



**PAIR ABILITY**

EMPOWERING ABILITIES, ENRICHING LIVES

# NDIS Client Handbook

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## About Pair Ability

Pair Ability, established in 2003, is located in Sydney, NSW, Australia. As a private company, Pair Ability specialises in providing community and home care services within the Sydney metropolitan area. The organization is dedicated to delivering culturally sensitive care to individuals with disabilities who require support.

## Will Pair Ability provide high-quality service?

Pair Ability is dedicated to delivering professional support services to its clients. We are firmly committed to upholding the highest standards of professionalism, ensuring that our services align with our clients' expectations, preferences, and needs while promoting their independence. At Pair Ability, we highly value each client's right to actively participate in decision-making processes related to their support services. We prioritize the principles of privacy, dignity, and the continuous delivery of excellent care, catering to clients and employees from diverse cultural backgrounds.

Furthermore, Pair Ability is fully dedicated to providing services that align with the National Disability Insurance Scheme (NDIS) to meet the specific needs and requirements of our clients.

## National Disability Insurance Scheme (NDIS) Practice Standards

- 1. Person-centred supports:** Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.
- 2. Individual Values and Beliefs:** Each participant accesses supports that respect their culture, diversity, values and beliefs.
- 3. Privacy and Dignity:** Each participant accesses supports that respect and protect their dignity and right to privacy.
- 4. Independence and Informed Choice:** Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.
- 5. Violence, Abuse, Neglect, Exploitation and Discrimination:** Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.
- 6. Governance and Operational Management:** Each participant's support is overseen by robust governance and operational management systems relevant (proportionate) to the size and scale of the provider and the scope and complexity of supports delivered.



**7. Risk Management:** Risks to participants, workers and the provider are identified and managed.

**8. Quality Management:** Each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.

**9. Information Management:** Management of each participant's information ensures that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.

**10. Feedback and Complaints Management:** Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.

**11. Incident Management:** Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.

**12. Human Resource Management:** Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.

**13. Continuity of Supports:** Each participant has access to timely and appropriate support without interruption.

**14. Emergency and disaster management:** Emergency and disaster management includes planning that ensures that the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster are considered and mitigated, and ensures the continuity of supports critical to the health, safety and wellbeing of participants in an emergency or disaster.

**15. Access to Supports:** Each participant accesses the most appropriate supports that meet their needs, goals and preferences.

**16. Support Planning:** Each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths and goals, and are regularly reviewed.

**17. Service Agreements with Participants:** Each participant has a clear understanding of the supports they have chosen and how they will be provided.

**18. Responsive Support Provision:** Each participant accesses responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.

**19. Transitions to or from the provider:** Each participant experiences a planned and coordinated transition to or from the provider.

**20. Safe Environment:** Each participant accesses supports in a safe environment that is appropriate to their needs.

**21. Participant Money and Property:** Participant money and property is secure and each



participant uses their own money and property as they determine.

**22. Mealtime management:** Each participant requiring mealtime management receives meals that are nutritious, and of a texture that is appropriate to their individual needs, and appropriately planned, and prepared in an environment and manner that meets their individual needs and preferences, and delivered in a way that is appropriate to their individual needs and ensures that the meals are enjoyable.



## What services does Pair Ability provide?

Pair Ability, offers the following Daily Living supports:

Service	Definition
Accommodation/ Tenancy Assistance	This funding is to assist participants to obtain and/or keep a rental property. This can include assisting to apply for a rental tenancy or to undertake tenancy obligations in line with the participant's tenancy agreement.
Daily Personal Activities	Assisting with and/or supervising personal tasks of daily life to enable the participant to live as autonomously as possible. these individual supports can be provided in a range of environments, including but not limited to, the participant's own home
Assistance with Travel/Transport	Assistance with getting from your home to your desired destination.
Home Modifications	This registration group incorporates design and subsequent changes to the participant's home. Home modification design and construction includes installation of equipment or changes to building structures, fixture or fittings to enable participants to live as independently as possible or to live safely at home.
Community Nursing Care	This is the provision of specialist care for participants who have high care needs requiring a high level of skill, and for the training of support workers to respond to the participant's complex needs.
Household Tasks	Essential tasks that the participant is not able to undertake: meal preparation and delivery, house or yard maintenance, cleaning and linen).
Specialist Disability Accommodation	Specialist disability accommodation (SDA) is a range of housing designed for people with extreme functional impairment or very high support needs. SDA dwellings have accessible features to help residents live more independently and allow other supports to be delivered better or more safely.
Plan Management	Assist you with managing your NDIS funds. We will help you with paying for all your NDIS services/supports.



Pair Ability is committed to ongoing expansion and enhancement of our services. If you have any specific needs or questions, please don't hesitate to reach out to your designated case coordinator. Our team is readily available and eager to assist you with any inquiries or additional services you may require. Your satisfaction and well-being are our top priorities, and we're here to ensure you receive the support you need.

### **How do I get started with Pair Ability?**

To initiate your services with Pair Ability, a Pair Ability case coordinator will arrange a planning meeting with you. During this meeting, you are encouraged to have an advocate, guardian, family member, or a person of your choice present to support you.

At the planning meeting, you will have the opportunity to discuss your goals, preferences, and the specific services you wish to receive. Depending on the funding package you have been allocated, you can specify the timing, day, and frequency for these services.

Pair Ability is dedicated to tailoring your support to your unique needs and preferences, and we value your active participation in the planning process to ensure you receive the services that best meet your requirements. You will be asked for your consent for Pair Ability to retain your personal information and to whom it may be disclosed.

The Pair Ability coordinator will work with you to create a personalized care plan and service request that outlines the schedule of your services. Additionally, a service agreement will be prepared for your review and signature. A copy of this agreement will be provided for your records.

If your circumstances change, you have the option to request a review of your service plan at any time. Otherwise, a Pair Ability case coordinator will automatically review your service plan as you approach the end date of your NDIS Plan.

Pair Ability is committed to ensuring that your services are aligned with your evolving needs, and we are here to make necessary adjustments to support your well-being effectively.

### **I have certain preferences, is Pair Ability able to accommodate these?**

Pair Ability embraces a person-centered approach in providing its services. Before the initiation of services, you will collaborate with your Pair Ability case coordinator to create a personalized care plan that reflects your unique preferences, choices, and values.

Our team members at Pair Ability undergo thorough training and induction to recognize and respect that each participant has their distinct preferences, choices, and values. We are dedicated to upholding these principles throughout our services.

If, at any point, you have concerns or feedback, we strongly encourage you to communicate with us. You can reach us at 1300 059 020 or send an email to [info@pairability.com.au](mailto:info@pairability.com.au).

Your input is valuable, and we are here to ensure your satisfaction and well-being.



## **Can somebody help me to talk to Pair Ability?**

Certainly, this process is known as using an 'advocate.' Your advocate can be a family member, a friend, or another service provider. Just inform Pair Ability about the person you've chosen to be your advocate.

Additionally, there are organisations specialising in advocacy services, like Multicultural Disability Advocacy Association (MDAA). Website: [mdaa.org.au](http://mdaa.org.au) or call their toll-free number at 1800 629 072 for support.

If necessary, Pair Ability may assist you in communication by:

Providing a staff member with a relevant cultural background and/or language skills.

Arranging for an interpreter service to assist you.

Alternatively, you may use the disability advocate finder search engine as provided by the department of social services. <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>





## **Who will be able to see my personal information?**

At Pair Ability, we only collect and retain information that is essential for delivering safe and appropriate services. Our commitment is to maintain accurate and up-to-date records, and we kindly request that you inform us of any changes to your details during our service reviews. You also have the right to withhold certain information for privacy reasons.

Rest assured that your personal information will only be shared with others or service providers when you provide your consent. Typically, we will request written consent, but in certain situations, verbal consent may be accepted, whether in person or over the telephone. You always retain the right to withdraw your consent to the release of your information at any time.

However, please be aware that if mandated by the law, Pair Ability may be required to disclose personal information without seeking your consent.

Your information is primarily used to confirm and receive the allocated funding from the National Disability Insurance Scheme (NDIS) or any other contracted agencies responsible for providing services to you. You also have the right to access and review any personal information we hold about you. Upon your request, we will provide you with your file, and if any information is found to be incorrect, it will be promptly corrected or amended.

We take the security of your information seriously and ensure it is kept confidential and accessible only to authorized Pair Ability staff members. All our employees are bound by confidentiality agreements and adhere to the Australian Privacy Act as stipulated in their employment contracts. Your privacy and information security are of utmost importance to us.



## **What can I do if I am not satisfied with the service provided by Pair Ability?**

At Pair Ability, we are dedicated to ongoing enhancement, and we highly value your input, whether it be in the form of complaints, compliments, or suggestions. We want you to know that you have the absolute right to voice concerns about our services without any fear of reprisal. Rest assured that we are committed to addressing your complaints promptly and impartially.

If you wish, you have the option to engage an advocate to assist you when lodging a complaint. This advocate can be a friend, family member, or a professional advocacy service. We also provide interpreter support if English is not your primary language and communication assistance when necessary, such as Auslan signing.

You have the liberty to nominate a specific Pair Ability staff member as your point of contact for any complaints you may have.

We respect your privacy and will do our utmost to maintain the confidentiality of your complaint. However, please be aware that if your complaint involves criminal behavior, such as sexual assault, it may be necessary to refer the matter to the appropriate authorities, like the police. Periodically, Pair Ability will seek your feedback through surveys that will be sent to you. We use the insights gathered from these surveys to continuously enhance the quality of the services we provide.

We also encourage you to provide feedback on our Client Services via our website and newsletter. Your comments and suggestions regarding our Client Services Policies are invaluable in ensuring that we meet your needs for a high-quality service. Your input matters greatly to us.



## How do I make a Complaint?

1. Clients are encouraged to raise their complaint in the first instance with the staff member concerned.
2. You may make a complaint verbally by calling 1300 059 020 or by using our compliant form or email us at [info@pairability.com.au](mailto:info@pairability.com.au)
3. If you find that the resolution is not to your satisfaction or you are uncomfortable discussing the matter with the staff member involved, you have the option to reach out to your Pair Ability Case Coordinator. Alternatively, you can enlist the assistance of an advocate who can negotiate on your behalf.
4. In the event that the issue remains unresolved despite previous efforts, you have the right to escalate the matter by raising it with the Pair Ability Managing Director
5. Your feedback is highly valuable to us. After your complaint has been addressed, you will receive information about the outcome, and we will request your feedback on the complaints procedure. Throughout this process, you will be provided with transparent explanations for the decisions made at each stage. Your satisfaction and understanding are paramount to us.
6. If the above procedure fails or breaks down, you may contact the NDIS Quality and Safeguards Commissioner on 1800 035 544 or by visiting the website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
7. Should you require assistance in contacting the NDIS Quality and Safeguarding Commission, your Pair Ability case-coordinator will be able to assist
8. Alternatively, if you do not wish to disclose any information to Pair Ability, you may contact the NDIS Quality Safeguards commission directly on 1800 035 544 or by visiting the website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## Informing participants of the possibility of disruptions to their services?

### Notice to Participants Regarding Service Disruptions:

At Pair Ability, we are dedicated to providing you with the best possible support and ensuring that your needs and preferences are at the forefront of our service delivery. We understand that continuous and uninterrupted support is essential to your well-being and independence. However, in certain situations, disruptions to services may be unavoidable. We want to ensure you are informed and prepared for such instances and are aware of our commitment to your care and safety.

**1. Ensuring Efficient and Effective Day-to-Day Operations:** We are committed to managing our day-to-day operations efficiently and effectively to minimize any disruptions and ensure the continuity of your supports. Our team works diligently to provide consistent, high-quality services tailored to your specific needs and preferences.

**2. Documentation of Your Needs and Preferences:** To maintain the highest level of personalised care, we document your needs and preferences comprehensively. This information is provided to our support workers before they commence working with you, ensuring that your experience aligns with your expressed preferences.



**3. Support Continuity:** We have established arrangements to ensure that support is provided to you without interruption throughout the duration of your service agreement. This means that you can rely on us to be there when you need us, providing consistent and dependable support.

**4. Handling Changes or Unavoidable Interruptions:** In the rare instances where changes or interruptions in services are unavoidable, we are dedicated to making alternative arrangements to minimize any disruption. We will discuss these changes with you, explain the reasons behind them, and seek your approval before implementing any modifications to your support plan.

**5. Emergency Management Planning:** We take your safety and well-being seriously, especially in the face of unexpected events, such as disasters. In preparation for these situations, we have established Emergency Management Plans that enable the continuation of critical supports before, during, and after a disaster. These plans are designed to ensure that you receive essential care and assistance in any emergency scenario.

While we strive for seamless service delivery, we believe in transparency and open communication. If you ever face a situation where your services may be disrupted or modified, we will work closely with you to find the best solutions to meet your needs and ensure your comfort and safety. Please know that your satisfaction and well-being are of utmost importance to us. We are here to address any concerns or questions you may have regarding service disruptions or any aspect of your support. Your trust in us is greatly appreciated, and we are dedicated to providing you with the highest quality care and support.



## **I've been hurt, injured, abused, neglected, exploited and discriminated, what can I do?**

Pair Ability takes all allegations of injury, abuse neglect, exploitation and discrimination seriously. You may report these allegations to your case-coordinator, by calling 1300 059 020, emailing [info@pairability.com.au](mailto:info@pairability.com.au)

You may also contact the NDIS Quality and Safeguards Commission on: 1800 035 544 or by visiting [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

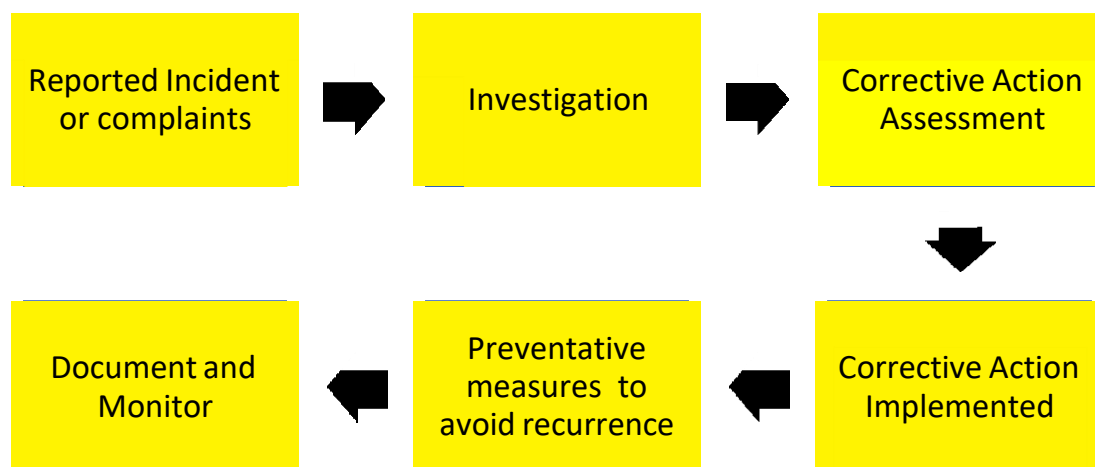
In the event that an allegation is made, Pair Ability will promptly initiate an investigation and take necessary actions to ensure your safety and well-being. The incident will be thoroughly documented to prevent any recurrence. Depending on the circumstances, this may involve measures such as staff re-training, implementing buddy shifts, or other risk mitigation strategies.

Additionally, Pair Ability is obligated to report specific types of allegations to the NDIS Quality and Safeguards Commission. These include:

- Death of a person with a disability
- Serious injury of a person with a disability
- Abuse or neglect of a person with a disability
- Unlawful sexual or physical contact with, or assault of, a person with a disability
- Sexual misconduct, committed against, or in the presence of, a person with a disability, including grooming of a person with a disability for sexual activity
- Unauthorised use of restrictive practices in relation to a person with a disability.

We are committed to upholding the safety and well-being of all participants, and these reporting measures are in place to ensure that necessary actions are taken to address any concerning incidents.

### **Life Cycle of Incidents and Complaints**





## **What is a Service Agreement?**

The Service Agreement is Pair Ability's official contract with you, establishing our role as your chosen service provider. This agreement encompasses various policies related to service delivery, including, but not limited to, pricing, Pair Ability's standards, and our cancellation policy. In addition to the Service Agreement, Pair Ability's case coordinators will collaborate with you to create a client care plan that effectively outlines your preferences and values. As an organization, Pair Ability is dedicated to adopting a person-centered approach to address each individual's unique preferences.

If you have any questions or uncertainties about the Service Agreement, Pair Ability is readily available to provide assistance and clarification. We can facilitate this by arranging for an interpreter if needed or by presenting the Service Agreement in a format that you find most comfortable and accessible. Your understanding and peace of mind are of utmost importance to us.

## **How can I end my contract with Pair Ability?**

If you wish to terminate your services, please get in touch with your Pair Ability Case Coordinator. You'll find their contact details specified in your service agreement. Alternatively, you can reach our office by calling 1300 059 020 or sending an email to [info@pairability.com.au](mailto:info@pairability.com.au)

There are circumstances in which your services may be permanently discontinued:

- If you or your advocate request the cessation of services.
- If you decide to transition to a different service provider.
- If you relocate outside of Pair Ability's service area.
- If Pair Ability is no longer equipped to meet your evolving needs.

In cases where your needs change, your case coordinators can assist you in updating your care plan or connecting with the NDIS.

If you are transitioning to another provider, and with your consent, Pair Ability will offer support to facilitate a smooth transition to ensure the uninterrupted delivery of your services.

Please note that your service agreement will also specify the notice period required for ending your service agreement contract. Your satisfaction and well-being are our top priorities, and we aim to make the transition process as seamless as possible for you.