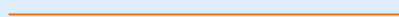




PARTICIPANT HANDBOOK



Company Policy Overview for Thryv Group

At Thryv Group, we are committed to providing high-quality care services to all participants in accordance with the NDIS Practice Standards. Our policy is guided by the following key points:

1. Rights and Responsibilities:

- We recognise the rights of participants and our responsibilities as providers to deliver supports that uphold and respect those rights.
- Our care practices prioritise person-centred support, ensuring that each participant's legal and human rights are understood and incorporated into everyday practice.
- Communication with participants is tailored to their needs, ensuring comprehension and active engagement with their support network and chosen community.

2. Individual Values and Beliefs:

- We respect the culture, diversity, values, and beliefs of each participant, responding sensitively to their preferences.
- Participants are supported in practising their culture, values, and beliefs while accessing our supports.

3. Privacy and Dignity:

- We maintain consistent processes to respect and protect the personal privacy and dignity of each participant.
- Participants are informed of confidentiality policies {explain how you do this...eg upon commencing services} and we explain what personal information will be collected and why.

4. Independence and Informed Choice:

- We support participants in making informed choices and exercising control over their supports.
- Active decision-making and individual choice are encouraged, with a focus on providing information in a manner that participants understand.
- Participants' autonomy, including their right to intimacy and sexual expression, is respected.
- Participants have sufficient time to consider options, seek advice if required, and access advocacy services of their choosing.

5. Code of Conduct

The NDIS Code of Conduct

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

6. Risk Management

We recognise the importance of managing risks to ensure the safety and well-being of both ourselves and the individuals we support. Therefore, we adhere to the following risk management principles:

1. **Assessment:** We conduct thorough assessments of the environment, the needs of the individuals we support, and any potential hazards or risks that may arise during the provision of support services.
2. **Prevention:** We implement proactive measures to prevent or minimise risks, including implementing safety protocols, keeping up to date with appropriate training, and establishing clear communication channels.
3. **Monitoring:** We continuously monitor the situation and remain vigilant for any signs of potential risks or hazards. This includes regular check-ins with the individuals we support and maintaining open communication with relevant stakeholders.
4. **Mitigation:** In the event of identified risks, we take prompt action to mitigate them to the best of our ability. This may involve modifying support strategies, seeking assistance from relevant authorities or professionals, or implementing emergency response procedures.

1. Documentation: We maintain detailed records of risk assessments, preventive measures, incidents, and any actions taken to address risks. This documentation serves as a valuable reference for future risk management efforts and ensures accountability.
2. Continuous Improvement: We regularly review and update our risk management practices to incorporate lessons learned, emerging best practices, and changes in circumstances or regulations. By continuously striving to improve, we aim to enhance the safety and quality of the support services we provide.

By adhering to these risk management principles, we endeavour to create a safe and supportive environment for the individuals we serve while minimising potential risks and ensuring compliance with relevant legal and ethical standards.

7. Violence, Abuse, Neglect, Exploitation, and Discrimination:

- We at Thryv Group Have completed the NDIS worked orientation module and have practices in place to prevent violence, abuse, neglect, exploitation, or discrimination.
- Allegations and incidents are promptly addressed, with support provided to affected participants, thorough record-keeping, and actions taken to prevent recurrence.
- Any incidents or allegations of abuse are reported to the National Disability Abuse and Neglect Hotline which is free, independent and confidential. They will be contacted on 1800 880 052 or send an email to: hotline@workfocus.com.
- Support will be recommended to those affected by supporting and/or encouraging access to the individual's GP in the first instance.

8. Complaints

Participants or their representatives can lodge a complaint by:

- Contacting their assigned worker directly.
- Sending an email to hello@thryvgroup.com.au
- Calling our company at 07 5657 1992

All complaints will be recorded in our complaints register, including the nature of the complaint, contact details of the complainant, and relevant dates. This information will be treated with confidentiality and used only for the purpose of resolving the complaint.

Upon receipt of a complaint, we will acknowledge it within 48 hours and provide the complainant with details of how the complaint will be handled.

We will conduct a thorough investigation into the complaint, including gathering relevant information and consulting with all parties involved. This may involve contacting the complainant for additional details or clarification.

Once the investigation is complete, we will work towards resolving the complaint in a timely manner. We will communicate the outcome of the investigation to the complainant and, where applicable, propose appropriate actions to address the issues raised.

We value feedback from complainants and will seek their input on the resolution process. We will also follow up with the complainant to ensure that they are satisfied with the outcome and to address any further concerns they may have.

If the complainant is not satisfied with the outcome of the complaint or the way it was handled, they may escalate the matter by:

- Requesting a review by a senior staff member or manager
- Contacting the NDIS Quality and Safeguards Commission (QSC) to lodge a formal complaint.

You can make a complaint to the NDIS Commission by either:

- completing a complaint contact form
- calling 1800 035 544
- if you are deaf or hard of hearing, contact:
 - TTY on 1800 555 677
 - National Relay Service on 1800 555 727.

9. Continuous Improvement:

We are committed to using feedback from complaints to improve our services and prevent similar issues from occurring in the future. We will regularly review our complaints handling procedures and make necessary adjustments to ensure effectiveness and efficiency.

10. Additional Commitments:

- At Thryv Group we are committed to ensuring the competence and professionalism of our staff.
- All staff members are required to complete a worker orientation module and effective communication training.
- These training programs are designed to equip our staff with the necessary skills and knowledge to deliver high-quality care services and communicate effectively with participants.

Contacting Thryv Group Regarding Service Standards:

Participants or concerned parties can contact us regarding any issues related to service standards not being met through the following channels:

- Sending an email to hello@thryvgroup.com.au
- Calling our company at 07 5657 1992
- Through our website www.thryvgroup.com.au/contact-us/

At Thryv Group we are dedicated to ensuring the well-being and satisfaction of our participants, and we welcome feedback to continuously improve our services.

Date: 24-07-2024