



carpentaria

# Welcome to Carpentaria



## PARTICIPANT HANDBOOK

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# Welcome to Carpentaria

This handbook is your guide to Carpentaria services and our person-centred approach. It outlines our commitment to you and what you can expect when you receive support from us.

Carpentaria delivers innovative and flexible services to empower people to thrive and live a great life. Programs are tailored to meet your individual goals and requirements and are regularly reviewed to ensure that we meet your needs as your goals change.

As a registered NDIS service provider, we are required to meet the Quality Standards set by the NDIS Quality and Safeguards Commission. This means that you can be confident Carpentaria will deliver high quality person-centred services delivered by qualified staff in a safe environment.

If you would like more information or advice, contact us by phone, email or in person.

We look forward to working with you.

## Contact us

<b>Telephone</b>	8920 9400
<b>Address</b>	1 Willeroo Street, Tiwi NT 0810 2/9 Parsons Street, Alice Springs NT 0870
<b>Email</b>	<a href="mailto:info@carpentaria.org.au">info@carpentaria.org.au</a>
<b>Website</b>	<a href="http://carpentaria.org.au">carpentaria.org.au</a>



# About Carpentaria

Carpentaria provides Disability and Therapy Services for children, adolescents and adults, and has a proud 50 year history of delivering innovative and flexible services to empower Territorians to thrive and live a great life. Our programs include Supported Independent Living, Short and Medium Term Accommodation, Pathways Program, Employment and Training, Specialist Disability Accommodation and Allied Health therapy programs (including Speech Therapy, Occupational Therapy, Physiotherapy and Psychology).

## How we work

Carpentaria delivers a broad range of disability services in the Northern Territory and our team of trained professionals work collaboratively across programs and with external stakeholders. As a not-for-profit, for-purpose service provider, participants are always at the centre of what we do and are offered choice, flexibility and control in the selection and delivery of services. Our multi-disciplinary approach enables us to focus on individual outcomes and to quickly respond to and resolve issues, something that is of particular importance during times of transition or when providing support to participants with multiple requirements.

## Our values

Carpentaria is a values-based organisation which focuses on the needs and goals of each individual. We are committed to a person-centred philosophy that respects the rights of everyone to make informed choices about their lives and to receive the necessary support, information and encouragement to participate, and be included, in all aspects of community life.



### Honesty

We strive to be honest, open, ethical and fair



### Collaboration

We create strong partnerships through open communication, mutual respect and trust



### Respect

We embrace the individual's right to be empowered to live the life they choose



### Innovation

We commit to continuous improvement and are responsive to individuals through creative solutions

## Carpentaria programs

Carpentaria's current programs include:



**Therapy Services** – Allied Health therapy for children, young people and adults in urban and remote locations. A highly qualified team of Speech Pathologists, Occupational Therapists, Physiotherapists and Psychologists provide tailored services in therapy rooms, homes and schools. Telehealth appointments are also available.



**Pathways Program** – An individual and outcomes-based approach to day program activities. Programs are tailored to individual interests and goals, and support ongoing learning and skill development opportunities across a wide range of activities.



**Independent Living Services** – Supported Independent Living, Medium Term Accommodation and Short Term programs enable people with a disability to access and enjoy a safe, comfortable and fulfilling life in their home and in the community. Through a highly individualised approach, participants are supported to reach their goals and maintain control over the way they wish to live their lives.



**Specialist Disability Accommodation (SDA)** – Designed to suit people with extreme functional impairment or very high support needs, SDA houses are built with a range of accessible and robust design features to help individuals live more independently.



**Employment and Training** – Supported employment, recognised training, certified qualifications and work experience opportunities are available in the Cafe at Harry's Place.



## Our Principles of Good Practice

Carpentaria Principles of Good Practice represent best-practice service delivery and are the foundation for how we provide support. They underpin our Code of Conduct and training framework, and are used to assess staff performance.



### Person centred

The individual's needs, wants, interests and goals are the focus of all activities and programs.

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### Active support

Every moment has the potential to engage a participant in a meaningful way.

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### Behaviours have a purpose

A participant's behaviours and actions have a real purpose which could include communication, choice or taking control.

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### Being present

It is ethical and respectful to provide support to participants with high quality, attentive interactions at all times.

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### Communication

Maximising opportunities to communicate using appropriate tools and strategies ensures a participant has authentic choice and control.

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### Skills and Independence

All activities of life can be adapted to empower participants to be actively engaged and develop new skills and independence.

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### Purpose

When participants are empowered to have a role and a purpose they experience greater levels of life satisfaction and are viewed by the community with more positive regard.

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### Rights

A participant has the right to try new things and to be challenged in a safe and supportive environment.

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### Zero Tolerance

All identified opportunities for improvement must be disclosed to ensure a participant's right to a safe and quality service is upheld and systematically improved.

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### Least restriction

Participants must be engaged in a way that ensures they are afforded optimal freedoms, whilst meeting their individual support needs.

## Our human rights framework

It is important to us that you know and understand your rights. Carpentaria is committed to the United Nations Convention on the Rights of Persons with Disabilities:

- 1 Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons**
- 2 Non-discrimination**
- 3 Full and effective participation and inclusion in society**
- 4 Respect for difference and acceptance of persons with disabilities**
- 5 Equality of opportunity**
- 6 Accessibility**
- 7 Equality between men and women**
- 8 Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities**

You have the right to access supports that:

- promote, uphold and respect your legal and human rights
- respect your culture, diversity, values and beliefs
- are free from violence, abuse, neglect, exploitation or discrimination
- are safeguarded and have a well-managed risk and incident management system
- respect your right to privacy and dignity

You also have the right to:

- exercise informed choice and control to maximise independence
- freedom of expression, self-determination and decision-making
- receive services from workers who are competent, qualified and have expertise in providing person-centred supports
- provide consent to the sharing of information between providers
- opt-out of giving information to the NDIS

## Our staff

We employ skilled and professional staff in a range of specialist disability support and allied health roles. We are proud of our committed team who deliver person-centred supports and provide guidance and assistance in any choices that you make. We work in partnership with you to ensure that your team of supports meet your individual requirements.

All staff are guided by our Principles of Good Practice, Values and Human Rights Framework, and must commit to understanding and abiding by Carpentaria's Code of Conduct, as well as the NDIS Code of Conduct.

In addition, as an NDIS service provider, all Carpentaria employees must meet NDIS worker screening obligations and undertake a comprehensive orientation and training program.

Recruitment to positions at Carpentaria is based on values, skills and qualifications. Staff engage in regular training and skill development opportunities in first aid, epilepsy, diabetes and medication administration and management, as well as specialised training to meet individual participant requirements.





# Accessing your supports and services

You are at the centre of all of our services. We need to learn from you about your strengths, goals and what you like. You can talk to us directly, or your family and advocates can tell us.

Our team needs to know details about what you want, what you need, how, and when you want the services to happen. Together, we work with you to design a program of supports that maintain and improve your lifestyle and independence.

## Service Agreement

The Service Agreement is the agreement between you and Carpentaria. It confirms that we will provide you with supports. It includes what you can expect from us, your responsibilities, how to end the agreement and what to do when there is a problem.

You will be asked to sign a Service Agreement before you receive services from us.

## Schedule of Supports

The Schedule of Supports is the overview of the supports we will provide, and the cost for these supports.

The Schedule of Supports is individualised and incorporates your goals and aspirations. It focuses on you as an individual and is flexible and subject to change, depending on progress and changing needs. The Schedule of Supports is regularly reviewed to ensure that we continually meet your requirements.



## Starting a program

After you have signed the Service Agreement and the Schedule of Supports, the Program Manager will contact you with specific information about when, where and how you will receive your services, and any other information they need from you before you start.

## Fees and charges

Your NDIS package pays for disability support and services. The package enables you to make choices about your supports, who provides it and where it is provided.

Our prices are aligned to the NDIS Pricing Arrangement and Price Limits and will not exceed the maximum amount allowable. They are indexed in line with NDIS indexations.

Depending on the service you receive from us, an invoice will be issued fortnightly or monthly. There are several ways to pay your invoice. You can pay the invoice yourself or your nominee, NDIA or Plan Manager can make the payments. Invoices must be paid within 7 days.

All payments need to be paid to the below account:

Name: Carpentaria Disability Services

BSB: 065901 Account No: 11235358

Please note that services may be paused if you are unable to pay your invoice. If you are having trouble paying, please contact us to arrange an individual repayment schedule to ensure your services continue uninterrupted.

It is possible to use your NDIS funding in combination with other funding you receive.

## When you are unable to attend

We understand that sometimes you are unable to attend your scheduled session or program. Please let us know as soon as you can. We follow the NDIS Pricing Arrangements timelines and charges for cancellations and for participants who do not attend a scheduled appointment or program.



# Our partnership with you

We are committed to meeting our responsibilities to ensure a positive and long-lasting partnership with you. We also request that you understand and honour your responsibilities.

## Our responsibilities

Carpentaria will:

- provide the supports that meet your needs at the preferred times
- regularly review the provision of supports with you
- communicate openly, honestly and promptly
- treat you with courtesy and respect
- talk with you about how supports are provided
- listen to your feedback
- give you 24 hours' notice if there is a change in a scheduled appointment
- keep your personal information private
- keep you safe and ensure the safety of others



## Your responsibilities

We ask that you:

- respect the rights of staff and ensure their workplace is safe, healthy and free from harassment
- provide a smoke-free environment for our staff
- abide by the terms of your agreement with us, including our cancellation guidelines
- accept responsibility for your choices, even though some decisions may involve risk
- give us enough information to develop, deliver and review your supports
- tell us if you have problems with your supports and services
- be aware that our staff are only authorised to provide the services outlined in your Schedule of Supports
- pay the agreed amount for the services provided
- tell us in writing (if possible) and give us notice before the day you intend to stop receiving services from us

## Your privacy

We need to know some things about you. Carpentaria staff care about your privacy and are committed to protecting it. We adhere to the National Privacy Principles established by the *Privacy Act 1988*. The law tells us how we can collect information, how we store your information, who can see your information and what we do with your information.

## Your information belongs to you

We need your consent to collect and share information about you. Your information helps us provide good and safe services. We only ask for information we need and we will tell you why we need it.

If you don't understand why we need the information, please ask us.

## Saying yes or no – means consent

You have the choice about giving your consent. For example, if you want people to read your file or provide information to another person or organisation. We will ask you to sign a consent form to share any of your personal information.

Carpentaria staff need your consent to:

- read the information that service providers have about you and for us to share information about you to the NDIS, other service providers, your family or advocate
- ask people to attend your planning meetings
- take your photo or video for assessment purposes
- take your photo or video for promotional purposes
- assist you to see a doctor or a dentist
- give you medicine.

If you feel that you are unable to give consent, then we can talk to your family or advocate. We will ask you about consent every 12 months. You can withdraw your consent at any time. Please let us know if your personal information changes.

We will only share your information if:

- you give permission to share it, or
- in an emergency, or
- if the law requires us to share it.

You can see the information we have on file about you at any time. Please ask us.

# Advocacy

We believe that you are the best person to make decisions about your life, including the services and supports we provide. Sometimes you may want an advocate such as a friend or family member to assist you.

## Your voice!

An advocate is a person who listens, helps you to make decisions and helps you to make those decisions work by speaking on your behalf.

An advocate makes sure that your rights are respected and will speak out for you if your needs are not being met.

If you want someone to act or speak on your behalf, let us know. We can help you find an advocate by providing a list of Advocacy Services or you can email [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

We encourage you to bring your advocate to your initial meeting, so your voice is heard during the assessment and planning processes. This will ensure that we provide you with person-centred supports. Your advocate is welcome to any meeting or to speak on your behalf. If you change your advocate, let us know so we talk to the correct person.

## When you can use your advocate

- Any time you wish to communicate with us
- At the initial consultation and during interviews and reviews
- During service delivery
- When you have a complaint or want to give feedback

Your advocate, with your permission, will be provided with all the information they need to ensure that we are acting in your best interest.

## Getting involved

We want you to have a say in how Carpentaria operates. Your voice counts and provides us with important feedback about our work. There are 3 ways you can get involved about what services should be delivered or how they should be delivered:

- give us feedback in person, via email or through our website
- complete the regular stakeholder surveys we distribute
- follow Carpentaria on social media



# Your safety and risk taking

Carpentaria wants you to feel and be safe.

We offer an inclusive service that is free from abuse, discrimination, force or favouritism.

Carpentaria's environment is safe, physically accessible, clean and secure. We offer support which does not restrict your right to freedom of movement, choice or control unless it is necessary to prevent you or someone else from harm.

We are committed to ensuring safety, wellbeing and empowerment of people. We comply with NDIS and Northern Territory regulations regarding safety.

## Zero Tolerance

We encourage and support anyone who has witnessed or suspects abuse of a participant to make a report and be comfortable to do so. This includes any kind of abuse such as financial, emotional, social, psychological, sexual, physical abuse or neglect.

You can talk with any staff member, a family member, a friend, or our managers.

Carpentaria is committed to preventing abuse and neglect and has comprehensive staff screening strategies to minimise potential risks.

## If something goes wrong

Carpentaria staff know what to do if there is a problem or accident. We follow strict NDIS rules if an incident happens. Carpentaria staff will work together with you to manage and resolve the incident quickly, considerately and effectively.



## Making it right again

Everyone one has the right to be treated fairly. If you are involved in an incident, you have the right to know what went wrong and what is being done to make it right.

If you don't get these answers, you have the right to complain. The NDIS Commission can help. An advocate can also help.

## Restrictive practices

Carpentaria is committed to reducing and eliminating restrictive practices. We understand that behaviour support plans sometimes include restrictive practices. We will work in partnership with you and your guardian/carers to ensure that your supports are delivered safely and with expertise.

Your supports will be regularly reviewed, with the aim to reduce and eliminate restrictive practices and increase your skills and independence in a safe environment that meets your individual needs.

## Mandatory reporting

We have a legislative requirement to report a suspected case of abuse or neglect. In such cases, Carpentaria staff must make a report and are not required to gain your permission.



# It's ok to complain

You always have the right to expect the best possible standard of service from us. We want you to tell us what you think about our services. We know the best way for us to improve is to receive complaints or feedback.

You have the right to:

- make a complaint
- be listened to respectfully
- have your complaint kept private
- have your complaint responded to fairly and quickly
- be supported to get an advocate
- be protected from any negative consequences

We will regularly seek feedback from you. This may be provided through conversations with you or via anonymous surveys.

You can also use our website: [carpentaria.org.au/feedback-complaints-ideas](https://carpentaria.org.au/feedback-complaints-ideas)

We will treat any concern or complaint as a serious issue and will keep you informed while we address the concern or complaint.

If you feel that we have not resolved your complaint satisfactorily, you can contact the NDIS Quality and Safeguards Commission at [ndiscommission.gov.au](https://ndiscommission.gov.au) or 1800 035 544 TTY 133 677.

You can also complain to us if we didn't respect your privacy.

You can contact the Office of the Australian Information Commissioner on [oaic.gov.au](https://oaic.gov.au) or phone 1300 363 992 TTY 133 677.





# Leaving Carpentaria

We understand that things sometimes change. If you want to stop receiving our services, please contact 8920 9400 to discuss this with us.

We ask that you provide us with 14 days' notice, in writing if possible.

With your consent, we can provide you and/or your new provider with a comprehensive handover report and any other relevant information.

We may stop providing services to you where you have not met your responsibilities or if invoices have not been paid. We will speak with you before stopping any services.



# Housekeeping

## Infection control

We are committed to minimising risk of infection for participants and staff. We have a thorough hygiene and sanitation schedule in all Carpentaria programs and all staff are trained in infection control and hand hygiene. To protect everyone's health, you are requested to stay at home if you are feeling unwell.

## Interpreter services

If you are from a non-English speaking background or prefer to speak your language, we can engage an interpreter if you require translation services. Please let us know.

## Smoking

We are committed to a smoke-free workplace and ask that you provide a smoke-free environment for our staff whenever possible.

## Getting about

Depending on your program, Carpentaria can provide travel and transport services where this is part of your NDIS Plan. This information is included in your Schedule of Supports.

## Legislation and standards

Carpentaria operates under several laws and standards:

- National Disability Insurance Scheme Act 2013
- Disability Services Act
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2018

We have a comprehensive policy and procedure framework. Please ask us if there are specific policies you would like to see.

Our website [carpentaria.org.au](http://carpentaria.org.au) includes links to the:

- Privacy policy
- Whistle-blower policy
- Feedback and Complaints policy



# What families say about Carpentaria

This is what some people have told us about their Carpentaria experiences:

“With two kids requiring speech, occupational therapy and psychology, I find that the communication between these different therapies is amazing and such a great resource to helping both my boys in achieving the goals that they have reached, and gives both my husband and I the resources and skills we need to help them at home as well.”

“The Pathways Program timetable and approach has allowed us to work with Carpentaria staff to structure a program that contributes toward our daughter’s physical, social and emotional needs.”



“My son has attended Carpentaria’s Short Term Accommodation services for 10 years. The Support Workers who look after him are fantastic and he is always happy to spend time with them. It really gives me peace of mind, knowing that he is happy.”

Keep up to date with other Carpentaria stories and events on our [website](#), on [Facebook](#) and on [Instagram](#)



**carpentaria**

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