



# THE FLOURISH PROJECT

## **Participant Handbook** WELCOME TO THE FLOURISH PROJECT

**Email:** [hello@theflourishproject.com](mailto:hello@theflourishproject.com)

**Phone:** 1300 406 460

**Address:** 35 Portrush Road, Payneham SA 5070

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

## Get help to read or speak with us

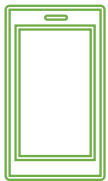
**The National Relay Service** is a free Australia-wide phone solution for people who are deaf or have a hearing or speech impairment.



**For TTY/Voice**, Call 133 677



**For Speak & Listen**, call 1300 555 727



**For SMS relay**, message 0423 677 767

**The Translation and Interpreting Services (TIS National)** is an interpreting service provided by the Department of Immigration for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.



**Phone** 131 450



**Visit** <https://www.tisnational.gov.au/>



# Welcome to The Flourish Project

This handbook explains the disability services we provide and how they may assist you in achieving your goals. Importantly, this handbook explains how we partner with you to meet your support needs.



## About Us

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## Words we use and what they mean

<b>Staff</b>	Includes The Flourish Project Director, management, employees, contractors and other service providers.
<b>Participant</b>	Includes you, your family, carer or advocate.
<b>Workplace or environment</b>	Includes wherever our service is being delivered, including at our clinic, in your home or any community settings.
<b>Service</b>	Includes all aspects of the services that we deliver, related to a service agreement and support plan.
<b>We, us and our</b>	Means The Flourish Project.



## Our Vision

Our vision is to empower all people to create a happier, more meaningful and satisfying life.



## Our Mission

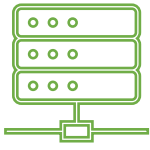
Our Mission is to provide an inclusive and accessible psychology service that gives people the tools to achieve their personal goals.



## Our Values

Our work is guided and informed by our beliefs and commitment to:

- ✓ **Inclusiveness:** we respect people, value diversity and committed to equality.
- ✓ **Honesty & Integrity:** in all that we do, in all that we say, in all that we create.
- ✓ **Accountability:** it's what we do and do not do for which we are accountable.
- ✓ **Quality:** we strive for excellence through continuous improvement.



## Our Services

The Flourish Project Pty Ltd offers Disability Services (under NDIS) including:

- ✓ 0110 Behaviour Support
- ✓ 0128 Therapeutic Supports



## About the Service

The Flourish Project is based in the eastern suburbs of Adelaide and offers:

- ✓ Individual Therapy
- ✓ Positive Behaviour Support
- ✓ Assessments - such as Cognitive Functioning (IQ), Executive Functioning, Capacity Assessment, Exploration of Housing Options.
- ✓ Forensic Disability
- ✓ Autism Spectrum Disorder Assessments (ASD) for adults

The Flourish Project has a diverse range of specialised interventions provided by highly skilled practitioners that work together to provide support to you the participant, and your support network.



## Accessing Our Service

The best way to receive information about all our services is to call our friendly team. If you want to access our Service, we first need some information about you to understand your needs and determine if we are able to support you.

To help us do this, we ask that you answer the questions in our Intake Form found on our website or we can send you a link to the form. We can complete this together over the phone or you can complete and return this in your own time.



## Service Agreement

If we can provide the service you need, we will develop a service agreement with you, your family or advocate (if required). This service agreement will list the schedule of supports and fees (including for travel), the responsibilities of The Flourish Project and your responsibilities as a participant. It will also include where we will send invoices for our service, our cancellation policy and more.

Before we can commence services, we need to agree on the information outlined in the Service Agreement.

You will receive a copy of the Service Agreement. You can also ask for another copy at any time.



## Participant Support Plan

You are at the centre of our service. We will partner with you to learn about your strengths, preferences and goals. This will help us to design a support plan tailored to your needs.

The Support Plan will:

- be created in collaboration, with you, your family or advocate and any other people that give you support.
- list your goals and your strengths.
- focus on your needs and preferences.
- aim to increase your independence and involvement in the community.
- assist you to maintain and improve your lifestyle.
- be flexible and may change depending on your progress and other things.

If you have any specific communication or accessibility needs then we will make arrangements to ensure your needs are met. For example, an interpreter or translated information can be arranged for you.

Once your plan has been created, and you are happy with it, we will ask you to sign off on it. You will be provided a copy of your Support Plan.

The Flourish Project will regularly review your Support Plan to make sure we are meeting your needs. You or your representative can also request a review at any time, just ask your practitioner.

You can ask for another copy of your Support Plan at any time.



## **Participant Right to Leave Our Service**

You may terminate our services, for any reasons, at any time, you just need to provide us with the length of notice detailed in our Service Agreement.

## **Withdrawal from the Service**

We may stop providing services to you where you have not met your participant responsibilities or if any activity deems to be in breach of duty of care to the person accessing the service.

You will never be excluded from a service due to a 'dignity of risk' choice.

In all cases, we will try to understand the reasons for any withdrawal of service. Where you agree, we will support you to find another service provider.

## **Transition from our Service**

Your needs may change during your time with our service, and there may be a need to transition to another provider.

We will assist and support you during this process. We will work, with your consent, with other services to ensure that the transition is smooth and meets your needs.



# Your Rights

As an individual using our support services, **you have rights**.

Your **rights are protected by law and the NDIS standards**. Your rights are outlined below. If you're ever unsure about them, just ask us.

We are here to support you in exercising these rights and in achieving your goals.

**You have the right to:**



Access supports that promote, uphold and respect your legal and human rights.



Be assisted to make informed choices which will maximise independence.



Freedom of expression, self-determination and decision making.



Access to supports that respect your culture, diversity, values and beliefs.



An Advocate of your choice.



Privacy and have your information stored securely and only released with your consent.



Access supports free from violence, abuse, neglect, exploitation or discrimination.



Provide feedback or make a complaint and receive a timely and appropriate response.



Consent to the sharing of information between providers during the transition.

# Your Responsibilities

As an individual using our support services, there are a few things we ask of you.

Your responsibilities are outlined below but if you're ever unsure, just ask us.

## We ask that you:



Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.



Treat our staff with courtesy and respect.



Tell us if you have problems with our service or if you have any concerns at all.



Let us know if you need an Advocate (an independent person who will speak for you) if you need help saying what you want.



Give us enough information to develop, deliver and review your Support Plan that best meets your needs.



Help us to complete a safety assessment of your home if needed.



Give us two full business days notice if you cannot attend a scheduled appointment.



Give us two weeks notice if you wish to end Services the service agreement.



Let us know immediately if your NDIS plan is replaced by a new NDIS plan or you stop being a participant in the NDIS.



# Our Responsibilities

## The Flourish Project will:

- Always follow the NDIS Code of Conduct.
- Treat you with courtesy and respect.
- Protect your privacy and confidential information.
- Communicate openly and honestly. Using an interpreter if required.
- Assist you to access an advocate if you need one.
- Work with you to identify your preferences, needs and goals and to develop a Support Plan with you.
- Work with you, your representative, family or advocate to exercise choice and control and to have your voice heard.
- Ensure that there is no conflict of interest and let you know if there is any potential for this.
- Give you a minimum of 24-hours notice if we need to change an appointment.
- Keep accurate records on the service we have provided to you.
- Issue regular invoices for the service delivered to you.
- Have policies and procedures to ensure your safety and the safety of others during our service.
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse towards you, employing a Zero Tolerance policy.
- Investigate any incidents that occur and follow NDIS (Incident Management and Reportable Incidents) Rules.
- Inform you how to make a complaint and treat you fairly and impartially if you make a complaint.



## Cancellation Policy

If you do not attend or if you cancel or reschedule an appointment at short notice, that means you give us less than two business days notice, then you will be charged 100% of the cost of the service. This approach is in line with the NDIS Price Guide.



## Costs and Payments

The cost of our service is in line with the NDIS Price Schedule 2020-21 and the NDIS Support Catalogue 2020-2021.

The Flourish Project will only seek payment for the service after it has been delivered.

**Self-Managed:** we will send you/your representative an invoice to pay. You/your representative will pay the invoice by direct debit / EFT within 7 days.

**Plan Managed:** we will send you/your representative an invoice to pay. You/your representative will pay the invoice by direct debit / EFT within 7 days.

**NDIA Managed:** we will claim payment for those supports from the NDIA directly.



# Privacy

The Flourish Project complies with the Australian Privacy laws and it has systems in place to protect your privacy and confidentiality.

- We collect and record your personal information for the purpose of providing psychological services to you.
- You do not have to give us all your personal information. But if you do not consent, we might not be able to give you the support you need. Consent is when you give your permission for a particular thing to happen.
- Your information is kept confidential and is stored in a secure Australian server cloud-based practice management system.
- We will keep things we know about you private. Private means we will not tell people about your information unless we have to.

Our Privacy and Confidentiality Policy is on Page 5 of your Service Agreement.

## Requesting Access to Personal Records

At any time, you, or your advocate/guardian, can request access to see your personal information and to update or correct information we hold.

You can do this verbally or in writing. The Flourish Project will provide you with this information as soon as possible and usually within seven (7) days.

Email us [quality@theflourishproject.com](mailto:quality@theflourishproject.com) or call us on 1300 406 460.



## Consent (to share your information)

When you give **consent**, it means:

- you are saying that it is 'OK' for a particular thing to happen.

**You can decide** if you want to share your information with another person or agency.

The Flourish Project may ask you to sign a consent form so that we can share your information with other people who give you the supports you need.

If you give us consent to share your information, **you can change your mind and withdraw your consent at any time.** Just let us know.

If you feel that you are unable to give consent about your personal information, then we can talk to your family or advocate or we can help you to get an advocate.

### Sharing your personal information without your permission

There are times we may need to tell other people about your information **without your consent**, this includes:

- If we think you or someone else is at **risk of harm**, or
- If we need to give your information because it is **required by the law**, or
- We are required to review our service to you.





## Continuity of care

You will be working with a therapist at the Flourish Project who will deliver our service to you. We will provide you with a therapist who has the skills and knowledge to meet your needs and help you to achieve your goals.

Wherever possible, we will meet your requests regarding your supports e.g. a therapist that speaks the same language, or meets other specific criteria.

A therapist will be allocated to and will remain your therapist and main point of contact so you can feel comfortable with them.

### **What will happen if your therapist is absent?**

If your therapist is absent and unable to attend your appointment:

- your session will be cancelled for the day but we will make every attempt to reschedule your appointment at the earliest possible time.
- sessions are cancelled because we recognise that continuity of care is of the utmost importance and many of our participants and families form strong working relationships with their therapist, making it inappropriate for another therapist to see the participant for one session. Unless the participant wishes to see a different therapist on that day.



## A Safe Environment - free from abuse

The Flourish Project recognises your right to feel safe and to live in an environment where you are protected from assault, neglect, exploitation or any other form of abuse.

We will encourage and support any person who has witnessed abuse of a participant or, who suspects that abuse has occurred, to **report it**.

Abuse comes in different forms, such as financial, emotional, social, psychological, sexual, physical abuse or neglect.

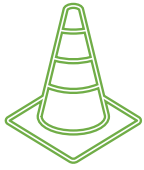
Our reporting process includes **any kind of abuse**.

You can make a report to whomever you feel comfortable and safe with, like your therapist or any of our staff. You can report to a family member, your advocate or a trusted friend.

If you would like to speak with someone outside of The Flourish Project you can also contact the NDIS Quality and Safeguards Commission, you can complete the NDIS Complaint Form online or you can:

**Phone:** 1800 035 544 (free call from landlines) or **TTY** 133 677  
**National Relay Service** and ask for 1800 035 544  
**Interpreters** can be arranged.

The Flourish Project will respond quickly to all forms of abuse, harm or neglect to protect you from any further harm. We will support you throughout the process and ensure you have the help you need.



# Incident Management

While we hope that Incidents do not occur, if they do, then we are prepared to support you, make sure you are safe and help to look after your health and wellbeing.

## An incident is:

- any time a person causes you **harm**
- any time a person could have caused you **harm**
- when you **hurt** someone else
- when someone else feels that you are going to **hurt** them

Sometime, when a particular type of incident occurs, we must tell the NDIS Commission. For example, if you or someone else was badly hurt, this is called a reportable incident.

A **reportable incident** is one that involves, death, serious injury, abuse, neglect, sexual misconduct or unauthorised or prohibited restrictive practices.

If an incident does occur, we will ensure your immediate safety and engage the appropriate authorities to support you during this time.

We will ask you, or your advocate to tell us what happened because this will help us to investigate the incident and prevent it from happening again. We will record the details in our Incident Form.

The Flourish Project has established procedures to identify, manage and resolve incidents which include:

- ✓ Staff will report all incidents to the Director
- ✓ Completion of an incident report to investigate the issue
- ✓ Reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies
- ✓ Compliance with the NDIS (Incident Management and Reportable Incident) Rules 2018.
- ✓ Supporting and assisting you if you are impacted by the incident
- ✓ The Director will review the incident with the affected people
- ✓ Collaborating with you, your family and/or advocate, to manage and resolve the incident
- ✓ Reviewing the incident for the purpose of making changes to our processes to reduce the risk of recurrence of the same incident.



## Complaints and Feedback

**Your complaint or feedback matters** to us. It will help us to improve our service for you and others.

**It is okay to complain if you are unhappy with the service.** You will never be treated differently if you do. We want you to tell us if you are upset about the service or our staff. You can **ask us for help to make a complaint**, or someone else trust.

To give us your feedback or to make a complaint, you can:



### **Talk**

with your therapist or ask to speak with a Manager.



### **Phone**

our team on 1300 406 460. You may stay anonymous.



### **Email**

our team [quality@theflourishproject.com](mailto:quality@theflourishproject.com).



### **Write**

to our team on our feedback and complaint form.

## What happens when I make a complaint?

1. Your feedback will be acknowledged by one of our friendly team members.
2. We will talk to you about your feedback and ask you what might fix the issue. We will always try hard to fix any issue.
3. The Operations Manager will write to you to let you know that the complaint has been received and when we will be able to respond with the outcome of the complaint.
4. We will keep you updated.
5. You can let us know if you are happy or unhappy about the outcome of the complaint.

## Who else can I speak with?

If you are **still not happy** with The Flourish Project, or if **you feel that you are unable to talk to The Flourish Project** about your complaint, you can contact the NDIS Quality and Safeguards Commission for help.

### NDIS Quality and Safeguard Commission - Complaints



#### Phone

1800 800 110



#### Fill in an online complaint form

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



## Work Health and Safety

Under the *Work Health and Safety Act 2011*, we have a duty to make sure that our staff can work with you in a healthy and safe environment. Work Health and Safety (WH&S) is the responsibility of all Flourish Project stakeholders – including staff, participants, families and carers. We ask that you report any hazards you become aware of and act in a way that protects yours and others' health and safety.

This also means, if you feel unwell or your doctor has diagnosed you with a short-term infectious illness to **call us immediately** to arrange a telehealth consultation or reschedule your appointment.

If we provide service in your home, some things you should do include:

- ✓ Notifying our staff of any unsafe conditions in your home
- ✓ Participating in safety assessments of your home
- ✓ Helping with fixing any hazards found in your home through our safety assessment
- ✓ Ensuring your pets are controlled during service provision
- ✓ Providing a smoke-free working environment
- ✓ Keep designated exit areas in your home unobstructed in the unlikely case of emergency.
- ✓ Providing a workplace for staff that is free of racial, sexual, physical or emotional abuse

We will conduct a safety check before and during our first service and discuss any risk we identify with you. The Flourish Project may remove staff from any environment that is unsafe.



## Emergency and Disaster Management

The Flourish Project provides services at your home and at the clinic.

We ask that you provide us information about any relevant medical emergency plan (if you have one) during our intake process and development of your Support Plan. This will ensure we can be prepared in the event of an emergency. We also ask that you provide us with current emergency contact details.

In the event of a disaster (for example, bushfires, flooding), we may suspend service delivery in high-risk locations. If this happens, we will communicate with you and offer phone consultation or clinic sessions.

Arrangements will be subject to individual participant needs and the safety of all parties involved. The Flourish Project will also work with the participant and their service providers to support the participant where possible before, during and after any emergency or disaster.

The Flourish Project will be guided by the NDIS communication on disasters impacting participants in South Australia.

<b>Emergency Services</b>	Call <b>000</b> for emergency service
<b>Police Assistance</b>	Call <b>13 14 44</b>
<b>24-hour Crisis Support</b>	Call <b>13 11 14</b> for suicide prevention and crisis support





## Information you may find useful

### Interpreter Services

If you are from a **non-English speaking background**, we will engage an interpreter for translation services to help us communicate together.

We will only engage an interpreter with your permission.

The interpreter is required to document in your notes stating that they were present for any meetings with you.

### Independent Advocacy

There may be times when you **need the help of an advocate to speak up for you**. An advocate is someone who will speak or act on your behalf and in your best interests at all times. You can ask someone you know well and trust to be your advocate like a family member or a friend. An advocate can also be a person from a formal advocacy service. We can help you to find an advocate, just ask.

#### To find an NDIS Advocate in your area,



**Phone** 1800 653 227



**Website**

<https://askizzy.org.au/disability-advocacy-finder>

*If you have any questions about The Flourish Project or anything in this Handbook, please ask our friendly team – we are here to help.*

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