



# Participant Handbook

*Legal name:*

**Special Care Travel Pty Ltd**

*Business/trading name:*

**Special Care Travel Pty Ltd**

**ABN:** 32010223248

**ACN:**

**Primary address / head office:**

**5 Rio Vista Blvd Broadbeach Waters QLD  
4218**

## Contact us:

**Phone:** 0755383999 or 1800800820

**Email:** [aspecialcare@optusnet.com.au](mailto:aspecialcare@optusnet.com.au)

**Address:** PO Box 710 Pacific Fair QLD  
4218

**Website:** [www.specialcaretravel.com.au](http://www.specialcaretravel.com.au)

# Special Care Travel P/L Participant Handbook

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# Special Care Travel P/L Participant Handbook

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## Table of Contents

<b>Introduction</b>	<b>3</b>
<b>Feedback and Complaints Policy</b>	<b>4</b>
<b>Privacy &amp; Confidentiality Policy</b>	<b>5</b>
<b>Participant Consent Policy</b>	<b>6</b>
<b>Culture, Diversity, Values and Beliefs Policy</b>	<b>7</b>
<b>Violence, Abuse, Neglect, Exploitation &amp; Discrimination Policy</b>	<b>8</b>
<b>Decision-making Policy</b>	<b>9</b>
<b>Right to access an advocate Policy</b>	<b>10</b>
<b>Conflict of Interest Policy</b>	<b>12</b>
<b>Provider Contact details</b>	<b>13</b>
<b>Acknowledgement</b>	<b>14</b>

## Introduction

The NDIS Commission aims to uphold the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the [United Nations Convention on the Rights of Persons with Disabilities](#).

The Commission will achieve this through:

- empowering people with disability to exercise choice and control in the support services they receive, while ensuring appropriate protections are in place.
- building the capacity of people with disability, their families, and their carers to make informed decisions about NDIS providers.
- responding to and managing concerns and complaints
- supporting a strong and viable market for disability supports and services

## Feedback and Complaints Policy

If you have a concern or complaint about the quality or safety of services provided to an NDIS participant in all states and territories except Western Australia, you can make a complaint on behalf of a person with a disability to the [NDIS Commission](#).

If you work in Western Australia, you can find information about making a complaint on the [Disability Loop website](#).

If you have complaints or concerns about the way an NDIS providers treats its workers, you can contact the [Fair Work Commission](#).

### More information:

- How to make a complaint.
  - <https://www.ndiscommission.gov.au/document/806>
- Make a complaint (Complaint Contact Form)
  - <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>
- NDIS Complaints Management and Resolution; Rules 2018
  - <https://www.legislation.gov.au/Details/F2018L00634>
- How to make a complaint about a provider
  - <https://www.ndiscommission.gov.au/about/complaints>
- Compliance and Enforcement Policy V2.0 – June 2019
  - <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/compliance-and-enforcement-policy-v2-june-2019-word.pdf>
- NDIS Complaints management
  - <https://www.ndiscommission.gov.au/providers/complaints-management>

You have the right to raise all your complaints or concerns in the unfortunate event of any incident occurring that did not meet your expectations of care. A formal investigation will commence once we receive a complaint or concern.

Each participant will be provided with information on incident management and investigation outcomes.

You may also, complete our '[Complaints Management Form](#)' that has been provided in the '[Welcome Pack](#)'.

All suggestions and feedback are welcome to contribute to the governance of the Special Care Travel Pty Ltd and have input into the development of our policies and processes relevant to the provision of services and supports and the protection of participant rights.

Please feel free to contact us:

- Phone: [07 55383999](tel:0755383999) or [1800800820](tel:1800800820)
- Address: [PO Box 710 Pacific Fair QLD 4218](#)
- Email: [aspecialcare@optusnet.com.au](mailto:aspecialcare@optusnet.com.au)

Website: [www.specialcaretravel.com.au](http://www.specialcaretravel.com.au)

## Privacy & Confidentiality Policy

Special Care Travel Pty Ltd is committed to implementing a system to ensure each participant will receive quality services and supports that respect and protect their dignity and right to privacy by complying with the ['Privacy Act 1988'](#) and the ['NDIS Quality and Safeguarding Framework'](#) requirements and other legal obligations.

To ensure privacy for the Participant when discussing sensitive or personal matters, Special Care Travel Pty Ltd will only collect personal information which is necessary for the quality of provision of services and supports and given voluntarily to the Provider.

At Special Care Travel Pty Ltd, we will protect and uphold the dignity and right to privacy of the Participant for all personal and confidential information.

All our employees and workers are trained and committed to respect and protect the dignity and right to privacy of the Participant for all personal and confidential information.

Special Care Travel Pty Ltd will make sure that each participant understands and acknowledge to what type of personal information, including recorded material in audio and/or visual format will be collected and for what reason.

We will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives.

All personal and confidential information will only be collected, used, retained and disclosed to other parties such as their advocate by obtaining the Participant's consent.

We will inform the participant in what circumstances the information could be disclosed, including that the information could be provided without their consent if required or authorised by law.

Special Care Travel Pty Ltd ensures the information is appropriately prevented from misuse, loss, remove, change, unauthorised access and disclosure to or use by any other person or organisation.

Each participant can request to have access to the collected information by contacting us via email, mail or phone using the details provided in the ['Provider Contact Details'](#) section of this ['Participant Handbook'](#) at any time to correct their information and withdraw or amend their prior consent.

At Special Care Travel Pty Ltd, we aim to collect the information accurately and maintain them up to date. All documents are stored on a securely protected database with appropriate use, access, transfer, storage, security, retrieval, retention, destruction and disposal processes. Hard copies will be kept securely in a locked filing cabinet, in the office.

The personal information that is no longer required or legally expired will be disposed of.

# Special Care Travel P/L

## Participant Handbook

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Each participant can make a complaint about a breach of the privacy using the details provided in the [‘Feedback and Complaints Policy’](#) section of this [‘Participant Handbook’](#) and/or complete our [‘Complaints Management Form’](#) that has been provided in the [‘Welcome Pack’](#).

## Participant Consent Policy

At Special Care Travel Pty Ltd, we are committed to protect your information and ensure they are identifiable, accurately recorded, current, confidential, easily accessible to the participant and appropriately utilised by relevant workers.

We only collect personal information which is necessary for the quality of provision of services and supports and given voluntarily to the Provider. This information will also be used to:

- Identify the Participant needs, support requirements, strengths, goals, culture, diversity, values, and beliefs.
- Manage and improve the process of planning and delivery of the services and supports.
- Manage the administrative and financial requirements of the services and supports.
- Disclose the information to the NDIS Quality and Safeguards Commission, NDIA or other authorities if required.
- Disclose the information to health professionals if needed.
- Disclose the information to other parties such as the Participant's advocate.

Special Care Travel Pty Ltd will make sure that each participant understands and acknowledge to what type of personal information, including recorded material in audio and/or visual format will be collected and for what reason.

All personal and confidential information will only be collected, used, retained, and disclosed by obtaining the Participant's consent. Please refer to the ['Privacy & Confidentiality Policy'](#) in this ['Participant Handbook'](#).

We will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives.

Each participant has the right to gain access to the information we hold about them. Our privacy policy contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we will deal with such a complaint.

The Participant's written consent will be obtained through the ['Participant Consent Form'](#) at the start of any new planned activities.

The participant is required to read and understand this ['Participant Consent Policy'](#) and ['Privacy & Confidentiality Policy'](#) and sign the ['Acknowledgement'](#) section of the ['Participant Handbook'](#).



## Culture, Diversity, Values and Beliefs Policy

Special Care Travel Pty Ltd is committed to providing quality services and supports to each participant that respect their culture, diversity, values, and beliefs in line with the [‘Cultural and Linguistic Diversity \(CALD\) Strategy 2018’](#) guidelines.

The [‘Cultural and Linguistic Diversity \(CALD\) Strategy 2018’](#) is the NDIA’s public statement of commitment to working alongside people with disability from CALD backgrounds to achieve access to, and outcomes from, their NDIS Plan on an equal basis with the broader population.

More than a quarter of Australians (26 per cent) were born overseas, and of these, two-thirds were born in non-English speaking countries. Historically, Australians from culturally diverse backgrounds have been underrepresented in the disability sector.

The NDIA recognises that people with disability from a CALD background can face additional challenges in terms of inclusion in their communities, and this extends to their ability to access the NDIS and supports.

At Special Care Travel Pty Ltd the participant’s right to practice their culture, values and beliefs while accessing supports is supported.

Our workers are inducted to recognise and respect the diverse backgrounds and allow participants to practice their culture, values and beliefs while accessing supports.

Participant needs, support requirements, strengths, goals, culture, diversity, values, and beliefs specified by the participant including the inputs from their family/support network are identified during the Initial Assessment Process and documented in the [‘Initial Assessment & Support Plan’](#).

Participant’s preferences such as the same language, same culture or specific criteria will be considered, where possible.

## Violence, Abuse, Neglect, Exploitation & Discrimination Policy

Special Care Travel Pty Ltd is committed to providing quality services and supports that free from violence, abuse, neglect, exploitation, or discrimination and established a process to actively prevent these incidents.

Special Care Travel Pty Ltd recognises the right of the participant to feel safe and to live in an environment where they are protected from violence, abuse, neglect, exploitation, or discrimination.

At Special Care Travel Pty Ltd we encourage and support any person to report any type of incidents including violence, abuse, neglect, exploitation, or discrimination during the services and supports.

All participants and/or their representative must report any incidents including violence, abuse, neglect, exploitation, or discrimination to using the details provided in the [‘Feedback and Complaints Policy’](#) section of this [‘Participant Handbook’](#) and/or complete our [‘Complaints Management Form’](#) that has been provided in the [‘Welcome Pack’](#).

Where violence, abuse, neglect, exploitation or discrimination has occurred, Special Care Travel Pty Ltd will respond promptly to protect the Participant from any further harm.

Special Care Travel Pty Ltd will manage all incidents against the [‘NDIS-Incident Management and Reportable Incidents-Rules 2018’](#) and organisational requirements [‘Incident Management Policy & Procedure’](#).

Records are made of any details and outcomes of reviews and investigations (where applicable) and action is taken to prevent similar incidents occurring again.

We respect the participant’s right to access an advocate. Please refer to the [‘Right to access an advocate Policy’](#) in this [‘Participant Handbook’](#).

## Decision-making Policy

Special Care Travel Pty Ltd is committed to delivering quality services and supports to each participant that provide informed choices as well as exercise control to them and maximise their independence relating to the supports provided.

“People with disability have the same right as other members of Australian society to be able to determine their own best interests, including the right to exercise choice and control, and to engage as equal partners in decisions that will affect their lives, to the full extent of their capacity.” \*

“People with disability should be involved in decision-making processes that affect them, and where possible, make decisions for themselves.” \*

\* [National Disability Insurance Scheme Act 2013](#)

At Special Care Travel Pty Ltd we will support the Participant to

- understand relevant information.
- retain or remember relevant information.
- use or weigh up relevant information.
- communicate the decision in words, gestures or by other means.

Special Care Travel Pty Ltd facilitates the environmental factors, such as the quality of support relationships and the availability of someone willing to provide support to shape the Participant’s ability to decide.

Participant’s representative can assist the participant by making a decision where there is no conflict about it and where it does not jeopardise the wellbeing of the participant. This decision should be based on the participant’s wishes and preferences.

An advocate can promote the wishes and preferences of the participant and seek to enable them to access services and support.

At Special Care Travel Pty Ltd, the participant’s autonomy to make their individual choices, as well as their right to intimacy and sexual expression, is respected.

The benefits and risks of the participant’s options and decisions will be advised to the participant.

We will allow sufficient time to the participant to consider and review their options and seek advice at any time.

We respect the participant’s right to access an advocate. Please refer to the [‘Right to access an advocate Policy’](#) in this [‘Participant Handbook’](#).

We will provide an interpreter if required for communication with the participant and respect to work with participant’s interpreter or representatives.

## Right to access an advocate Policy

At Special Care Travel Pty Ltd, we respect to the participant's right to access and engage an advocate of their choice to negotiate on their behalf.

One of the purposes of the NDIS is to provide funding for reasonable and necessary supports to enable eligible individuals to:)

- make decisions that will affect their lives, to the extent of their ability.
- achieve their goals, objectives, and aspirations.
- maximise their independence.
- increase their social and economic participation.
- develop their capacity to take part in the community actively \*

\* [National Disability Insurance Scheme Act 2013](#)

Advocacy for people with disability can be defined as speaking, acting, or writing with minimal conflict of interest on behalf of the interests of a disadvantaged person or group, to promote, protect and defend the welfare of and justice for either the person or group by:

- Acting in a partisan manner (i.e., being on their side and no one else's)
- Being primarily concerned with their fundamental needs.
- Remaining loyal and accountable to them in a way which is empathic and vigorous (whilst respecting the rights of others); and
- always Ensuring the duty of care. \*\*

\*\* [National Disability Advocacy Program \(NDAP\)](#)

The Participant may use an advocate:

- during the initial assessment and planning as well as review process.
- once an incident including violence, abuse, neglect, exploitation, or discrimination occurs.
- to provide feedback or make a complaint.
- for any communication between the Participant and Special Care Travel Pty Ltd

We will allow sufficient time to the participant to consider and review their options and seek advice at any time. The benefits and risks of the options will be advised to the participant.

We will provide the information in written or verbal to the Participant about the use of an advocate (including an independent advocate) and access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation, or discrimination have been made, as well as information on how to give feedback or make a complaint.

At Special Care Travel Pty Ltd, we aim to create a supportive environment for any person who provides feedback and/or makes complaints.

# Special Care Travel P/L

## Participant Handbook

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We will support the Participant where they request for any assistance, by providing the information on the type of individual advocacy.

A confirmation will be obtained from the Participant / Participant's representative to authorise the advocate to act on behalf of the participant. ['Authority to engage an advocate'](#) form will be signed by the Participant.

The [National Disability Insurance Scheme Act 2013](#) defines an independent advocate, in relation to a person with a disability, to mean a person who:

- is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with a disability.
- provides independent advocacy for the person with a disability, to assist the person with a disability to exercise choice and control and to have their voice heard in matters that affect them.
- acts at the direction of the person with a disability, reflecting the person with a disability's expressed wishes, will, preferences and rights.
- is free of relevant conflicts of interest.

The Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with disability; and requires registered NDIS providers to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives of persons with disability who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

For further information on disability advocacy and finding a disability advocate, see: the [Disability Advocacy Finder](#).

## Conflict of Interest Policy

Special Care Travel Pty Ltd is committed to manage conflicts of interest in an open and transparent manner at all levels in the organisation and comply with NDIS rules and other obligations.

“Conflict of interest occurs when an individual or an NDIS provider is in a position to exploit their own professional or official capacity for a personal or corporate benefit (other than in the usual course of charging fees for services or supports rendered).” \*

\* [The NDIS Code of Conduct - 2018](#)

A conflict of interest may affect the way a person acts, decisions they make or the way they vote on group decisions.

We will ensure that each participant will be treated equally, and no participant will be given preferential treatment above another in the receipt or provision of supports.

Special Care Travel Pty Ltd will act proactively to manage perceived and actual conflicts of interest through development and maintenance of organisational policies to ensure that personal or individual interests do not impact on the organisation's services, activities, or decisions.

We also will:

- ensure our organisational or ethical values do not impede a participant's right to choice and control.
- manage, document and report on individual conflicts as they arise.
- ensure that advice to a participant about support options (including those not delivered directly by the Provider) is transparent and promotes choice and control.

Declaration and management of conflicts of interest are specifically required for management members as part of their legal responsibilities as management members.

Our management team, employees, and workers:

- are always required to act in the interests of the organisation, and to notify the organisation when this conflicts with other interests or commitments.
- will present each participant with a range of choices about providers of supports and not only Special Care Travel Pty Ltd
- will not seek to influence the customer to select Special Care Travel Pty Ltd
- will never accept any offer of money, gifts, services, or benefits that would cause them to act in a manner contrary to the interests of an NDIS participant.
- must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of Special Care Travel Pty Ltd or provision of supports to the Participant.
- may accept meals, drinks, or entertainment only if such courtesies are unsolicited, infrequently provided, and reasonable in amount.

# Special Care Travel P/L Participant Handbook

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Special Care Travel Pty Ltd will ensure that when providing services and supports to the Participant under the NDIS, any conflict of interest is declared and any risks to the Participant are mitigated.

## Provider Contact details

<b>Contact name:</b>	Robyn Griffin-Beale
<b>Phone:</b>	07 55383999 or 1800800820
<b>Mobile:</b>	0450634398 or 0404099938
<b>Email:</b>	aspecialcare@optusnet.com.au
<b>Website:</b>	www.specialcaretravel.com.au
<b>Address:</b>	5 Rio Vista Blvd Broadbeach Waters QLD 4218
<b>Postal address:</b>	710 Pacific Fair Qld 4218
<b>Alternative contact person:</b> <i>(name &amp; number)</i>	Douglas Griffin-Beale 0418858341

Special Care Travel Pty Ltd will provide an interpreter if required for communication with the participant and respect to work with participant's interpreter or representatives.

## Acknowledgement

I, \_\_\_\_\_ (Participant / Participant's representative) have read and understood the information provided in this ['Participant Handbook'](#).

### Participant

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Name:

Date:

Signature:

### Participant's representative *(if applicable)*:

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Name:

Date:

Signature: