



ABN 65659375363

JD Baker Enterprises Pty Ltd Trading as Regain

# WELCOME PACK

August 2025

# Table of Contents

Welcome	3
Contact Details	3
About Us	3
<b>Our Vision</b>	4
<b>Our Values</b>	4
Organisational structure	4
Our Services	5
NDIS eligibility	6
Your Rights	7
<b>Advocacy</b>	8
<b>Participation &amp; Inclusion</b>	9
<b>Individual Outcomes</b>	9
<b>Service Access</b>	10
Service Agreements	10
Participant termination of services or leave	10
Individual Plans	12
Working With You	12
<b>Opportunity</b>	13
Service Management	13
Communication with participant	13
Interpreting services	13
Privacy and Dignity	14
Data Storage	15
Participant Access to personal records	15
Conflict of interest	16

Feedback and Complaints	16
Smoking	17
Incident Management	17
Consent	18
Harm and risk of harm	19
Advocacy Rights	20
NDIS Code of Conduct	21
NDIS practice standards and quality indicators	21
Glossary	25
Notes	26
Key Services and Contacts	27

## Welcome

Welcome to Regain, the disability service that puts you first and aims to create opportunity, promote independence and progression in a safe and non-discriminative environment.

At Regain, our direction is led by your choice, needs and goals by providing key disability services to those who seek support.

This handbook is a guide created for you so you can learn more about the disability services that are available to you and how we can help you. Find out all you need to know about us, what we do, the services we offer and most importantly, how we will work with you to meet your needs to the highest standards.

Welcome to the Regain family!

Contact Details	
Contact Person	Jason Baker – Director
Contact Email	<a href="mailto:jason@regain.net.au">jason@regain.net.au</a>
Contact Number	0422954337
Contact Person	Dorothy Pitcher - Director
Contact Email	<a href="mailto:dot@regain.net.au">dot@regain.net.au</a>
Contact Number	0466427516
Website	<a href="http://www.regain.net.au">www.regain.net.au</a>

## About Us

### Our Mission

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

At Regain, we are dedicated to creating a world where everyone has the opportunity to thrive, regardless of their abilities. We believe that every individual has the right to live a life that is rich in purpose, connection, and contribution. Our mission is to provide innovative, personalized, and compassionate services that empower people with disabilities to regain control, confidence, and independence.

We are committed to fostering a culture of inclusivity, respect, and empathy, where everyone is valued and supported. Through our expertise, resources, and passion, we strive to break down barriers, challenge assumptions, and push the boundaries of what is possible.

Together, we will create a brighter future where every person can live their life to the fullest, free from limitations and filled with hope, joy, and fulfillment.

## **Vision**

At Regain, our vision is to empower individuals to reclaim their independence and unlock their full capacity to live their best lives. We aspire to inspire and support our community to embrace their potential, overcome challenges, and thrive in every aspect of their lives.

## **Our Values**

**Respect** – The Regain team will always show respect and genuine empathy when working with you and your family.

**Excellence and Innovation** – The Regain team will always provide individualized services to all participants by listening and working alongside you to build your own individualized plan.

**Genuine Openness, Passion and Honesty** – The Regain team will always have openness to unique ideas, always putting in every effort into supporting you to live your best life by being engaged and present at all times.

**Accountability** – The Regain team will take ownership and accountability to support you in exploring and building your capacity to engage in all areas of your life in whichever way you choose.

**Integrity** – The Regain team will always be transparent and prioritize doing the right thing even if no one is watching.

**Nurture** – The regain team will support your choice and control without judgement and will nurture your goals and support you to advocate for yourself.

## **Organisational Structure**

Jason Baker – Managing Director

Dorothy Pitcher – Managing Director

## Regain Services

At Regain, we pride ourselves on the personal, client-focused and high-quality service that we provide. We follow the NDIS Practice Standards and Quality Indicators to maintain excellent results for both you and us.

Our disability services have been formed from these Standards, so therefore we believe it is important not only to tailor our services to meet your needs but to provide the highest quality services in cooperation with those Standards so you can truly get the most from Regain and know exactly what you can expect from us.

At Regain, we would like to make a difference in the lives of those with disability and make life easier, fairer and get people involved and participating within their communities

We will do our best to give you a personal and individualized experience, and you will be treated fairly throughout your time with us, choosing to do the things that are important to you. With your help, we can continuously work to improve our services to meet your needs and goals.

## Our Services

**Assistance to Access and Maintain Employment or Higher Education** - assistance and support with preparation for school leavers to find employment in either the supported or open job market and their transition through school towards further education.

**Assistance with Life Stage Transitions and Support** - including mentoring, peer support, individual skill development, and decision-making to support people to make transitions on their terms and in a way that meets their goals and aspirations

**Assistance with Daily Personal Activities** - to enable people to live as autonomously as possible – such as personal hygiene, dressing, medication assistance, financial management, communication skills and lifestyle mentoring.

**Assistance with Travel and Transport** - provision of travel arrangements and support for people to access essential services.

**Assistance with Daily Tasks in a Group or Shared Living** - arrangements to assist individuals with or to supervise tasks of daily living in a shared living environment, which is either temporary or ongoing and designed to develop the skills of the individual to live as autonomously as possible.

**Innovative Community Participation** - where individuals are supported to participate in mainstream community-based activities that are open to all members of the community.

**Development of Daily Living and Life Skills** - including developmental-focused activities and training to enhance the person's ability to live as independent an everyday life as possible.

**Assistance with Household Tasks** - such as meal preparation and delivery, house or yard maintenance, cleaning and laundry.

**Participation in the Community** - including supported shopping, medical appointments, sporting and recreational events, social activities, visiting or making new friends, travel and transport and building confidence and social skills.

**Support Coordination** - time-limited support that focuses on addressing barriers and reducing complexity in the support environment while assisting the person in connecting with support and building capacity and resilience.

**Group and Centre-based Activities** - such as social outings and group and social activities on Regain's premises (when available).

## **NDIS access and Eligibility**

To be eligible for the NDIS you must:

- Meet the age criteria of 6 – 65 years old (otherwise on the NDIS prior to 65 the age can extend past 65)
- 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

To be eligible for Regain services

- Meet NDIS eligibility
- Have a NDIS plan that identifies requested services
- Have suitable funding within your plan to pay for services
- Where you live

## Your Rights

At Regain, it is important to us that you know and understand your rights, we are here to support you and to provide encouragement, guidance and assistance in any choices that you make. People with a disability have the right to respect, dignity and to full participation in society. You will receive a service that allows you to maximise your choices for social participation, cultural inclusion and all areas of your life.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions, including medical treatment or other interventions.

It is also your right to try new things, we will assist you to do so whilst ensuring that you are treated fairly and independently.

We welcome your right to talk freely and express your thoughts, opinions and choices. Regain will listen to you and support the choices you make, and we will include your family, carers or advocate when you want them to be included.

### You have the right to access support that:

- promotes, upholds and respects your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy;
- are free from violence, abuse, neglect, exploitation or discrimination; and
- allow you to exercise informed choice and control.
- tell you about and uphold your rights;
- provide support in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making;
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;
- provide you sufficient time to consider and review your support options and seek advice, if required, at any stage of our service delivery;
- support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and chosen community in the ways you want to;
- treat you fairly, with courtesy, dignity and respect and without discrimination;
- give you information about our services and associated costs, as well as other support options, within and outside Regain;
- involve you in decisions about your supports, as well as our programs and policies;



- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed;
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

### **As our participant, we ask that you:**

- provide us with information that will help us to best support you;
- tell us if things change or if you cannot keep an appointment or commitment;
- act respectfully and safely towards other people using the service and towards our staff;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

### **Ways we do this include:**

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
- employing and developing a diverse and culturally competent workforce;
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery; and
- using a strengths-based approach to identify individual participant needs and life goals, particularly with recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

### **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

Regain fully supports your right to have independent advocates support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>

## Participation & Inclusion

At Regain, we aim to help people understand their rights, including being a valued member of their community. We will provide any assistance needed for anyone to partake actively and meaningfully. We can also develop connections within the community to help you to do this.

We want you to make the most of the service and to not only take part but feel included as a valued member, and it is your right to decide when and how you do this, as well as it being your right to decide when and how you have contact with your family and friends.

Regain will support you and help you to take part within the community of your choice whilst getting to know you and the things you like to do.

We promise to work with you, your family, carers or advocates if you choose so, as well as with organisations within the community if that is what will help you.

At Regain, we will respect your cultural background and understand the needs and requirements that may come with it.

## Individual Outcomes

At Regain, you make your own choices about what you want to do and set your own goals. We will support the choices you make, and during this, we will be there every step of the way to reach that goal.

By working with you independently, we can assist you in reaching your goals, and we will offer guidance to help you recognise your strengths and weaknesses so you may learn and develop skills to help you achieve those goals and set even more.

By recognising where you need extra support, we can communicate with other services if that is what you need to reach your goal.

We will respect your right to seek support from others, whether that is your family, friends, or an advocate of your choice.

At Regain, we will work fairly with you as an individual regardless of age, gender, cultural background or sexuality.

## **Service Access**

You have every right to seek and find the service you need and have access to the support you require fairly and equally.

Feel free to ask about using any service; if it is unavailable, the reason will be clearly explained to you. We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At Regain, your feedback and opinions about our services are important, and we make improvements based on your ideas. We understand that everyone communicates in different ways, and we have a variety of ways you can communicate with us safely in private and without discrimination.

Regain will not limit any of your supports due to a dignity of risk choice that has been made by you. We will continue providing you with care and support until it is safe for you to transition to a new provider. We will do our best to effectively minimise any possible hazards and risks and work with your new provider to ensure these risks are being proactively managed and to ensure your health and well-being is upheld to the highest standards.

## **Service agreements**

Regain staff member will negotiate a service agreement with you that will outline the services that Regain are agreeing to provide you with and the timeframe that Regain will provide these services. The Service agreement will outline the conditions of the agreement and the funding amount allocated for services.

## **Participant Termination of services or leave**

When using Regain service, you may terminate service at any time, for any reason. Regain staff may ask you for feedback on receiving notification of cancellation of services as this will assist Regain staff to work on continuous improvement. You are not obligated to provide feedback if you choose not to. You will need to provide Regain with the length of notice included in your service agreement.

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

- (a) The Participant moves away from the service area Regain operates in.
- (b) The Participant's NDIS funding is ceased
- (c) The Participant's support plan or the services provided by Regain are no longer able to meet the person's needs or assist in achieving chosen goals.
- (d) The Participant and/or their support network fails to communicate and provide information pertaining to changes to support needs.
- (e) The Participant transfers to another service provider.
- (f) The Participant passes away.
- (g) The Participant is unable or unwilling to work towards agreed goals.
- (h) The Participant is unwilling to meet the reasonable conditions required in their support plan that impacts the safe delivery of services being provided and the health and safety of Regain staff.
- (i) The Participant is in breach of the terms of the Services Agreement
- (j) The Participant fails to comply with the Policies and Procedures of Regain.
- (k) Changes to the Participant's condition leads to care and services beyond the capacity Regain can provide
- (l) There has been no contact between the Participant and Regain for a period of 2 months.
- (m) The Participant and/or family member/carer engages in behaviour which is unacceptable to Regain, such as violence, abuse, aggression, theft, or property damage or poses a risk to the safe delivery of services to the Participant or the health and safety of Regain staff.
- (n) The Participant ignores risk management procedures in accordance with the Regain Work Health and Safety Policy.

(o) The Participant fails to pay fees due and payable to Regain by the due date for payment in accordance with the Services Agreement. and

(p) Either party gives at least four weeks' notice to the other party in writing in relation to the termination of the Services Agreement.

## **Individual Plans**

At Regain, we tailor our plans when working with you so they are person-centred and individualized. We record and monitor your goals and aspirations to work with you using different strategies so you can achieve them.

We will offer you guidance and assistance when you need it so you can achieve your goals, and we will work closely with you, your carers or family members to give direction to make sure we are all working towards the same goals.

We do this by laying out an individual plan for you, this is subject to change depending on its purpose or its level of achievement but in essence, your goals represent independence, providing meaning and satisfaction.

### **Individual plans focus on the following:**

- The individual
- They are flexible and subject to change depending on progress and other factors
- Personal goals and aspirations
- Unique skills and Strengths
- Promoting and supporting independence

### **Individual plan structure:**

Individual plans are set once per year unless flexibility is needed, in which case they are changed more frequently. Plans are changed following a meeting that takes place at Regain's location with yourself and all involved in the process such as

- Team
- Key Leader
- Worker
- Your carer, family member or advocate

## Working With You

We have lots of ways of communicating with you through our regular newsletter, face-to-face meetings, annual personal development meetings and occasional surveys for your feedback on our services. Let us know how we can improve.

Plus, we will work with you on a day-to-day basis through the services you choose.

## Opportunity

Opportunities are provided by the governing body for participants to contribute to the governance of the organisation and have their input into the development of organisational policy and procedures relevant to the provision of support and the protection of participant rights.

If you would like to be a part of our decision-making and contribute to our team, let us know!

## Service Management

As a community-focused organisation, we will always endeavour to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and ensure positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of services from your feedback, good working processes and excellent communication between the team and clients are all keys to our service management.

Being responsive to your feedback and as well as the opinions of other people with disabilities, families and carers can help us to continuously improve our programs and maintain the high-quality service that we offer.

At Regain our management is comprised of people who possess the skills and experience to fulfil the company's responsibilities and who monitor the effectiveness of the organisation's governance, Policies and Procedures then makes changes as needed.

## Communication with Participant

It is important to Regain to understand the method of communication that best suits your needs and preferences. Regain will communicate with you on an ongoing basis in your chosen method of communication. Whether that be verbal, written, SMS, email or if you need translation options, we will work with you to find out your communication preferences.

## Interpreting Services

If you are non-English speaking background, we will assist you to ensure to engage with an interpreter to ensure that your language needs are met.

## Privacy and Dignity

Regain values and respects the privacy, confidentiality and dignity of our participants, their families, and our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation (Privacy Act 1988).

Regain will only collect information necessary for safe and effective service delivery. We will only use the information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent. Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law. You may access the information we hold about you, including updating or correcting it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

We understand that your privacy is important to you. The following information outlines how we protect your privacy and confidentiality, and manage your personal information.

Before we collect personal information, we take reasonable steps to ensure that you know what the information is for. We will not use personal information for another purpose unless

- it is related to the original collection purpose
- we believe it necessary to reduce or prevent a serious or imminent threat to an individual's life, health or safety
- there is a serious threat to public health or public safety
- the information relates to existing or anticipated legal dispute resolutions proceedings between Regain and the individual
- it is required or specifically authorised by law, or required for the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of the law.

### **Your personal information is used to**

- provide information about our organisation, services and supports
- process employment applications and provide offers of work
- process service applications and service requests
- send details about our activities, research or events
- undertake research or conduct surveys

- invite you to participate in our activities
- administer and manage our services and supports
- process payments
- answer enquiries and deliver services
- provide services in line with client requests
- meet quality service requirements
- resolve complaints and other issues
- meet the regulatory requirements to operate
- report to funding and government agencies

### **Data Storage**

Regain storage of data is password protected and stored on a secure online cloud server. Your data is regularly backed up in case of system errors or equipment failures. Internet and computer security is updated to ensure that Regain takes every possible step to secure your information. We are required to store your information for 7 years, which is required by legislation. Aboriginal or Torres Strait Island participant files are stored indefinitely.

### **Participant Access to Personal Records**

If you require a copy of your personal information kept on file by Regain, you, or your advocate/guardian, can request access to your personal information and the follow process will be followed.

1. A request by you or your guardian or advocate either verbally or in writing is provided to Regain
2. The Director of Regain will confirm that they have received your request within 48 business hours.
3. You will receive communication from the Director with an update or the release of your information within 7 working days.
4. You will receive a reply from the Director within 2 weeks about your application for request of information.
5. The Director is the only approved staff member to approve the release of your information
6. If consent is received the approved information will be provided to the approved person.
7. The information that is released will be explained to you so that you have an understanding of the information your being provided.
8. There may be times when your request to access information may be denied. This may be due to advice from our legal representatives. If your request is denied we will discuss this with you.

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](mailto:enquiries@oaic.gov.au)  
online: <https://www.oaic.gov.au/>

### **Conflict of Interest**

Regain is committed to ensuring that all actions and decisions within our organisation are informed, fair and objective. Where an identified conflict of interest has been disclosed we recognize that this may affect the staff members choices and we endeavor to address personal or individual interests to ensure that they do not impact on your services, activities or decisions. All declared conflicts of interest are reviewed and assessed by the directors of Regain.

Please do not hesitate to bring to our attention any conflict of interest you identify and we will provide you with a conflict of interest form.

In the event that the Director assesses that there is a conflict or perception of conflict we will meet with you to discuss how we can best manage this conflict.

We record all conflicts of interest in our register to oversee and identify, declared conflicts.

### **Feedback and Complaints**

It is important to us that you feel free to tell us what you think about the services we offer, and we promise to listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer. Your feedback, whether good or bad, can only help us improve our services, and we welcome it without discrimination or negative consequences. We will keep you informed throughout the complaints process and inform you of the outcome and the reason behind it. We are prepared to then change the way the service is run to continuously improve.

You have every right to seek support from another person, whether that means a family member, a carer, a support person such as the Ombudsman, or an advocate. Whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.

Complaints and Feedback can also be lodged anonymously, all you need to do is fill out a complaints or feedback form and send to 5 Pele Avenue Salisbury East SA 5109.

You will find both a Feedback Form and Complaints Form in your pack for you to utilise. You can also ask us for a copy of either form at any time.

If you are feeling uncomfortable to make the complaint yourself a family member, friend or advocate can make a complaint on your behalf.

We take your feedback as priority as we strive to provide a person centred service. We want to hear your feedback and lived experiences within the service and take on feedback as an opportunity for learning and growth. Please see below the complaints and feedback workflow:

1. Complaint is received by the Director
2. Your complaint is acknowledged and documented within 48 hours
3. Regain will investigate your complaint within 5 business days after receipt of acknowledgement
4. Director will contact you within the 5 business days or receipt to see if you have further information you would like to provide and what you would like in terms of outcome
5. Communication with you as to outcome and to navigate a resolve within 10 business days of receipt of complaint.
6. Complaint to be closed within 10 business days of receipt with complete resolution.

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](mailto:ombudsman@ombudsman.gov.au)

Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## Smoking

We pride ourselves on providing a safe workplace for our staff and ask that whilst our staff are working on shift with you that you refrain from smoking inside with the worker present.

## Incident Management

During the process of service delivery, different types of events may occur which affect you. Events may have a positive, negative or neutral influence on you. Some of these events will meet the definition of a 'participant incident'.

If an incident occurs your health, safety and well-being and other involved parties are paramount. Appropriate incident response is critical. This includes:

- **Immediate response**

This involves ensuring the immediate safety, health and wellbeing of participants and other involved parties, obtaining medical attention, notifying the Police and other emergency services as appropriate, preserving evidence, accessing specialist victim and support services as required and contacting the nominated key support person.

- **Ongoing support**

These responses involve supporting participant wellbeing by ensuring a safe and secure environment, whilst also providing and managing any rehabilitation, counselling or other support they may need in the future in response to the incident.

When an incident involves misconduct by a staff member to a child, service providers must consider requirements under the Reportable Conduct Scheme to notify the Commission for Children and Young People.

All actions to manage and respond to an incident will be undertaken in a way that is respectful of the person, culturally appropriate, and empowers individuals to make their own choices and decisions wherever possible.

Actions taken by Regain in response to an incident will include the participant or key support person acting in the participant's interests in the following activities:

- recognising and acknowledging the impact of the incident on the participant
- assuring the participant that the incident will be taken seriously and dealt with in a fair and equitable manner
- educating participants about their rights and considering their wishes
- keeping the participant informed of the progress, outcome and any follow-up of incidents
- identifying an advocate or key support person if appropriate, and keeping them informed throughout the process
- involving the participant in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required
- ensuring the participant has the opportunity to provide feedback on the response to the incident
- ensuring that personal and sensitive participant information is appropriately managed and secured to mitigate the risk of privacy breaches.

## **Consent**

Refers to obtaining permission from an individual before engaging in any activity that requires their agreement or participation. This ensures that the individual is aware of the

potential risks or consequences of the activity and is making an informed decision to participate voluntarily.

Regain policy to get consent in written form although there may be times when verbal consent may be appropriate. Consent should always be obtained before any activity or action takes place. Consent should always be freely given, without coercion or pressure, and individuals should have the right to revoke their consent at any time.

Regain requires consent to:

- Communication with stakeholders, perspective providers, services and therapists, family, advocates, NDIS and any other people you give consent;
- Read information that is provided by stakeholders, family or advocates;
- Collect data about you;
- Attend meetings about or for you;
- Be proactive in participating in training that may include behaviour change programs etc
- Assist you to communicate with medical and government organisations;
- Provide you with services and supports;

Regain will always communicate and explain consent before asking for you to sign consent. If you do not think you are able to make a decision about consent you can ask for assistance from an advocate or family member or government body such as a legal guardian who can assist you to make these decisions.

### **Harm and risk of harm**

It is our priority to ensure the safety and well-being of all individuals involved in our programs and activities. Any form of harm or risk of harm, whether intentional or unintentional, is unacceptable and will not be tolerated. We are committed to taking proactive measures to prevent harm and mitigate risks, and we encourage open communication and reporting of any concerns in order to address them promptly. Our organization will actively work to create a safe and supportive environment for all.

Please contact Directors of Regain Jason Baker on 0433 318 514 or Dorothy Pitcher 0426 975 510 for confidential reporting. Alternatively if you wish to speak with someone outside of Regain you can 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

Adult Safeguarding Unit:

Phone: 1800 372 310

Email: [adultsafeguardingunit@sa.gov.au](mailto:adultsafeguardingunit@sa.gov.au)

Domestic or Family Violence

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

Phone number: 1800 737 732

## Advocacy Rights

Disability advocacy rights refer to the rights of individuals with disabilities to advocate for themselves and have their voices heard in decisions that affect their lives. These rights are based on the principle of self-determination, which recognizes that individuals with disabilities have the right to make choices and decisions about their own lives.

Some key disability advocacy rights include:

The right to be treated with dignity and respect: Individuals with disabilities have the right to be treated with dignity and respect, and to have their views and opinions valued.

The right to live in the community: Individuals with disabilities have the right to live in the community, rather than being segregated in institutions or other separate facilities.

The right to access education: Individuals with disabilities have the right to access education that is inclusive and tailored to their needs.

The right to access healthcare: Individuals with disabilities have the right to access healthcare services that are responsive to their needs and preferences.

The right to work: Individuals with disabilities have the right to work and pursue meaningful employment opportunities.

The right to participate in decision-making: Individuals with disabilities have the right to participate in decisions that affect their lives, and to have their voices heard in policy and program development.

Advocates play a crucial role in ensuring that these rights are upheld and that individuals with disabilities are able to fully participate in society. Advocacy efforts may include raising awareness about disability issues, lobbying for policy changes, and providing support to individuals with disabilities in navigating systems and accessing services.

You can have a family members as your nominee or advocate or we can assist you to obtain and advocate with a community service. Regain will assist you to navigate obtaining and advocate if you choose that you require one.

Your advocate may assist you at:

- Appointments, reviews, meet and greets
- NDIS meetings
- Making a complaint
- Assisting with communication with services
- Providing feedback

At Regain we encourage you to bring your advocate or nominee to any meetings you choose and are happy to communicate with your chosen person at your request.

### **NDIS code of conduct**

The Regain team follow the NDIS Code of Conduct by:

- acting with respect for individual rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions
- respecting your privacy
- providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency
- promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you
- taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse toward you
- taking all reasonable steps to prevent sexual misconduct towards you.

### **NDIS practice standards and Quality Indicators**

The NDIS practice standards are an important set of guiding principles that enables services working within the NDIS providing services and supports to provide a high-quality and safe services and supports to you as the participant.

Combined with the NDIS code of conduct the NDIS practice standards and quality indicators will enable you to understand the quality of service you should expect from Regain.

The practice standards provide you with your rights and responsibilities when Regain is delivering supports and services to you.

#### **Practice Standard 1 Participant Rights and Responsibilities**

- 1.1 Person-Centred Supports
- 1.2 Individual Values and Beliefs
- 1.3 Privacy and Dignity
- 1.4 Independence and Informed Choice
- 1.5 Violence, Abuse, Neglect, Exploitation and Discrimination

All individuals living with or without disability have the right to be active and feel valued within their community and feel respected and your dignity upheld. We take pride in ensuring to help you understanding your rights and upholding your choice and control.

Your right to privacy and confidentiality is upmost important to Regain when navigating your personal information and records and uphold your right to informed decision making and independent choices.

It is your right to be treated fairly and as an independent person whilst trying new activities and experiences within your community.

You have a right to be heard and listened to when expressing your choices, opinions and thoughts and for your choices to be heard and upheld. Where you choose we will endeavour to include any person of your choice in discussions such as advocates, nominees, family or friends.

Everyone has their chosen communication methods and we uphold your right to choose the way that works best for you to communication privately and safely.

We respect your individuality and how you live your life. Your unique choices to access different activities and areas of the community will be supported by Regains team to participate in the way that you choose.

Your cultural background is important to your identity. At Regain we will always respect and endeavour to listen to what your cultural needs are and take every step to uphold your needs whilst providing supports and services to you.

## Practice standard 2 - Provider Governance and Operational Management

### 2.1 Governance and Operational Management

### 2.2 Risk Management

### 2.3 Quality Management

### 2.4 Information Management

### 2.5 Feedback and Complaints Management

### 2.6 Incident Management

### 2.7 Human Resource Management

### 2.8 Continuity of Supports

### 2.9 Emergency and Disaster Management

Regains management monitor the effectiveness of the policies and procedures and when required necessary changes are made to ensure that we are providing you a quality service.

Regains management have the skills and experience required to implement and monitor as required.

At Regain we feel that it is imperative that people with lived experience have input into how our services are aligning with your values and legislative requirements. We are extremely passionate about providing a quality and actionable service to all. We pride ourselves on hearing your voice and us LISTENING.

At Regain we welcome all input regardless of whether that is good or negative feedback. All feedback is an opportunity for growth and improvement. We welcome all feedback and input without discrimination, reprisal or negative consequences.

Regain supports for you to have assistance from another person to make a complaint whether that be a advocate, plan nominee, family member or support worker.

We take all input and feedback seriously and value your opinions and communication and will action improvement where necessary.

Regain recruit workers with the required knowledge, training and or lived experience to support you in your NDIS journey. Regain listens to how you want to be supported and what is important to you and matches you with workers that match your needs and requests. Regain polices and processes for the staff and are active with our learning and continuous improvement. We are transparent with our communication to provide a quality service and support to all participants.

We listen to all feedback and work with you to have continuous improvement on our services and supports and strengthen our systems and processes to continue to provide quality services and resolve problems to meet all parties needs and requests. We approach emergencies and disasters with careful consideration to your needs and risks and will form a emergency management plan with you.

### Practice standard 3 - Provision of Supports

#### 3.1 Access to Supports

#### 3.2 Support Planning

#### 3.3 Service Agreements with Participants

#### 3.4 Responsive Support Provision

#### 3.5 Transitions to or from the Provider



Regain explores and supports your individual unique goals and decisions and will work along side you to identify areas of strength and weakness to work toward building capacity to meet your chosen goals and choose services that meet your chosen needs.

Regain will always uphold respect and right to individuality and will never discriminate against you or your choices for any reason. Regain staff will always respect cultural and diverse choices and will listen and learn how we can uphold your rights in areas of your individual choices.

Regain will respond to all enquiries about our services and will support participants to explore alternative services if Regains services are not appropriate or suitable to support your needs. Participants have the right to seek service that meet their needs or their chosen options.

Regain will always be supportive and encouraging in all areas of participation and connection and will endeavour to encourage meaningful experiences with the community, family, friends etc

#### Practice Standard 4 - Provision of Supports Environment

##### 4.1 Safe Environment

##### 4.2 Participant Money and Property

##### 4.3 Management of Medication

##### 4.4 Mealtime Management

##### 4.5 Management of Waste

Regain supports a safe environment for all including participants and workers both physically, emotionally and mentally. Our staff are trained to ensure that your environment is safe and that any identified risks or potential risks are reported according to our policies and procedures for our team to address these areas if necessary.

Regain will explain our fees and charges during the service agreement and intake process and will always be transparent about the fees and charges. We will work with you and your nominee or advocate to ensure that you understand the requirements around our fees.

Our communication will always attempt to be transparent and clear to ensure that all communication is understood.

Regain have procedures that are designed to identify, manage and resolve incidents such as:

- All workers understand and have access to completing incident reports that identify and record incident that have occurred
- Incident reporting which is reported directly to our Director

- Reporting reportable incidents to the NDIS commissioner or police or other appropriate authorities
- Incident management and reportable incidents – Complying with NDIS guidelines
- Supporting the person affected by the incident
- Reviewing incidents with you and others involved
- Resolving incidents within a timely manner with parties involved
- Reducing risk of reoccurrence by reviewing and amending systems and procedures where required

## Glossary

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.

## Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## 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](mailto:info@braininjurysa.org.au)

(08) 8217 7600

Advocacy for Disability Access & Inclusion (ADAI)

<https://www.advocacyfordisability.org.au/>

[admin@advocacyfordisability.org.au](mailto:admin@advocacyfordisability.org.au)

1800 856 464

Independent Advocacy

<https://www.independentadvocacysa.org.au/>

[indepadv@internode.on.net](mailto:indepadv@internode.on.net)

1800 999 884

Disability Advocacy & Complaints Service of SA (DACSSA)

<https://www.dacssa.org.au/>

[admin@dacssa.org.au](mailto:admin@dacssa.org.au)

(08) 7122 6030

<https://askizzy.org.au/disability-advocacy-finder>

Easy way to seek services in your local area. If you cannot find a service listed above please use the Ask Izzy tool attached.

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

## **Blind Citizens Australia**

**Tel:** (03) 9654 1400

**Email:** [bca@bca.org.au](mailto:bca@bca.org.au)

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind or vision impaired with disability-related issues in the three main category areas of Social Security, disability services and disability discrimination.

## **Culture, Ethnicity and Health**

**Tel:** (03) 9418 9929

**Email:** [enquiries@ceh.org.au](mailto:enquiries@ceh.org.au)

Culture, Ethnicity and Health provide services to ensure that people from a non-English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural and religious needs.

## **Information on Disability Education and Awareness Services**

**Tel:** 1800 029 904

**Email:** [ideas@ideas.org.au](mailto:ideas@ideas.org.au)

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

## **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/>



Jason Baker

0422954337

Dorothy Pitcher

0466427516

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