



TSH

NDIS Participant Handbook

2024



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Our Purpose

In partnership with families, we empower children to hear, communicate, connect, and learn, leading to stronger communities.

Our Values

Our values give us focus and guide our decisions. At TSH we value:

- **Excellence** - we are experts in our field through experience, research and knowledge, delivering the highest level of services and connection in all we do.
- **Nurturing** - we create a in a caring, supportive environment that fosters positive outcomes, bringing empathy and wisdom to our relationships.
- **Trust** - we engender trust by listening, connecting, and delivering on our promises.
- **Inclusivity** - we work with people to ensure success. We embrace others in what we do helping to create success.
- **Respect** - we recognise every person's unique abilities, operating in a spirit of cooperation and valuing dignity.
- **Empowerment** - we build people's capacity, knowledge and skills in an enriching and inclusive environment.



TSH Services

At TSH we provide services to families in a professional and effective way that makes us a trusted provider of choice in this field. Our programs are developed through evidence-based best practice and lead to innovative approaches with the use of techniques and technology. We undertake professional development to constantly improve in all areas.

Our multidisciplinary range of on-site services gives families the convenience of one location and the comfort of dealing with one inclusive, professional organisation to help their children reach their true potential. Our NDIS claimable Services include:

- Speech Pathology
- Occupational Therapy
- Audiology Services
- Auditory Verbal Therapy
- Language Support Program
- Multidisciplinary Groups

For more information on our services please call us on (08) 9387 9888 or visit www.tsh.org.au

NDIS Participant Rights and Responsibilities

TSH respects and is committed to upholding the rights of all people. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the *United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, the United Nations Declaration on the Rights of the Child, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards and Quality Indicators (2021)*.

You have the Right to access supports that:

- promote, uphold and respect your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy;
- are free from violence, abuse, neglect, exploitation or discrimination; and
- allow you to exercise informed choice and control.

It is our responsibility to:

- tell you about and uphold your rights;



- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making;
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery;
- support you to access an advocate (including an independent advocate) of your choosing;
- treat you fairly, with courtesy, dignity and respect and without discrimination;
- give you information about our services and associated costs;
- involve you in decisions about your services, as well as our programs and policies;
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

Independent Advocacy

Each family at TSH has the right to access a disability advocate of their choosing, to assist them with their relevant services.

The *National Disability Insurance Scheme Act 2013* defines an independent advocate, in relation to a person with 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 disability;
- provides independent advocacy for the person with disability, to assist the person with 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 disability, reflecting the person'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.



Independent disability advocates act to:

- protect the rights of a person with a disability;
- assist the person with a disability to exercise choice and control and to have a voice;
- assist to resolve a complaint with an NDIS provider.

TSH promises to work with the independent advocate to resolve any complaints.

To find an independent disability advocate visit

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

For further information on disability advocacy, see: [National Disability Advocacy Program | Department of Social Services, Australian Government \(dss.gov.au\)](#)

Privacy, Confidentiality and Consent

Maintaining appropriate record keeping, confidentiality and privacy of information relating to TSH, clients, children, families and colleagues is paramount to how we show people respect, is consistent with the law, and helps ensure the safety of the children we support. The NDIS Practice Standards ensure that all NDIS participants receive supports that respect their dignity and right to privacy (NDIS 2020). TSH implements policies and procedures that respect and protect the participants' personal privacy and dignity, for a copy of the policy <https://www.tsh.org.au/privacy-policy/>.

Privacy

The [Privacy Act 1988](#) (the Privacy Act) regulates how federal public sector agencies and certain private sector organisations can collect, hold, use and disclose personal information, and how you can access and correct that information. Personal information is information in any form that can identify a living person. The Privacy Act applies only to information about individuals, not to information about corporate entities such as businesses, firms or trusts.

Detailed information on the Privacy Act is found on the [Office of the Australian Information Commissioner \('OAIC'\) website](#)

The Privacy Act authorises our collection of personal information where this is required to facilitate access to the NDIS and perform our other functions;

- TSH implement consistent policies and procedures that respect and protect participants' personal privacy and dignity.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which TSH holds about them and to advise TSH of any perceived inaccuracy. Clients will be able to access and update their personal



information through their Parents or guardians, but older clients and adults may seek to access and update their information themselves. To make a request to access or update any personal information TSH holds about you or your child, please contact the program manager in writing. If we cannot provide you with access to that information, we will provide you with written notice explaining the reasons for refusal.

Confidentiality

All TSH staff are required to sign a confidentiality agreement as part of our code of conduct. When commencing work at TSH all staff agree that they will not disclose personal or sensitive information about a child, including images of a child, unless the child and their parent or legal guardian consent or unless they are required to do so by TSH's policy and procedure on reporting.

Consent

When participants enrol in a TSH program they are asked to sign a consent form that covers the following areas of consent; privacy compliance, release of information externally, photo/audio/visual recordings and research.

Whilst the consent form is optional, allowing TSH staff access to this information allows the centre to provide the best possible service delivery for your child and disclose information for funding purposes such as NDIS. Often the centre will be required to engage in fundraising activities and information may be used for this purpose. We will not disclose your personal information to any third parties for marketing purposes without your consent. TSH staff may also be required to share records with external agencies and written permission is always requested from parents or guardians before this information is shared.

In some cases, TSH may need to disclose a participant's personal information. Where possible, this information will be de-identified before disclosure. Examples of situations where TSH may have to disclose information include: being required under law, being necessary in order to prevent or reduce a serious and immediate threat to someone's life, being necessary in order to prevent or reduce a threat to public safety, being required as part of an internal complaints investigation.

Families can at any stage of their service with TSH amend or withdraw their consent. If you would like to amend your consent, please contact your program manager or the NDIS team, you will be asked to complete a new consent form to accurately represent your wishes.



Interpreting and Translation

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available to support your interactions with us. Please discuss the fees associated with this service with your program manager. If you have a communication method you prefer, please let our team know so we can arrange this for you.

Service Agreements

Once TSH has been selected as your service provider, we will develop a service agreement with you. This service agreement will list the schedule of supports, the responsibilities of TSH, your responsibilities (as a participant) and our cancellation policy.

Fees and Charges

We will discuss fees with you before providing services and include all fees in a Service Plan. The Service Plan contains detailed information about the services we will provide you and when fees must be paid. This must be agreed to by you before services can commence. TSH will provide you with regular invoices to assist you to manage payment for our services. All fees and charges are in line with the NDIS price guide. If you have difficulty paying your fees for any reason, we encourage you to discuss this with us so that acceptable payment arrangements can be put in place.

If you are self-managing or are plan-managed, TSH will send you or your plan manager regular invoices. Payment is due within 7 days of receiving the invoice. Failure to make payment either via the NDIS, or privately may result in the suspension of your service.

Please note: There are periodic changes in the NDIS Price Guide, these will lead to an automatic adjustment of your fees.

At TSH, we are dedicated to ensuring that all families have access to our services. We understand that the cost of our services may be a barrier for some families who do not have NDIS funding. We align our fees with the NDIS price guides, which accurately reflect the true cost of providing services to your child. Additionally, we actively pursue philanthropic donations and fundraise to offer bursary/fee relief in order to specifically provide families who do not have access to the NDIS with a philanthropically discounted/subsidised fee. Our goal is to make our services affordable and accessible to all families. We are also committed to providing transparent and unbiased information to all families who are enrolled with TSH.



If you would like further details or would like to discuss our fees, please reach out to our NDIS team via email.

Withdrawing or amending your services

TSH is committed to providing family centred care and therefore understand that families may have to amend their service or withdraw at short notice.

Reasons a family may need to amend or withdraw from their service at TSH:

- Family are moving home;
- Their NDIS plan funding has changed;
- They are no longer happy with the service TSH has provided;
- They have found a service provider who is better skilled to meet the needs of their child.

Reasons TSH may amend or withdraw a family from our service:

- The participant no longer requires the service and is discharged;
- The participant has significant outstanding payments;
- There is a safety issue to other TSH families, students and staff.

If you would like to withdraw services or amend your service plan, please email ndis@tsh.org.au, the NDIS team will require 7 days notice of withdrawal to finalise payments and reporting.

Cancellation of sessions

TSH understands that family life can be busy and unexpected incidents sometimes arise that prevent our clients from being able to attend scheduled appointments or group therapy sessions. Should such an instance arise clients should contact TSH at their earliest convenience to either cancel or reschedule. This allows TSH to make alternative arrangements and it ensures that audiologists, teachers, psychologists, speech pathologists and occupational therapists do not spend time preparing and planning for sessions that do not occur.

If a client is late the session will end at its regularly scheduled time and be invoiced at the regular rate. Clients arriving more than 15 minutes late for an individual therapy session will be deemed to have cancelled the appointment.

In line with the NDIS guidelines, we require **2 business days** notice of a session cancellation where possible. If this notice is not provided it is considered a short notice cancellation (or no show) and therefore 100% of the hourly rate of service will be



charged/claimed from NDIS. TSH reserves the right to amend these provisions to ensure alignment with relevant NDIS guidelines.

An occurrence of 3 sessions missed without notice (did not attend) may result in forfeiture of reserved appointment slots to allow TSH to best serve all clients in need of services.

The preferred method of notification is via phone on (08) 9387 9888 during office hours (Monday to Friday from 8:30am to 4:30 pm) or via email to speech@tsh.org.au. When making a cancellation, the name of the client, the date of scheduled session and name of program or therapist should be provided. An occurrence of 3 sessions missed without appropriate notice may result in forfeiture of reserved appointment slots to allow TSH to best serve all clients in need of services.

From time to time therapy staff may have to cancel scheduled appointments due to annual holidays, training, illness or other unforeseen circumstances. In these instances TSH will;

- offer a rescheduled appointment where practical and available within the TSH appointment schedule.
- make every endeavour to advise the client/family with a minimum 24 hours' notice by phone, email or SMS where practical.
- In the case of illness or unforeseen circumstance advise the client/family at the earliest available opportunity.

Feedback, Compliments and Complaints

TSH aims to provide quality care and support to our families. We are committed to continuous improvement and your compliments or complaints are important to us. We will periodically ask families to participate in a survey as a means to provide feedback on the service you receive from TSH.

How do I make a complaint?

If you have a complaint, we will deal with it quickly and fairly. We are committed to dealing with complaints in a constructive and serious manner.

We will tell you what is happening with your complaint and will do everything we can to help you. We will use your complaint to review and improve the way in which we provide services.

Communicating a complaint to us will not affect your rights to receive a service from TSH.



In the first instance, communicate your complaint with either the person who provided the service or their Manager. You can make a complaint in person, by telephone, in writing or by completing an online form at www.tsh.org.au

For more information on our complaints policies please refer to the following

[\(https://www.tsh.org.au/about/contact-us/compliments-complaints/\);](https://www.tsh.org.au/about/contact-us/compliments-complaints/) we also have a Whistleblower policy [\(https://www.tsh.org.au/whistleblower-policy/\).](https://www.tsh.org.au/whistleblower-policy/)

NDIS Quality and Safeguards Commission

You are also able to make your complaint to the NDIS Quality and Safeguards Commission. You are able to make a complaint to the NDIS Commission about any issue connected with NDIS funded supports or services provided by an NDIS provider. A person does not have to raise their complaint with the provider before approaching the NDIS Commission for help.

A complaint can be made to the NDIS Commission by:

- phoning 1800 035 544 (free call from landlines) or TTY 133 677 (interpreters can be arranged)
- using the National Relay Service and asking for 1800 035 544
- completing a complaint contact form to let the NDIS Commission know how best to contact you [\(https://www.ndiscommission.gov.au\)](https://www.ndiscommission.gov.au).

NDIS reportable incidents

Under the NDIS, TSH must notify the NDIS Commission of all reportable incidents (including alleged reportable incidents) that occur (or are alleged to have occurred) in connection with the provision of NDIS supports or services TSH delivers. For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) in connection with the

provision of supports or services. This includes:

- the death of a person with disability;
- serious injury of a person with disability;
- abuse or neglect of a person with disability;
- unlawful sexual or physical contact with, or assault of, a person with disability;
- sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability;
- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory



in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability.

When a reportable incident occurs or is alleged to have occurred in connection with the NDIS supports or services we deliver, we must notify NDIS using the NDIS Commission Portal and NDIS reportable incident form, within the required timeframes. The timeframes are calculated from when a registered NDIS provider became aware that the incident occurred or was alleged to have occurred. Timeframes are 24 hours for all NDIS reportable incidents, other than the use of restrictive practices, which is 5 days. When the NDIS Commission receives a reportable incident report, they can take a range of actions. These might include requiring TSH to undertake specified remedial steps, carry out an internal investigation about the incident, or engage an independent expert to investigate and report on the incident.

Emergency and Disaster Management

TSH is dedicated to keeping our families safe and providing services in a safe environment. TSH has an emergency management team made up of fire wardens and first aid officers. Members of this team have regular training and are responsible for managing emergency situations and evacuations. In the event of an onsite emergency such as a fire, we ask all families to follow instructions from the emergency management team.

If an emergency or pandemic prevents you from entering our onsite locations, your therapy team will contact you to discuss how best to continue providing your family a service. If you are unable to attend the centre for services, please contact your therapy team and discuss changing your service delivery to online/teletherapy.

Please see the links below for more information on TSH;

Emergency Management Plan [EMERGENCY MANAGEMENT POLICY AND PLAN \(sharepoint.com\)](#)

Bushfire Management [Microsoft Word - Policy and Plan - Bushfire Management \(sharepoint.com\)](#)

Pandemic Management [POLICY - Pandemic Management.pdf \(sharepoint.com\)](#)

All TSH policies and procedures are regularly reviewed and we encourage feedback from families. For more information or to provide feedback on the above policies, please contact our reception on (08) 9387 9888 or email speech@tsh.org.au



Information to share with TSH

If appropriate please share the following information with the NDIS team or your program manager:

- Changes to legal guardianship;
- Family court orders that will impact our ability to provide your child with a service;
- Home address changes;
- Changes to your NDIS funding or NDIS plan dates;
- If your child is no longer eligible for NDIS funding.

It is important to let us know of any changes to circumstances that may put your child at risk or impact TSH's ability to provide a service to your family.

Contacting TSH

We at TSH are dedicated to providing a family centred approach to our services. We believe it is important to develop a working partnership with our families. As providers we are aware and understand that all families are resourceful and it is our role to help them access the resources or supports they require.

We have a team of NDIS consultants who are available to assist you through the NDIS process. Our team can support you to access the NDIS, prepare for a planning meeting, appeal a plan or provide guidance on how to use your NDIS funds.

If you have any questions or would like support from the TSH's NDIS consultants, please contact us via:

Email: ndis@tsh.org.au or Phone: (08) 9387 9888



