



Simple Solutions Training and Consulting Participant Handbook

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Introduction

Welcome to Simple Solutions Training and Consulting. 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 assist 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

About Us

Contact Details	Simple Solutions Training & Consulting
Address	78 Torquay Road, Pialba 4655
Phone	(07) 4325 4455
After Hours Contact	0418 544 363
Email	info@simplesolution.com.au

Our Vision

Excellence in support services for the most vulnerable members of our community.

Our Mission

To train, develop and deliver a workforce which embraces the unique nature of each individual and provides excellence in support services for people with a disability, those who are ageing, and those living with dementia in our community.

Our Values

Kindness

Inclusiveness

Person Centeredness

Integrity

Respect

Organisation – Key Roles

Position	Name
Chief Executive Officer	Natalie Sell
NDIS Coordinator	Jill Genrich
NDIS Mentor & Registered Nurse	Cheena Tatai

Our Services

Simple Solutions Training and Consulting offers Disability Services (under NDIS) including:

- Assist Personal Activities
- Development-Life Skills
- Group/Centre Activities
- Assist Access/Maintain Employment
- Assist Life Stage Transition
- Daily Tasks/Shared Living
- Participate Community
- Household Tasks
- Personal Activities High
- Assist-Travel/Transport
- Accommodation/Tenancy

Definitions

Guardian	A Guardian is usually a person who has been legally appointed by a court to make decision on your behalf. This person may be a friend, a family member, or a person from the office of the Public Advocate.
Participant	Includes the clients or participants, their representative or their visitors. It may also include, where relevant, members of the public or volunteers who may be impacted by our services or activities.

Service	Includes all aspects of the services and activities we deliver, or are associated with, under or related to the participant Service Agreement and Support Plan.
Staff or worker	Includes CEO, management, employees, contractors, other service providers or where relevant, organisational volunteers.
We, us and our	Means the legal entity who is, and highest authority or management of, the service provider and includes both singular and plural meanings of these terms.
Workplace or environment	Includes wherever our services are delivered such as, in a participant's home, during transport or within community activities, public spaces or other facilities.

About the Service

Access and Entry Requirements

To be eligible for our services you must:

- Meet the NDIS criteria
- Hold an NDIS plan that identifies the services provided
- Listed services in the your NDIS plan are included in our registration groups
- Have funds available in their plan to pay for services

Service Agreement & Support Plans

On entry to Simple Solutions Training and Consulting a service agreement will be developed with you, your family or advocate (if required). This service agreement will list the schedule of supports, the responsibilities of Simple Solutions Training and Consulting and your responsibilities as a participant/participant advocate. It will also detail payments, changes to the service agreement (if required) and outline our complaints and feedback process and detail the notice period required if you wish to leave our service.

The Support Plan, which you will create with Simple Solutions Training and Consulting, will have a person-centred and individualised approach. We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list personal goals and aspirations, unique skills and strengths and promote independence. The Support Plan will be monitored weekly and reviewed monthly.

Participant Assessments and Support Plan

Support Plans are undertaken in a collaborative approach with yourself and all relevant parties. You are the focus of this plan, with all aspects designed to meet your needs, interests and aspirations as the focus. Assessments must be undertaken before the commencement of the Simple Solutions Training and Consulting service; the CEO or their delegate conducts all assessments by your preferred method of either face to face, phone call or via virtual meeting with you and/or their representative.

Below is the process that will be undertaken.

- We conduct all information gathering with you and/or your representative/advocate.
- Any access or entry requirements are discussed with you.
- Assessment will make sure that you are informed of the opt-out provision if you do not wish to share your information to meet government requirements.
- Assessment interview time/s are arranged by telephone. Your representative will be issued an invitation to be present if required or desired.
- If it is identified that you have communication needs, the CEO, or delegate, will make the necessary arrangements to ensure these needs are considered. For example, an interpreter and information in your language are sourced for you, or if you have needs such as vision impairment, hearing loss, we will ensure we make the necessary arrangements for the required service.
- The assessment process is explained to you. Information on the collection and use of information, privacy, information sharing and confidentiality considerations and advocacy is also re-communicated at this time.
- We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list personal goals and aspirations, unique skills and strengths and promote independence.

- Developing your support plan is a consultative process between all relevant parties. Once the support plan has been determined and you are happy, then you can sign off on the support plan. A copy of the support plan can be issued to you.
- Completed assessments are reviewed by the CEO. Areas of independence and identified needs form the basis of discussing your care.
- Our staff will collect information during their work with you. Data will be placed in your records, so we have evidence-based information to ensure the service delivery meets your current needs, interests and aspirations.
- To ensure we continue to meet your needs, we will review your support plan regularly so your supports are relevant for your requirements. Reviews will occur if there is a change in circumstance, when requested by you or if your needs change.
- A re-negotiation of your agreement with us can occur when you have a change in your needs or circumstances.

Participant Transport

Transportation requirements are discussed during our initial meeting. We will determine the most appropriate transport services to meet your needs and if this is required as part of your package or as an additional service.

Communication with participants

Following our initial assessment of your communication needs, we will offer written, verbal and translated options for communication with you.

Continuity of Support

We will arrange schedules to ensure that you know who is attending to your needs and supports, and pair you with workers, of your choice, who hold appropriate skills and knowledge. Your requests such as workers who speak the same language, are from the same culture or meet specific criteria are matched, where possible.

Staff are allocated to support you on a regular basis to allow for predictability and provide continuous support. All supports are linked to your Support Plan and demonstrate consistency with your preferences and needs.

What will happen if your worker is absent?

Simple Solutions Training and Consulting will contact staff with relevant qualifications as a suitable replacement. Where possible, we will provide a staff member who has worked with you previously and is aware of your requirements.

We will make every attempt to inform you of the change and provide you with details of the replacement worker. We will ask for your feedback on the replacement staff member.

Consent

When you give consent, you are giving your permission or saying that it is 'OK' for a particular thing to happen. Consent gives you a choice to determine, if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt, you should ask Simple Solutions Training and Consulting or your advocate for help.

Simple Solutions Training and Consulting will ask you to sign a consent form, especially if this is consent for the release of your personal information.

You can withdraw your consent at any time. The withdrawal of consent means that if you have given consent to take part in a particular program as part of your person-centred plan, and then discover that you do not like the program, you can say that you no longer want to participate in that program.

Simple Solutions Training and Consulting will need your consent to:

- be able to read the information that service providers have about you and for us to provide any information about you to other service providers, your family or advocate
- collect data relating to you for funding bodies
- ask people to attend your person-centred planning meeting

- carry out any training programs or behaviour change programs that it may want to put in place for you
- assist you to see a doctor or a dentist
- give you medication.

If you feel that you are unable to give consent about issues in your life, then we can talk to your family or advocate. If you do not have family that can make decisions for you, we will help you to make an application to the court or other statutory bodies for the appointment of a Guardian to help you make those decisions.

Advocacy

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people who provide support to you, respect your rights and will speak out for you if your needs are not being met.

You can ask anyone you know well and trust to be your advocate.

- a member of your family or a friend you can trust.
- a person from a formal advocacy service.

If you want someone to act on or speak on your behalf, we will help you find an advocate. Details are listed at the end of this Handbook. Once you have decided on your advocate, you will need to complete a form to appoint them. This gives them permission to make decisions on your behalf. You can change your advocate at any time.

Simple Solutions Training and Consulting will:

- With your permission, provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest.
- Work closely with your advocate and involve that person in the planning of services that will be provided for you.
- Ensure its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

Simple Solutions Training and Consulting will ensure that your advocate is invited to:

- Consultation meetings.
- Person-centred planning meetings and reviews.
- Any other relevant meetings or conferences.

We encourage you to bring your advocate to your initial meeting, so your voice is heard during the assessment and planning processes. This input will ensure that we provide you with a person-centred support plan. Your advocate is welcome to any meeting or to speak on your behalf. If you change your advocate, we ask you to please inform us, so we can update your information and ensure that we talk to the correct person.

When can you use your advocate?

- Any time you wish to communicate with us;
- At initial consultation;
- During interviews and reviews;
- During service delivery;
- When you have a complaint;
- When you wish to give feedback.

Simple Solutions Training and Consulting will always allow the advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by us, your advocate will be informed of the complaint process and also of agencies that have a responsibility to make sure that we do our job correctly.

[Interpreter Services](#)

If you are from a non-English speaking background, we will engage an interpreter should you require translation services. The engagement of interpreters is done only with your permission.

The interpreter is required to document in your notes stating that they were present for any meetings with you. Telephone interpreter services will be used in crisis/emergencies.

Networking

We will engage with your networks and community to ensure that you have various opportunities to be involved in activities and areas of interest. We will access networks such as religious groups, local ethnic communities or groups that you wish to engage with. We believe that it is essential that you to be part of your community, so we will work with you to ensure that this occurs.

Participant Assistance with Medication

Simple Solutions Training and Consulting encourages all our participants to maintain their independence, including managing their medications safely and effectively. Where you request help with your medications, the nature of this help will be recorded in detail and your consent confirmed.

You, your carers and advocates can be confident that Simple Solutions Training and Consulting will ensure quality outcomes for you through a safe and correct medication management policy.

Provision of a Safe Environment

Simple Solutions Training and Consulting recognises your right to feel safe and to live in an environment where you are protected from assault, neglect, exploitation or any other form of abuse.

We will encourage and support any person who has witnessed the abuse of a participant or, who suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution. The reporting process includes any kind of abuse such as financial, emotional, social, psychological, sexual, physical abuse or neglect.

Reports from witnesses and participants can be made immediately to a staff member or directly to our CEO. If you would like to speak with anyone outside of Simple Solutions Training and Consulting, you can also contact the Department as listed under “Complaints”.

Simple Solutions Training and Consulting acknowledges that prevention is the best protection from abuse and neglect and recognises its duty of care obligations to implement

prevention strategies that include suitable recruitment and screening protocols when employing staff.

We recognise that prevention strategies will include the employment of skilled staff who respect the rights of participants and who are aware of current legislation and policies about abuse and neglect.

Where abuse, harm or neglect has occurred, Simple Solutions Training and Consulting will respond quickly, considerately and effectively to protect the participant from any further harm, ensuring they have access to any required counselling, and medical, and/or legal assistance.

Where allegations of abuse, neglect, violence, exploitation or discrimination are made, participants are advised to have an advocate present.

Working with Children

In addition to our standard screening process, our staff who work with children will also hold a Blue Card – this is a screen conducted which complies with the *Working with Children (Risk Management and Screening) Act 2000 (Qld)*.

Simple Solutions Training and Consulting acknowledges that prevention is the best protection from abuse and neglect and recognises their duty of care obligations to implement prevention strategies. Our commitment to the safety and wellbeing of children and the protection of children from harm outlines that we will:

- value and empower children to participate in decisions which affect their lives
- foster a culture of openness that supports all persons to disclose risks of harm to children safely
- respect diversity in cultures and child-rearing practices, while keeping child safety paramount
- provide written guidance on appropriate conduct and behaviour towards children
- engage only the most suitable people to work with children and have high-quality staff, supervision and professional development

- ensure children know who to talk with if they're worried or are feeling unsafe and that they're encouraged and comfortable to raise such issues

Staff are required to follow the risk management strategy and other strategies listed in the child's support plan.

Family Assistance

Simple Solutions Training and Consulting encourages and will support families to maintain contact with you. With your permission, your family is very welcome to contact us for information and support. Your family or advocate can be involved in planning the services that you will receive through your person-centred planning meeting.

We can help your family by:

- Communicating in a way everyone can understand.
- Providing information about available services including those offered by other agencies and by us.
- Helping to build trust and respect between staff members, families and you.
- Providing them with the opportunity to take part in the planning of service delivery.
- Creating opportunities to develop links with families.
- Assisting them to access counselling and support services.
- Providing them with access to effective complaint procedures.
- Assisting them to access advocacy services where available.

Privacy

Simple Solutions Training and Consulting complies with the applicable privacy legislation and has systems for the collection, use and disclosure, quality, security, accuracy and correction of personal information relating to you as our participant. The privacy and dignity of participants will always be maintained. All participants will be asked to sign a Consent Form to allow Simple Solutions Training and Consulting to collect, use and disclose your information, to comply with the Privacy Act 1988.

Where a person believes that a breach of this policy or the Privacy Act has occurred, a written complaint should be made to the CEO.

If you do not receive a response from the CEO within 30 days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) through:

- The online Privacy Complaint form
- By mail: GPO Box 5218, Sydney NSW 2001
- By fax: +61 2 9284 9666
- By email: enquiries@oaic.gov.au.

[Participant Access to Personal Records](#)

You or your appointed advocate/guardian can access personal information we hold about you.

You can do this verbally or in writing. Simple Solutions Training and Consulting will provide you with such information as soon as possible and always within seven (7) days.

[Data Security/Archiving Participant Files](#)

Data is held securely in online cloud storage. It is regularly backed up to ensure security. All participant's files are kept for a period of seven (7) years. Records for the participants from an Aboriginal or Torres Strait Island background are kept indefinitely.

[Participant Authority to hold key/s](#)

If our staff are required to hold your house key or have access to a coded box, the “Authority to Hold Key” form will be filled out by the CEO and yourself on admission to the program or when the need arises. When you no longer wish for us to hold your key or know your house code, a “Withdrawal of Authority to Hold Key” form will be completed.

[Participant Access to Leave](#)

Services may be suspended at your request for any reason and at any time, with notice, as detailed in the Service Agreement. You may request the suspension of services as per the terms of the

Service Agreement. Participants who are funded under the NDIS program and leave Australia, have up to six weeks “grace period”, before the NDIS review their need to continue the service.

Gifts

The Management Team recognises that participants on occasion, like to give gifts to staff. If a participant wishes to give a gift, it is preferred that it is something that can be shared by all staff, for example, flowers or chocolates and is of a small monetary value. Money is not to be offered to staff under any circumstances.

Staff are not allowed, under any circumstances, to give gifts to Participants.

Smoking

The CEO will request that those participants, who smoke, refrain from doing so while Support Staff are performing their duties. Simple Solutions Training and Consulting is committed to a safe workplace for its employees.

Management of Budgets, Statements and Fees

Your NDIS Plan outlined the areas in which funding has been approved, to what value and how this funding is to be managed. You are able to choose who, how and when funding is utilised to provide the stated supports.

We will keep you informed of the cost of the services being provided. Upon commencement of your services, we will give you a clear statement of your fees. Fees may be changed during your service delivery, but you will be informed of this increase within the next invoicing period before the changes are implemented. We will provide a monthly statement to you if requested that will explain all fees. Changes in the NDIS Price Guide will automatically adjust fees.

We will inform you of:

- Fees chargeable,
- The methods for payment of fees,
- The budget or amount of money you can spend,

Where NDIS is assisting you in managing your service, Simple Solutions Training and Consulting will work with the NDIS.

Service Agreement Reviews

When your needs or circumstances change, or where you request an increase or decrease in the number or type of services, a re-negotiation of your agreement with us may be required.

We review all service agreements annually.

Transition and Exit

Your needs and interests may change during your time with our service, and there may be a need to transition to another provider. We will assist and support you during this process. We will work, with your consent, with other services to ensure that the transition is smooth and meets your needs.

Should you wish to cease services please contact our office to discuss this with the CEO or delegate.

In all cases, we will speak with you and discuss the reasons for any withdrawal of service. Where you agree, we will support you to find another service provider.

Wills

Simple Solutions Training and Consulting staff are not permitted to advise participants regarding making or changing their Will, and they are not allowed, to witness any legal document, including Wills.

Wills will not be stored by this service. If you do not have a representative, the Public Trustee can be arranged to manage your Will.

Rights and Responsibilities

In your Welcome Pack, you will be provided with our Participant Charter of Rights which outlines your rights, your responsibilities and those responsibilities of Simple Solutions Training & Consulting.

Legislation and Standards

Simple Solutions Training and Consulting is operated in keeping with current legislation and standards. For a copy of all the legislation that applies to your service, please contact us. The primary legislation and standards that cover your service are:

- National Disability Insurance Scheme Act 2013
- Disability Act and Regulation
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2020

Risk Taking

You have a right to participate in lawful activities that may involve a degree of risk. We will work with you to understand the risks and how they can be controlled. If you wish to proceed in an activity where the risk is considered dangerous or detrimental to you, a “**Risk Indemnity**” form will need to be signed by you or your representative.

Continuous Improvement

We aim to provide you with a high-quality service that meets your needs. To undertake this, we need you to let us know how we can maintain and improve our services. You can do this by giving us feedback or making a complaint. Our collaborative and person-centred approach means that Simple Solutions Training and Consulting will respond to your information to improve the services provided.

Work Health and Safety

Under the *Work Health and Safety Act 2011*, we have a duty under the law to make sure that our staff can work with you in a healthy and safe environment. Some things you can do include:

- Notifying our staff of any unsafe conditions in your home
- Participating in safety assessments of your home
- Helping with fixing any hazards found in your home through our safety assessment
- Ensuring your pets are controlled during service provision
- Providing a smoke-free working environment
- Providing a workplace for staff that is free of racial, sexual, physical or emotional abuse

- Treating our staff with dignity and respect
- Telling our staff if you are unwell or cannot do things the way you usually do them
- Telling our staff if your doctor has diagnosed you with a short-term infectious illness
- Providing cleaning equipment that is suitable and well maintained
- Providing safe cleaning products
- Ensuring your mobility equipment and the other items you need to live independently in your home are available, well maintained to enable us to provide care safely.

We will conduct a safety check during our first service and discuss any risk we identify with you. The safety of the service will be reviewed with you on an ongoing basis in accordance with occupational health and safety legislation.

Incident Management

Simple Solutions Training and Consulting has established procedures that identify, manage and resolve incidents which include:

- Completion of an Incident Report that identifies and records the incidents
- Staff report all incidents to the CEO.
- The CEO is responsible for advising the NDIS Commission of incidents which are deemed 'reportable'.
- Simple Solutions Training and Consulting will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Support and assist participants who may be affected by an incident.
- CEO, or delegate will review the incident with the affected participant, as required
- Simple Solutions Training and Consulting will collaborate with the person to manage and resolve the incident.
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence.

Reportable Incidents

While we hope that Reportable Incidents do not occur, if they do, then we are prepared to support and assist you by following our procedures regarding incident management and reporting and investigation.

Reportable incidents are serious incidents or alleged incidents which result in harm to an NDIS participant and occur in connection with NDIS supports and services. Specific types of reportable incidents include:

- The death of a person with disability.
- Serious injury of a person with disability.
- Any form of abuse of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is negligible).
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.

The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person or a behaviour support plan for the person.

Complaints and Feedback

Your feedback allows us to supply you with high-quality services continually. We will actively seek input from you. Feedback may be through written or online surveys or through conversations with you or anonymously. We would like feedback on:

- Quality of care.
- Consistency of services.
- Support workers.
- What is working for you.
- What needs to change to assist you.
- What you like and what you do not.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint as a serious issue. No matter what happens, our staff members are not allowed to react badly to your complaint; this means staff are not allowed to retaliate or hurt you in any way.

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

- Your advocate.
- A family member.
- A close friend.
- Your support worker.
- A person you know and trust.

Once a complaint has been received a staff member at Simple Solutions Training and Consulting will be appointed to investigate and find a resolution to the complaint. The CEO will write to you to let you know that the complaint has been received. This written communication will give you a date by which Simple Solutions Training and Consulting expects to have the complaint resolved.

The complaint will then be investigated, and a plan to resolve it will be developed. You will be told about this plan and will be able to tell us what you are feeling about it. You can let us know if you are happy, if you no longer have a complaint or that you are not satisfied with the outcome.

If you wish to give us feedback you can talk to our NDIS Coordinator, Jill Genrich on:

Phone (0422 041 273)

Email (jill@simplesolution.com.au)

Mail: PO Box 348, Hervey Bay Qld 4655

Complaints can be made in a number of ways:

Phone: (07) 4325 4455

Email: feedback@simplesolution.com.au

Speak to a staff member who will provide your feedback through to our CEO.

Mail: PO Box 348, Hervey Bay Qld 4655

Online form (can be done anonymously): <https://www.simplesolution.com.au>

You can take it to another agency such as:

OMBUDSMAN – DISABILITY SERVICES

Commonwealth Ombudsman

Telephone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: ombudsman.gov.au

NDIS Commission Complaints

Phone number: 1800 035 544

9:00am to 5:00pm

Monday to Friday, excluding public holidays

<https://www.ndiscommission.gov.au/about/complaints>

NDIS Practice Standards and Quality Indicators

The NDIS Practice Standards and Quality Indicators are the rules by which all registered NDIS providers need to abide by. To follow, is an abbreviated version for your understanding.

Rights and Responsibility for Participants

- Person-centred Supports
- Individual Values and Beliefs
- Privacy and Dignity
- Independence and Informed Choice
- Violence, Abuse, Neglect, Exploitation and Discrimination

It is important to us that you know and understands your rights. We are here to support you and to provide guidance and assistance in any choices that you make.

People with disability have the right to respect, dignity and full participation in society.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions.

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

You have the right to talk freely and express your thoughts, opinions and choices. We will listen to you and support the choices you make, and we will include your family and support workers when you want them to be involved.

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.

We will support you and help you to take part within the community of your choice and promise to work with you, your family and support workers if you so choose.

Simple Solutions Training and Consulting will respect your cultural background and understand the needs and requirements that may come with it.

Governance and Operational Management

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

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

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

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

Simple Solutions Training and Consulting have excellent staff and training, continuous improvement of services, correct working processes, clear communication between the staff and participants. These are all key to our service management.

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

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

The Provision of Supports

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

Simple Solutions Training and Consulting will support the choices about what you want to do and set your own goals. We will offer guidance and help you to recognise your strengths, and support you to learn and develop skills to help you achieve your goals and set even more.

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

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

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

The Support Provision Environment

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

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

Those who require medication, we will supply staff that are trained in managing your medication.

Advocacy List - National

Organisations	Websites
Australian Centre for Disability Law	disabilitylaw.org.au
Autism Asperger's Advocacy Australia (A4)	a4.org.au
The Autistic Self Advocacy Network of Australia and New Zealand	asan-au.org
Blind Citizens Australia	bca.org.au
Brain Injury Australia	braininjuryaustralia.org.au
Children and Young People with Disability Australia	cyda.org.au
Deaf Australia	deafaustralia.org.au
Deafness Forum of Australia	deafnessforum.org.au
Disability Advocacy Network Australia (DANA)	da.org.au
First Peoples Disability Network (FPDN)	fpdn.org.au
Human Rights Council of Australia	hrca.org.au
Inclusion Australia (National Council on Intellectual Disability - NCID)	inclusionaustralia.org.au
Intellectual Disability Rights Service (IDRS)	idrs.org.au
Mental Health Australia	mhaustralia.org
National Disability Services	nds.org.au
National Ethnic Disability Alliance (NEDA)	neda.org.au
People With Disability Australia	pwd.org.au
Physical Disability Australia (PDA)	pda.org.au
Short Statured People of Australia	sspa.org.au
Women with Disabilities Australia (WWDA)	wwda.org.au

Advocacy List - State

Advocacy providers	Website
Aged and Disability Advocacy Australia Ltd.	adaaustralia
Amparo Advocacy Inc.	amparo.org.au
Capricorn Citizen Advocacy Inc.	capca.org.au
Down Syndrome Association of QLD Inc.	downsyndromeqld.org.au
Gold Coast Disability Advocacy Inc.	gca.org.au
Independent Advocacy in the Tropics Inc.	independentadvocacy
Ipswich Regional Advocacy Services Inc.	acnc.gov.au/charity
Mackay Advocacy Inc.	mackayadvocacy.com.au
Queenslanders with Disability Network Inc.	qdn.org.au
Rights in Action Inc.	rightsinaction.org
Speaking Up For You Inc.	sufy.org.au
Spinal Life Australia Ltd.	spinal.com.au
Synapse Australia Ltd.	synapse.org.au
TASC National Ltd	tascnational.org.au