



# Participant Handbook

## Our Contact Details

Phone	<b>(07) 3708 1060</b>
Email	<b>team@firstcallhomeservices.com.au</b>
Website	<b>www.firstcallhomeservices.com.au</b>



REGISTERED  
NDIS  
PROVIDER

# Welcome to First Call Home Services

We want your experience with us to be a positive one and to make a real difference in your life.

First Call works with individuals, families, carers, friends and the community so people affected by disability can live fulfilling, active and celebrated lives.

Our values of honesty, acceptance, fairness, commitment, and participation are at the heart of everything we do.

**This handbook provides you with important information about using our services.**

If you would like to talk to someone about First Call Home Services, or any of the information in this handbook, you can:

- speak to a staff member
- visit our website or
- call us on (07) 3708 1060

## **Do you require any PPE?**

Contact our team if you require any masks to make you feel comfortable during our services.

## About Us

We are a local home service provider supporting people in the community. First Call Home Services was established in 2014. We operate as a registered NDIS provider in the local area.

We can provide supports to people living in:

- Ipswich, Qld
- Toowoomba, Qld
- Parts of western Brisbane, Qld

We provide a range of home services including:

- Home cleaning
- Yard maintenance and gardening
- Basic home maintenance tasks

We value who you are and your lived experience and want to take this into consideration when providing services to you.

## A quality service that is right for you

We are committed to providing you with a quality service to meet your needs. This means offering you services and supports that are based on your individual needs and goals.

## Choice and Control

We believe that you are the best person to make decisions about your life, including the services and supports we provide to you.

You are encouraged to be involved in all discussions and decisions about your services, as well as choosing who else may be involved with your services, including family members, friends and carers.

## Safety

We want you to feel safe and be comfortable when using our services. You have the right to an inclusive service that is free from abuse, discrimination, neglect or force. The Company maintains an Emergency Policy and Procedure to deal with unexpected events.

## Your Rights

As a participant of First Call Home Services you have rights. These rights are protected by law and set out in national standards.

We will talk with you about your rights when you first speak with us and throughout your time with us. If you are ever unsure about what your rights are, please let us know.

Before engaging our services, you will be asked to sign a Service Agreement, which includes information on rights and responsibilities, along with the details about what services you will receive from us.

If you are ever unsure about what you are signing, ask a First Call staff member to talk through the information with you again before you sign.

## Respect and Identity

We are committed to providing you with a service that is welcoming and inclusive of who you are. This means you should always feel safe and respected. It also means recognising the things that are important to you, such as your culture and identity.

You have the right to be accepted for who you are, have your needs and identity recognised – with respect to culture, religion, gender, sexuality, language, disability or mental health; and have your personal privacy, dignity and lifestyle respected.

## Involving family, friends, carers or others

We recognise how important it is for you to choose who is involved in the services and supports that you receive. This may include family, friends, carers or other significant people in your life.

You can choose who we speak with regarding your service including support people; family members; carers or friends that may support you with your NDIS arrangements.

## Service Agreements

Prior to starting our services, all participants will be asked to review and approve a personalised Service Agreement.

A Service Agreement contains:

- Information on what supports you will receive.
- When, where and how you will receive those supports.
- How much the supports will cost and how to pay for them.
- What is expected of you, and us as a provider.
- How the Service Agreement can be ended.
- Who to talk to if you have questions.
- Our Cancellation Policy.

For more information regarding Service Agreements, visit the [NDIS website](#).

## Our Cancellation Policy

We understand that sometimes plans change. Where possible, we will attempt to reschedule a planned visit if required.

You, or your representative, is asked to provide us with at least 24 hours' notice prior to a scheduled visit start time, if you wish to suspend, postpone, or cancel a scheduled service for any reason.

If you make a short-notice cancellation, which is after 3pm the day before the service is scheduled, we have discretion to charge for 1 hour of service, at the relevant pricing, to cover the costs associated with the cancellation of the visit.

## Travel

We charge for travel as permitted by the associated NDIS Pricing Arrangements. Your Service Agreement includes more information. To provide the best and most cost-effective use of a participant's funds, we will monitor travel, aiming to limit travel costs for all participants. This may involve efficient scheduling of visits, and sharing (apportioning) travel costs between participants as permitted by the NDIS.

## Our Gift Policy

It is our policy that employees **cannot accept gifts** of any kind. If you would like to show your appreciation for a team member, you can tell them that they are doing a good job or contact our team to provide your feedback.

## Handing of Money and Medication

**Participant money will not be handled** by any member of the First Call support team. All invoicing for supports will be issued by email for the attention of the noted payment contact.

**Participant medication and medical care will not be managed or provided by First Call Home Services.**

## Privacy and Confidentiality

We care about your privacy and confidentiality and are committed to protecting it. When providing you with a service, we may need to collect information about you and how we are working together. We will only do this when it is relevant to your service or where it is required by law.

When referring to 'information' we mean both personal and sensitive information. Personal information is basic information such as your name, address and contact details. Sensitive information refers to information about your health and wellbeing.

**In protecting your privacy, we must:**

- keep confidential all information we collect about you.
- respect your safety, privacy and dignity when using your information, protect information from any misuse or loss.
- take steps to ensure that the information we have about you is accurate, complete, up to date and relevant to the service you are accessing.
- not share your information with anyone else unless you have given clear consent or if it is necessary to maintain your safety, or otherwise as required under law.

**You can:**

- complain if you feel we have not respected your privacy.
- know how your personal information is used and collected, and who it may be shared with and when.
- give or refuse consent before information is collected about you.
- look at your information and take copies.
- ask for information or records to be explained or changed if you believe it is inaccurate, misleading, incomplete, or out of date.
- ask for other people such as family, friends or people who support you to have access to this information.
- refuse to have marketing material sent to you.

## Photos to help provide better services

As part of ensuring a quality service, sometimes we take photos of our cleaning, yard and home maintenance works.

These photos will **never** include people.

These images are an important part of our commitment to maintaining the highest standards of service quality. They help our team gain a better understanding of the specific environments in which we operate, enabling us to engage in more practical discussions with both participants and their support teams.

Having a visual reference allows us to better identify areas where our services may need adjustment to better meet your needs.

Photos are not used for any other purpose and are not used for marketing.

You can ask us not to take photos.

## Making a Complaint and Giving Feedback

We want you to tell us what you think about our services. We know the best way for us to improve our services is to receive feedback from you.

**You can:**

- make a complaint at any time.
- be listened to respectfully and have your complaint kept private.
- have your complaint responded to fairly and quickly.
- give feedback on what is working well or what could be improved.
- be informed of what has happened with your feedback.
- have an independent advocate or support person involved.
- be safeguarded from any negative consequences should you make a complaint.

We will review all feedback and complaints to evaluate the quality of our services, identify what is and what is not working well, and consider how we can improve our services.

## How can you make a complaint or provide us with feedback?

You can raise a complaint, compliment, or give feedback directly to a worker or manager. You can talk to someone else you trust like a support coordinator or independent advocate who can pass this information to us.

Complaints and feedback can be provided by:

Calling Us		(07) 3708 1060
Emailing Us		<a href="mailto:team@firstcallhomeservices.com.au">team@firstcallhomeservices.com.au</a>
Online		<a href="http://www.firstcallhomeservices.com.au">www.firstcallhomeservices.com.au</a>
Filling in our Form & Posting it to Us		PO Box 610, Coorparoo, Qld, 4151

If you are unhappy with the way we have managed a complaint or feedback, you can lodge a concern with our Managing Director or the [National Disability Insurance Commission](#).

## Other Helpful Points of Contact

You may find these other contact details helpful.

### National Disability Insurance Agency

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Phone: 1800 800 110

### NDIS Quality and Safeguards Commission

Website: <https://www.ndiscommission.gov.au/>

Phone: 1800 035 544