



HEARTLAND SUPPORT SERVICES

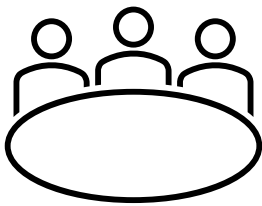
Participant Induction Pack

ABOUT



This document is about how we make sure your rights are met.

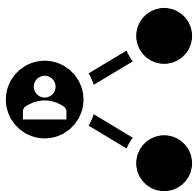
WHAT ARE MY RIGHTS?



If you need help saying what you want, you can get an **advocate**.

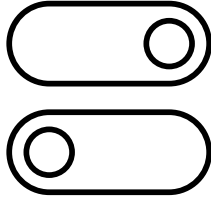
An advocate is an independent person who will speak for you.

If you want an advocate, we can help you find one.



If you are not happy with our service, you can make a **complaint**.

Your complaint will help us improve our services.



You can make your own **choices**.

We will give you all the information you need to make the right choice.



You have the **right** to:

- Have your values and beliefs respected
- Make informed choices
- Be protected from violence, abuse or discrimination

WHAT ARE OUR RESPONSIBILITIES?



We aim to ensure there is no conflict of interest between you and our staff.

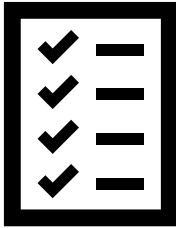
A **conflict of interest** is when someone does not do their job fairly. They may provide better services to one participant than other participants.



We have a **duty of care** to protect you from getting hurt as we help you reach your goals.



We protect your **private** information.



We create a **service agreement** that explains all the services you will receive.

This also helps us understand if our services are meeting your goals.



HEARTLAND SUPPORT SERVICES

Abuse, Neglect and Exploitation Policy

Abuse, Neglect and Exploitation Policy



About this document



We will make sure that you always feel safe when you get help from us.



Abuse, neglect and exploitation can make you feel:

- sad
- angry
- scared
- confused.



All our workers know that abuse, neglect, and exploitation is NEVER allowed.

This document will:

- help you understand abuse, neglect, and exploitation.
- tell you how to seek help



Please note: This document discusses sensitive topics. If you feel upset or uncomfortable, please let us know. We will help you to understand this information in a different way.

What is abuse?

Abuse is any action that is designed to hurt another person. There are different types of abuse.



Physical abuse is when someone hurts any part of another person's body.

For example: punching, kicking, hitting or preventing the other person from moving freely.



Emotional abuse is when someone says mean things to hurt someone else.

For example: screaming or making rude comments because they know it will make the other person feel upset.



Financial abuse is when someone uses money to control another person.

For example: stopping another person from using their own money or bank accounts.



Sexual abuse is when someone talks about sexual topics or touches another person's body when the other person has not given permission for this to happen.

For example: touching the private parts of a person's body or making inappropriate comments about a person's appearance.



Cultural abuse is when someone uses another person's culture to cause harm or to control them.

For example: making racist comments or refusing to let the other person speak their native language.

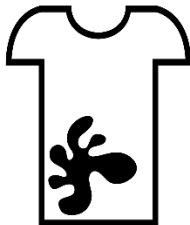
What is neglect?



Neglect is when a person is not given the care that they need. Some signs of neglect are:



- quickly losing or gaining weight because of a bad diet



- dirty clothes and/or clothes that do not fit



- not having your needs and preferences met when planning/providing you with services.



If you think we are not meeting your needs,
let one of our workers know. We are here to
help.

What is exploitation?

Exploitation is the act of treating a person unfairly to benefit from their work or resources.

Some examples of exploitation are:



- a company not paying someone for their work (if the person did **not** agree to be a volunteer)



- a worker using a person's disability benefits to buy things that **do not** help that person



- an email from someone you do not know asking for personal information and bank details.



What is reasonable force?

Reasonable force is an action that is done to prevent harm.

We will only use reasonable force to keep you safe.

Our workers can use reasonable force to stop you from:



- harming yourself or others



- damaging things on purpose



- being in harm's way (e.g. if you are in the path of a falling object).

How to get help

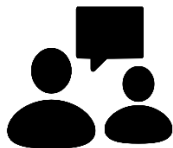


You should **make a complaint** or **report an incident** if you experience abuse, neglect or exploitation. We will help you to do this.



Family members, advocates or friends can also help you make a complaint or report an incident.

You can make a complaint/report and incident by:



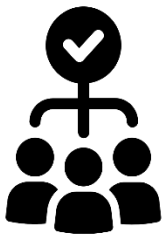
- letting a worker know about the situation



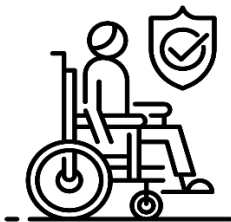
- sending an email, or



- making a phone call.



We will work solve the problem and involve other organisations (such as the NDIS Commission) when needed.



If you believe that we have not handled your incident/complaint in the right way, you can [make a complaint about us directly to the NDIS](#).

We will help you if you decide to do this.



HEARTLAND SUPPORT SERVICES

Advocacy Policy

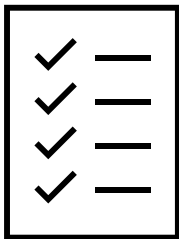
About this document



Advocacy is the act of helping a person get what they need.

There may be times when you will need the help of an advocate.

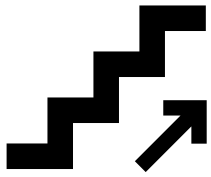
We will always help you to get an advocate if you need one.



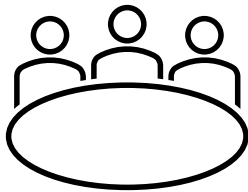
This document will help you understand:

- what advocates are and what they do
- what advocates cannot do
- how we can help
- how to find an advocate.

What is an advocate?



An advocate is a person who can help you stand up for your rights.



Advocates will work with you to find out what you need and what you want.

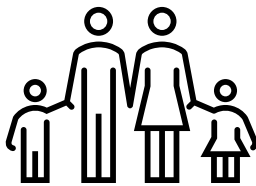


An advocate must be a person that you know and trust.

Who can be an advocate?



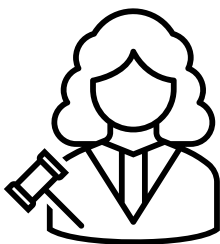
There are many different people that can be an advocate.



A **family member** can be your advocate.



A **person from an outside advocacy group** can be your advocate.



A **person from a legal organisation (like a lawyer)** can be your advocate.

What can advocates do?



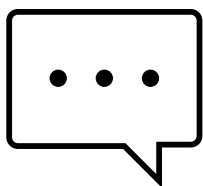
Advocates will always make sure that you are safe and have what you need.



Advocates can help you advocate for yourself.



Advocates can help you find out what you need.



Advocates can say something for you.

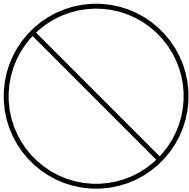


Advocates can help you write and sign papers.



Advocates can help you report incidents and make complaints.

What can advocates not do?



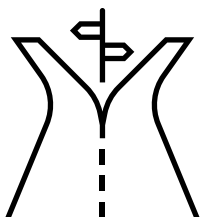
There are some things that advocates cannot do.



An advocate cannot help you with your health treatments.



An advocate cannot act as a go-between when resolving problems.



An advocate cannot make decisions for a different person (if they are not their advocate).

How will we help you?



We have let our workers know when an advocate might be needed.



You have the right to choose your own advocate.
We will help you with this.



We will help you if you want to:

- be your own advocate
- get a new advocate
- stop advocacy services.



We will work with your chosen advocate.

How to find an advocate



We will help you to find and contact your chosen advocate.



You can ask one of our workers about where you can find an advocate.



You can use Google and the [Disability Advocacy Finder](#) tool to look for advocates near you.



You can also contact the department that oversees advocacy in your state.



A full list of services in each state can be found on the [NDIS website](#).



HEARTLAND SUPPORT SERVICES

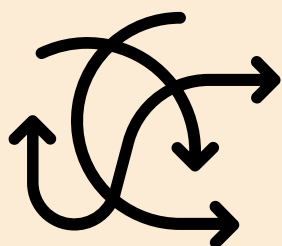
Conflict of Interest Policy

CONFLICT OF INTEREST POLICY

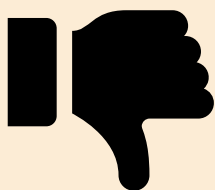


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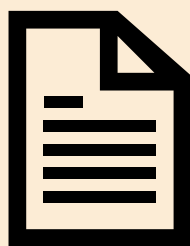
Our workers have a responsibility to provide you with the best services possible.



A **conflict of interest** is when a person's personal interests clash with their responsibilities.



This can make a person use the organisation's money or power to benefit their family/friends.

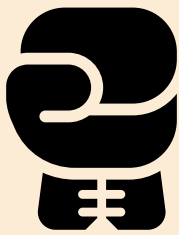


This document will:

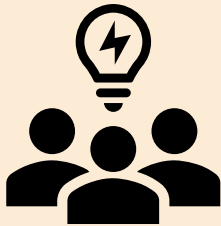
- explain different types of conflicts of interest
- give examples of conflicts of interest
- tell you how we stop conflicts of interest from happening
- tell you how we will make sure that conflicts of interest do not affect your choices
- tell you how to report a conflict of interest.

TYPES OF CONFLICTS OF INTEREST

THERE ARE THREE MAIN TYPES OF CONFLICTS OF INTEREST:



An **actual conflict of interest** means the conflict of interest happened.



A **potential conflict of interest** means something might turn into a conflict of interest.



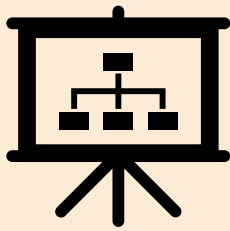
A **perceived conflict of interest** means that it seems like there might be a conflict of interest.

EXAMPLES OF CONFLICTS OF INTEREST

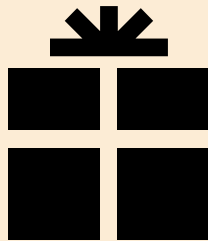
SOME EXAMPLES OF WHAT COULD BE A CONFLICT OF INTEREST:



a support worker referring you to a service run by their family member/friend



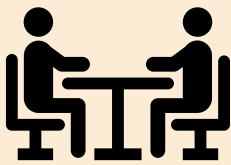
a support worker being related to their manager



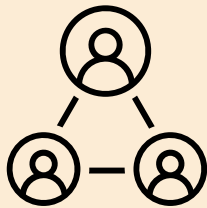
a client giving a big gift to a support worker.

HOW DO WE STOP CONFLICTS OF INTEREST FROM HAPPENING?

OUR GOAL IS TO AVOID CONFLICTS OF INTEREST AS MUCH AS POSSIBLE.



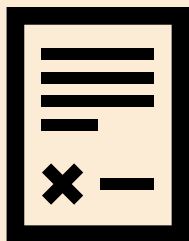
We always want to make sure that the help we provide and the advice we give you is free from any conflicts of interest.



We require that all workers at our organisation tell us about any actual, potential, or perceived conflicts of interest.



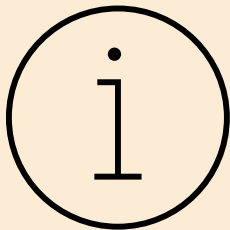
We will work with our support workers to make sure that everything is always fair.



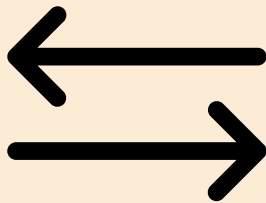
We will write down information about all conflicts of interest and make plans to fix them.

HOW WILL WE MAKE SURE YOUR CHOICES ARE NOT AFFECTED BY CONFLICTS OF INTEREST?

WE ALWAYS AIM TO MAKE SURE THAT CONFLICTS OF INTEREST DO NOT AFFECT THE CHOICES YOU MAKE.



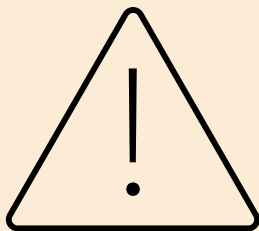
To do this, we will give you all the information needed to help you make the best and fairest choice.



You can always change your mind about any choices you have made.



If needed, we will help you find an advocate to assist you with making fair choices (please see [Advocacy easy read](#)).



We will NOT let support workers benefit from a conflict of interest.

WHAT HAPPENS IF YOU FIND OUT ABOUT A CONFLICT OF INTEREST?

IF YOU WANT TO LET US KNOW ABOUT A CONFLICT OF INTEREST, WE WILL SUPPORT YOU.



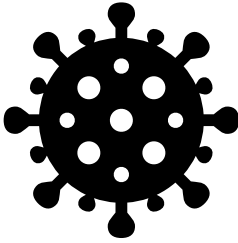
You can let us know about a conflict of interest by:

- writing to us
- sending us an email
- calling us on the phone
- speaking to someone.



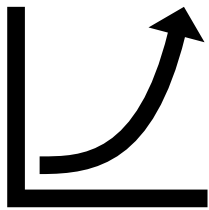
HEARTLAND SUPPORT SERVICES

COVID-19 Policy



About this document

COVID-19 (also known as Coronavirus) has spread quickly around the world.



When an illness spreads around the world and affects many people, it is called a **pandemic**.

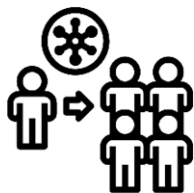


This document will help you understand COVID-19 and how we will help you during this COVID-19 pandemic.



This document should be read together with the [Infection Control easy read document](#).

What is COVID-19?



A **virus** is an illness that is spread quickly from one person to another.



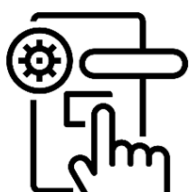
COVID-19 is a virus and it can spread:



- by touching people that have COVID-19



- when people with COVID-19 cough or sneeze

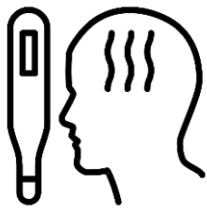


- by touching any objects that have the COVID-19 virus on them.



What are the signs of COVID-19?

The most common signs of COVID-19 are:



- a fever



- a dry cough



- tiredness



- feeling that it is hard to breathe.



A person with COVID-19 might have other, less common signs. Some less common signs of COVID-19 are:



- pain in any part of the body



- sore throat



- loss of taste and/or smell



- rashes



Signs of COVID-19 might feel a lot like a cold or a flu.



The only way to know for sure if you have COVID-19 or not is to do a test.



If you think you might have COVID-19 please let us know.



What can you do to stop the spread of COVID-19?

We will help you lower the risk of catching COVID-19.



We will have infection control measures in place at all times (please read our [Infection Control easy read](#) for more information).



You can help stop the spread of COVID-19 by:



- cleaning your hands often with soap and water or hand sanitiser



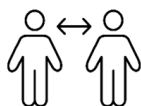
- covering your mouth with a tissue when you cough or sneeze (for more information see the section on cough etiquette in the Infection Control easy read



- not touching your face



- staying home if you feel sick



- staying 1.5m apart from people around you, this is called **social distancing**.



You and our workers might be required to wear a mask.



If you feel uncomfortable with wearing a mask, please let us know. We are here to help.

COVID-19 tests

You might need to get a COVID-19 test if:



- you were in the same place as someone with COVID-19



- you have some signs of COVID-19



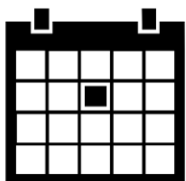
- you were close to someone that has or might have COVID-19.



The test will be done by a health professional (e.g. a doctor).



The health professional will put a small white rod into your nose or throat. Then, they will quickly pull it out again.



In one or two days, we will get the test results.



The test results will show if you have COVID-19 or not.



Lockdown

If there are many cases of COVID-19 nearby, we might need to go into **lockdown**.

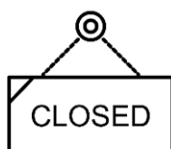
Lockdown means that:



- you have to stay home as much as possible



- there might be some places where you cannot go



- many places, such as cafes, might be closed



Lockdowns happen to stop everyone from catching COVID-19.



Everyone has to follow the rules of a lockdown.

This means that there may be times when you cannot do some of the things that you usually like to do, such as visit friends.



We will always explain the rules of a lockdown to you. We will tell you:

- why the lockdown is happening
- how long the lockdown is likely to last
- where you are and are not allowed to go



Even if there is a lockdown you will still get all the help that you need.

As much as possible, we will also help you to do things that you enjoy at home.



Isolation

Isolation means not leaving your home except in an emergency or to get medical care.



You might have to go into isolation if you have COVID-19.



You might also have to go into isolation if you:

- were near someone with COVID-19
- returned from a state/country where there are many cases of COVID-19
- are experiencing signs of COVID-19.



If you have to go into isolation we will always explain what will be happening.



If you are in isolation we will help to make sure that:



- you still get all the help that you need



- you are isolated in a place that is clean and comfortable



- you keep in contact with your family and friends (by using the internet and/or telephone)
- you are able to let us know about how you are feeling



- you can still do things that you enjoy.



We understand that isolation can be stressful and make you feel sad.



Please let us know if you feel sad about anything. We are here to help.



Getting more information

If you need more questions about COVID-19 please let us know.



We will always give you the information you need.

You can also get more information from the NDIS.



You can also get more information from the NDIS.

- calling 1800 800 110
- sending an email to enquiries@ndis.gov.au
- sending a message using the online [webchat feature](#).

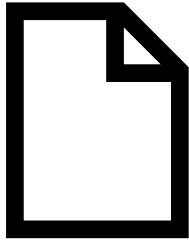


If you need any help with contacting the NDIS, please let us know.



HEARTLAND SUPPORT SERVICES

Decision Making and Consent Policy



About this document

This document provides information about your rights to make decisions about your life.

Decision making is all about what **you** want.

You have the right to be respected and treated like other people.



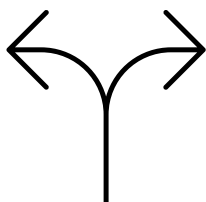
In this document you will learn about:

- your right to make decisions about your life
- the meaning of consent
- how we help you to make decisions
- what happens during emergencies.



Our job is to provide support in a way that makes you feel safe and comfortable.

If something makes you feel unsafe or uncomfortable you can say now.



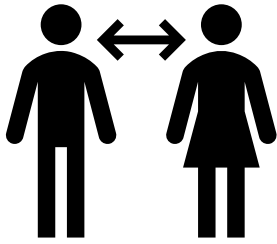
You have control over your life. We are here to support you to make decisions. You can make decisions about:

- daily activities
- food and drink
- money
- household tasks
- hygiene (such as showering or brushing teeth)
- what help you receive from us
- medical visits and treatments
- taking medicine
- sharing your personal information.



We will give you as much time as you need to make decisions.

Consent



When you agree that something should take place, you are giving **consent**.

Before giving consent, you have to understand:

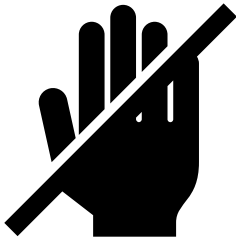
- what will be happening
- what you will have to do
- how the activity or treatment will make you feel better
- what might go wrong.



You can make the decision all by yourself if you feel comfortable.

You can ask questions if you are unsure or want more information at any time.

Withdrawing Consent



Withdrawing consent means that you are changing your mind.

If you feel uncomfortable about something that is happening, you can withdraw consent at any time.

The Law

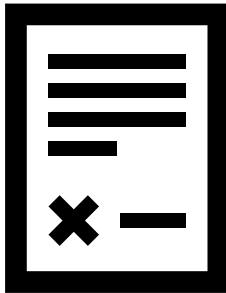


We always follow the rules set by the government to make sure that you know your rights.

If you are 18 years or older, you can make your own decisions and give consent.

If you are under 18, you can make some decisions as well. However, your parent or guardian may need to help you.

How to Give Consent



You can choose how you give consent and tell us your decisions. You can give consent by:

- using body language (such as pointing or moving your head)
- signing a piece of paper with a pen
- saying 'yes' or 'no'
- showing us a picture
- spelling out your answer.



Remember that the way you let us know about your decisions is up to **you!**

Substitute Decision Makers



Sometimes you might need help to make a decision. You can ask a person you trust, and they can give you advice. You can talk to:

- your parents or guardian
- your support worker or carer
- your close friends and family.



A **substitute decision maker** may be assigned if:

- you do not have anyone to help you make decisions.
- you are having trouble making your own decisions.

A substitute decision maker can help make informed decisions for you. Their job is to help you make good decisions that will improve your life.

Emergency Management



We will always help to protect you from harm.

If you are in an emergency, we may NOT ask for consent if:

- you are too hurt to give consent (for example, if you are not awake)
- The doctor believes the emergency treatment will save your life.
- You haven't told us that you DO NOT want the treatment.
- The person doing the treatment has looked at your care plans.



HEARTLAND SUPPORT SERVICES

**Duty of Care
and
Dignity of Risk Policy**

Duty of care and dignity of risk policy



About this document



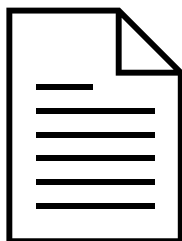
We will make sure you are always able to make choices for yourself.



Making your own choices can make you feel:

- special
- independent
- smart
- in control.

All our workers want to let you make decisions all the time, but sometimes they must help you. This is called a **duty of care**.



This document will:



- talk about how you can make decisions

- explain why sometimes a worker might have to help you make a decision



- what may happen when you make decisions.

Dignity of Risk



Dignity of risk means you are allowed make decisions and choices of what you can and cannot do.

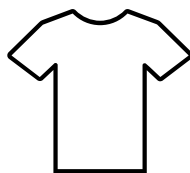


You are always allowed to make your own decisions.

An example of decisions you can make, may be:



- choosing to ride a bike



- choosing to wear a nice jumper

- choosing to eat something yummy.



You are allowed to make mistakes.



You are allowed to have accidents.



We will always continue to support you, even if a mistake or accident happens when you make a decision.

What is Duty of Care?



A **duty of care** means your workers have to help keep you safe.

Sometimes if you make a decision a support worker might need to help you.

A support worker might help you make a decision, if the decision:



- could hurt you

- could hurt someone else



If your support worker thinks that your decisions could hurt you or could hurt someone else, they must try to help you.

A support worker may help you make a decision by:



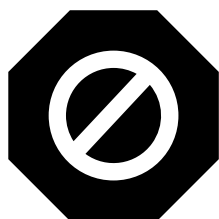
- talking about what might happen



- making some changes, to make the space you are in safer



- helping you to do the activity.



Sometimes it may be too dangerous, and the support worker might need to stop you from making the decision.



This might make you feel:

- sad
- angry
- confused.



The support worker will always tell you why they stopped you from making a decision.



You and the support worker can talk about why your decision was stopped and ways you can safely make the decision.

How to Get Help



If you think your support worker has stopped you from making a decision unfairly, you are allowed to make a complaint. ([See Feedback and complaints easy read](#)).



If you think your support worker knew you would get hurt and didn't help you, you are allowed to make a complaint.



We will help you make a complaint if you decide to do this.



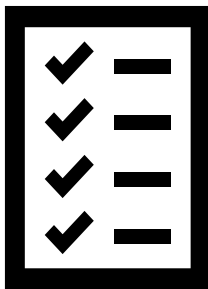
HEARTLAND SUPPORT SERVICES

Feedback and Complaints Policy

FEEDBACK AND COMPLAINTS POLICY



WHY DO WE LIKE FEEDBACK AND COMPLAINTS?



We welcome feedback to ensure the services you receive are good.

If you would like to provide feedback or make a complaint, you can contact us via the following:

hr@thehss.com.au

WHAT HAPPENS WHEN YOU COMPLAIN?



We welcome feedback to ensure the services you receive are good.



Your services will not be affected if you make a complaint.



You will not be made to feel bad because you gave negative feedback.



Your personal information will not be shared with anyone without your **consent**.

Consent means saying yes to sharing information with others.

HOW DO WE HANDLE COMPLAINTS?



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

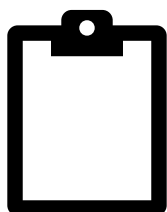
HOW DO I MAKE A COMPLAINT?



We regularly ask for feedback through:



- phone calls



- surveys



- service review meetings.

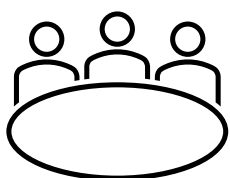


Heartland
Support Services



You can also make a complaint by:

- writing to us
- sending an email
- speaking to someone
- contacting the NDIS Commission by phone on 1800 035 544.



If you need help to make a complaint,
we will support you.

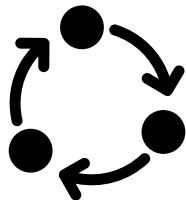
You can also ask a family member,
friend or advocate to help you make a
complaint.



HEARTLAND SUPPORT SERVICES

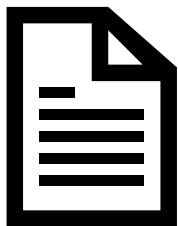
Incident Management Policy

About this document:



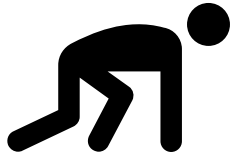
We will always respond to and resolve incidents. Our goal is to make sure that you are happy and safe.

This document will help you to understand:



- how to recognise an incident
- how to get help
- how we respond to incidents
- what information we will need from you
- how we will help if you are part of an incident.

WHAT IS AN INCIDENT?



An **incident** is when something goes wrong. It usually means that something bad happened to you or someone else.

There are many types of incidents. Some examples are:



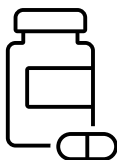
- a person experiencing harm of any type of harm or abuse (see [Abuse, neglect, and exploitation easy read](#))



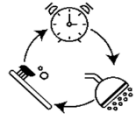
- loss or damage of property



- a near miss that could have caused harm



- taking the wrong medications



- harmful changes to usual support routines



- illegal activities (e.g. theft or drug use).

HOW TO GET HELP?



If you experience an incident or believe someone else may have experienced an incident, you should let us know. This is called **reporting**.

You can report an incident at any time. We will help you to do this.



Family members, advocates or friends can also help you to report an incident.



You can report an incident by:

- letting a worker know about the situation.
- sending an email
- making a phone call.



If you believe we did not sort out the incident well, You can make a complaint to the NDIS. We will help you if you decide to do this.

HOW WE RESPOND TO INCIDENTS



Once we know about an incident we will respond immediately, if possible. If we cannot do this immediately, we will let you know when and how we will respond.



We will make sure that all our workers know how to respond to incidents.



Less serious incidents will be resolved by us. We will work with you and any other people involved.



We might also tell your friends and family about incident and ask them to help.



If an incident is serious we will involve other organisations to help us resolve it. This is called **escalation**.

Depending on the type of incident, we might need to escalate it by contacting:

- the [NDIS Quality and Safeguards Commission](#)
- the police
- an external investigator
- other support services (for example, a doctor or counsellor).

WHAT INFORMATION WE NEED?



To resolve an incident, we need to write down what happened and what we did to help. This is called **keeping records**.

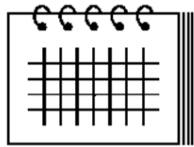


To keep good records we will need to ask you about the incident. We might ask questions like:

- What happened?
- At what time did it happen?
- Where did it happen?
- Who was involved?



If you are uncomfortable sharing information with us at any time, please let us know.



Records about what happened will be kept for at least 7 years after the incident.

HOW WILL WE HELP YOU?



We will always uphold your rights and ensure that you are safe.



We will give you the help you need if you are affected by an incident.

For example: If you are stressed because of an incident, we can provide a counsellor who will help you to feel better.



If needed, we will discipline any people that did the wrong thing.

For example: If a worker caused harm to you or others, they will not work with us again.



We will check that we resolved the incident properly.

If needed, we will change how we do things to improve our services and make sure the incident will not happen again.



HEARTLAND SUPPORT SERVICES

Closed-Circuit Television (CCTV) Use in
Our Facilities Policy

CLOSED-CIRCUIT TELEVISION (CCTV)

Use in Our Facilities Policy



About this document

At Heartland Support Services, we want everyone to feel safe.

This document explains:

- Why we use CCTV cameras in shared areas.
- How CCTV helps keep you and others safe.
- Your privacy rights.

CCTV cameras are security cameras that record video to help us protect you.

WHY DO WE USE CCTV?



Crime Prevention & Deterrence

- Stops people from stealing or causing harm.
- Makes our facilities safer.



Emergency Response

- Helps police or ambulance workers act fast if something bad happens.



Incident Documentation

- Records what happened to help solve problems.



Asset & Infrastructure Protection

- Keeps buildings and equipment safe.

YOUR PRIVACY AND THE LAW



We follow the **Victorian Surveillance Devices Act 1999**.

- Cameras are only in shared areas like hallways or outdoor spaces.
- No cameras in private places like bathrooms, toilets, or consultation rooms.

We balance safety with your right to privacy.





HEARTLAND SUPPORT SERVICES

Infection Control Policy

About this document

Infection control is something we all must do to keep everyone healthy. Good infection control stops germs from spreading.



Germs are tiny life forms, so tiny we can't see them without special equipment. Some germs can make you sick.



This document will tell you about methods of infection control. You will learn about:

- hand washing.
- personal protective equipment (PPE)
- what to do if you sneeze or cough
- cleaning up.

We are here to help you. If you have any questions, please ask us.

HAND WASHING



To stop the spread of germs, you need to keep your hands clean. We can help you with this.

You should wash your hands with soap and water:



- when your hands look dirty



- after using the toilet



- after sneezing, coughing, or blowing your nose.



- before and after eating



- after touching wounds, cuts, or bandages



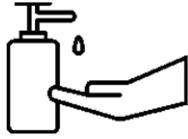
- after touching animals.

Our workers will also wash their hands at these times.



Follow these steps when washing your hands:

1. Wet your hands with water.
2. Put a small amount of soap on your hands.
3. Scrub your hands and count to 20.
4. Rinse your hands for 10 seconds.
5. Dry your hands.



If you do not have soap and water, you can also use hand sanitizer. Follow these steps:

1. Put a small amount of hand sanitizer on your hands.
2. Rub your hands together.
3. Let the sanitizer gel dry (this will take about 1 minute).



Any time you wash your hands, remember to:

- take off any jewelry.
- wash your palms.
- wash your fingertips.
- wash the top of your hands.
- wash between your fingers.
- wash under your nails.

PERSONAL PROTECTIVE EQUIPMENT (PPE)



PPE is clothing and tools used to keep everyone safe from germs. You might see workers wearing PPE such as:



- face masks



- gloves, and



- aprons.



Sometimes, you might have to wear PPE too.

For example, you might need to wear a face mask if you are sick.

PPE should always fit correctly. Please let us know if your PPE doesn't feel comfortable or not fit well.

WHAT TO DO IF YOU SNEEZE OR COUGH.



Germs can spread when people sneeze or cough.



When you sneeze or cough, cover your mouth with a tissue and throw the tissue away.

If you do not have a tissue, sneeze or cough into your elbow (NOT into your hands).



Wash your hands after coughing or sneezing.

CLEANING UP



Keeping all areas clean is important for stopping the spread of germs.

Our offices are cleaned often so you can be sure you are safe when visiting us.



If we are helping you in your home, our workers will also clean:

- the kitchen
- the bathroom
- your bedroom
- other living spaces.



You can indicate your cleaning needs and preferences at any time.

Our workers are trained in providing you with the cleaning help that you need.



HEARTLAND SUPPORT SERVICES

Participant Rights Policy

About this document



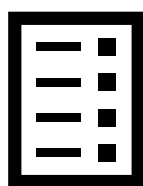
Every person that is receiving help from us has rights.



Your rights help make sure that you receive the best services for you.



This document outlines the basic rights that you have at all times.



This document should be read together with other easy read documents.



Other easy read documents you will be given will give you more information about your rights.



Other easy read documents that are available include:

- Abuse neglect and exploitation
- Advocacy
- COVID-19
- Entry and exit
- Decision making and consent
- Duty of care and dignity of risk
- Participant induction pack
- Privacy and confidentiality
- Feedback and complaints
- Incident management
- Infection control

Your rights



You have the right to access services that:

- respect all your legal and human rights
- promote your freedom of expression.



You have the right to make choices about every aspect of the services you receive.



You have the right to maximise your independence.



You have the right to have your culture, values and beliefs respected.



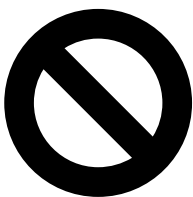
You have the right to intimacy and to express yourself sexually.



You have the right to feel comfortable when receiving services.

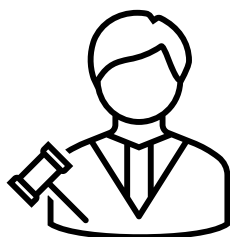


You have the right to have your information kept private.



You have the right to get services that are free from:

- violence
- abuse
- neglect
- exploitation
- discrimination.



You have the right to access an advocate.



You have the right to give us feedback at any time.



If you are not happy with our services, you have the right to make a complaint (for further information and contact details please see the [Feedback and complaints easy read](#))



HEARTLAND SUPPORT SERVICES

Privacy and Confidentiality Policy



About this document

This document tells you about our privacy and confidentiality policy.

The privacy and confidentiality policy says how we do what the law says we must do to protect your privacy.



Privacy means that any person has the right to have their personal information to not be told or shown to anyone.



Confidentiality means that there is a duty to keep your personal information private and protected.

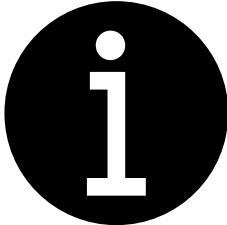
If you would like to know more information or have a question, please ask our staff.

Your Privacy



This document is about your privacy. This document will tell you:

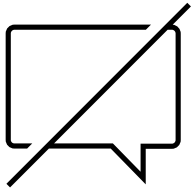
- what we know about you
- why we know things about you
- how we will use what we know
- how we will keep what we know safe
- what we do when your personal information has been accessed without your consent.



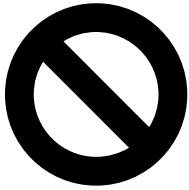
There are laws to protect your personal information.

Personal information is anything that is about you. This could be:

- your name
- where you live
- your date of birth
- your job or day activities
- information about your disability.



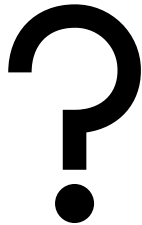
We will keep your information **private**.



This means we will **not** tell people your personal information unless we must.

You do **not** have to give us your personal information.

If you choose not to give us personal information, we may not be able to give you services you need.

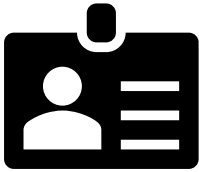


Why do we keep your personal information?

We ask for your personal information for different reasons:

- it helps us to provide the right services and supports
- we can help with your complaints
- we can get the right workers for you.

What personal information do we keep?



The personal information we keep might include:

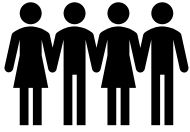
- your name
- your date of birth
- your phone number
- your email address
- information about your disability.



Sometimes your personal information is **sensitive information**.

Sensitive information is normally private and can include:

- your cultural background
- your religious beliefs
- your sexual orientation
- information about your health.



We also keep personal information on:

- other service providers you receive services from
- your family or carers
- our staff.



We will not tell anyone about your personal information unless we must.

The NDIS Commission might need the information to keep you safe.

How do we use your personal information?



We will use your personal information to help us provide the best services and supports.

We might need to tell other people about you because they give you the supports you need.

You need to give consent for us to tell other people your personal information. Consent means you say 'yes'.



We might give other people your information when you have not given consent if:

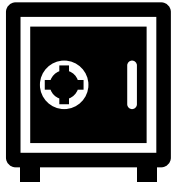
- the laws say we must
- it will keep you safe.

You can ask us any time about the personal information we keep about you.



You can request a copy of your personal records.

How do we keep your personal information safe?



We keep paper records safe in our offices under lock and key.



We keep your personal information stored on computers protected with a password.



Only staff who provide supports and services to you can see your personal information.

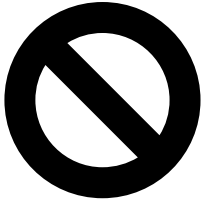


We only keep your personal information if we need it.



We destroy your personal information when we no longer need it

What happens when someone accesses your information without your consent?



When someone has accessed your personal information without our permission and without your consent, this is called a data breach.



If a data breach happens:

- we will tell you what happened
- we will take action to make sure you will not be harmed
- we will find out why it happened
- we will improve the way we handle your personal information
- we may have to report this to the government
- this will not affect the services we provide you.