



ABN 65659375363

JD Baker Enterprises Pty Ltd Trading as Regain

WELCOME PACK CLIENT HANDBOOK EASY- READ

August 2025

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This handbook tells you about what we do at, and It is written for our **clients**.

Clients are the people we support with our services. Our clients are of all ages.

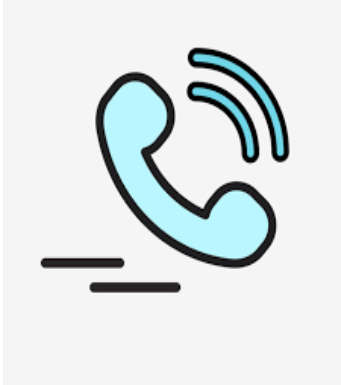
Our clients are people who are cared for, including people with disabilities and/or other care needs. We like to include and welcome all people. This handbook tells you about:

- Our rules and **policies**
- How our services run
- How to solve problems

Policies are the rules for how we work. This information is written in an easy-to-read way. We use pictures to explain some ideas. Some words are written in **blue**. We explain what words in bold mean.



Contact us:



Dot on 0466 427 516
Or
Jason on 0422 954 337



PO BOX 3154, Northbri
Avenue, Salisbury East,
SA 5109



jason@regain.net.au

or

dot@regain.net.au

Our Mission



"Empowering Lives, Enabling Independence: Unlocking the Full Potential of Every Individual"

Vision



Empower you to be

- More independent
- The best of yourself
- Focus on all areas you choose
- Have a positive life

Our Values



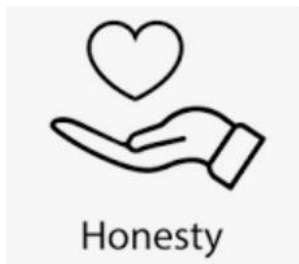
RESPECT

- We will always listen
- Respect you
- Be empathetic



EXCELLENCE AND INNOVATION

- Individual services
- Will listen to you
- Work on a plan
- Work alongside you



GENUINE, OPENNESS, PASSION AND HONESTY

- Open to your ideas
- Be present
- Put effort into supporting you
- Be honest



ACCOUNTABILITY

- Be accountable for supporting you
- Take responsibility for our performance



INTEGRITY

- Be transparent
- Do the right thing



NURTURE

- Support your choice and control
- Not judge you
- Support you
- Help with your goals

Organisational Structure

Jason Baker – Managing Director

Dorothy Pitcher – Managing Director

Regain Services



We follow NDIS Practice Standards and Quality Indicators to provide quality services.



We provide individualized services to meet your needs and have high standards.



We like to help you get out into the community and get involved in activities of your choice.



We like to hear your feedback so we can keep on improving to provide services that will always treat you honestly and fair.

OUR SUPPORTS



Help school leavers transition from school to work or higher education.



Helping you build your skills, mentoring, peer support, learning to make decisions and meeting your goals.



Assisting you with looking after your personal hygiene, money, medication, lifestyle and communication skills.



Assistance with travel and transport training to help you access your community.



Help you with everyday tasks in your home. That may be in a shared home with others or on your own.



Help you participant in the community and in community activities.



We will help you develop your skills to live as independently as possible.



We will help you with household tasks such as housework, gardening, cooking.



Participate in the community such as shopping, go to medical appointments, meeting with friends.



Helps you organize your services and build your capacity to manage your services independently in the future.



Help you participate in center based or group activities (if available)

NDIS access and Eligibility

To be eligible for the NDIS you must:

- Meet the age criteria of 6 – 65 years old
- Have a disability that is caused by a permanent impairment
- Be Australian citizen, permanent resident, or Protected Special Category Visa holder
- Need disability-specific supports to complete daily life activities

Eligibility for Regain

You must be eligible to use our services. This means you need to meet the 'rules'.

Rules might include:

- Where you live
- If it's an emergency
- How much time a carer spends caring
- Available Funding
- Needs or diagnosis of the person cared for and more.

YOUR RIGHTS

You have rights as a client of Regain; some of these rights are:

- High-quality services
 - Including **qualified** staff
 - Say no to services not right for you
- Respect
- Be accepted for who you are and treated the same as anyone else
- Stay safe
- Be given information you understand
- Be supported to make your own decisions
- To be a part of your community, Including work and study
- Be supported to be as **independent** as possible
- Speak up and be listened to

- Have a support person or **advocate**
- Be able to **complain** safely
- Your **personal** information is kept private
 - You can ask to see your information

You have all these rights:

Without being treated badly because of them.

- No matter what your background or age
- Treat staff and others with respect
- Give us the information we need
- Remember, everyone has the same rights as you
- Help our program stay safe

About Your Human Rights

Human **rights** are values or ways of being treated. Rights mean you are treated fairly, the same as everyone else. Rights mean you are safe and able to make your own decisions about your life.

ADVOCACY



What is an Advocate?

An individual advocate is someone who supports you in speaking up. They may speak on your behalf.

They will:

- listen to you
- give you information for an informed decision

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>

Participation & Inclusion



Support you to

- Feel valued in your community
- Partake in meaningful activities
- Develop connections
- Develop your services
- Have choice and control
- Who you want to communicate with
- Respect cultural background

Individual Outcomes



- Help you identify and reach your goals
- Recognise your strengths and weaknesses
- Develop your skills
- Respect your right on choosing your services and supports
- Treat you fairly regardless of age, race, sexuality etc

Service Access

You have the right to:

- Access other services
- Access to support fairly and equally
- Respect privacy and discrimination
- Respect dignity of risk
- Manage risk to avoid harm

Service Agreement



- An agreement that outlines the services we will provide you
- The fees explained
- The conditions
- The timeframe

Participant Termination of services or leave



- You can end services at anytime
- You don't need to give a reason
- You need to give notice period
- We may ask for feedback

Services and supports may be withdrawn by Regain if any of the following events occur:

- You move away
- You don't have NDIS funding
- If we can't meet your needs
- No communication about changes to needs
- Participant transfer to another provider
- Participant passes away
- Participant does not want to participate
- Participant does not provide safe conditions for staff
- Breach of Service agreement
- Non compliance of policies and procedures
- No contact for more than 2 months
- Unacceptable behaviour from participant or family
- Non compliance of risk management
- Non payment of fees
- 4 weeks notice provided by either party to terminate

Individual Plan



- Help you create a person centred plan
- Record and monitor your goals
- Identify skills and strengths
- Support and promote independence
- Record what you want and how you want support

Working with you and opportunity



- Communicate how you want, phone, email or SMS
- Update you on website, facebook, newsletter
- Provide feedback via feedback forms
- Help contribute to positive improvement

Service Management



- Continuous improvement to provide excellent services
- Will listen to your feedback
- Monitor and review our programs
- Endeavor to continue to meet your needs

Interpreting Services



If you need an interpreter we will help you link with one

Privacy and Dignity



- We respect your privacy, confidentiality and dignity
- Explain how we use your information
- Comply with relevant State and Federal privacy legislation (Privacy Act 1988)
- Only use your information for what we say we will
- Will gain full consent
- You can gain access to the information we hold about you

Data Storage



- Protect your information
- Use password protected storage
- Use information for 7 years
- Aboriginal or Torres Strait Island participant files are stored

Participant Access to Personal Records



1. Ask to see your file
2. Let you know we got your request within 48 business hours
3. Give you an update in 7 days
4. Get a reply within 2 weeks
5. Only the Director can approve
6. Information will be given if consent provided
7. Will talk to you about information
8. We may not release information
9. We will talk with you about it

Failure to receive a response within thirty (30) days or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) via:

GPO Box 5218, Sydney NSW 2001

fax: 02 9284 9666

email: enquiries@oaic.gov.au

online: <https://www.oaic.gov.au/>

Conflict of Interest



- Identify clients
- Assess any risks
- Listen when you tell us about conflict of interest
- Discuss with you how to manage the conflict of interest
- Record on our conflicts of interest register

Feedback and Complaints



- Your feedback is important
- We want you to feel comfortable to share good and bad feedback
- Right to complain without fear of being treated differently
- Keep you informed about your complaint
- Listen to your feedback or complaint
- Tell you the outcome
- You can be anonymous in your complaint
- Fill out feedback form or complaints form
- Call us, email or post

Process for feedback

1. Complaint received
2. Let you know we got it in 48 hours
3. Investigate within 5 business days
4. Communicate within 5 business days for more information
5. Communicate outcome within 10 business days
6. Complaint closed in 10 business days

You can also contact

NDIS Quality and Safeguards Commission:

Phone: 1800 035 544 (free call from landlines) or TTY 133 677 or use National Relay Service

and ask for 1800 035 544. Interpreters can be arranged. If you are reporting a service or alternatively if you are reporting a person outside of a service

Commonwealth Ombudsman – Disability Services

Telephone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

Smoking



Please do not smoke inside with Regain staff

Incident Management



Health and safety is important in incidents we need to respond by

- Responding immediately to make sure your safe
- Ongoing support in incident
- Report to any necessary bodies
- Be respectful in our responses and actions

We will:

- Keep you informed
- Recognise your rights and considerations
- Involve you in the process
- Investigate
- Hear your feedback
- Keep your personal information confidential

Consent



- Get your permission
- Explain the risk and reason
- Freely give consent
- May be given in writing or verbally
- You can withdraw your consent at anytime
- You can get an advocate to help you decide

Harm and risk of harm



Your safety is our priority

- We address any identified risk when reported
- We steps to prevent harm
- We welcome open communication

Please contact

Jason Baker - 0433 318 514 Or Dorothy Pitcher
0426975510

Other contacts are

NDIS Quality and Safeguards Commission:

Phone: 1800 035 544 (free call from landlines) or
TTY 133 677 or use National Relay Service and ask for
1800 035 544. Interpreters can be arranged. If you are
reporting a service
or alternatively if you are reporting a person outside of a
service

Adult Safeguarding Unit:

Phone: 1800 372 310

Email: adultsafeguardingunit@sa.gov.au

Domestic or Family Violence

Website: <https://www.1800respect.org.au/>

Phone number: 1800 737 732

Advocacy Rights



You have the right to advocate for yourself

- Right to be treated with dignity and respect
- Right to live within a safe community
- Access to inclusive education
- Access healthcare
- Participate in decision making

What an advocate may do



- May assist you to communicate
- Attend meetings with you
- Help you make complaints and provide feedback
- Help you understand
- Support you to make decisions

NDIS code of conduct



We follow the NDIS code of conduct by

- Respecting your rights and decision making
- Respecting your privacy
- Providing safe supports
- Being honest and transparent
- Being prompt to address concerns and safety
- Take steps to prevent, harm, abuse, neglect, violence and exploitation
- Take steps to prevent sexual misconduct

Words in this Handbook

Words and what they mean

Achieve - Successfully bringing about or reaching a desired objective.

Advocate - A person who speaks for and puts a case on someone else's behalf.

Community - A group of people living in the same area or having a particular characteristic in common.

Client - A person or organization using the services of a professional person or company.

Decision - The process of coming to or bringing a resolution in the mind.

Goal - The object of a person's ambition or effort; an aim or desired result.

Government - The group of people with the authority to conduct the policy, actions, and affairs of a country or state with authority.

Independent - Not requiring or relying on others for care or livelihood.

Information - Facts provided or learned about something or someone.

Management - The process of dealing with or overseeing things or people.

Needs - Physiological or psychological requirements for the well-being of a being.

Privacy - Freedom from unauthorized intrusion. The state of being apart from observation.

Problem - A question raised for inquiry, consideration, or solution. A source of complication, difficulty or distress.

Program - A plan or system under which action may be taken toward a goal.

Respect - Due regard for the feelings, wishes, or rights of others.

Skill - A learned power of doing something competently. A developed aptitude or ability.

Staff - A group of people who work for an organization.

Standard - Something established as a point of reference for quality, quantity, or value.

Your Notes

This image shows a single sheet of white paper with horizontal blue lines, similar to standard notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Key Services and Contacts

From time to time, you may need to seek another service for support, advice or service, so here is a list of some key contacts for you, just in case.



Brain Injury SA (BISA), Northern, Elizabeth
<http://www.braininjurysa.org.au/>
info@braininjurysa.org.au
 (08) 8217 7600



Advocacy for Disability Access & Inclusion (ADAI)
<https://www.advocacyfordisability.org.au/>
admin@advocacyfordisability.org.au
1800 856 464



Independent Advocacy
<https://www.independentadvocacysa.org.au/>
indepadv@internode.on.net
1800 999 884



Disability Advocacy & Complaints Service of SA (DACSSA)
<https://www.dacssa.org.au/>
admin@dacssa.org.au
(08) 7122 6030



<https://askizzy.org.au/disability-advocacy-finder>
Easy way to seek services in your local area.



Blind Citizens Australia
Tel: (03) 9654 1400
Email: bca@bca.org.au



Culture, Ethnicity and Health
Tel: (03) 9418 9929
Email: enquiries@ceh.org.au



Information on Disability Education and Awareness Services

Tel: 1800 029 904

Email: ideas@ideas.org.au



National Disability Insurance Agency

Tel: 1800 800 110

Website: <https://www.ndis.gov.au/form/contact-form.html>



Disabled People's Organisations Australia

Website: <http://dpoa.org.au/contact/>



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0422 954 337

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