




Creating a truly  
inclusive world

Emily's  HOPE



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# Hello!



Thank you for selecting us and we welcome you to Emily's Hope. We trust this handbook provides you with relevant and useful information, and we hope our services will be beneficial for you to continue to live independently in the community. This handbook is designed to:

- provide you with information about Emily's Hope services
- assist you to know who to contact when you need to
- provide you with information about our obligations to you and your responsibilities to us.

Although care has been taken to ensure that the information included in this Handbook is accurate and

comprehensive, updates may occur from time to time. If you require further information, please contact us, or pass our contact information onto someone who may be interested in our services. Our contact details are included on the back cover of this Handbook, or you can chat with your Emily's Hope worker.

**If you or your family need assistance with translation or have vision or hearing difficulties, please let us know and we will arrange assistance.**

**If you have difficulty reading any part of this handbook, please contact us to obtain a larger print version or ask for clarification.**



## Mission Statement

Creating a truly inclusive world built on choice, inclusion, equality, and achievement, where people living with disability or systemic disadvantage have every opportunity to live the life they choose.

## Vision

Our vision reflects our aspiration for a world where people with disability are valued and seen for their ability. A world that is fair, transparent, and accessible, where people with disability or disadvantage have every opportunity to equally participate and exercise control over personal outcomes. Emily's Hope is passionate about the role it can play in achieving this vision and the difference it can make in the life of each of our clients.

## Values

Our values are at the core of everything we do.

- We put people first
- We are one team
- We are all accountable
- We strive to always do it better
- We are inspired by challenges and courageous in speaking up
- We are respectful of individual choices and embrace diversity
- We make ethical and sustainable decisions
- We are passionate about our work and driven by our vision and values



## Plan Management

Plan management is when a provider supports you to manage funding in your NDIS plan. These providers are known as plan managers.

A plan manager pays the providers you engage to implement your NDIS plan, and you will receive a monthly budget report to build your understanding of plan spending. Having a plan manager also allows you to use services you choose rather than only being able to use NDIA registered providers.

You can read more about our Plan Management services here: [www.emilyshope.com.au/plan-management](http://www.emilyshope.com.au/plan-management)



## Support Coordination

Support coordination is a capacity-building support that helps you make the best use of the supports in your NDIS plan. It is designed to assist you in:

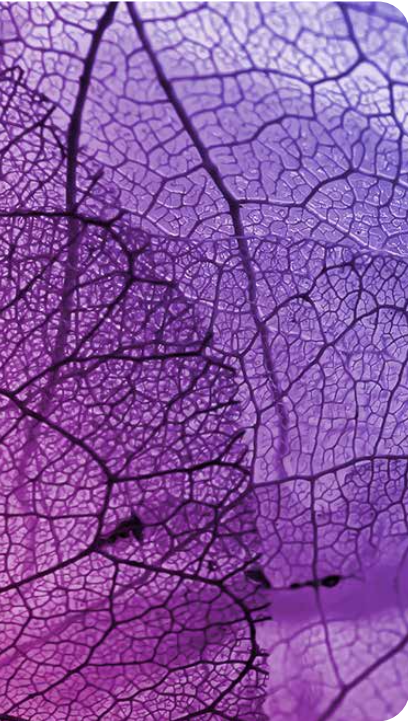
- Understanding and using your NDIS plan
- Connecting with NDIS providers, community services, mainstream services, and other government agencies
- Establish and maintain your supports
- Help you build your confidence and skills in using your Plan and controlling your supports
- Provide reports to the NDIA
- Help you to prepare for unexpected events and crisis situations

Emily's Hope has a team of experienced professionals based in Townsville, Brisbane, and Mt Isa. We also service remote regions, including Cloncurry, Weipa, and the Torres Strait Islands.

Your Emily's Hope Support Coordinator will work with you to determine priorities throughout the duration of your NDIS plan, ensuring that all spending aligns with the intent of your plan's funding. This includes monitoring and supporting you to manage your budget effectively, ensuring your plan remains flexible and responsive to your needs.

You can read more about Support Coordination here:

[www.ndis.gov.au/participants/using-your-plan/who-can-help-start-your-plan/support-coordination/what-your-support-coordinator-should-do](http://www.ndis.gov.au/participants/using-your-plan/who-can-help-start-your-plan/support-coordination/what-your-support-coordinator-should-do)



## Specialist Support Coordination

Specialist Support Coordination (Level 3) is typically time-limited and provided in high-risk situations.

If you have a complex disability, injury, or health condition, or if you have multiple diagnoses, you may qualify for a Specialist Support Coordinator.

- In addition to Support Coordination a Specialist Support Coordinator assists to understand the barriers around accessing the support services you need, helps design a plan on how to support you in a way that meets your needs for all support services, and becomes the key communicator to all services.
- Specialist Support Coordinators assist in finding support services that can work together to ensure your needs are met and assist your informal and formal supports to understand

the plan on how to best assist you in keeping everyone working together to help meet your goals.

- Specialist Support Coordinators assist in managing problems and unexpected situations and find services when you are in a crisis.

## Support Planning - A Partnership Approach to Your Care

At Emily's Hope, we are committed to working in partnership with you to meet your changing needs and help maintain your independence. Our approach to support provision is flexible, meaning that at times you may request to increase or reduce support to ensure you do not lose your independence. Any adjustments to your support will always be fully discussed with you beforehand, ensuring transparency and respect for your choice and control.



## Supports to assist you at home and in the community

Disability Support Workers play a vital role in supporting people with disabilities by providing care, physical assistance, and emotional support that is needed for you to be independent and work towards achieving your goals.

### In-Home Support

In-home supports are also available to assist with your day-to-day tasks, ensuring you can manage essential activities such as showering, dressing, and meal preparation. These supports are designed to meet your disability-related needs in a way that promotes your independence and well-being.

## Social and Community Participation

Social and community participation is about connecting with others, forming relationships and taking part in activities that bring you joy. Emily's Hope Support Workers can assist you to be where other people are and to join in community areas and activities.

This may be by:

- Assisting with transport to and from an activity or appointment
- Supporting you to attend a community event or activity, recreational interests, sporting events or just to be with nature

These supports help ensure your participation in social and community life, consistent with your NDIS goal of promoting inclusion and engagement in everyday activities.





## Developing Your Care Plan

Emily's Hope will engage with you, and anyone you choose to be involved, in creating your Care Plan. This ensures that your preferences and goals are central to the plan, with a focus on the following:  
Your goals and outcomes: What you want to achieve from the service.

**Your capabilities:** What you can do for yourself and where you require support from staff to complete tasks.

**Your preferences:** What you like, dislike, and how you prefer to communicate, as well as how we can best communicate with you.  
Maintaining control: Ensuring you remain in control of your life, including discussions about healthcare, emergency, and disaster planning.

**Fostering independence:** Identifying ways to help you be as independent as possible.  
Decision-making support: Clarifying any assistance you may need to make decisions.

**Staff preferences:** Identifying the qualities and skills you would like in the people who support you.

**Your aspirations:** Understanding your hopes and dreams, and how we can help you work toward them.

**Training requirements:** Highlighting any specific training that support workers need to effectively assist you.

This information will be used to develop your Care Plan, ensuring that all staff understand your preferences and how you want your care to be provided.



### Reviewing Your Care Plan

In line with NDIS guidelines, we will review your Care Plan and risk assessments with you annually, or sooner if your circumstances change.

These reviews ensure that your supports remain appropriate and aligned with your needs.

You can also request a review at any time by contacting our Operations Team at 0491 185 824 or 3472 6907.



## **Nursing (for Private, Self or Plan Managed Clients only)**

Nursing care is a vital service that many individuals with disabilities rely on to manage their health and well-being. At Emily's Hope, we provide specialised nursing care tailored to meet the complex needs of our participants, ensuring they stay as healthy and independent as possible.

In addition to standard nursing services, our nurse is trained to provide support in line with the High Intensity Skills descriptors as outlined by the NDIS Quality and Safeguards Commission. This includes delivering both care and training to ensure that participants and their support teams can manage high intensity needs safely and effectively.

Some of the services we offer include:

- Contingence assessment and management
- Catheter care, changes, and management
- PEG Feeding & Training – including educating participants and support staff to ensure safe and effective feeding practices
- Wound management
- Diabetes management – including insulin administration and education on blood glucose monitoring and insulin use
- Medication management – assisting with safe administration and ensuring medication routines are followed correctly



## As a participant of Emily's Hope, you have the right to:

- Be **assessed for services without discrimination**, ensuring fair and equal access based on your individual needs and eligibility.
- Be **informed about the services available** to you and can **choose the services** that best meet your personal goals and requirements.
- Receive a **service agreement** that clearly outlines the services you will receive.
- Have your **privacy, dignity, and confidentiality** respected at all times.
- **Raise concerns or make complaints** about any service without fear of losing that service or facing any negative consequences.
- Have your concerns **addressed fairly and promptly**, with an appropriate resolution process in place.
- Be **represented by an advocate** of your choice in any discussions or decision-making processes.
- Have information provided to you in a **language or communication method** that suits your needs and preferences.
- Expect **continuity of care**, including support during any transition period, should you choose to end your services with Emily's Hope for any reason.



## Client Responsibilities and Service Adjustments at Emily's Hope

If you need to make any changes or cancel your scheduled services and support, please contact us on (07) 3155 6559 or (07) 4426 8700.

Whenever possible, please provide at least 48 hours' notice. If you are unable to provide 48 hours' notice, you may be charged for the full service or lose the support for that session, as per your service agreement.

If Emily's Hope needs to cancel your services due to unforeseen circumstances, such as staff illness or unsafe weather conditions, we will do our best to reschedule your service as soon as possible.

As a participant, we ask that you:

- **Respect the rights of our staff** who are delivering your services, ensuring a positive and safe working environment.

- **Ensure staff are not obstructed** from performing their duties and are not placed in any situation that poses risk to their safety.
- **Maintain a safe environment** for staff to work in while they are delivering services at your property.
- **Inform your Emily's Hope worker of any changes** to your care needs or circumstances, including any updates to your NDIS funding or plan.
- **Understand that Emily's Hope is obligated to undertake regular risk assessments and review your care plan** to ensure that services remain appropriate and up to date with your current needs.

These expectations help ensure that we can continue providing high-quality and consistent care while maintaining the safety and well-being of both participants and staff.



At Emily's Hope, we are committed to treating everyone fairly and with respect. This means we do not discriminate against participants, staff, or anyone else based on:

- Race
- Disability
- Gender
- Age
- Sexual orientation
- Marital or family status
- Religious or political beliefs
- Pregnancy or parental status

Our approach to promoting equality and diversity is aligned with the principles of human rights and the NDIS Quality and Safeguards Commission's standards.

## We focus on three key areas:

1. Removing barriers for individuals in the above groups to ensure equitable access to our services and supports.
2. Promoting inclusion by taking extra steps to ensure everyone is actively involved and barriers to participation are eliminated.
3. Encouraging active participation by supporting you to have a say in your care and in decisions that affect your life, ensuring that your rights, preferences, and cultural needs are respected.

We ensure that our staff receive ongoing training and access to information on equality, diversity, and human rights. This ensures they understand how to include and involve you in your care, while respecting your cultural, religious, and personal needs.



## Your Voice Matters

We ask for your input on how you would like your care to be provided, including any specific cultural or religious considerations. Your preferences are central to our service delivery, and we are committed to upholding your rights in all aspects of care.

Emily's Hope will distribute Client and Staff Evaluation surveys annually. We encourage you to use these surveys as an opportunity to provide feedback, which is invaluable in helping us improve our service delivery. Your input is crucial in ensuring that we continue to meet your needs and enhance the quality of our services.

## Respect for Our Staff

Just as we are committed to your rights, we expect that our staff are treated fairly and with respect. Staff should never experience discrimination, verbal or physical harm, or any behaviour that causes them distress.

If you have any concerns about how you or our staff are being treated, please contact us immediately on (07) 3155 6559 or (07) 4426 8700.

## Staff Training

Emily's Hope ensures all staff undergo comprehensive training in the NDIS Code of Conduct, including:

- Ongoing education on rights, responsibilities, and person-centred care.
- Regular updates on safeguarding, risk management, and incident reporting procedures.
- A focus on ethical decision-making, respectful communication, and cultural competency.

By adhering to the NDIS Code of Conduct and providing robust staff training, Emily's Hope is committed to delivering safe, respectful, and high-quality support services to all participants.



## Emily's Hope Commitment to the NDIS Code of Conduct

At Emily's Hope, we are dedicated to upholding the NDIS Code of Conduct to ensure that all participants receive safe, respectful, and high-quality support. Our staff are trained extensively in these guidelines to ensure compliance and the highest standards of care.

Our commitment includes:

1. Respecting individual rights and promoting choice and control for all participants, ensuring dignity and independence.
2. Providing safe and competent supports by training staff to deliver care according to best practices, aligned with participants' needs and NDIS standards.

3. Acting with integrity, honesty, and transparency in all interactions, ensuring that participants are fully informed and involved in decisions about their care.
4. Promoting a zero-tolerance approach to abuse, neglect, and exploitation, and ensuring that any concerns are reported and addressed immediately.
5. Protecting privacy and confidentiality, safeguarding personal information and respecting participants' privacy.
6. Preventing and addressing conflicts of interest, ensuring that staff always act in the best interest of participants.
7. Acting in a professional and ethical manner, following all laws, policies, and practices outlined by the NDIS.



# Can someone speak on my behalf?



An independent disability advocate is someone who can support you in expressing your views, helping you determine what you want, and representing your interests. Advocates are independent of all service providers, including NDIS, Queensland Health, and Queensland Education, which allows them to provide unbiased support.

Emily's Hope fully supports the involvement of an Independent Advocate if you feel your wishes are not being heard by our staff or if you believe your rights have been compromised.

An advocate can assist you in making a complaint or ensuring your voice is heard in decisions that affect you. Advocacy services can assist in a variety of ways, including:

- Helping you understand your rights.
- Navigating the NDIS and other mainstream services.
- Addressing gaps in support you may be experiencing.
- Dealing with discrimination, conflict, and unfair treatment.

- Assisting you in making informed decisions.
- Building your capacity to advocate for yourself.
- Ensuring your fundamental needs are met.
- Supporting you with legal matters.
- Providing information and referrals to relevant disability support services.

An independent advocate may also support individuals with disability in cases where there are allegations of violence, abuse, neglect, exploitation, or discrimination. You can find out about how Emily's Hope will work with you and your advocate as well as a list of Independent Advocacy Services on our website here: <https://www.emilyshope.com.au/resources/>

More information on independent advocacy can be found on the Quality Safeguards Commission website: [NDIS Commission – How an Advocate Can Help You.](#)

You can also ask anyone you know well and trust to be your advocate which could include a member of your family or a friend you can trust.



**Emily's Hope** ensures that high-quality, safe, effective, and efficient support is **client-focused** and **evidence-based**. Our commitment to quality and safety is demonstrated through several means.

As an **NDIS Registered Provider**, Emily's Hope undergoes mandated quality reviews and audits both internally and by external assessors and auditors. [These assessments are conducted against the National Disability Insurance Scheme Practice Standards, ensuring that our services meet the required standards for care and support.](#)



Emily's Hope prides itself on providing open and constructive communication. We encourage individuals, staff, carers, and advocates to express any concerns or feedback they may have in a timely manner. This includes specific issues related to proposed changes in personnel.

Individuals are informed of the availability of advocates and interpreters and are encouraged to utilise these services. Our staff at Emily's Hope will assist individuals in accessing this important service when they are unable to initiate the process themselves.

Additionally, individuals are made aware of their right to utilise advocates to assist and support them during the complaints management processes. Each family is informed of their right to choose whom they would like to discuss the complaint with.

Ongoing feedback is crucial and contributes to continuous improvement. The outcomes from this process provide valuable feedback for the Director and members of the Management team, as well as offering training opportunities or acknowledgments to other relevant parties.

You can find more information on how to make a complaint here: [www.emilyshope.com.au/resources](http://www.emilyshope.com.au/resources).



## Incident Management

As a registered NDIS provider, we hold the responsibility of identifying, managing, and resolving incidents. Our incident management system must encompass comprehensive procedures for:

**Identifying Incidents:** Recognising and documenting any occurrences that may impact the safety, well-being, or rights of participants.

**Assessing Incidents:** Evaluating the severity and potential impact of the incident to determine the appropriate response.

**Recording Incidents:** Maintaining detailed records of all incidents, including the nature of the incident, those involved, and any immediate actions taken.

**Managing Incidents:** Implementing strategies to address and mitigate the effects of the incident, ensuring the safety and support of all participants.

**Resolving Incidents:** Taking steps to resolve the incident effectively, including follow-up actions and support for those affected.

**Reporting Incidents:** Ensuring that all reportable incidents are communicated to the relevant authorities in a timely manner, in accordance with NDIS requirements and the NDIS Quality and Safeguards Commission.

We must ensure that all staff respond appropriately to incidents and take proactive measures to prevent their recurrence. This includes regular training and reviews of our incident management procedures to enhance our response capabilities.

You can feel confident that any incident involving an EH Staff member will be responded to effectively, recorded as per the Incident Management process, resolved to included documented actions and discussed at Workplace Health and Safety meetings. Where appropriate, you will be informed of the outcomes of any investigation and the incident will form part of our Continuous Improvement process.



## Will my information be kept private?

Maintaining your privacy is important to us. To provide you with the best possible service, we need to gather personal and medical information about you. Consent is requested when our service agreement is discussed, ensuring you have all the relevant information before agreeing and signing the service agreement.

We will only share your information with referrers or other identified services involved in your care. Your information will be stored electronically in a secure location. Only staff involved in providing your treatment and designated support staff will have access to this information. The types of information we store include your contact details, notes on your progress, referrals, and other information relevant to the service provided.

For statistical analysis, quality improvement, and planning purposes, we are required to share de-identified

information with State and Australian governments. You can access any information we have about you at any time.

You can read more information in "Protecting Your Privacy": [www.emilyshope.com.au/resources](http://www.emilyshope.com.au/resources)

## Safeguarding

Safeguarding means keeping people safe from getting hurt and knowing how to help them when they are hurt. Emily's Hope has a zero tolerance to abuse and has mandatory training for all staff to complete modules on this topic.

Emily's Hope can help you report what has happened which could involve phoning the police or helping you connect with an Advocate to discuss your options.



<b>What is abuse...</b>	When someone hurts you badly. Abuse is wrong and can happen to anyone.
<b>Why does abuse happen...</b>	It can be because people: <ul style="list-style-type: none"><li>• Do not know how to behave properly.</li><li>• Have not had any training about abuse, or any help or support to understand what abuse is, OR</li><li>• Because they are bullies and nasty to you.</li></ul>
<b>Abuse is wrong....</b>	Some people find it hard to get help. Some people are unable to take care of themselves or keep themselves safe.  This could be because they: <ul style="list-style-type: none"><li>• Have a disability or mental health problem. OR</li><li>• Cannot see or hear very well.</li></ul>
<b>Physical Abuse...</b>	This can be: <ul style="list-style-type: none"><li>• You are bullied.</li><li>• Some people say bad things to you.</li><li>• Someone threatens you.</li></ul>
<b>Psychological abuse...</b>	This can be: <ul style="list-style-type: none"><li>• You are bullied.</li><li>• Some people say bad things to you.</li><li>• Someone threatens you.</li></ul>



<b>Psychological abuse...</b>	This can be: <ul style="list-style-type: none"><li>• You are bullied.</li><li>• Some people say bad things to you.</li><li>• Someone threatens you.</li></ul>
<b>Financial abuse...</b>	This can be when: <ul style="list-style-type: none"><li>• Someone steals from you.</li><li>• Someone tries to make you give away money or property you own like a house.</li><li>• Someone tries to make you give away anything you have been given by someone in a will.</li><li>• Someone tries to make you spend money on them.</li></ul>
<b>Sexual Abuse...</b>	This can be when: People say or do things to you, that you do not like, without your permission.  This could be something like: <ul style="list-style-type: none"><li>• Showing you DVD's or pictures to do with sex when you say NO.</li><li>• Kissing you when you say NO.</li><li>• Saying things to you about sex when you say NO.</li><li>• Touching you where they should not touch you when you say NO.</li></ul>
<b>Neglect...</b>	This can be when: <ul style="list-style-type: none"><li>• you do not get the medical help or support you need.</li><li>• you are not given enough food and drink.</li><li>• you are left alone a long time and not given anything you like to do.</li></ul>



You may choose to withdraw from Emily's Hope at any time for any reason.

## 1. Voluntary Exit

A participant may freely choose to withdraw from any or all services you receive from Emily's Hope.

All efforts will be made by Emily's Hope to assist you to find a suitable service to move to and to minimise all risks involved.

## 2. Involuntary Exit

The Director may choose to suspend service when violent or disruptive behaviour is shown, where such behaviour presents a physical or emotional danger to other individuals, staff or the community or when the behaviour is self-directed or directed at any staff member, another individual or any other person.





## You can comment on our services

We value your feedback as it helps us to improve the standard of service and support to you and our clients. We welcome your feedback about our services, support and staff at any time and encourage you to contact our office or complete a feedback form by Getting in touch via: [www.emilyshope.com.au/contact](http://www.emilyshope.com.au/contact)

From time to time, we may ask you or your family to participate in a survey that helps us understand how well we are delivering services and how we could improve in the future. Participating in these activities is optional, however, we urge you to have your say. The results of these surveys and feedback received will be incorporated into service planning and delivery.

We also ask you to participate in the audit process to maintain our registration with the NDIA. As part of this process, you may be contacted by an auditor seeking information about the service you receive, and your

understanding of the processes discussed in this handbook.

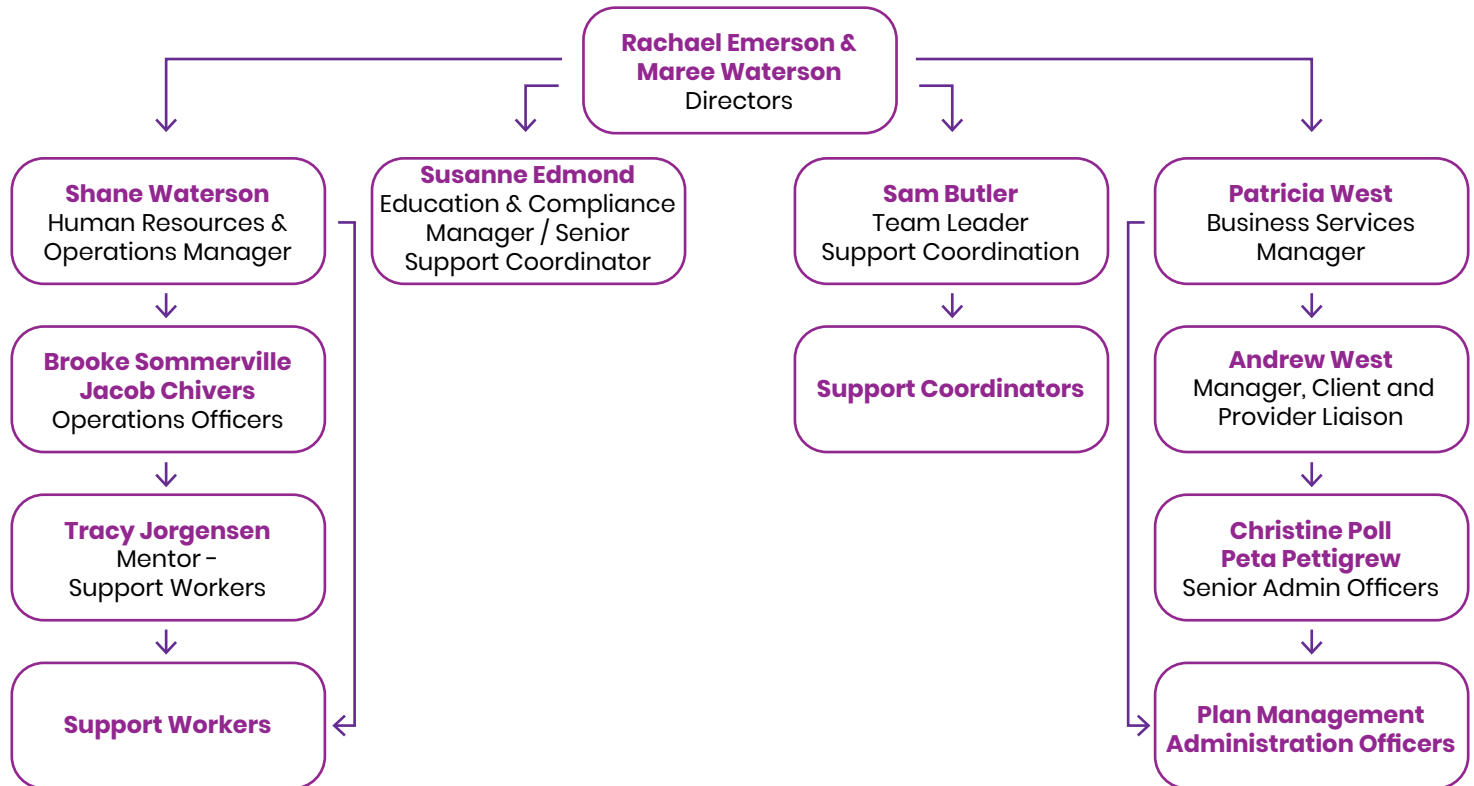
If you have any questions about this, please contact our staff at (07) 3155 6559 or (07) 4426 8700.

## Easy read information

Please let us know if you would like a copy of the following easy-read documents – email our Business Services Manager – [pat@emilyshope.com.au](mailto:pat@emilyshope.com.au) or call Pat on 0491 603 611 and she will happily send the documents to you.

- Code of Conduct
- Complaints
- Incidents
- Privacy
- Rights
- What is a Service Agreement?
- What is a Support Coordinator?
- What is a Plan Manager?

# Organisational chart





## Reach out

Emily's Hope is here for you. Our experienced team can answer your questions.

## Contact

Phone: 07 3155 6559 or 07 4426 8700  
PO Box 531 Booval QLD 4304  
[admin@emilyshope.com.au](mailto:admin@emilyshope.com.au)  
[www.emilyshope.com.au](http://www.emilyshope.com.au)

