

epic

empowering people
in communities inc.

PARTICIPANT HANDBOOK



ACKNOWLEDGEMENT OF COUNTRY

We would like to acknowledge and celebrate the Traditional Custodians of the land on which Empowering People In Communities (EPIC) and its employees operate, and we pay our respects to Elders past, present, and emerging. In the spirit of reconciliation, we are committed to honouring Indigenous peoples' unique cultural and spiritual relationships to the land, waters, and seas and their rich contribution to society.

THANK YOU

Thank you for choosing EPIC as your service provider. This booklet provides information on what you can expect from us in the delivery of your services and how we will uphold your right to be treated with dignity and respect and to live a life of independence.

CONTENTS

04	About EPIC
05	Vision, Mission, Objectives and Values
06	What Services does EPIC provide? <ul style="list-style-type: none">Support ServicesParenting ServicesAccommodation and RespiteSpecialist Support CoordinationSupport Coordination
11	Choosing EPIC as your service provider
12	Information Management
12	Incident Management
13	How we respond to incidents
14	Privacy and Confidentiality
15	Feedback and Complaints
16	Advocates
17	NDIS Quality & Safeguards Commission
18	NDIS Code of Conduct
19	Our EPIC People
19	Mandatory Workers Screening for Risk Assessed Roles
19	Have Your Say
20	Conflict of Interest Policy under NDIS

ABOUT EPIC

A WARM WELCOME

EPIC is a not-for-profit registered National Disability Insurance Scheme (NDIS) provider.

Established in 2012, we are the largest NDIS registered disability service provider in the Pilbara, expanding into the Goldfields. Our team has many years of experience supporting people with disability and their families. We work in partnership with you and your family to provide quality, flexible, and people-centered supports to help you achieve your goals and live your best life.

Our offices are in Karratha, Roebourne, South Hedland, Newman, and Kalgoorlie and our services also extend out to Jigalong.

At EPIC, we believe in inclusion, keeping families strong, respecting and celebrating culture, and properly working with you to manage your NDIS plan.



STEPHANIE SOTER
CHIEF EXECUTIVE OFFICER

EPIC stands for Empowering People in Communities – and essentially that is what we do. Through a range of services and programs, we support many people to live a more connected life.



WWW.EMPOWERINGPEOPLE.ORG.AU

OUR VISION, MISSION, & VALUES

EPIC is a not-for-profit organisation operating in the Pilbara & Goldfields regions of Western Australia.



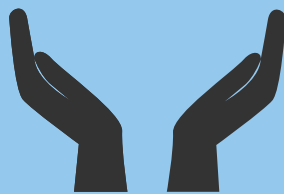
Our Vision

EPIC's vision is that all people are empowered and valued within the community



Our Mission

EPIC's mission is to build strong relationships with individuals and communities that lead to inclusion. EPIC will set the standard of excellence in the way we deliver services.



Reliability

Consistency

Trust

Our Values

Respect

Proactiveness

Inclusiveness

WHAT SERVICES DOES EPIC PROVIDE?

At EPIC we deliver services and supports that are person-centered and tailored to suit your needs. We listen to you, your support networks, carers and your family members to create a person-centered plan that is based on your goals and dreams.

Our supports are flexible, adaptable and responsive to suit your life and are unique to your individual circumstances.

Please note, to be eligible for EPIC Support Services you must have an NDIS plan or alternative funding.



Example
Dwayne lives in Kalgoorlie and he receives support from EPIC to achieve his goals.

SUPPORT SERVICES

At EPIC we provide supports that assist you with:

- Your daily activities and participation in community activities and events.
- Capacity building supports to help you build your independence and to reach your long-term goals.
- Goal orientated supports to empower and build independence.

PARENTING SERVICES

EPIC delivers parenting services across the Pilbara to support parents and families to manage the challenges of parenting, build skills and knowledge, understand children's development and identify local community supports and other relevant networks.



EPIC is committed to communicating with you, guided by you.

ASSISTANCE WITH DAILY LIFE (working under the direction of allied therapy)

- Bathing
- Dressing
- Budgeting and money management
- Paying Bills
- Developing confidence at home
- Assistance with the cost of preparation and delivery of meals
- House and/or yard maintenance
- House cleaning and other household activities

SOCIAL AND COMMUNITY PARTICIPATION

- Transport to and from recreational activities
- Group activity participation
- Community engagement
- Meeting friends for lunch
- Going to the gym

FIND AND KEEPING A JOB

- Travel to and from job interviews *
- Travel to and from work *
- Assistance in updating your resume *
- Assistance in applying for jobs *
- Assistance in applying for higher education *

IMPROVED DAILY LIVING

- Assistance with decision making
- Assistance with daily planning
- Assistance with budgeting
- Individual skill development
- Training including public transport training
- Assistance with obtaining accommodation and tenancy obligations

*Please note these services are separate to our Jobs and Skills Centers



Pictured above and below: Pilbara Retreat respite located in Port Hedland

SHORT TERM ACCOMMODATION

We have accessible homes available in the Pilbara and Goldfields region, providing individual and shared accommodation for people living with disabilities. We will partner with you to work out the best way to get a respite break or be supported in your own home. We also understand and respect that each person, family, and circumstance is unique, and will work with you to meet your needs.



SUPPORT COORDINATION

A Support Coordinator can help you to connect with services in your area, or to coordinate all of the supports and services in your NDIS plan. Our Support Coordinators are well connected in the community, have many years of experience, and have wide networks. They can give you information that helps with decision-making.

We can help you:

- Understand your plan and what supports and services you can pay for with your NDIS funding.
- Understand what is the responsibility of other services, such as the health or education systems, or your State or Territory Government.
- Connect with the community and other Government Services.
- Find providers who meet your needs and will help you achieve your goals.
- Put Service Agreements and service bookings in place with your providers.
- Be a point of contact if you have questions, concerns, or something in your life changes.
- Support you at your plan review.

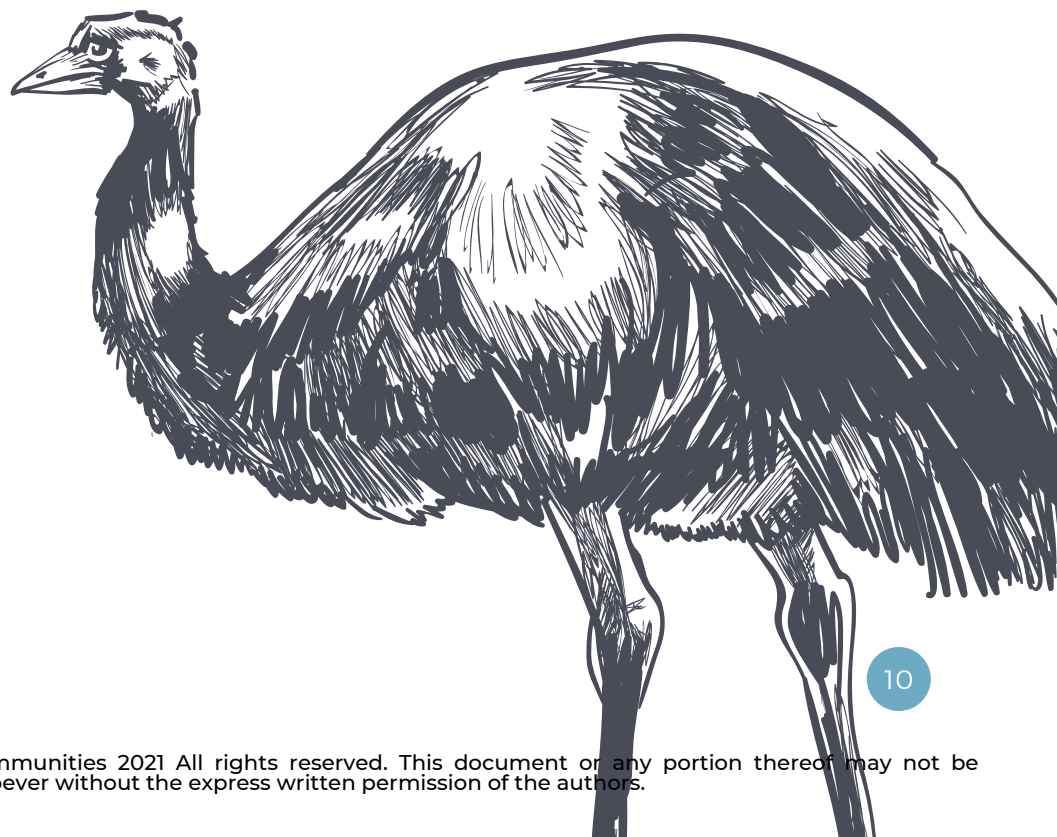


SPECIALIST SUPPORT COORDINATION

Our Specialist Support Coordinator (SSC) is passionate about ensuring all services you need are optimized.

Our EPIC Specialist Support Coordinator has extensive experience in the disability sector and will:

- Help you to understand your NDIS plan.
- Provide you with options and direction to the appropriate services for your needs, as well as build your capacity.
- Collaborate with many service areas including, Employment, Community Services, Education, Health, Financial Assistance, and Justice departments to achieve your NDIS goals.
- Simplify and help you understand your contracts where you have a diversity of services offering you support with complex issues.
- An SSC will assist you with your NDIS funding to ensure your goals are met accordingly.



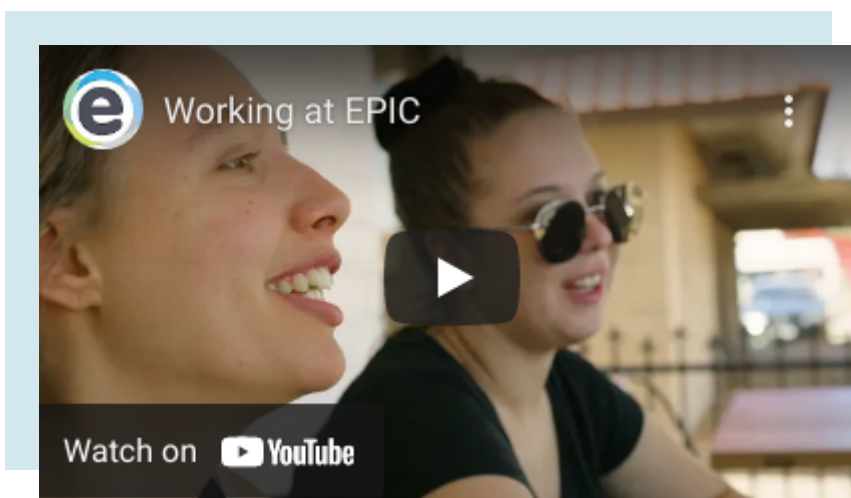
CHOOSING EPIC AS YOUR SERVICE PROVIDER

As your registered service provider, we will provide you with a Service Agreement. Which includes:

- ✓ The supports that will be provided to you and the circumstances around which supports can be withdrawn.
- ✓ Any required communication support you require to determine the best format to provide you with information.
- ✓ How to make a complaint if you are not happy with your services.
- ✓ How much we will charge for services.
- ✓ How we will respect your privacy.
- ✓ What services we will deliver.

This agreement details the services to be provided, how services are provided, rights and obligations and information regarding payment.

We will support you to understand your Service Agreement and the terms and conditions in the Agreement. We will also encourage you to ask questions to ensure services and supports are responsive to your needs. We understand that your circumstances and support needs may change, it's your plan and you have the right to make changes to how and when your supports and services are delivered. We will have regular discussions with you to check that your supports and services are still relevant, as often required.



INFORMATION MANAGEMENT

As a registered NDIS provider we need to keep a record of your information to ensure you are provided with a quality service and to enable us to meet our safeguarding responsibilities. An EPIC employee will seek your consent to provide your information and ask you if you have any concerns or requests about the way your personal information will be recorded or managed.

We will make a record of your name, address, contact details, and information we need to deliver a quality service, including information about your disability. We will make a record of each time we have contact with you and keep records on how you are progressing towards achieving your goals. Your records are kept digitally on our secured internal Ethernet and are treated in accordance with privacy legislation and our *Information Management Policy and Procedures*.

We will not share your personal information with anyone without your written permission unless we have concerns for your safety or are obliged by law.

Examples include reportable incidents to the NDIS Commission, mandatory reporting of child protection concerns and unauthorised use of restrictive practices and allegations of abuse or neglect. You can ask to view your EPIC record at any time by contacting EPIC and you are always at liberty to correct the information held about you, this includes withdrawing or amending prior consent. Photo/audio/video will only be taken if you have signed a consent form and agree for your photo/audio/video to be used by EPIC. EPIC is committed to collecting, keeping, and disposing of client records in ways that protect privacy and ensure confidentiality is maintained.

Participants information is stored electronically on a confidential Client Management System (CRM) called Lumary. If a participant chooses either; access and/or correct their information they can do so by either advising their Client Coordinator in writing, verbally or in person. Additionally if a participant would like to withdraw or amend their prior consent can do so by contacting their Client Coordinators in writing, verbally or in person



INCIDENT MANAGEMENT

EPIC is committed to ensuring that when incidents occur in relation to services, they are managed consistently and effectively to safeguard you and your family and to inform the improvement of service delivery.

If an incident occurs while our staff is providing your supports, our worker will focus on any immediate needs you may have to ensure your safety, health, and wellbeing. Our staff member will report the incident to management so that appropriate support can be provided to those affected and the circumstances can be analysed to reduce the likelihood of a similar incident occurring again. If you have been affected by the incident, we will provide you feedback on what action(s) we have taken. You will be provided with an opportunity to provide feedback on the proposed actions.

Please be aware that EPIC is required to report serious incidents to the NDIS Quality & Safeguards Commission.

WHAT IS AN INCIDENT?

An incident is anything that causes harm to a person or causes loss or damage to their property.





PRIVACY AND CONFIDENTIALITY

EPIC acknowledges and respects your rights to privacy and is committed to maintaining the confidentiality of your personal information. With your consent, we collect, store and use information in line with legislative requirements. To provide services, we are required to collect a range of personal information. We primarily collect information to assess, plan and provide quality services to meet your individual needs.



Your personal information also allows us to sustain other internal processes such as health and safety, risk management, account keeping, staff training, quality assurance and to meet government and regulatory requirements where there is a threat to public health. EPIC may at times disclose personal information where it is necessary to deliver services or required by law. Your information may only be disclosed in the following circumstances:

- Where relevant and on a need-to-know basis to providers who are assisting you such as the NDIS, NDIA, Doctors, and other health professionals.
- If it is in accordance with the purpose for which we collected the information.
- You have provided consent for us to do so.
- We have a legal obligation to do so.

You have the right to request access to the personal information that EPIC holds about you and to update/change as required. To exercise this right please contact our office by emailing reception@empoweringpeople.org.au or call 9185 0000.

As a participant of EPIC, you are automatically enrolled in our audit process (i.e. you may be contacted by the audit team for interviews and/or have your files, records, or plans reviewed to ensure compliance with NDIS requirements). If you do not wish to participate in this audit process, please advise us and we will document and respect your decision, and communicate it to the auditor.

FEEDBACK AND COMPLAINTS



EPIC welcomes feedback and complaints from you, your family, carers, advocates and members of the general public. This is because it helps us to know what we are doing right and where and how we can improve our services. Complaints can be made anonymously. For complaints relating to the CEO/Board Members, complaints can be made directly to our Chairperson by emailing chair@empoweringpeople.org.au

Complaints and their resolution are taken seriously and dealt with objectively, fairly, promptly and without bias. EPIC has documented policies and procedures on complaint and feedback management that comply with the NDIS requirements. Feedback will be provided to the complainant about the action taken and outcome.

If you are the complainant, you will be provided with an opportunity to provide feedback on the proposed actions.

Please note that you have the right to use an advocate at any point during the complaints process.



The following methods can be used to give your feedback or make a complaint:

- Directly with your support worker
- Visit your local EPIC branch
- Write to PO Box 667, Karratha WA 6714
- Filling out our online [Feedback and Complaint form](#)
- Download our Feedback and Complaint form and email it to feedback@empoweringpeople.org.au
- Call us on (08) 9185 0000

ADVOCATES

You have a right to an advocate and you can use an advocate at any time whether you are happy with our response or not. You are at liberty to contact the NDIS Commission to make a complaint and you can contact one of the following advocates for support, or we can help you access an advocate if required.

NDIS COMMISSION

1800 035 544 (free call from landlines) or 133 677. Interpreters can be arranged. Complete a complaint form on their website at the following link [Complaint Contact Form \(business.gov.au\)](https://www.ndis.gov.au/ndis-complaint-contact-form).

HEALTH AND DISABILITY SERVICES COMPLAINTS OFFICE (HADSCO)


6551 7600 or 1800 813 583 to talk about your complaint
Health and Disability Services Complaints Office - Complaint Form
(hadsco.wa.gov.au)


PEOPLE WITH DISABILITIES (WA)

 08 9485 8900


 <http://pwdwa.org/>

ETHNIC DISABILITY ADVOCACY CENTRE (EDAC)

 08 9388 7455

 <http://www.edac.org.au>


PILBARA COMMUNITY LEGAL SERVICE

 (08) 9185 5899


 [Pilbara Community Legal Services
\(pcls.net.au\)](http://pcls.net.au)

IDAS INDIVIDUAL DISABILITY ADVOCACY SERVICE

 (08) 6253 9500

 <http://www.sscls.asn.au/>

GOLDFIELDS COMMUNITY LEGAL CENTRE

 (08) 9021 1888

 [Goldfields Community Legal
Centre \(gclc.com.au\)](http://gclc.com.au)

PILBARA DISABILITY ADVOCACY (PDA)

 (08) 9175 0032 / 1800 870 467

 www.edac.org.au



NDIS QUALITY AND SAFEGUARD COMMISSION

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services.

The Commission regulates NDIS providers, uphold the rights of, and promote the health, safety, and wellbeing of people with disability receiving NDIS supports or services.

The NDIS Code of Conduct and NDIS Practice Standards for providers and workers provide clear and enforceable standards for the quality and safety of services and supports in the NDIS.

You can expect EPIC to treat you with respect and dignity. As a registered NDIS provider our services and supports are aligned to the NDIS Commission Code of Conduct.

The NDIS Code of Conduct can be viewed online and hard copies in alternative formats are available from your EPIC Service Delivery office.

As a registered provider EPIC must be certified by the NDIS Quality & Safeguarding Commission every 3 years, with an interim audit every 18 months. The audits are conducted by Independent Auditors who check that we are meeting the NDIS requirements. They do this by:

- Checking our policies and procedures and making sure you have a say in these.
- Checking your files on our system to make sure they are accurate, up to date and we have signed copies of any agreements/care plans we develop with you.
- Talking to you about your services and what is working well and what could be better.
- Talking to our staff and other agencies to see if we do what we say we will.
- Checking to make sure all our staff has worker screening and police checks.
- Ensuring that our staff are trained and competent to support you safely.

The NDIS Quality & Safeguards Commission has an opt-out policy for audits. That means the Auditors will look at information about you and talk to you unless you tell us that you don't want that to happen.

If you don't want an auditor to look at your file you can fill in the form provided or tell your Coordinator and we will record this on your file.



**NDIS Quality
and Safeguards
Commission**

9:00am to 5:00pm in WA
Monday to Friday,
excluding public holidays

1800 035 544

(Free call from landlines) or TTY 133 677.
Interpreters can be arranged.

PO Box 210 Penrith NSW 2750

contactcentre@ndiscommission.gov.au

ndiscommission.gov.au

NDIS CODE OF CONDUCT

The NDIS Code of Conduct promotes safe and ethical service delivery by setting out expectations for the conduct of both NDIS providers and workers.

The NDIS Code of Conduct applies to:

- registered NDIS providers and their employees.
- unregistered NDIS providers and their employees.
- providers delivering information, linkages, and capacity building (ILC) activities.
- providers delivering Commonwealth Continuity of Support Programme services for people over the age of 65.

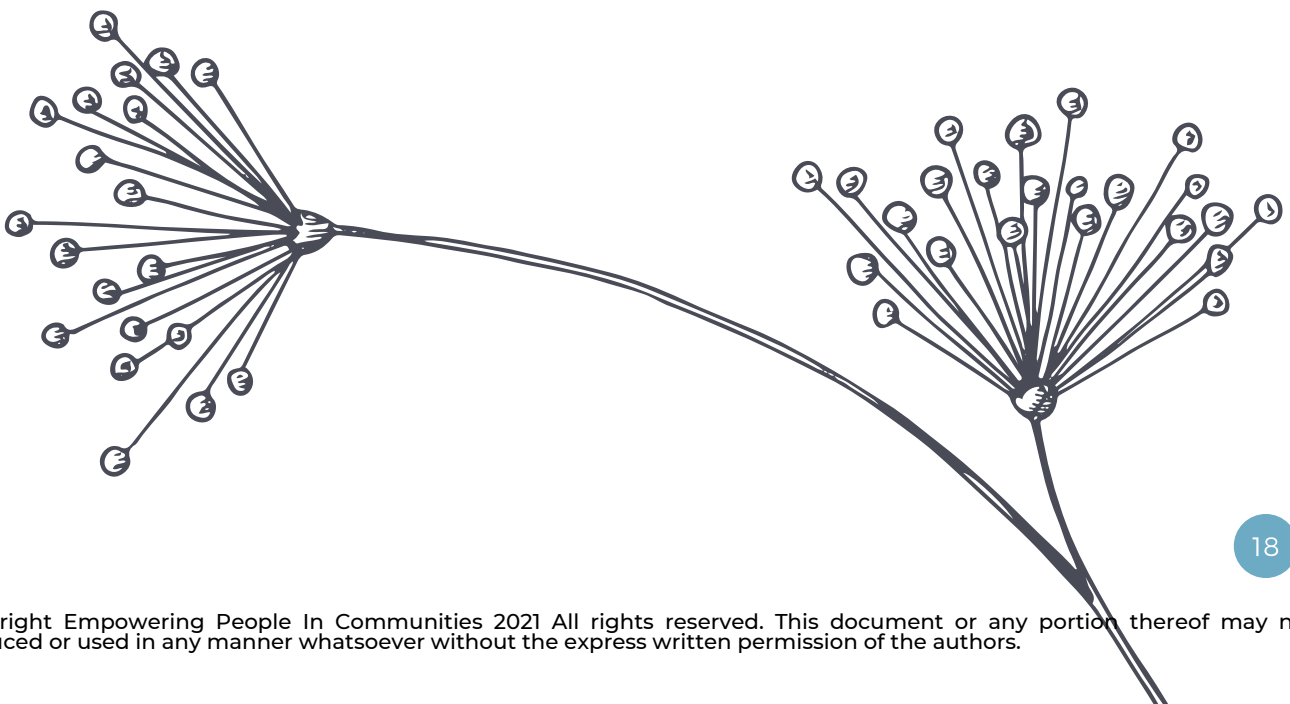
The Code also applies to NDIS Commission employees in addition to the Australian Public Service Code of Conduct.

The NDIS Code of Conduct

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.
- Respect the privacy of people with disabilities.
- Provide supports and services in a safe and competent manner with care and skill.
- Act with integrity, honesty, and transparency.
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disabilities.
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with a disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.

There are guidelines available to help both NDIS providers and workers understand their obligations under the NDIS Code of Conduct.



OUR EPIC PEOPLE

EPIC employees focus on working with you to achieve your goals. You can expect EPIC employees to respect your rights to freedom of expression, self-determination, and decision-making. Our employees are committed to providing safe and quality supports and services and act in accordance with the NDIS Code of Conduct (Workers). Our staff is resourceful, energetic, committed people who enjoy working in an environment where no two days are the same.

Mandatory Workers Screening for Risk Assessed Roles

The NDIS Workers Screening Check is a national tool that helps NDIS providers determine that individuals seeking to work (or already working) in certain NDIS roles do not present an unacceptable risk of harm to people with disabilities. It is one of the ways to help protect and prevent people with disabilities from experiencing the possible harm that could arise from them receiving poor quality or unsafe supports or services under the NDIS.



EPIC employees who work in risk-assessed roles are required to have an NDIS worker screening clearance to work at EPIC or to work with us. Employees are required to obtain a Working with Children check and maintain a current National Police clearance.



HAVE YOUR SAY

Every three years we conduct strategic planning consultations with individuals and their families throughout the Pilbara. We ask people what they think EPIC does well, what they think we could improve on and what other services we could offer. This feedback informs the governance and strategic direction of our organisation.

You can also contribute to the development of policy and processes as they relate to our services and the protection of your rights. The following methods can be used to give your feedback:

- Complete an online [feedback or complaint form](#) on our website.
- Feedback and complaint forms in alternative formats are available at your Service Delivery hubs.
- Participant in regular EPIC surveys.
- Informal feedback to your coordinator and/or manager at your Service Delivery hub.
- Service reviews.
- Formal consultation meetings.
- Write to PO BOX 667 Karratha W.A 6714.
- Email feedback@empoweringpeople.org.au
- Call us on (08) 9185 0000.



CONFLICT OF INTEREST POLICY UNDER NDIS

EPIC has been approved as a registered provider for Plan Management, Support Coordination, and Specialist Disability Support Services under the National Disability Insurance Scheme (NDIS).

The NDIS Code of Conduct and the NDIS Practice Standards require providers to have policies about potential conflicts of interest in service delivery. EPIC commits to enabling our clients to make decisions that are in their own best interests and free from inducements or pressure. We are aware of the potential for real or perceived conflict of interest when operating in multiple roles. Identifying and remedying conflicts of interest in our service delivery is key to operating with integrity, honesty, and transparency. The EPIC Conflict of Interest (NDIS Providers) Policy outlines the mechanisms in place for dealing with any conflicts of interest that might arise in service delivery.




EPIC will ensure that when providing supports to NDIS participants, including when offering Plan Management or Support Coordination Services, any conflict of interest will be declared. All staff and volunteers will act in the best interests of NDIS participants and any other clients, to ensure that participants are informed, empowered, and able to exercise choice and control over their lives. Staff and volunteers will not (by act or omission) constrain, influence, or force decision-making by a person with a disability and/or their family, so as to limit that individual's access to information opportunities, choice, or control.

All participants accessing services from EPIC will be treated equally, and no participant will be given preferential treatment above another in the provision of supports. Staff and volunteers will ensure that EPIC proactively manages actual and, perceived conflicts of interest in service delivery. Staff and volunteers will:




- Manage, document, and report on incidences of conflict, where they arise. Staff will notify their Line Manager of any conflict and document it in the Conflict of Interest register.
- Ensure that advice about support options (include supports not delivered by EPIC) is honest, impartial, and promotes choice and control; and
- Adhere to the EPICs Code of Conduct to avoid actual and perceived conflicts of interest.

EPIC LOCATIONS




EPIC Hedland

 Unit 6 2 Byass Street, South Hedland, W.A 6722
 08 9185 0000
 www.empoweringpeople.org.au




EPIC Kalgoorlie

 160 Wilson Street, Kalgoorlie, W.A 6433
 08 9185 0000
 www.empoweringpeople.org.au




EPIC Karratha

 22 Balmoral Road, Karratha, W.A 6714
 08 9185 0000
 www.empoweringpeople.org.au

EPIC Newman (including Jigalong)

 Kalgan Drive, Newman, W.A 6753
 08 9185 0000
 www.empoweringpeople.org.au

EPIC Roebourne

 35 Sholl Street, Roebourne, W.A 6718
 08 9185 0000
 www.empoweringpeople.org.au






JOBS & SKILLS CENTRES



Karratha

 North Regional TAFE, Karratha Campus, Dampier Hwy, Karratha W.A
 13 64 64
 www.jobsandskills.wa.gov.au

Hedland

 North Regional TAFE, Pundulmurra Campus, 18 Parker Street, South Hedland W.A 6722 [Monday 8:00 am-4:00 pm, Tuesday 8:00 am-4:00 pm and Wednesday 8:00 am -12:00pm]
 13 64 64
 www.jobsandskills.wa.gov.au

Newman

 North Regional TAFE, Newman Campus, Kalgan Drive, Newman W.A 6753
 08 9185 0030
 www.jobsandskills.wa.gov.au