



# QUICK-READ Welcome Pack

# WELCOME

Welcome to The Wholesome Few! Our Client Welcome Pack has important information and policies for you to know. We'll protect your rights and offer support if needed. Contact our administration team if you have any questions or concerns.

## About us

We are a small but mighty provider of disability services that truly focusses on **QUALITY SERVICE PROVISION**.

**OUR MISSION** is to contribute to the improvement of disability services in Australia through genuine care, community collaboration, tailored outcomes, and advocacy opportunities.

**OUR CORE VALUES** are; **INTERGRITY, EMPATHY and COURAGE**

## Important contacts

Phone 0400 134 600	Email admin@thewholesomefew.com	Address PO BOX 17, Belmont VICTORIA 3214
-----------------------	------------------------------------	--

## Our Services

- Support Coordination
- Direct Support workers
- Peer mentorship
- Social and Community participation supports
- Personal Care and in home assistance
- Home maintenance and gardening
- Respite
- Parent and Carer training

*For more information about these services please call us on 0400134600 visit [www.thewholesomefew.com](http://www.thewholesomefew.com) or speak to a member of our staff.*

Our opening hours for administration and general enquiries is 9am – 5pm, Monday to Friday.

## Service Quality

The Wholesome Few follows the NDIS Quality and Safeguards Framework, including the NDIS Act, Code of Conduct, and Practice Standards. We strive to improve our services and have comprehensive policies in place based on feedback from participants, staff, and stakeholders.

## NDIS Code of Conduct

The Wholesome Few and its staff follow the NDIS Code of Conduct. We respect individual rights, privacy, and provide safe, competent, and transparent services. Any concerns can be raised and complaints can be made. Any breaches will be addressed by the NDIS Commissioner

## Your Rights

The Wholesome Few respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

See the quick read version of our Participant Charter below.

## Our Participant Charter.

As someone who receives help, you have the right to receive support that protects your legal and human rights. This help should honor your culture, your unique qualities, your beliefs, and your dignity and privacy. It should also ensure your safety and prevent any mistreatment or unfair treatment. The support should empower you to make choices and have control over your own life. It should respect your need for privacy, companionship, and expressing yourself in a way that makes you comfortable. If possible, you should also have the opportunity to live with others who don't require special support and share a bedroom.

As the people who provide you with support, it is our responsibility to inform you about and ensure the protection of your rights. We will assist you in expressing yourself, making decisions, and taking charge of your own life. We will help you make wise choices and maintain your independence. We will respect the fact that you are an individual, including your right to form close relationships and express yourself freely.

We will also give you ample time to consider and evaluate the support options available to you. We will encourage you to seek advice if needed. Throughout our assistance, we will make sure that you can have an advocate of your choice, someone who can speak on your behalf. Additionally, we will help you connect with your family, friends, and community in a manner that aligns with your preferences. We will treat you with fairness, kindness, and respect, ensuring that we never act unjustly towards you. We will provide you with

information about our services, their costs, and other external sources of help beyond The Wholesome Few.

## Our Commitment to Child Safety.

The Wholesome Few is dedicated to the safety and wellbeing of children and young people. We prioritize their happiness, empowerment, and protection. We have zero tolerance for placing children at risk and follow robust policies and procedures to address any concerns. We also ensure our staff and volunteers are ethically trained and follow strict recruitment practices. We respect cultural diversity and provide a safe environment for children with disabilities. We protect personal information and seek consent for relevant activities. For more information or concerns, please contact our staff.

## Diversity and Participation



The Wholesome Few promotes active participation and inclusion in the community for participants. We support independence, problem-solving, social skills, and self-care. We respect personal identities, employ a diverse workforce, work with various organizations, and focus on individual strengths and goals. Our staff upholds these values. For more information or concerns about diversity and inclusion, please ask our staff for the full policy.

## Community Participation and Inclusion

The Wholesome Few is dedicated to breaking down barriers and promoting your inclusion and participation in the community. We collaborate with various organizations to support you. If you have specific needs or goals that another organization could help with, please talk to a staff member.

## Communication

The Wholesome Few staff are committed to integrity and professionalism when working with you and other stakeholders. We provide information in a way that suits your communication needs, including different languages or easy-read versions. Our staff are expected to be open, honest, and transparent. If you have any concerns about a staff member or would like the full policy, please ask any member of our staff.

## Interpreting and Translation

Effective communication is crucial for safe and high-quality services. We offer interpreters and translators at no cost to assist you. If you need these services or have any questions or concerns, please ask our staff. The full policy is also available upon request.

## Advocacy

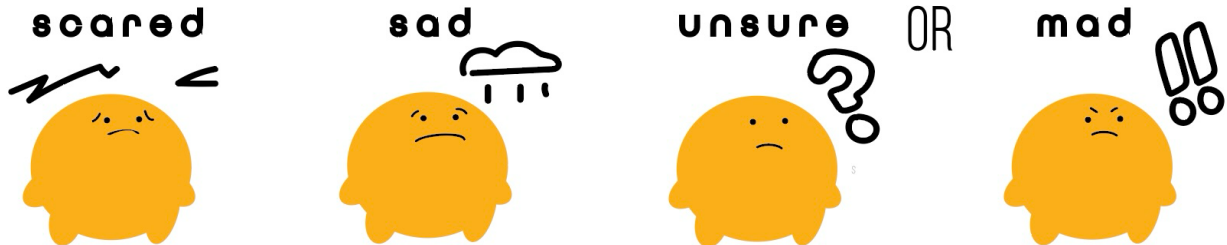
An advocate helps you express your needs and ensures your voice is heard. They can be a family member, friend, or an independent advocate. Independent advocates are not affiliated with NDIA, NDIS Commission, or NDIS providers. They support your choices, act at your direction, and have no conflicts of interest. The Wholesome Few fully supports your right to have an independent advocate. We can help you find one or you can use the Disability Advocacy Finder online through the NDAP. Just ask our staff.

## Privacy and Confidentiality

The Wholesome Few values privacy, confidentiality, and dignity. We handle personal information in accordance with privacy laws. We collect only necessary information and use it securely. Photos and videos require your consent. Your information will be shared only with your consent, in emergencies, or as required by law. You can access and update your information by speaking to a staff member. When no longer needed, information will be destroyed or de-identified. Our staff upholds confidentiality. A copy of our Privacy Statement is available upon request from any staff member.

# Feedback, complements and complaints.

IF OUR SERVICES OR ANY OF OUR WORKERS MAKE YOU FEEL



THEN YOU SHOULD TELL SOMEONE ABOUT IT.

There are many ways that you can provide us with feedback – and we will always be ready to listen to you and to work with you to resolve any issues. You can complain or provide feedback by:

- by email to [admin@thewholesomefew.com](mailto:admin@thewholesomefew.com)
- by phone on 0400 134 600
- in writing to;  
The Wholesome Few  
PO BOX 17  
Belmont, VIC  
3214
- by completing The Wholesome Few's annual participation satisfaction survey.
- By following the link on our website at [www.thewholesomefew.com](http://www.thewholesomefew.com)
- OR, by scanning the below QR code to access our anonymous online feedback form.



## Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from The Wholesome Few's Managing Director you can complain to the NDIS Quality and Safeguards Commission (NDIS Commission).

Complaints to the NDIS Commission can be lodged:

- Phone: 1800 035 544
  - Phone hours services are currently available Monday to Friday (excluding public holidays) between 9am – 5pm for all States and Territories (except for the Northern Territory, available until 4:30pm)
- Online: <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

## Assessment, Planning and Review.

The Managing Director of The Wholesome Few will conduct an Initial meeting to assess your needs and develop a Service Agreement and Care plan. The assessment considers various aspects such as goals and aspirations, communication needs, health requirements, support network, barriers to community participation, and service delivery logistics. A Risk Assessment is also completed to identify and address any risks. The Service Agreement outlines the care plan, support period, fees, conditions, review process, complaint handling, emergency provisions, consent for collaboration with other providers, responsibilities of both parties, and notice requirements for changes or termination. The Care plan details the support to be provided, support staff, delivery methods, risk strategies, meal assistance, health needs, emergency response, and provisions for emergencies or disasters. You will receive a copy of the Service Agreement and Care plan, and with your consent, relevant information may be shared with support networks, other service providers, and government agencies. Reviews occur every 6 months but can be requested at any time, allowing for updates to the Care plan and Service Agreement.

## Incident Management

At The Wholesome Few, your safety and well-being are our top priority. We have systems in place to identify, assess, and manage any incidents that could potentially harm you. If you are affected by an incident, we will provide support and assistance, including access to advocates if needed. The privacy of your personal information is strictly protected according to our Privacy and Confidentiality Policy. Our Managing Director ensures that any reportable incidents are promptly reported to the NDIS Commissioner.



## Freedom from Harm, Abuse and Neglect

Your safety is our top priority at The Wholesome Few. Any allegations of abuse, assault, or neglect are taken seriously and reported to authorities. If you have concerns about abuse or neglect, please inform a staff member right away. Our well-informed staff follow policies and laws regarding abuse and neglect, and assist individuals, families, and advocates in addressing concerns. Our staff undergo thorough criminal history screening and mandatory checks before employment.