(Inclusive Community Care)

INFORMATION BOOKLET

Organisation, Services and Program Information for Clients/Participants, Carers, Advocates and Families

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Like Us On facebook

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Wollondilly Support and Community Care Inc (t/as IC Care)
Information Booklet

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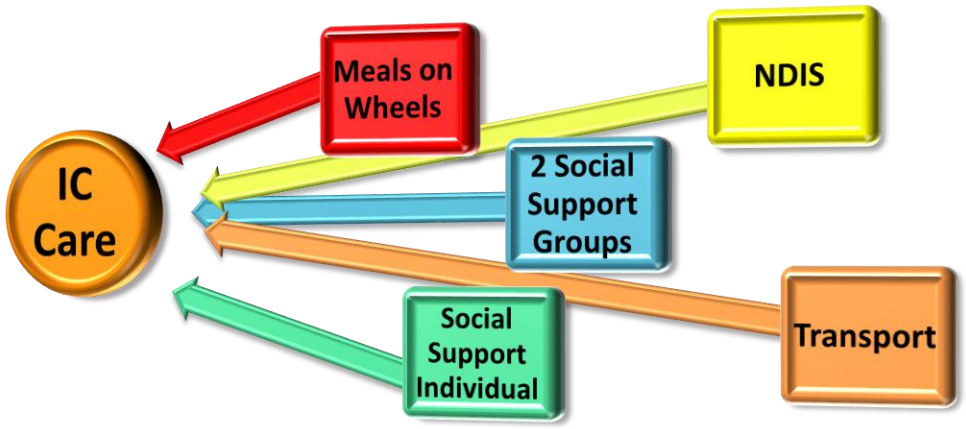
INTRODUCTION

This information booklet is to assist you to understand our organisation and the services being provided. Please keep this booklet handy, as it may be useful to refer to sometimes. It may also be worthwhile showing this information to your family members, or carer.

WOLLONDILLY SUPPORT AND COMMUNITY CARE INC (t/as IC CARE)

The organisation provides the following services:



These services are provided to residents of the Wollondilly Shire (excluding Silverdale and Warragamba) who are aged, younger people who have a disability, and their Carers, to enable these people to live independently in their own home. A Social Support Group is provided to residents of the Camden LGA.

The organisation is managed by a community-based Board of Directors which is elected. The services are funded by the Federal Government and IC Care is NDIS registered. IC Care is an Incorporated Association with its own Constitution and a registered Not for Profit organisation.

Clients are assessed and referred to our organisation by My Aged Care. NDIS participants will be assessed for eligibility through a review of their NDIS Support Plan.

All fees in this booklet apply to Commonwealth Home Support Program (CHSP) clients. Non-CHSP clients/NDIS participants can access our services, but contributions will be charged at full cost recovery.

Our services do not operate on Public Holidays, and we close for necessary staff training each year on various days. Notice of these are provided in our newsletter. Please read our newsletter for important information updates.

All services require two (2) full business days' notice for a service to be provided. Changes to a service will need the same notice period.

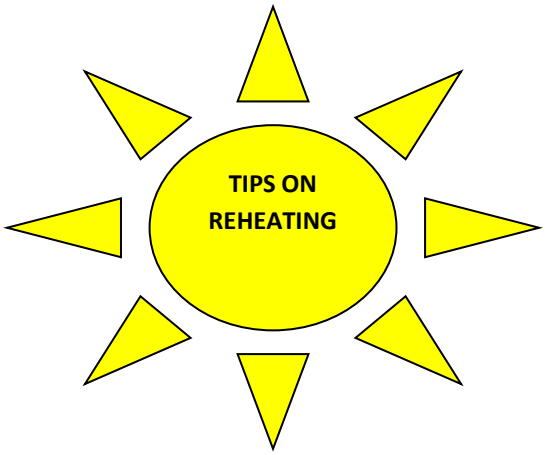
Cancellation fees apply to any service where 24 hours' notice is not provided. All service cancellations must be received by 9.30am the day prior to the date of your service.

Meals on Wheels

Meals are delivered to your home on Monday to Friday between 11:30 am to 1:30 pm (excluding public holidays). Clients must be home at the time of delivery to receive their meals. There is a choice of Hot, frozen, soups, desserts, sandwiches and salads. Dietary requirements are always taken into consideration. Meals on Wheels is not just a food service - this daily visit also provides contact with volunteers who are able to check on the client/participant's wellbeing. All meal orders and changes must be received with two (2) full business days' notice.

Cost, Content and Choice

The cost is as follows: Soups $4.50, Mini Meals $6.20, Large Meals $8.00, Salads with meat $8.50, Salads without meat $8.00, Desserts $4.50, Sandwiches $5.50, and Juice $1.00 (from 1/8/2026). Clients/participants can select any combination they wish and have the choice of hot meals, chilled meals, frozen meals, or salads. Payments are processed via Direct Debit. Invoices are prepared fortnightly.



Changes to Delivery

The office **MUST** be contacted by you, or someone on your behalf, if you do not need meals for any period of time, such as when you go out for the day, enter hospital or take holidays, etc. If a client/participant has placed an order for meals and does not give 24 hours' notice of cancellation, the full meal cost will be charged (at the discretion of Management). You must order meals on a regular basis to remain an active client, however, if you do stop receiving Meals on Wheels, you are always welcome to resume at a later date if needed, however an assessment may need to reoccur if there has been a determination that your needs have changed.

We will investigate if you are not home when expected to be; this is because our daily visits are a way of checking on your wellbeing as well as delivering your meal.

Hot Meals

When your meal is delivered, eat it immediately if possible. If you do not eat any part of the meal immediately, ensure that you refrigerate it. When you reheat the meal, it should be to a hot temperature (approx. 75 degrees), then allow it to cool slightly so that you can eat it safely. Reheating to this high temperature ensures that no bacteria will develop. Meals should not be kept for reheating longer than 24 hours. Meals should only be reheated once.

Dispose of any food not eaten within 24 hours of delivery

Chilled Meals
Heat chilled meals in a microwave without piercing the film, for 5-7 minutes, or in a conventional oven for
25-35 minutes (Standard Size Meal) or 15-25 minutes (Mini Size Meals).

Frozen Meals
Place in freezer immediately upon delivery (unless you plan to eat it that evening).

Transfer the meal to the refrigerator the evening before the day you plan to eat it. This allows the meal to thaw, then heat using the following instructions:

- **Do not** remove or pierce film.
- Follow re-heating instructions on the packaging.
- Take care when handling hot containers.
- Plate the meal and enjoy.
- **NEVER RE-FREEZE FROZEN FOODS AFTER THAWING.**

MEALS WILL NOT BE LEFT IF NO-ONE IS HOME. CLIENTS/PARTICIPANTS WILL BE CHARGED FOR MEALS (at the discretion of Management) IF THEY HAVE NOT GIVEN 24 HOURS' NOTICE TO CANCEL THE DELIVERY. CANCELLATIONS MUST BE RECEVIED BY 9.30AM THE DAY PRIOR TO YOUR DELIVERY.

Social Support Individual

Social Support Individual is a service that provides Social Support on an individual basis. The aims of Social Support are achieved by increasing each client/participant's social networks and the participation in meaningful and enjoyable activities which are appropriate to the individual's needs, interests, and abilities. Two (2) full business days' notice must be given for all Social Support Individual bookings.

Services include:

HOME VISITING
Help with reading the mail or newspaper, assisting with the completion of forms, or just having a chat and sharing a cuppa. A social support client contribution applies.

SHOPPING
Clients/participants can be accompanied by a volunteer to assist with pushing the trolley, taking items off the shelf, carrying groceries, and putting them away when you return home. Where possible, shopping should be confined to the client/participant's local area. A shopping bus supported by volunteers is running fortnightly to Tahmoor. Clients who live in these areas are encouraged to use this service.

ACCESSING THE COMMUNITY
For bill paying, banking, social activities, hairdressing services and medical appointments. This service is only available to those clients/participants who require one to one assistance from a volunteer. If possible, these activities should be confined to the client/participant's local area. The full transport fee applies even if the trip is only one way, as the volunteer needs to carry out the return journey.

Please note we do not transport clients/participants after a medical procedure where anaesthetic has been administered.

SPECIAL INTEREST GROUPS

These groups are designed for people with similar interests to get together for a social gathering. Transport is provided for all groups.

If you have any suggestions for future groups, please contact the office and they will be considered.

CANCELLING / CHANGING A BOOKING

If a client/participant has requested transport for whatever reason and does not give 24 hours' notice of cancellation/change, the relevant transport cost, as set out in the current Social Support Individual Client/Participant Contribution Schedule (see next page), will be charged (at the discretion of Management). Due to great demand for our services your cancellation may mean that we can assist someone else. Cancellations must be received by 9.30am the day before your transport booking to avoid a cancellation charge.

If you do not feel comfortable with any IC Care volunteer, please inform the office. A change of volunteer can be arranged.

CONTRIBUTIONS

Minimum Contribution:	$19.00
Maximum Contribution:	$76.00

Price includes Social Support Contribution and Transport contribution.

SERVICE LIMITATIONS

Social Support Individual services are volunteer based services. As we are in short supply of volunteers, IC Care may at times provide limited services to Social Support Individual clients.

Supports are currently time limited and those within the Tahmoor area are to use the shopping bus for their shopping supports.

Medical Transport services cannot go over 5 hours inclusive of travel times. Supports should be no earlier than 8am or no later than 4pm Monday to Friday.

IC Care will advise if, and or when, changes to the above will apply.

Social Support Individual CHSP Client Contribution Structure - Social Support $10 + Transport Costs based on km's + $2 for any Out of Area destinations

	SOCIAL SUPPORT INDIVIDUAL – CHSP CLIENT CONTRIBUTION STRUCTURE @ AUGUST 2026											
	Going To											
Suburb From	Picton	Tahmoor	Thirlmere	Bargo	Mittagong	Bowral	Camden /Elderslie	Narellan	Pk/Gregory Hills	C'town	Liverpool	Wollongong
Appin	$34.00	$44.00	$44.00	$34.00	$56.00	$66.00	$36.00	$36.00	$36.00	$26.00	$46.00	$46.00
Bargo	$24.00	$19.00	$24.00	$19.00	$36.00	$36.00	$46.00	$46.00	$56.00	$46.00	$76.00	$66.00
Belimba Park	$24.00	$34.00	$34.00	$44.00	$66.00	$76.00	$26.00	$36.00	$36.00	$46.00	$66.00	$76.00
Buxton	$24.00	$19.00	$19.00	$24.00	$36.00	$54.00	$46.00	$46.00	$56.00	$56.00	$76.00	$76.00
Camden Pk	$24.00	$34.00	$34.00	$44.00	$66.00	N/A	$21.00	$21.00	$26.00	$26.00	$46.00	$66.00
Couridjah	$19.00	$19.00	$19.00	$19.00	$46.00	$46.00	$44.00	$46.00	$56.00	$46.00	$76.00	$66.00
Cawdor	$24.00	$34.00	$34.00	$44.00	$66.00	$76.00	$21.00	$21.00	$26.00	$26.00	$46.00	$76.00
Douglas Park	$24.00	$24.00	$24.00	$34.00	$56.00	$66.00	$26.00	$36.00	$36.00	$26.00	$56.00	$56.00
Lakesland	$24.00	$19.00	$19.00	$24.00	$56.00	$56.00	$36.00	$46.00	$46.00	$46.00	$66.00	$66.00
Maldon	$19.00	$24.00	$19.00	$34.00	$46.00	$56.00	$36.00	$36.00	$46.00	$46.00	$66.00	$56.00
Menangle	$24.00	$34.00	$34.00	$44.00	$56.00	$66.00	$26.00	$26.00	$36.00	$26.00	$46.00	$56.00
Mt Hunter	$24.00	$34.00	$34.00	$44.00	$66.00	N/A	$26.00	$36.00	$36.00	$36.00	$66.00	N/A
Mowbray Park	$19.00	$24.00	$19.00	$34.00	$56.00	$56.00	$36.00	$36.00	$46.00	$46.00	$66.00	$66.00
Nattai	$34.00	$34.00	$34.00	$44.00	$66.00	$76.00	$36.00	$36.00	$46.00	$46.00	$66.00	N/A
Oakdale	$24.00	$34.00	$24.00	$44.00	$66.00	$66.00	$36.00	$36.00	$46.00	$46.00	$66.00	N/A
Orangeville	$24.00	$34.00	$24.00	$44.00	$66.00	$76.00	$26.00	$36.00	$36.00	$36.00	$56.00	N/A
Pheasants Nest	$24.00	$19.00	$24.00	$19.00	$46.00	$46.00	$46.00	$46.00	$66.00	$56.00	$76.00	$66.00
Picton	$19.00	$19.00	$19.00	$24.00	$46.00	$56.00	$36.00	$36.00	$46.00	$46.00	$66.00	$56.00
Razorback	$19.00	$24.00	$24.00	$34.00	$56.00	$66.00	$26.00	$26.00	$36.00	$36.00	$56.00	$66.00
Tahmoor	$19.00	$19.00	$19.00	$19.00	$46.00	$46.00	$36.00	$46.00	$46.00	$46.00	$76.00	$66.00
The Oaks	$24.00	$24.00	$24.00	$34.00	$66.00	$66.00	$26.00	$26.00	$36.00	$36.00	$56.00	$76.00
Thirlmere	$19.00	$19.00	$19.00	$24.00	$46.00	$56.00	$36.00	$46.00	$46.00	$46.00	$76.00	$66.00
Werombi	$34.00	$44.00	$34.00	$54.00	N/A	N/A	$26.00	$36.00	$36.00	$36.00	$56.00	N/A
Wilton	$24.00	$34.00	$24.00	$24.00	$46.00	$56.00	$36.00	$46.00	$46.00	$36.00	$56.00	$46.00
Yanderra	$24.00	$24.00	$24.00	$19.00	$36.00	$36.00	$56.00	$56.00	$56.00	$56.00	$76.00	$66.00

Social Support Groups

Our Picton group operates Monday to Friday whilst our Camden group is closed on Monday's and operates Tuesday to Friday. The groups do not meet on public holidays. The aim of the service is to provide social activities/outings for those people 65 years and over (50 years and over for Aboriginal and Torres Strait Islanders), are aged and younger people with a disability, under 65 years (under 50 years for Aboriginal and Torres Strait Islanders) who meet the eligible criteria. It also enables carers to have a break.

Activities are arranged in consultation with the clients/participants and vary from day to day. Early evening events and outings may also run for the Picton and Camden groups. A quarterly activity program is distributed giving clients/participants details of activities and outings. These may include barbeques, shopping, guest speakers, picnics, concerts, theme days and going to restaurants. Morning tea and lunch are provided on in-house days, and staff and volunteers are on hand to give any assistance needed. Our buses are fitted with a wheelchair hoist.

Programs may be based at different locations throughout the year. Client contributions include fees for social support, transport (based on kilometres travelled) and meals for activities where meals are provided by IC Care.

Please note that our social support group is entry level, clients with high needs, who cannot be supported safely with staffing ratios, will be unable to attend. Clients will need to be able to support themselves with little assistance to attend group services. At times groups may be cancelled due to unforeseen circumstances, we make every attempt to avoid this occurring.

ATTENDANCE PROCEDURE

To ensure employees and volunteers do not waste time attempting to pick up clients/participants who are not attending the various groups, the following needs to be followed:

1. When each client/participant receives their Programs for the following 3 months, the client/participant, or carer, should ensure they tick the small box on the day/s on the program calendar you wish to attend only. Your name should be included before submitting your program. Please note that you are consenting to the full program fee for that day when you have ticked you are attending. If you are not receiving transport, this must be marked in the box. Meals are charged if catering has been supplied. Meals include morning tea and lunch and cannot be split.

2. A client/participant who attends regular group day/s will still need to complete the calendar/s as per point 1.
3. If not attending, leave the box blank.
4. The calendar needs to be returned, as soon as possible to Administration (via an employee, volunteer, the post or in person).
5. The Administration staff will copy the calendar for the client/participant. The ticked boxes are a reminder for when a client has committed to attending.
6. In the event a calendar is not received, it will be assumed that the client/participant will not be attending.
7. If the client/participant has committed to attending and does not give 24 hours' notice of non-attendance, the full daily contribution will be charged (at the discretion of Management). Cancellations must be received by 9.30 am the day prior to the activity.

PRE-PAID EVENTS

Events that require pre-payment are listed on the monthly Programs with an RSVP date. Once a client/participant books for a pre-paid event and cancels after the RSVP date, or is a no-show on the day, the full amount is required to be paid.

CONTRIBUTIONS

Clients/participants are asked to contribute towards the cost of meals, social support, transport, and activity costs provided. Clients/participants are also responsible for personal costs if the group is attending a venue where there is an entrance fee, or some other fee involved.

Receipts for weekly contributions will be issued upon request. All monies for special functions, donations etc. made at the office will be automatically receipted.

The following contributions will be applicable:

As at 1st August 2026

Clients attending a group in house (including, transport, social support, meal)	$23.00
Full Cost clients/participants attending a group in house (including, social support, morning tea and lunch). Service Agreement fees & charges are invoiced to your package provider/Plan Manager/NDIA.	$12.00
Transport contributions vary for in-house and outings. Contributions have been calculated based on kilometres travelled from office location to the destination.	
Social Support contributions apply to attend group per person (included in the above prices)	$10
Meals supplied by IC Care including Lunch and Morning tea	$7
Full Cost clients/participants attending outings, where lunch is provided	$12.00

Should you experience financial difficulty, please contact a Program Officer or Manager of Programs to discuss.

ANSWERING MACHINE

An answering machine is available for after hours or when the phone is busy. If you wish to leave a message, call, and wait for the instructions. Wait until you hear the **BEEP** before leaving your name and message clearly, so we can respond.

24 HOUR CANCELLATION POLICY

IC Care have a cancellations policy. All group services are charged to you, if you have not cancelled any service by 9.30am the day prior to your service. The full fee will be charged to you if you have not cancelled within this 24 hour time period.

EMAIL CANCELLATIONS

Emails can be sent to cancellations@iccare.org.au

TEXT MESSAGES

Text messages can also be left on our mobile No. 0489 272 524. Please supply your full name and a detailed message.

CLIENT ACCESS

All new Commonwealth Home Support Program (CHSP) clients will access services through My Aged Care. Target groups for the Commonwealth Home Support Program are:

Age eligibility

To be eligible for funded aged care services under section 58 the Act, a person must have care needs and be:

- aged 65 years and over, or
- an Aboriginal and Torres Strait Islander person aged 50 years and over, or
- be homeless, or at risk of homelessness, and aged 50 years and over.

If the person is aged under 65, the person must have elected to be provided with funded aged care services before they turn 65 and must have been informed of any other services that may be available to meet their care needs.

Clients who were found eligible for CHSP before 1 November 2025, including Aboriginal and Torres Strait Islander persons who were homeless or at risk of homelessness aged 45-49, may continue to access CHSP services under the Act.

- NDIS participants can access our services; contributions will be charged at full cost recovery or through their NDIS plan if funds are available.

ENTRY PROCEDURE

Entry to our services is based on a person's need which is determined at time of assessment. Factors which are considered include, but not limited to, geographical isolation, amount of social contact, degree of disability, etc. If you are ineligible to receive services, you will be informed of this by My Aged Care.

Participants of the National Disability Insurance Scheme (NDIS) can access our services through their Care Plan at full cost recovery. Our team will work with other providers to work out a plan to transition you into the service.

NDIS ASSESSMENT AND ENTRY

You are at the centre of all our services. Our team need to learn from you about your strengths and preferences. To design supports and services for you, we need to hear your voice. Your voice can be in the form of your family and advocates, as well as yourself. Our team need to know what you want, what you need, how, and when you want the services to happen. This holistic and collaborative approach where all parties communicate will ensure that your needs are being met to your standards. Let us design a service that assists you, maintains and improves your lifestyle, independence and functioning in the community.

Your Care Plan development is undertaken in a collaborative approach with yourself and all relevant parties, with you as the focus. Assessments must be undertaken before your commencement at IC Care; the Social Support/NDIS Coordinator or their delegate conducts all assessments face to face with you and/or your representative.

The Care Plan, which you will create with IC Care, will have a person-centred and individualised approach. We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list your personal goals and aspirations, as well as your unique skills and strengths and promote your independence. The Care Plan will be monitored to ensure that we are meeting your requirements. Please let us know how we can assist you.

Below is the process that will be undertaken.

1. We conduct all assessments face-to-face with you and/or your representative/ advocate.
2. Any access or entry requirements are discussed with you.
3. Assessment will make sure that you are informed of the opt-out provision if you do not wish to share your information to meet government requirements.
4. Assessment interview time/s are arranged by telephone. Your representative will be issued an invitation to be present if required or desired.
5. If it is identified that you have communication needs, the Supervisor/Manager will make the necessary arrangements to ensure these needs are considered. For example, an interpreter and information in the participant's language are sourced for participants who are culturally and linguistically diverse, or if you have needs such as vision impairment, hearing loss, we will ensure we make the necessary arrangements for the required service.
6. The assessment will inform you of any potential risks and give you the opportunity to reflect on your choices prior to accepting the Plan and Service Agreement.
7. The assessment process is explained to you. Information on the collection and use of information, privacy, information-sharing and confidentiality considerations and advocacy is also re-communicated at this time.
8. Completed assessments are reviewed and areas of independence and identified needs form the basis of discussing your care.
9. We ensure that you are happy with your Care Plan so you sign off on this plan; then we will conduct reassessments in the future to ensure your support needs are met.
10. We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list personal goals and aspirations, unique skills and strengths and promote independence.

11. Our staff will collect information during their work with you. Data will be placed in your records, so we have evidence-based information to ensure the service delivery meets your current needs, interests, and aspirations.
12. We will conduct reassessments in the future to ensure your needs continue to be met.
13. Developing your Care Plan is a consultative process between all relevant parties. Once the Care Plan has been determined and you are happy, then you can sign off on it. A copy of the Care Plan will be issued to you.
14. To ensure we continue to meet your needs, we will review your Care Plan regularly, so your supports are relevant for your requirements.
15. A re-negotiation of your Agreement with us can occur when you have a change in your needs or circumstances that can include:
    - your support worker or representative change
    - request an increase or decrease in the number or type of services
16. You have the option to opt-out of giving information, but you are required to inform our organisation if you wish to opt-out when asked to provide information. Our team will inform you if your information is requested, so you can opt-out.

REFERRALS

All new referrals (for people 65 years and over or 50 years and over for Aboriginal and Torres Strait Islanders) must be directed to My Aged Care on 1800 200 422. IC Care can offer support to prospective clients by assisting with the referral process. Consent must be given prior to your personal information being sent to My Aged Care. We may be able to refer you to Care Finders to assist with accessing My Aged Care.

New NDIS referrals for people with a disability (younger than 65 years and younger than 50 years for Aboriginal and Torres Strait Islander peoples) can be made to the office. They can be made by any individual or, with permission, by a relative, doctor, support coordinator or other community organisation.

REVIEW/Reassessment

Sometimes your needs may change if, for example, your health or disability improves or deteriorates. Reassessments are carried out annually (or earlier if necessary). Any changes will be discussed, and you will be informed in writing of any alterations. If you feel your needs have changed prior to your annual review, please contact the

office. You have the right to question any decision made by IC Care regarding your care.

All NDIS participants will have their reassessment reviewed upon renewal or changes to your NDIS plan dates, or as your needs change, so that we can meet your goals and aspirations.

SERVICE AGREEMENTS

On entry to IC Care, a Service Agreement will be developed with you, your family or advocate (if required). This Service Agreement will list the schedule of supports and client contributions. It will be included with your Care Plan, the responsibilities of IC Care, and your responsibilities as a client participant/participant's advocate. NDIS Participants will also be provided with a detailed budget with their Service Agreement. CHSP Clients will be issues with a new service agreement upon their annual reassessment if details have changed.

The Service Agreement is a requirement by the Department of Health, Disability and Ageing for all providers to have with each clients/participants. They need to be signed and returned prior to the Service Start Date for IC Care services to commence/continue.

CARE PLAN

If you are accepted as a client/participant of IC Care, you will be sent a copy of your Care Plan after your assessment/reassessment. This Plan will cover arrangements made with you at the time of your assessment/reassessment, such as the service you require including meal delivery details, attending group, social support individual service, transport or NDIS services. It will also include any other special requirements you may have. This is a working document and will change when your needs change with us. We will also discuss with you the period of time for service provision and the date of review or reassessment. If your needs have changed prior to your review, please contact the office for your Care Plan to be updated.

Your Care Plan will be forwarded to you with an updated Service Agreement and needs to be signed and returned for services with IC Care to commence/continue.

EXIT PROCEDURES

The following circumstances can result in cessation of service:

- You make the decision to stop receiving the service.
- You move out of the area.
- You move to a nursing home/hostel.
- You no longer need the service.
- We are unable to meet your needs. In this case, other, more appropriate options will be discussed with you.
- You move from CHSP funding to a Support at Home Package. (Except for clients already receiving Social Support Group services)

Your Service Agreement and/ or Care Plan has lapsed and new documents have not been signed. Please note that some services may also be stopped if:

- ❖ The service is not accessed regularly to remain an active client (Current minimum - once a month other documentation is not signed and received by the organisation.
- ❖ Unreasonable demands are consistently made of the service/staff/volunteers to a point where it has become disruptive to the service and its clients/participants.
- ❖ There is an ongoing refusal to respect the rights of staff, volunteers and/or clients/participants.
- ❖ Unreasonable behaviour is consistently shown towards other clients/participants or the staff and volunteers.
- ❖ Health and/or safety standards are not met.
- ❖ It is found that false information was provided during the initial assessment which may have affected the assessment outcome. Should the Care Plan need to be altered, changes will be negotiated before a new Care Plan is signed.

Some circumstances might arise where the service may no longer be able to continue to provide a client/participant with assistance. These include, but are not limited to:

- ❖ Continued failure to meet client/participant responsibilities and service guidelines.
- ❖ Changes in circumstance which may result in the client/participant no longer being part of the target group.
- ❖ Irresolvable issues which may put the health and safety of staff and/or volunteers at risk.

You will never be excluded from a service due to a 'dignity of risk' choice.

In these circumstances, the matter will be decided by the CEO/Managers, but clients/participants may refer the matter to the Board of Directors if they do not agree with the decision. Where appropriate, the staff will refer the client/participant to an alternative organisation that may be able to meet their needs. During this procedure, everyone has the right to be represented by an Advocate of their choice. Advocates can be a family member, a trusted friend, another service provider or an advocacy service. If clients/participants leave of their own accord, assistance can be provided in identifying other organisations that may be of help.

OTHER SERVICES

IC Care is one of many organisations funded to provide services to aged, younger people with disabilities and their carers. We can assist in accessing these services through various referral pathways. Other services can include:

○ Home Care	○ Advocacy and Lobbying Services
○ Community Transport	○ Health Services such as podiatry
○ Dementia Services	○ Home Modifications
○ Community Nursing	○ Personal Care

ADVOCACY

Clients/participants may use an Advocate of their choice to negotiate on their behalf. This may be a family member, trusted friend or advocacy service. It is important to choose someone you trust, who can talk to the service about what you want. Don't

forget your Advocate is there to represent you and your wishes, not to go against your wishes.

You must advise the service if:

- You choose to use an Advocate.
- Who the Advocate is?
- If you wish to change your Advocate.
- Not have an Advocate at all.

If you would like information about local advocacy services, please contact us for a list.

ASSOCIATION MEMBERSHIP

IC Care is an incorporated association, and we are required to have Association Members. We invite clients/participants, their families and carers, volunteers, other community service organisations, local councils and any person interested in the welfare of the aged and younger people with a disability in Wollondilly or Camden LGA's, to become an Association Member.

There is no cost to become a member of the Association. As a member of the Association, you are entitled to vote at the Annual General Meeting (or put in a proxy vote), to call an extraordinary meeting of the Board of Directors (in accordance with the Rules of the Association) and have input to many other issues (again, only in accordance with the Rules of the Association).

Please contact the office for an Application for Membership form, which needs to be completed and returned to the office. Any applications will be presented at the next Board of Directors meeting for approval. You will be advised, in writing, of the outcome of your application.

STATEMENT OF RIGHTS

The Aged Care Act 2024 puts the rights of older people first. The Statement of Rights replaced the Charter of Aged Care Rights on 1 November 2025.

The Statement of Rights will help make sure you are at the centre of your aged care.

It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

Independence, choice and control

You have the right to make your own decisions and have control over:

- what funded aged care services you use

• how you access funded aged care services and who provides them
• your money and belongings.

You have the right to get support to make these decisions if you need to.

You also have the right to choose how you live, even if there is some personal risk. For example, choices about your social life and close relationships.

Fair access
You have the right to a fair and accurate assessment to find out what funded aged care services you need.

This assessment should be done in a way that suits you. It should respect your:
• culture and background
• personal experience and any trauma
• cognitive conditions, such as dementia.

You also have the right to get the kind of care you need, when you need it. This includes palliative care and end-of-life care.

Safety and quality
You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect.

This includes the right to access funded aged care services that:

• value and support your identity, culture and background
• respect your experience, including any trauma
• are accessible and meet your needs
• are free from violence, abuse and neglect.

You have the right to access funded aged care services from:

• workers with the right training, skills and experience
• providers that meet all the conditions under the aged care laws.

If you feel unsafe when accessing aged care, you can get free support from lawyers, social workers and other specialists. Visit the Attorney-General's website for more information on protection against elder abuse.

Respect for your privacy and information
Your provider must:

• respect your personal privacy
• protect your personal information, such as information about your health and finances
• allow you to choose when your personal information can be given to someone else, such as an advocate or a lawyer.

You have the right to get records and information about your rights and the funded aged care services you use. This includes how much they cost.

Communication that meets your needs
You have the right to:

• get information in a way you understand
• give feedback.

You have the right to communicate in the language or method you prefer. This includes using interpreters or communication aids if you need them.

You also have the right to meet with your provider and your supporters in a way that suits you. That might mean meeting at a time of day that works best for you.

Support to raise issues quickly and fairly
When there are issues with your funded aged care services, you have the right to:

• get support from your provider
• complain without fear or being punished
• get a quick and fair response to your complaints.

Support and connection with people and community
You may need support to understand your rights, make decisions or make a complaint. You have the right to get this support from an independent advocate or someone else you choose.

You have the right to communicate with your advocate or support person at any time you like.

Providers should respect the role of the people who are important to you. For example, family, friends and carers.

You have the right to stay connected with:

• the people who are important to you
• your community, including by taking part in leisure or cultural activities
• your pets.

Aboriginal and Torres Strait Islander peoples have a right to stay connected with their community, Country and Island Home.

CLIENT RESPONSIBILITIES

In addition to your rights, you also have responsibilities.

1. Treat others with respect.
   You are expected to be respectful and considerate. All people involved in aged care, including clients, their family, carers, and visitors should make sure that their behaviour does not adversely affect others. Any kind of violence, harassment or abuse towards staff or others is not acceptable.

2. Respect the rights of staff to work in a safe environment.
   You are expected to maintain a safe environment for staff members and others. For example, if your provider is delivering services in your home, keep pets away from staff members/volunteers and do not smoke near staff.

3. Assist your provider by giving relevant information.
   You should give your aged care provider the information they need to provide you with safe and quality care. This may include:
   - up to date information
   - any problems you have with the provider's care or services
4. Pay agreed contributions on time.
   You are expected to pay any agreed contributions on time and comply with the conditions of your Care Agreement. If you are unable to pay your contributions, talk to your provider to find a solution.

NDIS CODE OF CONDUCT

Our team will follow this code by:

1. Acting with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.
2. Respecting your privacy.
3. Providing supports and services in a safe and competent manner with care and skill.
4. Acting with integrity, honesty, and transparency.
5. Promptly taking 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 a disability.
6. Taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse.
7. Taking all reasonable steps to prevent sexual misconduct.

Whistleblower Policy

Transparency and accountability in aged care are vital to the safety and wellbeing of older people. An important way the Aged Care Quality and Safety Commission uncovers issues and wrongdoing in the aged care sector is when people share information with them. This helps them monitor, support and enforce registered providers, responsible persons and aged care workers to comply with their obligations in the Aged Care Act 2024. IC Care will protect those who speak up, so that we can safeguard older people.

The Aged Care Act 2024 provides people with rights and protections from retaliation when they share information and make disclosures that qualify for protection under the Aged Care Act, about registered providers, responsible persons and aged care workers.

IC Care will send monthly reminders to staff, volunteers and clients of their Whistleblower policy. Links are available to the policy via the message, on our website. Anyone is able to report a serious concern or wrongdoing, such as abuse, neglect, fraud or misconduct. A report may remain anonymous. Protections are in place for anyone who reports. To report anything speak to a staff member or manager, external bodies or the police. A disclosure form is also available on our website.

Your identity is protected and no disadvantage or victimisation will occur. Protections are extended to your advocate or supporters. Your disclosure will be acknowledged respectfully and confidentially. Updates will be provided where possible.

CLIENT/PARTICIPANT CONCERNS, COMPLAINTS OR SUGGESTIONS

We aim to provide a high-quality service, so we like to know if you have any concerns. Your service will not be cancelled if you complain; in fact, we encourage you to pursue them, verbally or in written form.

If we know of your concerns, we can act to rectify them. If a client/participant is concerned about a situation, it is their duty to lodge a complaint as others may also be affected. All complaints will be investigated promptly and handled confidentially. When corrective action is warranted, the situation will be rectified, and appropriate measures acted upon.

Management supports client/participants' rights to lodge a complaint and undertakes to ensure that no recrimination will follow the lodging of a complaint. All decisions will be made fairly and without bias. Clients/participants are encouraged to be aware of their right to be represented by an Advocate of their choice when lodging a complaint.

Every effort will be taken to resolve a complaint as quickly as possible. If you feel comfortable enough to discuss the situation with the CEO/Managers, this may lead to a quicker resolution. Any outcomes will be advised verbally or in writing to the client/participant or, if it concerns all clients/participants, via the IC Care newsletter. If any of the above is not appropriate or fails to resolve a problem, you can contact the Board of Directors.

NDIS PARTICIPANT

You, as a participant, can make a complaint if you are not happy with a staff member or the services offered. Several people may be able to raise a concern or make a complaint on your behalf. These could include:

- Your Advocate
- A family member
- A close friend
- Your care worker
- A person you know and trust, or
- Anonymously

COMPLAINTS PROCEDURE

First Contact -

CEO / Manager
Telephone: 02 4677 2524

If the complaint is not resolved by the CEO/Managers, or if the complaint is against the CEO/Managers, then contact...

Board of Directors Chairperson
PO Box 74 Picton 2571 **OR**
Telephone 02 4677 2524 and leave a message

If you feel your complaint has not been resolved to your satisfaction, then you are entitled to contact...

Aged Care Complaints

Aged Care Quality and Safety Commission
GPO Box 9848 in your capital city
Free call 1800 951 822
Email: info@agedcarequality.gov.au
Website: www.agedcarequality.gov.au
Complete an online form
Lodge a complaint | Aged Care Quality and Safety Commission
Hearing or speech impaired 1800 555 727
Translating and Interpreting Service (TIS) – 131 450

NDIS Complaints

NDIS Quality and Safeguards Commission
Email: feedback@ndis.gov.au
Free call 1800 800 110
Website: www.ndiscommission.gov.au
Complete an online form
Contact and feedback form | NDIS
If you are deaf or hard of hearing, contact:
- TTY on 1800 555 677
- National Relay Service on 1800 555 727.
- For a free of charge translator or interpreter: 131 450

INCIDENT MANAGEMENT

IC Care has established procedures that identify, manage and resolve incidents which include:

- Completion of an Incident Report that identifies and records the incidents.
- Staff/volunteers report all incidents to the Management.
- The Management is responsible for reporting incidents that are reportable incidents to the Commissioner.
- IC Care will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018 and the Strengthen Aged Care Quality Standards 2025
- Support and assist you if you may be affected by an incident.
- Management will review the incident with you if you are affected.
- IC Care will collaborate with you and your representatives to manage and resolve the incident.
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence.

REPORTABLE INCIDENTS

A reportable incident is:

- An incident that has occurred, or is alleged or suspected of having occurred, in connection with the provision of care to a consumer
- The incident has caused harm, or could reasonably have been expected to have caused harm, to a consumer, and

- The incident is one of the following types of incidents:
  - unreasonable use of force
  - unlawful sexual contact or inappropriate sexual conduct
  - psychological or emotional abuse
  - unexpected death
  - stealing or financial coercion
  - neglect
  - inappropriate use of restrictive practices, or
  - missing consumers.

For home services, this may include any incidents:

- Resulting from the action (or inaction) of a staff member of the provider. This includes subcontracted individuals or organisations, those managing care coordination, administration, etc. and volunteers.
- That occur while care and services are being delivered to a consumer (e.g. where the consumer is participating in an activity outside of the consumer's home, organised by the provider, and is bullied or harassed by another consumer).

CRITICAL INCIDENTS

While we hope that Critical Incidents do not occur, if they do, then we are prepared to support and assist you by following correct procedures to deal with any critical participant incident. A critical incident is classified as an event (or alleged event) that occurs because of, or during the delivery of services directly provided, and has caused or is likely to cause significant negative impact to your health, safety, or wellbeing.

We will engage with the required authorities to support you during this time. Critical incidents that relate to you, may include (but are not necessarily limited to):

- The unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault, and indecent assault) that occurs as a result of, or during, the delivery, of services.
- Allegations of serious unlawful or criminal activity or conduct involving an employee, a subcontractor or volunteer that has caused, or has the potential to cause, serious harm to participants.
- An incident where a participant assaults or causes serious harm to others (including employees, volunteers, or contractors), as a result of, or during the delivery of, services.
- A serious fire, natural disaster, accident, or another incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a significant threat to the health and safety of participants.

CLIENT/PARTICIPANT INVOLVEMENT

IC Care is committed to providing you with the best service possible. All clients/participants are encouraged to participate in surveys which are conducted annually. We also welcome any informal comments or suggestions which you can make at any time – these will be noted by staff and brought back to the service.

It is also your right, and you are welcome, to take an active part in the management of this organisation by becoming a member of the Board of Directors. Carers and Advocates are also welcome on the Board.

NDIS participants have choice and control over their Plans, so our expectation is that you will be included and consulted in all aspects of your supports with us. Your feedback is essential to allow us to provide participant-focused and evidenced-based supports to meet your needs and aspirations. We will inform you of any risks and give you time to consider what you wish to do after we have discussed your options.

Make sure that you inform us of your requirements that relate to your culture, religion, background, sexual orientation, values, and beliefs. We want to ensure that our planning meets your needs, and this information is essential for this process.

DONATIONS & BEQUESTS

IC Care traditionally depends on the generosity of local businesses and individuals to complement the funding received from the Federal Government. We realise that most people involved with our organisation have directed the proceeds of their estate to family, friends etc. There are, however, people who decide to direct the proceeds of their estate, either in full or part, to charity. We would like these people to consider a bequest to Wollondilly Support & Community Care Inc (t/as IC Care).

Donations are fully tax deductible and can be made by cash, cheque payable, to "Wollondilly Support & Community Care Inc" **OR** "IC Care" or funds transfer, bank details provided upon request.

Bequests are gifts arranged during a person's lifetime, but which do not pass to the beneficiary until the future.

If you require further information on how to make a bequest, please ring the CEO/Managers on 02 4677 2524.

CONTRIBUTIONS & CHARGES

Client/participant fees, referred to as contributions, play an important role in the ability of the Commonwealth Home Support Program by supplementing the substantial financial contribution for the cost of community aged care made by the Australian Government. All income collected through contributions are used to expand and/or enhance Commonwealth Home Support Program service provision. The Australian Government monitors this through the financial accountability reporting of IC Care.

Commonwealth Home Support Program service providers should be able to obtain from client/participants information required to assess their capacity to pay. The assessment of the capacity to pay should be undertaken in respect of the person who benefits from the service delivered. Any person who is genuinely unable to contribute towards the costs of the service provided is asked to speak to the CEO/Managers. Clients are encouraged to have an account for their services and arrange to pay via

Direct Debit. Invoices will be emailed where possible. Posted invoices will incur a $2 fee.

For NDIS participants, your package is to pay for disability/service support and support management. The package enables you to make choices of the type of support the funds are spent on, who provides it and where it is provided. Thank you for choosing us as part of your package. There may be a 'client contribution fee' that is not covered by your package. These contributions are discussed with you at your assessment.

We will keep you informed of the cost of the services being provided. We are open with our contribution structure. Upon commencement of your services, we will ensure you have a clear understanding of your contributions. Contributions may be changed during your service delivery, but you will be informed of this increase with a minimum of two weeks in advance.

Please note: There are changes in the NDIS Price Guide, which will lead to the adjustment of your contributions automatically. If you are using the NDIA to manage your funds, we will work with the NDIA to support you.

DIRECT DEBIT & EFTPOS FACILITY

IC Care's preferred payment method is for you to arrange for your services to be paid with Direct Debit 14 days following the date of your invoice. Direct Debit is processed safely. Bank details are securely saved. Once you exit all bank details are removed from your client record and all paperwork is securely destroyed. IC Care also has the ability to accept payments from clients/participants using an EFTPOS Mobile Terminal. **Please note:** we do not offer cash out nor do we process refunds via EFTPOS.

FUNCTIONS & EVENTS

There are a number of occasions each year when clients/participants, volunteers and staff gather together for a combined activity. These include:

- **Annual General Meeting**
  Association Members accept the annual reports and financial statements. **IC Care Volunteers Day**
  This is generally held mid-year, and all volunteers are invited on an outing to celebrate this day.
- **Christmas Party**
  An annual Christmas celebration is organised for all clients/participants and volunteers.
- **Office Closures**
  On occasions the office may be closed for Public Holidays / Planning Days / Training / Christmas to enable staff to attend or take leave.

MEDICATIONS

The employees and volunteers of IC Care are not medically trained but are able to administer basic First Aid if necessary. Ensuring the wellbeing of clients/participants, employees and volunteers is paramount, and we have an obligation to uphold a duty of care. The following guidelines are to be observed for each of the service programs.

Meals on Wheels and Social Support Individual

Under no circumstance are employees or volunteers to remind or administer or assist the client/participant with any medication.

Employees and volunteers are not responsible for monitoring or dispensing any medication to clients/participants. If a volunteer is approached by a client/participant to help with medication they must politely decline, explaining that they are not allowed to do so.

If a client/participant's behaviour indicates that medication is not being taken or if it is noticed that medication allocated into Webster packs remains untaken or if a client/participant seems confused about their medication, the appropriate Manager may advise the client/participant's Case Manager, Emergency Contact, Carer and/or GP of these incidences or of the need to reassess the client/participant and, with their permission, organise:

- A Webster pack;
- A review by their Doctor;
- A referral to another agency e.g. Community Nurse, ACAT;
- For the carer or Advocate to be informed.

Social Support Groups

If a client/participant needs to take medication while participating in the Social Support Groups, the client/participant must bring the medication in its original container or Webster pack, clearly marked with the client/participant's name, medication name and time to be taken. ***Staff members are unable to remind, administer or prompt*** the client/participant to take their medication. It is the responsibility of the client/participant to remember and administer any medication they need to have. Please remember to update the service of any medication changes.

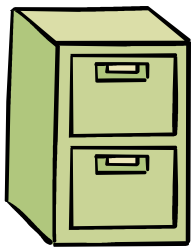
OFFICE HOURS

Head Office is located at The Old School of Arts Building, 65 Menangle Street, Picton
Office hours are between 9:00am and 3.00pm, Monday – Friday.

PERSONAL INFORMATION, PRIVACY & CONFIDENTIALITY

It is recognised and respected that all clients/participants have a right to privacy, dignity, and confidentiality. During the assessment procedure you will be made aware of any information that has been passed to our service during the referral process. You may be asked for additional information which is needed by the organisation to ensure that all of your needs are met. A client/participant and/or their appointed Advocate may request to view their personal information held by IC Care. Please contact the relevant Manager to arrange a time.

No information will be gathered that is not relevant to the service provided by our organisation. Information will only be released to another person/agency with the client/participant's express permission to do so. You have the right to withdraw your consent to the release of information at any time.



Client/participant records are kept in a locked filing cabinet and/or a secure computer data base. These records are only accessible to the appropriate staff members. Employees and volunteers working with this service sign a Confidentiality Agreement not to discuss any client/participant issues with people outside the organisation. If you become ill or are injured, and in the case of an emergency staff are required to seek medical assistance on your behalf, some of your information may need to be disclosed.

NDIS participants are automatically opted in to sharing their information with the NDIS Commission. During our reviews, we will ask you if you wish to opt-out of providing information to the process. You have this right and just let us know if you do not wish your information to be shared during this process.

Records Retention: Generally, records will be kept for at a minimum of **7 years** from the last date of service. IC Care will retain records for a period as legally set by the Department of Health and Ageing.

Destruction of Records: Records are destroyed securely following the period of retention has expired.

POLICY AND PROCEDURE MANUAL

All IC Care policies and procedures are available for viewing. Your comments and feedback are welcome any time. Policies and procedures are a regular feature in the IC Care Newsletter which will help to keep you up to date.

SAFETY AND OTHER PROCEDURES

- Employees and volunteers must have safe access to your home whenever they are scheduled to visit. In the interest of safety, it is requested that animals are either tied up or placed in a confined area, even if the animal is "harmless" and your access is clear of any hazards.
- Please remember that you are required, by law, to wear a seatbelt when in any vehicle. Both the passenger and the driver are liable for a fine if the passenger is found not to be wearing a seatbelt. If, for medical reasons, you are unable to use a seatbelt then you need to provide a letter from your doctor for exemption. This letter must be carried with you at all times when being transported by IC Care, whether in an organisational vehicle or a volunteer vehicle. If you have any difficulty doing up or adjusting your seatbelt when in a vehicle, please ask for assistance.
- Please do not attend outings/groups while ill. Help us keep you and our Team Members safe by informing us if you develop any contagious illness.
- Make sure you let us know if ever you feel unsafe or have a concern about your safety when receiving services from us.
- Please do not be intoxicated or under the influence of illicit drugs when accessing the service.
- Please ensure your personal hygiene is maintained and does not cause offence to other service users.

- To make it easier for Team Members to find your house, please ensure that your house is clearly numbered.
- If an employee or volunteer find you hurt or unwell, they will phone an ambulance and then contact the office.
- If you are to be picked up for a service or there is a meal delivery and we cannot find you, we will contact the emergency persons listed on your assessment/reassessment form.
- If receiving Meals on Wheels and you require a specific delivery site e.g. "enter via back door", please let the staff know so that your file is updated accordingly.
- Social Support Individual and the Social Support Groups provide transport. This means that you do not have to wait outside for the volunteer unless you want to. If it is cold or raining, very hot, or you do not feel safe, then please stay inside your home. If bad weather, bush fires, or unexpected road conditions make the roads dangerous to travel, our Team Members will not be expected to drive, and we will contact you.

SMOKING

There is no smoking allowed in the service vehicles or staff /volunteer cars or inside venues. If you do wish to smoke when on outings, please be thoughtful of others and move away from the group.

STAFF

SOCIAL SUPPORT INDIVIDUAL
- Manager of Programs
- Social Support/NDIS Coordinator
- Programs Assistant

MEALS ON WHEELS
- Manager of Programs
- Kitchen Cooks
- Kitchen Assistant
- Programs Assistant

NDIS
- Manager of Programs
- Social Support/NDIS Coordinator
- Casual Support Workers
- Programs Assistant

SOCIAL SUPPORT GROUPS
- Manager of Programs
- Program Officers
- Programs Assistant

ADMIN
- CEO/CFO
- Admin Assistants
- Receptionist
- Programs Assistant

VOLUNTEERS

The services are highly dependent on volunteer workers and would not be able to function without them. We are very grateful for their support.

All volunteers must attend an induction and have a clearance via a police check prior to assisting any client/participant, a valid First Aid Certificate (training provided by IC Care) and a Working with Children Check. Mandatory training must be completed, and they also need to attend/complete training programs/ communication meetings on a regular basis. Volunteers will need access to a digital mobile phone to download a working app for use to provide services to clients/participants. Volunteers are covered by an insurance policy, and any injury should be made known to the appropriate Manager as soon as possible.

Volunteers are regularly rewarded for their contribution to IC Care, clients/participants are encouraged to highlight exceptional support provided by volunteers so that these can be used to recognise outstanding volunteers.

In 2013, the NSW Government released a Statement of Principles, as follows:

- This organisation demonstrates a commitment to best practice in volunteer management and all our people respect and support this commitment.
- Our volunteers are involved in the life of the organisation and are included in decisions that affect them.
- This organisation provides volunteers with clarity about their roles and is clear about expectations and policies that impact on their roles.
- Our volunteers respect the roles of everyone in the organisation.
- This organisation recognises and celebrates the contribution of volunteers.
- Our volunteers are provided with training and professional development for their roles.
- This organisation provides all our people with the opportunity to resolve disputes with respect and dignity.

The refreshed **National Standards for Volunteer Involvement** 2023 are:

<u>Standard 1: Volunteering is embedded in leadership, governance and culture</u>
The governing body and organisation leaders promote volunteering and implement effective systems to support volunteer participation.

<u>Standard 2: Volunteer participation is championed and modelled</u>
Commitment to volunteer participation is set out through vision, planning and resourcing, and supports the organisation's or group's strategic direction.

<u>Standard 3: Volunteer roles are meaningful and tailored</u>
Volunteers are engaged in meaningful roles which contribute to the organisation's or group's purpose and meet volunteer interests and preferred style of participation.

<u>Standard 4: Recruitment is equitable and diversity is valued</u>
Volunteer recruitment and selection strategies meet the needs of the organisation and volunteers; they facilitate and value diversity and promote equity and accessibility.

<u>Standard 5: Volunteers are supported and developed</u>

Volunteers understand their roles and gain the knowledge, skills and feedback needed to participate safely and effectively.

Standard 6: Volunteer safety and wellbeing is protected
The health, safety and wellbeing of volunteers is protected, and volunteers understand their rights and responsibilities.

Standard 7: Volunteers are recognised
Volunteer contribution, value and impact are understood, appreciated and acknowledged.

Standard 8: Policies and practices are continuously improved
Effective volunteer involvement results from a system of best practice, regular review and continuous improvement.

NDIS PRACTICE STANDARDS AND QUALITY INDICATORS

(abbreviated version)

Rights and Responsibility for Participants
You are responsible for making sure the supports are:

- directly related to your disability and align with your plan
- not covered or delivered by another service system or organisation (eg. Medicare or private health insurer).

If you self-manage your NDIS funds, you need to keep evidence of what you spend your NDIS funds on (eg. invoices, receipts, pay slips, bank statements).

Your rights
You have the right to:

- choose who delivers your supports and how they do this. You do not have to use just one provider for all your supports
- not use a provider if you feel they aren't acting in your best interests
- ask if a provider has a conflict of interest
- not feel pressured to buy services or supports you don't want or need
- pay for supports at a fair and reasonable rate. You must follow the NDIS Pricing Arrangement and Price Limits if you are NDIA-managed or plan-managed
- decide what personal information you give to a provider so they can deliver supports.

The NDIS Quality and Safeguards Commission works with all providers so that you can get supports that give you choice and control. They have a participant information pack that helps you understand your rights.

Registered providers need to meet quality standards, which show they provide quality, safe supports to participants. The standards also help participants to know what they should expect from their registered providers.

All providers must adhere to the NDIS Code of Conduct.

The NDIS Practice Standards

The NDIS Practice Standards:

- make sure NDIS providers do a good job
- keep participants safe

These rules will help NDIS providers give safe services to people with disability who need:

- help to swallow food or drink
- mealtime support
- support in emergencies, like COVID-19.

An emergency is something dangerous that:

- we don't expect to happen
- can put your health at risk

These new rules will make sure participants can have healthy meals that meet their needs.

These new rules will also make sure NDIS providers know how to support participants during emergencies.

You can find more information about the new NDIS Practice Standards on our website.
www.ndiscommission.gov.au/document/986

Governance and Operational Management

- Governance and Operational Management
- Risk Management
- Quality Management
- Information Management
- Feedback and Complaints Management
- Incident Management
- Human Resource Management
- Continuity of Supports

It is important to us that you feel free to tell us what you think about the services we offer, and we will listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, whether it is good or bad. We will welcome it, without discrimination or negative consequences.

You can seek support from another person, whether that means a family member, support worker, advocate or the Ombudsman. Whatever the issue, we will do everything to solve the problem for you and to improve our services.

We appreciate your feedback and opinions about our services and will make improvements based on your feedback.

IC Care has excellent staff and training, continuous improvement of services, correct working processes, clear communication between the staff and participants. These are all key to our service management.

We will always endeavour to meet services standards and maintain excellent service management by working closely with our participants to strengthen our systems and to ensure positive results from any problems that may arise.

We have management who possess the skills and experience to monitor the effectiveness of the organisation's policies and procedures and make changes as needed.

The Provision of Supports

- Access to Supports
- Support Planning
- Service Agreements with Participants
- Responsive Support Provision
- Transition to or from the Provider

IC Care will support the choices about what you want to do and set your own goals. We will offer guidance and help you to recognise your strengths and weaknesses, so you may learn and develop skills to help you achieve your goals and set even more.

We will work fairly with you as an individual irrespective of age, gender, cultural background, or sexuality.

IC Care is here to assist anyone enquiring about our services. We will support and advise if needed or make a referral to an alternative service if required. You have the right to seek and find the service you need and have access to the support you require.

IC Care will provide any assistance needed for anyone to participate actively and meaningfully, and we can develop connections within the community to help you do this.

The Support Provision Environment

- Safe Environment
- Participants Money and Property
- Management of Medication
- Management of Waste

IC Care will ensure that you are always safe in both your physical and emotional environment. Staff are trained in how to keep you safe and to report any risks or potential risks. We will work with you and your representatives regarding payment of contributions. Ensuring that all information is clear and accurate.

We will manage waste in a sustainable manner such as recycling and water management.

NDIS Legislation linked to this handbook

- NDIS Practice Standards and Quality Indicators 2021
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Code of Conduct 2021

TELEPHONE: 02 4677 2524

CONTACTS

CEO	Lisa
Chief Financial Officer	Vivienne
Manager of Programs	Nicole
Meals on Wheels	
Kitchen / Administration Assistant	Lee
Kitchen Cook - Picton	Grace
Kitchen Cook – Picton	Jacqueline
Kitchen Cook – Camden	Kaylum
Social Support Individual	
Support Co-ordinator	Karen
Social Support Groups	
Program Officer	Belinda
Program Officer	Melissa (1 Day)
Program Assistant	Melissa
Program Assistant	Keith
Program Assistant	Min
NDIS	
Support Co-ordinator	Karen
Support Worker	Leisa
Support Worker	Julie
Support Worker	Renee
Support Worker	Min
Support Worker	Sarah
Support Worker	Joanne
Administration	
Receptionist / Administration Assistant	Lauren
Administration Assistant	Jemima
Administration Assistant	Nic
Administration Assistant	Claire
Finance Assistant	Jennifer