

Participant Care Policy



Supports for ME (SFM) is committed to providing participants with the best possible service. The information in this Participant Care letter will help us provide the best service for you.

Our Participants - yes that is you!

- You will always be treated with respect.
- You will be treated as a unique individual with your own unique life experiences.
- Your individual view, perspective, and situation shall be listened to and included in the service provided to you and the goals we define together.
- You shall be respected and included regardless of your age, gender, race, culture, disability, religious views, political beliefs, or parental status.

Supports for ME

- SFM works with the participants and family at, or near, their home. This is often more convenient for clients and has shown to offer important benefits to the supports. When required SFM can support you in community and engage with other providers with or for you
- We will make the time to understand you and your needs.
- We will provide the personalised service to meet your individual needs.
- We will work together, with you, toward achievable outcomes.
- We will strive to provide you the most professional and adaptive support you can find.
- We will make every effort to avoid a gap in support during an exit or transition from service with SFM. With customer consent SFM may provide appropriate referrals, share your relevant information and documents with a new provider, coordinate transfer of service to a new provider, and/or attend a warm handover of service to streamline any transition.

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What We Request from You

- Provide the best way to contact you.
- Update us when information changes
- Provide the information, documentation and sign relevant forms and service agreements.
- Make your best effort to keep appointments and provide sufficient notice when you are unable to keep an appointment.

Your SFM Provider

A Psychosocial Recovery Coach with over 19 years' experience supporting people with their mental health barriers. This professional experience brings extensive knowledge of the systems and supports available to participants, and the experience to navigate these with you.

Possesses a Queensland Government Positive Notice "Blue Card" (Working with Children Check) and Disability Services Positive Exemption Notice Card (Yellow Card), positive worker screening clearance, current first aid and CPR, Bachelor of Social Science (Community Work), Cert IV Mental Health, Cert IV Drug and Alcohol and other relevant training and experience.

Confidentiality and Privacy

We respect your personal privacy and the information you provide to SFM. Your information and personal details will be kept private. The two exceptions to this rule are:

- You have directly provided permission to share information with specific people and/or services.
- There is a risk of harm or self-harm to an individual or child (13A of the *Child Protection Act 1999*).

Consent will be obtained to coordinate supports for you and liaise with relevant government, non-government and NDIS supports.

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Support Plan

- SFM will work with the participants and family if welcomed, to create an individual recovery plan with achievable goals and measurable outcomes aimed at improving mental & emotional capacity. The Recovery Plan will document the planned intervention, desired goals as well as participant & family feedback on outcomes to guide further efforts through to the completion of service.
- Recovery goals are intended to build capacity for participants and their families. The goals may include meaningful social connection, mental and emotional self-care, self-management, communication, and support networks when important to the customer and identified as priorities in building capacity.
- SFM works from a recovery orientated practice that is strongly person centered. Every person is treated as a unique individual with their own view on their strengths, challenges, culture and goals. A recovery plan will be created in collaboration with the customer, family and relevant stakeholders.
- Goals shall be assessed with the participant and if relevant, the family regularly. Assessments help confirm that the work is providing the intended result. If an assessment shows that expected results are not being realised the support plan can be reviewed.
- Support will include collaboration between providers whenever appropriate and agreed to by the participant. SFM will collaborate with all appropriate supports and providers.

Feedback & Complaints

Your feedback on the service and support you receive is very valuable. Your individual experience with SFM, negative or positive, is valuable. Your feedback or complaint will be received and acknowledged with respect.

Complaints can help us improve what we do, so, any complaints are taken seriously. Participants can provide feedback, confident that they will be treated professionally - with respect and free from retribution.

You can make an anonymous complaint using, not including your name and contact details. You may submit the complaint through a third party or advocate.

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If you wish to make a complaint, we hope you will contact your provider first. If you do not feel contacting your provider has resolved your concern you can choose to take your complaint to an independent advocate or the NDIS commission.

An independent advocate is separate from the NDIS Commission and your NDIS provider. As they are separate, they can advocate on behalf of a person with a disability free of conflicts of interest. You can find more information about advocacy, or locate an advocate on the NDIS Commission website -

<https://www.ndiscommission.gov.au/participants/disability-advocacy>.

SFM recommends the use of an advocate any time there are allegations of violence, abuse, neglect, exploitation or discrimination and will facilitate in acquiring an advocate.