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# NDIS Participant Handbook

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ACTIV8

MIND BODY CARE

## **Welcome to Activ8 Mind Services!**

Activ8 Mind pride ourselves on providing a highly thoughtful, outcome focused and client centered service. Most importantly we are passionate about helping you live your best life which we do by providing support, creating change and facilitating wellness.

This handbook contains lots of important information about how we work with you to ensure you feel respected, understood and well supported. Please take the time to read through this information and let us know if you have any questions.

## Rights and Responsibilities

“Rights” are something you have and “Responsibilities” are something you agree to do.

When you receive services from Activ8 Mind you have a right to:



Be treated with respect



Be listened to



Give feedback or make a complaint



Have an advocate or someone help you



Have your information kept private and safe

When we work together you are responsible for:



Working with us to plan your supports



Letting us know if you have a problem or concern



Letting us know if you need to cancel or change your appointments



Letting us know if you would like to stop working together



Treating our staff with respect

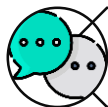
Activ8 Mind staff are responsible for:



Providing supports that help you achieve your goals



Making sure you agree to decisions about your support



Communicating with you in a way you can understand



Letting you know if we need to share your personal information



Letting you know if we need to cancel or change your appointments



Responding to any feedback or complaints



Ensuring all your rights are upheld

## Confidentiality and Privacy

When we work with you we need to ask you about your personal information.

This can include:



Your name



Where you live

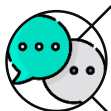


Your date of birth



Your health or disability information

What happens with your personal information?



Sometimes we need to talk to other providers about you and your personal information. Before we do this we will ask you to sign a consent form.



We keep your information private, which means we will not talk to other people or providers without your consent. You do not have to give your consent but we may not be able to provide the best quality services if we cannot talk to the other people working with you.



Sometimes we might need to share your personal information without your consent if there is an emergency. This may happen if we are worried about your safety or the safety of someone else.



Your personal information may be kept on paper records or on our computers. We keep your information safe by keeping your paper records in our locked office and keeping our computers protected with passwords.

## Service Agreement

Before you begin any Activ8 Mind service you will be asked to sign a service agreement. The reason we write a service agreement and ask you to sign it is so everyone understands what kind of support will be provided and how much it will cost.

A **service agreement** is a written plan between that explains:



The supports that will be provided



How we will provide the supports



How much the supports cost

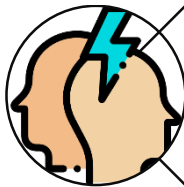


Your rights and responsibilities and Activ8 Mind's rights and responsibilities

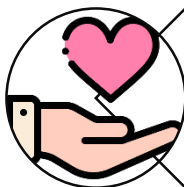


Important information about our other policies

## Conflict of Interest



A conflict of interest happens when an employee uses their professional role for a personal benefit. A conflict of interest may affect the way a person acts or the decisions they make.



Activ8 Mind employees must always act in your best interest and are responsible to manage and prevent any conflicts of interest. This means that you will always be treated equally and fairly.



Activ8 Mind will always provide you information about all your support options so you can make your own choices. You will not be influenced to choose Activ8 Mind to provide your supports.

## Advocacy

Advocacy is when a person helps your voice be heard and helps you get what you want and need from services. An advocate can support you and speak up for you if you find it hard to say what you want.

You can ask someone you trust to be your advocate such as a family member or a close friend.

**You can also ask a professional independent advocate to help you.**

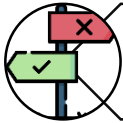
Your advocate should always:



Listen to you and support you



Take your side



Help you make your own good choices and decisions

Your advocate can help you:



Get ready for meetings and appointments



Tell people or services what you want



Make a complaint if you are unhappy with a service

Activ8 Mind **cannot** provide advocacy services but we can help you find an advocate if you need one.

Advocacy Services in South Australia

- ☐ Advocacy for Disability Access and Inclusion Inc. <https://advocacyfordisability.org.au/>
- ☐ Uniting Communities Disability Advocacy Service. <https://www.unitingcommunities.org/>
- ☐ Independent Advocacy SA Inc. <http://www.independentadvocacysa.org.au/>
- ☐ Disability Advocacy and Complaints Service of South Australia (DACSSA) <https://www.dacssa.org.au/>
- ☐ Brain Injury South Australia Advocacy <https://braininjurysa.org.au/>

## Incident Management

What is an incident?



Any time a provider caused you harm or could have caused you harm.



Any time you hurt someone else or could have hurt them

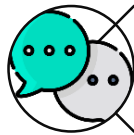


A reportable incident (Death, serious injury, abuse, neglect, sexual misconduct and restrictive practices)

What does Activ8 Mind do when an incident happens?



We record what is said and done during the incident



We tell our management what has happened. It may also be necessary to tell other people such as the NDIS Quality and Safeguarding Commission



We make a plan on how to prevent future incidents

Your safety is our priority so if an incident occurs we:



Make sure you are safe and get you assistance that you need



Listen to you and talk to you and your advocate/support person about what has happened



Ask for your feedback and ideas about what changes we should make

If we need to make changes after an incident we will change our policies, our practices and train our staff.



## Feedback and Complaints

It's always okay to speak up about your services or your workers at Activ8 Mind.

You can give us any feedback you have. Feedback can be:



Something we have done well



Something we could do better



Something that is not working well

You can also make a complaint. A complaint may be:



Something has not been done the right way



Something has made you unhappy



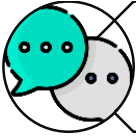
You have been treated badly

If you have feedback or a complaint you can tell us by:

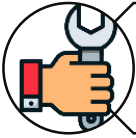
- ☐ Calling us on 1300 575 329.
- ☐ Sending us an email on [info@activ8group.com.au](mailto:info@activ8group.com.au)
- ☐ Visiting our website <https://www.activ8group.com.au/ndisfeedback>
- ☐ Using the "Feedback and Complaint" form included in this handbook.

**You can ask someone you trust or an advocate to help you make a complaint.**

What happens after we receive your feedback or complaint?



We will talk to you so we can understand what we can do better or what went wrong



We will try and fix your problem



We will tell you what we are doing to make things better

If you are not happy with how we respond to your feedback or complaint you can contact the NDIS commission by calling 1800 035 544 or visiting their website <https://www.ndiscommission.gov.au/>

## Communication Support – Languages other than English



If you do not speak English, you can still access Activ8 Mind services.



We will arrange a translator who speaks your primary language to attend your appointments with you.



You can also choose to have a family member or a friend attend with you to translate if you prefer.

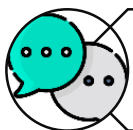


We can also provide written information in your primary language.

## Communication Support – Other communication needs

If there are strategies you need to understand us or communicate to us more easily let us know.

This might include



Asking us to speak more slowly



Writing down what we are telling you



Using pictures or other visuals



Using an Augmentative and Alternative Communication (AAC) device

## Activ8 Mind Services

Activ8 Mind currently provides support coordination, psychology therapy, counselling, occupational therapy assessments and therapeutic mentoring.

We can provide services for you:



At our offices in Wayville and Salsibury



At your home, school or day program



Through telehealth or phone consults



In the community

## Support Coordination

A support coordinator is a person with a social services or allied health degree. They work with you to help you understand your NDIS plan and increase your capacity to manage your services.

Some things an Activ8 Mind support coordinator can help with you are:



Helping you understand what is included in your NDIS plan and supporting you to prepare for NDIS review meetings.



Supporting you to access NDIS and community services that you need and coordinate meetings with your services.



Assisting you to manage unexpected situations or crisis by ensuring you have access to the supports that you need.

## Psychological Therapy

A psychologist is a mental health professional. They can support you to achieve your mental health and psychosocial disability goals.

Some things an Activ8 Mind psychologist can help you with:



Managing anxiety, stress or anger



Learning healthy coping strategies

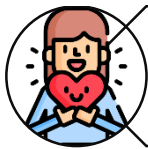


Changing unhealthy habits and learning new positive ones

## Counselling

A counsellor is a person with a social services or allied health degree. They can support you to improve your quality of life and learn new skills.

Some things an Activ8 Mind counsellor can help you with:



Improving self esteem and confidence



Improving or developing new relationships



Coping with grief, trauma and other challenging circumstances

## Occupational Therapy Assessment

An occupational therapist is an allied health professional. They can complete assessments and provide recommendations to help you live more independently or achieve your goals.

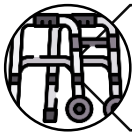
Activ8 Mind Occupational Therapists can assess:



Home Modifications



Assistive Technology



Other Equipment Items

## Therapeutic Mentoring

A therapeutic mentor is a skilled support worker who supports you to develop your life skills, increase your community access or improve your wellbeing. They work with you to set goals that are meaningful to you and then support you with each step to achieve that goal.

Some things an Activ8 Mind mentor can help you with:



Increased independence through learning life skills like cooking, budgeting and more.



Getting out into the community through activities, exercise and more.



Increased quality of life through learning new hobbies like arts, music and sports.

## Feedback Form

Activ8 Mind is committed to enabling positive outcomes for its clients and providers. Your feedback is important as it helps us to improve our services we provide.

There are several ways you can provide feedback to Activ8 Mind:

- Complete the online form <https://www.activ8group.com.au/ndisfeedback>
- Contact us on 1300 575 329
- Email us at [info@activ8group.com.au](mailto:info@activ8group.com.au)
- Complete and return the feedback fields provided

### What happens once we receive your feedback?

We will acknowledge your feedback by either email or phone as soon as practicable if required. We value your feedback and appreciate the time you have taken to reach out to us.

### What type of feedback are you providing?

☐ Compliment    ☐ Suggestion    ☐ Complaint

### Your full name

### Email

### Contact Number

### Tell us your feedback

### What outcome would you like to see in relation to your feedback?

### Preferred communication method

☐ Email    ☐ Phone    ☐ N/A

**Please note:** If you have feedback about the NDIS please contact them directly by either visiting an NDIA office, emailing [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or visiting the website <https://www.ndis.gov.au/contact/feedback-and-complaints>