your appointment as soon as possible
- Tell us if there is a problem with your support or any of our services
- Tell us if you stop being a participant on the NDIS
- Let us know if your NDIS plan changes or you run out of NDIS funds
- Let us know if you would like to stop our services
- If you think you have been involved in an incident or feel unsafe you need to tell us immediately



Our Responsibilities

We have responsibilities to every participant who chooses our services

We have a responsibility to:

- Work with you, your advocate, trusted decision maker and/ or family member to assist you to exercise choice and control & have your voice heard in matters that affect you.
- To assess & record any risks or potential risks in relation to keeping you safe, ensuring the safety of you, our staff, the public & property is maintained while supporting you or you are engaging in our activities.
- We will communicate clearly, openly & honestly to resolve any issues or provide the best personalised service we can provide.
- Inform you of all costs associated with the provision of supports, including the cost associated with cancellations by means of a Service Agreement.
- Work with you to identify your wishes, will, preferences & rights to establish goals & needs to develop an accurate Support Plan.
- Investigate any incidents that occur and follow NDIS Incident Management and Reportable Incidents Rules. This includes involving you in the investigation and determining actions/outcomes.
- Inform you of how to make a complaint and treat you fairly and impartially if you make a complaint.
- Protect your privacy & confidential information.
- Respect & respond to your cultural values & beliefs.
- Review the provision of supports at regular intervals with you and your advocate or trusted decision maker.
- Issue regular invoices for the provision of supports delivered to you.

Incidents

An incident is a situation where you /our workers are not safe or treated correctly

- All staff have been trained and have procedures to follow in the event of an incident.
- Our workers main priority is to make sure you and any person is safe at all times.
- All incidents are recorded in an incident report detailing what happened and logged in an incident register securely.
- After an incident we will ensure that;
 - we tell you what actions have been taken to correct the incident.
 - we ask for your opinion about the incident.
 - we use this information to help improve our services.
- We may need to provide information about incidents to third parties such as the NDIS Commission, Emergency Services, your support networks including your Support Coordinator or other service providers.



Feedback & Complaints

If you are unhappy with our services you can make a complaint to us which will be taken very seriously and directed to our quality assurance team to investigate fully and work towards providing you an outcome.

Ways you can submit a complaint to us



Talk to a TWCI team member or manager in person or over the phone (08) 8164 6991



Complete a complaints & feedback form on our website www.twci.com.au



Email our Quality Assurance team with the subject 'Complaint' to admin@twci.com.au

If you are not happy with the outcome of the complaint through us, you can choose to submit a complaint to the **NDIS commission** by:



1800 035 544



Submit Complaint Online

<https://forms.business.gov.au/smartforms/servelet/SmartForm.html?formCode=PRD00-OCF>

Feedback & Complaints

What happens when I submit a complaint?

- Your complaint will be acknowledged by one of our friendly staff
- Your complaint will be sent to our Quality Assurance Team for review
- We will contact you to discuss your complaint and offer a solution
- We will treat your complaint with Respect & Privacy
- We will not treat you any differently if you make a complaint
- You will be informed on how we are handling your complaint
- We may use information gathered to help improve our service
- You can log a complaint anonymously

Help us improve



- We may ask you tell us your thoughts about our services
- You may be asked to be part of our NDIS audit process and asked questions about how we deliver our service
- You do not have to give us your feedback. If you do, you will help us make our services better
- Feedback may be given in writing, via a survey or in a meeting
- We encourage feedback so we can grow as an organization and continue to provide exception support to our participants

Service Agreements

If we can deliver services to you, and you want them, we will make an agreement with you in writing.

This agreement is called a **Service Agreement**.

We will make the agreement with you and/or the people you want to do this for you for example;

- Your Family
- Your Support Coordinator
- Your Support Person
- Your Advocate

You may be asked to sign the Service Agreement or consent verbally if unable to sign in person.



What's in a Service Agreement?

Your Service Agreement will include information on the Services we have agreed on including;

- What the services are
- Schedule of how your supports will be delivered
- A clear outline of cost & payments including how you will be billed
- Your rights & responsibilities
- Our responsibilities to you
- What to do if there is a problem & how to end your Service Agreement

We will need details of your NDIS plan and may ask for a copy of your NDIS goals for billing.

We will give you a copy of your service agreement in a format that you understand

Costs & Payments

The costs of our services are inline with the latest **NDIS price schedule** and the **NDIS Support Catalogue**

Our costs will always be listed clearly in your Service Agreement and invoices will always be issued after your service is delivered.

Payments



Self-Managed Participants

After providing supports, Together We Can International Pty Ltd will send you/your representative an invoice for those supports for you/ your representative to pay. You/your representative will pay the invoice by direct debit / EFT within 7 days.

NDIA Managed

After providing supports, Together We Can International Pty Ltd will claim payment for those supports from the NDIA directly.

Plan Managed

After providing supports, Together We Can International Pty Ltd will claim payment for those supports from your nominated Plan Manager. It is important that you know who they are and let us know if you choose to change plan managers who your new plan manager is.



Ending your Services

- You can choose to end all, or some of your services with us at anytime.
- If you end our services, we can help you transition to another provider, provide progress records (with your consent) to continue your support.
- We ask that you aim to give us **14 days notice** before you end your services with us, so we can complete exit processes with you.
- If you are booked into an activity or have an appointment, we ask that you let us know if you are unable to attend 48hrs (2 days) before your scheduled appointment to avoid **cancellation fees**.
- We ask that you or your support person confirm in writing (preferably via email) that you would like to end your services with us and provide any feedback if possible.
- Upon ending services with us you will be asked to complete an exit form either via phone or email to help us improve our services and close out your file.



How to contact us



Talk to a TWCI team member in person or over the phone **(08) 8164 6991**



Our website www.twci.com.au



Email us admin@twci.com.au



Facebook:
<https://www.facebook.com/twci.com.au/>



YouTube:
https://www.youtube.com/@TWCI_Adelaide



Instagram:
https://www.instagram.com/togetherwecan_twci/



Tiktok <https://www.tiktok.com/@togetherwecantwci>



Linkedin:
<https://www.linkedin.com/company/71271083/admin/feed/posts/>

More Information

The NDIS website has many useful resources:

www.ndis.gov.au/

To find an NDIS Advocate in your area, visit:

www.ndiscommission.gov.au/participants/disability-advocacy

A helpful NDIS Glossary of words can be found here:

www.ndis.gov.au/about-us/glossary

For a guide to understanding the NDIS, visit:

<https://www.ndis.gov.au/understanding>

For more information about the NDIS process, visit:

<https://www.ndis.gov.au/participants>

For more information about Making Service Agreements

<https://www.ndis.gov.au/participants/working-providers/making-service-agreement>

A list of disability advocacy agencies is available at this link:

[Ask Izzy - Disability Advocacy Finder](#)

www.twci.com.au

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