



IntroConnect

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IntroConnect Client Information

Welcome to IntroConnect

IntroConnect is a small business providing Support Coordination, and other capacity building activities to people with disabilities and their Carers.

Mission

IntroConnect collaborates with NDIS participants to maximise their life through connecting individuals with their community and quality services and realizing their plan.

Vision

IntroConnect promotes individuals right to choice and control in all aspects of their life to empower them to become active and engaged community members.

IntroConnect commits to protect the dignity of all individuals by working collaboratively with all stakeholders.

Values

Independence

Inclusion

Integrity

Rights

IntroConnect is committed to delivering services that meet your individual needs and will use person-centred approaches to achieve this. If for any reason we do not have the ability or capacity to deliver flexible, responsive services, then we will support you to find other service providers that may be more able to meet your individual needs and expectations.

We respect all diversity and welcome and support an open, inclusive community. IntroConnect is committed to providing services in a safe environment that is free from discrimination, abuse, bullying, harassment or neglect.

IntroConnect encourages you to decide the involvement and input of your family, carers and advocates throughout the decision making and planning process. IntroConnect also supports you and your family to develop, review and change your plan as your situation or goals change.

IntroConnect does not provide or advise on any medical treatments or interventions. Support of this nature should be sought from a medical practitioner. Likewise we also do not provide financial or legal advice and this too should be sought from appropriate qualified professionals.

Decision Making

IntroConnect respects your right to make decisions, we will work with you and your network to respect your right to independent decision making, supported decision making or having a substitute decision maker. We will note and respect your decision making needs and supports. We will also support your decision to take risks in life and we will work hard to balance your dignity of risk with our duty of care to support you. IntroConnect is also supportive of assisting you to build your capacity in decision making through the sharing of various supported decision making resources. Some such resources are:

- <https://support-my-decision.org.au/> or
- <https://www.tag.nsw.gov.au/guardianship/supported-decision-making-and-capacity> or
- <https://supporteddecisionmaking.com.au/>

Meetings

We are happy to use a range of options to facilitate the best possible way of interacting with you. We predominately provide services to people in the Northern Sydney region. Meetings can be held by phone, Video link (Teams/Zoom/Facetime), in person at your home or a suitable location in the community.

Advocacy

IntroConnect encourages and supports you to use advocacy services if you choose. As we continue working with you and getting to know you or if your situation changes and we feel an advocate may be of assistance we will make this suggestion, discuss this with you and help you find an advocate if you decide to. You can find more information about advocacy at www.advokit.org.au or you can search for an advocacy service in your area that meets your needs at: <https://askizzy.org.au/disability-advocacy-finder>

Service Agreements

Should you have any particular requirements to be included in our service agreement we are happy to work with you and discuss this. Please contact us to discuss this further should you wish to, otherwise our standard service agreement can be utilised and will be provided at or before the first meeting. During the first meeting, your service agreement can be discussed.

Feedback, Complaints & Incidents

You have the right to make a comment, complaint or report an incident at any time and IntroConnect will work with you, your family and carers to resolve your concerns. You have the right to ask for assistance in making a complaint or reporting an incident. You will be safe and there will not be any negative consequences if you make a complaint. IntroConnect welcomes your involvement in the complaint handling process and we will work with you to identify your desired goal and to improve our processes for the future.

You also have the right to make a complaint to the NDIS Quality and Safeguards Commission. They can be contacted at www.ndiscommission.gov.au or 1800 035 544.

Safety & Emergency Support

As we get to know you further, we will complete a risk assessment to help ensure you have the appropriate supports in place, and if needed will help link and refer you to further supports.

We will also make note of your Emergency contact and help you to ensure you have a suitable emergency plan in place.

Home Visit Requirements

This statement outlines the requirements that you agree to in order for a representative of IntroConnect to visit your home for meetings and appointments.

If you do not feel comfortable or agree with these requirements, IntroConnect will be happy to arrange meetings in a variety of, mutually convenient, community based facilities or via Telehealth services.

- You will provide IntroConnect with any instructions regarding parking or finding your home.
- There is adequate light for any after hours services.
- Representatives of IntroConnect will always be able to leave the home quickly and easily in the event of any emergency.
- The interior of your home is safe and free of any trip hazards.
- There is adequate seating for both client and staff to meet.
- There is adequate access to basic amenities of drinking water, handwashing & toilet facilities.
- You declare that you are not aware of any issues or concerns with electrical equipment, appliances, wiring, power points or electrical leads.
- Your home has a working smoke detector.
- Your home is a smoke/drug/alcohol free environment for the time that IntroConnect are present.
- That any pets on your premises are able to be contained during the time that IntroConnect are present if requested by IntroConnect.
- I agree that I will provide any other relevant information about the physical aspects of my home.
- That only the client and their immediate family/network will be present during any visit. If anyone else will be present, I will notify IntroConnect prior to the visit.
- Should a representative of IntroConnect feel uncomfortable with the presence of any person who has not been notified prior, they may leave the premises.

These requirements may be updated at any time and you will be notified in writing and on our website.

All Policies are available upon request. In order to meet the accessibility needs of as many people as possible, some policy documents are written in an Easy English format. If feel you would like further detailed information on any policies please feel free to ask.