

# NDIS Provider Services

Policies and Procedures  
Easy Read Version

**blue sky**  
community services



# ABOUT THIS BOOKLET

This is a booklet to help explain Blue Sky Community Services' policies and procedures that are aligned with the NDIS Practice Standards. It will explain them in plain English to ensure you are receiving a quality service from us.

This handbook will tell you about our policies, what we expect from you, and what you can expect from Blue Sky.

If you don't understand some of the words, ask your family, a friend, or the person who gave you this booklet, to help you.

Please keep this booklet, so if you have a problem with a Blue Sky Community Services worker or the service, or if you are worried about anything and how to get some help at any time.

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## HOW TO USE THIS DOCUMENT



Blue Sky Community Services wrote this document.

When you see the word ‘we’, it means Blue Sky Community Services (Blue Sky).



This easy read document is a summary of our **policies and procedures**.

Policies and procedures are the rules we need to follow when delivering services to you.



You can ask for help to read this document. A friend, family member or support person may be able to help you.

# CONFLICT OF INTEREST

## What does Conflict of Interest mean?



Blue Sky assists NDIS participants to choose from different disability service providers to get support (which Blue Sky does not benefit from).



Sometimes Blue Sky may provide other support services that you need.

You have the right to choose any service provider in your area.

You do not have to choose Blue Sky for the other services if you do not want to.



Blue Sky staff will explain this to you when we give you support with:

- Support Coordination
- Plan Management



If you have any questions, please contact **Blue Sky** on:

Phone: **(02) 6516 0438**

Email: **contact@bluesky.org.au**

Or come in and see us.

# COMPLAINTS AND FEEDBACK

## How do I provide feedback or make a complaint?



Feedback is when you tell us about:

- something we have done well
- a problem
- how we could do something better.



A complaint is:

- when you talk to us because something has gone wrong with your supports or services with Blue Sky.

Complaints are more serious than feedback.



We want to continue to hear from you when you have a complaint or some feedback.

Complaints and feedback help us to improve our supports and services.

We think it is very important that everybody can have a say.

## We will:



- treat you with respect and fairness
- listen to you
- protect your privacy
- tell you what's happening.



There are different ways for you to contact us.

You can give your feedback or complaint to any staff member at Blue Sky in person, or by calling: **(02) 6516 0438**.



If you do not want to talk with someone you can email a manager at:

**contact@bluesky.org.au**

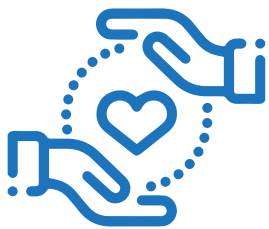
or visit our website:

**www.bluesky.org.au** and fill out our Complaints and Feedback form.



Staff should know how to fix the problem.

We try to fix the problem quickly.



You will not be treated badly if you make a complaint.

We will say sorry to you if you are unhappy with us.



You can get help from someone else if you think we are not being helpful or doing the right thing.

You can call the **NDIS Quality and Safeguards Commission** on: **1800 035 544**, or **TTY (Text Telephone)** on: **133 677**.

# PRIVACY



Privacy means you have the right to say who knows or doesn't know your personal information.



Confidentiality means your right to expect us:

- to respect your privacy, and
- to keep your information protected.

## Our Privacy Policy tells us:



- what we can do with your personal information
- how we keep your information private
- when we can tell others your information
- how you can access or fix your information.



Our privacy rules come from what the law tells us.

# YOUR PERSONAL INFORMATION

## Sometimes we need information about you



We may need some of your personal information, such as:

- Name
- Address
- Date of Birth
- Phone number
- Health or disability information (medicines, operations)





We may need your personal information so that:

- you get the right services
- you get the best service.



We may need to know things such as:

- what type of services you need
- what your goals are.



We may need to know things you say about us, such as:

- we have done a good job  
or
- we need to do better.

# YOUR CONSENT

## We need to get your consent:



- to get your information
- to tell others your information.

## We need to get your consent:



When you give us consent it means you are saying 'yes' so we:

- can use your information to provide the best services and supports
- may give the information to others so they can give you the supports you need.



We might give other people your information when you have not given consent if:

- the laws say we must
- or
- it will keep you safe.

## You have a right to:



- ask us any time about your information
- request a copy of your information
- make sure we always have the correct information
- tell us if you do not want to give consent any more, or want to change the consent.

## We make sure all our workers know about:

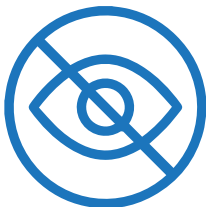


- your rights about privacy
- their rights about privacy
- what we do to respect your rights.

## We will keep your information private

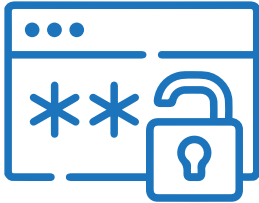


This means we will not tell people your information unless we have to.



You do not have to give us your personal information; however, if we don't have the information we cannot provide you with support.

## How do we keep your personal information safe?



We keep paper records safe in our offices under lock and key.

We keep your personal information stored on computers that are protected with a password.



We only keep your personal information as long as we need it.

We destroy your personal information when it is no longer required.

## We ask for your personal information for different reasons. For example:



- It helps us to provide the right services and supports.
- We can help you with complaints.
- We can give you details about our activities.

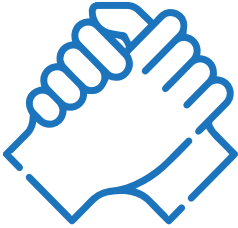
# INCIDENT REPORTING

## What is an incident?



- Any time a provider has caused you harm.
- Any time a provider could have caused you harm.
- When you have hurt someone else.
- When someone feels that you are going to hurt them.
- Where damage has been made to property.
- An incident may be a reportable incident, which is a serious incident we must report to the NDIS Quality and Safeguards Commission.

## You are important to us. If there is an incident we will do our best to:



- provide support and assistance
- make sure you are safe
- look after your health and wellbeing.

## You should know what is happening, so we will:



- ask you for your feedback
- talk to you about what happened
- consult with you and your advocate, if you have one, throughout the process
- listen to your ideas about any changes that would help in the future.

## How we manage incidents



We will assist and support you throughout the process.

We will listen and talk to you and/or your advocate about what happened, and how to fix it.

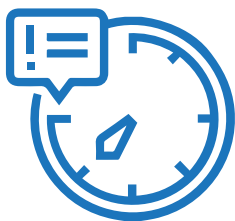


A Blue Sky staff member will advise their manager within 2 hours of the incident taking place.

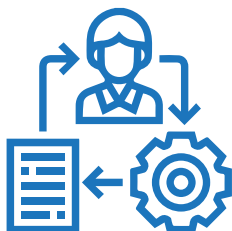
The staff member will fill in an incident report form that explains what happened.



This form will be given to the manager of the services provided.



The manager will notify the Chief Executive Officer of Blue Sky within 2 hours of being made aware of the incident.



If the incident is a reportable incident, the manager will be required to notify the NDIS Quality and Safeguards Commission.

## A reportable incident is defined as:



- death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability



- unlawful sexual or physical contact, or assault of a person with disability
- sexual misconduct against a person with disability
- unauthorised restrictive practices.



## IF YOU WOULD LIKE MORE INFORMATION

If you would like any more information on our policies and procedures you can:

- speak to the person who gave you this booklet
- call us on: **(02) 6516 0438**
- email us via: **contact@bluesky.org.au**
- visit: **www.bluesky.org.au**

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