



**HEARTLAND**  
SUPPORT SERVICES

# Participant Handbook



# Welcome to Heartland Support Services

*Welcome to our services!*

We are thrilled to have you join our community where support, growth, and empowerment are at the heart of everything we do.

Heartland Support Services is a forward-thinking social enterprise dedicated to fostering meaningful community connections. Our mission is to enhance the capabilities of individuals, empowering them to realize their utmost potential.

We achieve this by offering educational opportunities and nurturing community ties enabling us to deliver outstanding services and support you in maximizing the benefits of your NDIS plan.



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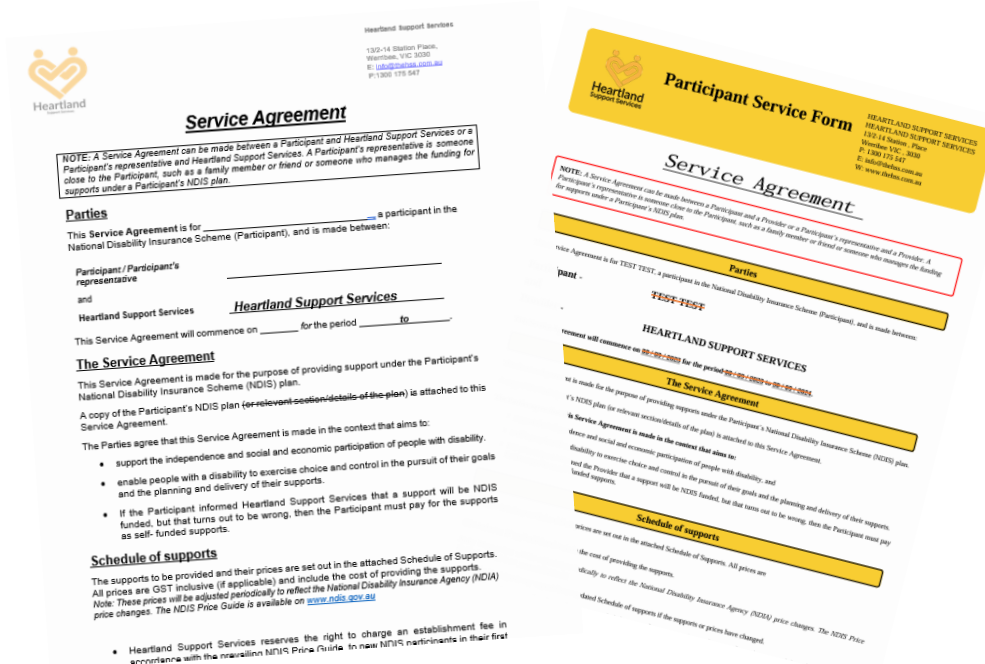
# Your Service Agreement

The NDIS mandates that service providers and participants have a Service Agreement in place before beginning services. As such, you'll need to sign one with Heartland Support Services and with each service provider you engage.

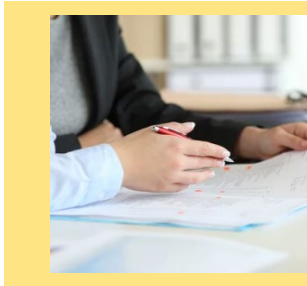
The Service Agreement outlines the mutual understanding between both parties clearly stating

- the agreed-upon supports
- the cost of supports
- responsibilities of your provider
- your responsibilities

It functions similarly to a contract, safeguarding both parties by clarifying terms and preventing misunderstandings. With the NDIS empowering you with greater choice and control, the Service Agreement ensures that services are rendered in accordance with your plan.

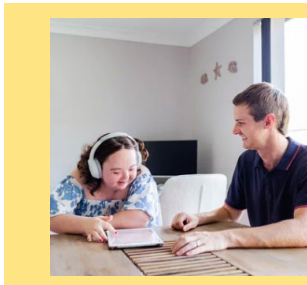


# Our Services



## Coordination of Supports

Our Support Coordinators are here to help you comprehend and apply the funded supports in your plan. They will also guide you in connecting with community resources, mainstream services, and other governmental programs. Our goal is to assist you in developing skills to take charge of your life and to facilitate connections with service providers.



## Support Work

Our Support Workers are as unique as the individuals we serve, each bringing their own personality and passion. We take pride in pairing you with a Support Worker who aligns with your preferences and needs. Whether to engage in social activities, assisting with travel, mentorship, or aiding in meal preparation, our workers are here to support you in a multitude of ways.



## Day Program

Our Day Program features diverse group activities and personalized training to develop various skills, from shopping and cooking to music and crafts. Providing resources for capacity building in tech skills, including computer basics, 3D printing, and gaming, as well as individual support for MyGov navigation, resume writing, and job applications.



## Allied Health Services

Our Allied Health network provides a broad array of therapeutic services and personalized support to cater to a variety of needs. We offer a team-based approach to Allied Health services, which includes specialties from Psychology to Nutrition and Dietetics.

# Our commitment to you

## Your Rights

The NDIS Code of Conduct is a set of rules workers and providers follow when supporting you. You can be assured that the level of supports offered are both compliant and in line with the NDIS Code of Conduct.



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### *Respecting your rights and privacy*

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Heartland Support Services is committed to honouring your rights to free expression, autonomy, and informed decision-making, in line with applicable legal and ethical standards. We prioritize your privacy and pledge to conduct ourselves with integrity, honesty, and openness.

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### *Delivering quality services compliantly and safely*

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Heartland Support Services will swiftly address and respond to issues that may affect the quality and safety of the support provided to you, utilizing risk analysis, incident management, and adherence to procedures. We are dedicated to delivering support and services safely and proficiently, with diligence and expertise.

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### *Prevent violence, abuse, exploitation, neglect, and sexual misconduct*

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Heartland Support Services is dedicated to taking every possible measure to prevent any form of violence, exploitation, neglect, abuse, and sexual misconduct. We urge you to voice any concerns or discomfort you may have, as this will enable us to provide the necessary support so that we can help you.

## Your commitment to us

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*Please provide relevant and current information and abide by your signed Service Agreement*

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Kindly ensure that Heartland Support Services has your up-to-date personal details. Should there be any changes to your information, please inform Heartland Support Services promptly. Additionally, it is important to fill out and submit all necessary paperwork to Heartland Support Services and adhere to the conditions outlined in your Service Agreement.

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*Please be involved in your support and allow safe access*

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We encourage you to engage proactively in making decisions about your support requirements. If you have any issues, please bring them to our attention promptly so we can work towards a fair resolution. Grant Heartland Support Service employees and other personnel safe and appropriate access. Take responsibility for your own actions and decisions, even if they involve some risk.

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*Please give notice, be respectful and help us to help you*

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Please inform us in advance if you decide to change or cancel a service. Show respect for the rights of everyone involved with Heartland Support Services, including other participants and staff members. Recognize that your needs may evolve over time and be open to discussing adjustments to your care and services as needed.

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

At Heartland Support Services, we are dedicated to ensuring a safe, secure, and respectful environment for all participants, staff, and visitors. As part of this commitment, CCTV cameras are installed in shared areas within our facilities to enhance safety and security.

## Our CCTV system serves multiple functions, including:

- **Crime Prevention & Deterrence:** Discouraging criminal activity, vandalism, and unauthorised access.
- **Emergency Response:** Assisting first responders in the event of fires, thefts, medical incidents, or other emergencies.
- **Incident Documentation:** Providing accurate evidence for investigations, supporting insurance claims, and reducing liability.
- **Asset & Infrastructure Protection:** Safeguarding valuable resources, infrastructure, and sensitive areas to minimise the risk of loss or damage.

We recognise that our location presents an increased security risk, and our CCTV measures are designed to provide robust protection against potential threats while ensuring compliance with legal and ethical standards.

## Legal Compliance & Privacy Considerations

Heartland Support Services adheres to the Victorian Surveillance Devices Act 1999, which prohibits the use of surveillance devices in areas where individuals have a reasonable expectation of privacy.

To ensure compliance:

- CCTV cameras are only placed in shared areas and external passageways.
- No cameras are installed in private or sensitive areas, such as restrooms, bathrooms, dressing areas, or consultation rooms.
- Surveillance measures are carefully implemented to maintain a balance between security and participant privacy.

# Complaints and Feedback

*We welcome all complaints and feedback!*

You have the right to give feedback or make a complaint. We welcome your observations and concerns regarding our services. Your input helps us improve and serve you better.

You can choose how you provide feedback or make a complaint. All complaints, however received, will be treated equally and fairly. Complaints can also be made anonymously.

If you would like to share your concerns of feedback, please use any method that best suits you. We are here to help and listen to your concerns.

**Phone:** your Support Coordinator or the Heartland Support Services Manager on 0416 691 596

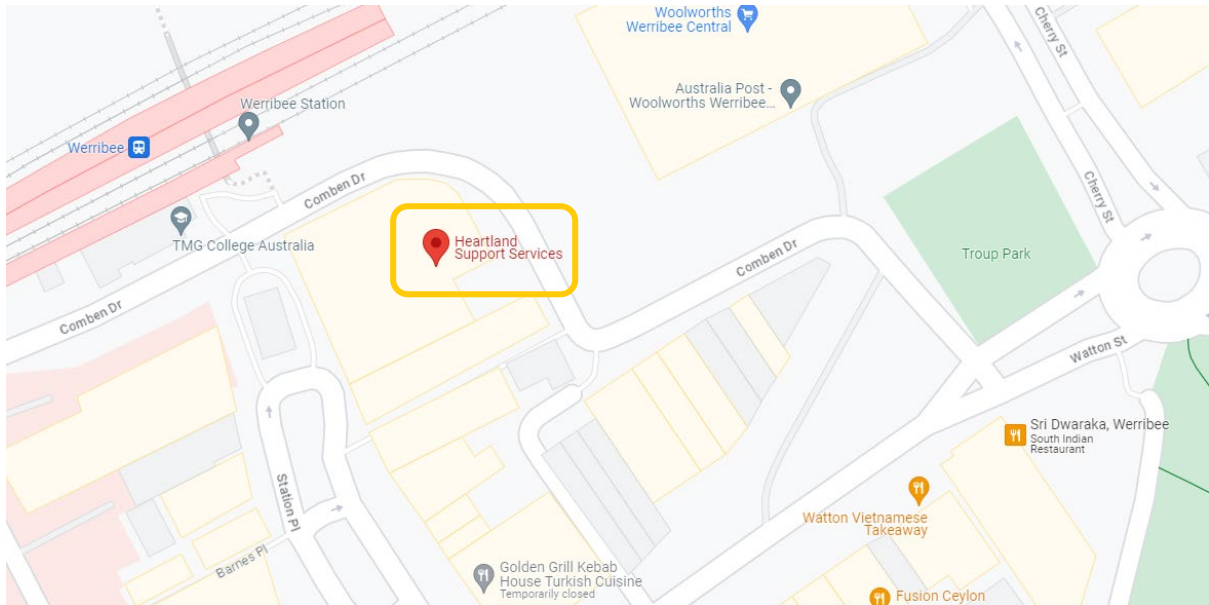
**Email:** [feedback@thehss.com.au](mailto:feedback@thehss.com.au)

**Post:** 13/2-14 Station Place, Werribee  
VIC 3030



Complaints and their resolution are taken seriously and dealt with objectively, fairly, promptly and without bias.

# Our Office Location



### *Our Office*

13/2-14 Station Place,  
Werribee  
VIC 3030

### *Parking*

Parking is available on Station Place or at the side of the premises in the council car park.

### *Business website*

[www.thehss.com.au](http://www.thehss.com.au)

### *Mailing Address*

13/2-14 Station Place,  
Werribee  
VIC 3030

### *Telephone number*

1300 175 547

### *Business email*

info@thehss.com.au

### *Business Hours*

9.00 to 5.00

Monday – Friday

Office may be unattended during these times if we are visiting participants or on other business matters. You are advised to call before attending.