



Participant Handbook

Acknowledgement of Country

In the spirit of reconciliation, Mercy Connect acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners and Custodians of this country, and their connection to land, water and community. We pay our respect to them, their cultures and customs, and to Elders past and present.



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Welcome

This handbook gives you information about Mercy Connect and how we can work with you.

If you have any questions, ask your support person.

If you need this information in another format or language, please let us know.

Who we are

- Mercy Connect is a not-for-profit organisation. We use the money we get to help people like you.
- We help you to live a better life.
- We want you to get good care and the information you need that is important to you.
- We are part of the National Disability Insurance Scheme (NDIS).
- We offer lots of services.
- We work with young and old people.
- We work in New South Wales and Victoria.
- We are part of Mercy Ministry Companions.

Our Values



Listen to and understand each story.

Compassion



Friendly, caring and non-judgemental help.

Hospitality



For decisions and choices.

Respect



Better ways to meet needs.

Innovation



High quality help.

Teamwork








Responsible for what we do.

Accountability

Your rights and what we expect

These rights are protected by law.

You have the right to:

-  Be treated with respect.
-  Feel safe.
-  Be part of decisions that involve you.
-  Be given information you understand.
-  Make sure your information is private.

Refer to the NDIS Practice Standards for more information.



We expect you to:

- Treat staff and others with respect.
- Know that everyone has the same rights.
- Give us the information we need so we can help you.

If you need help to understand, talk to your support person. Do not sign anything you do not understand.

For more information about who you can talk to, go to page 15.

Our promise to you.

We will:

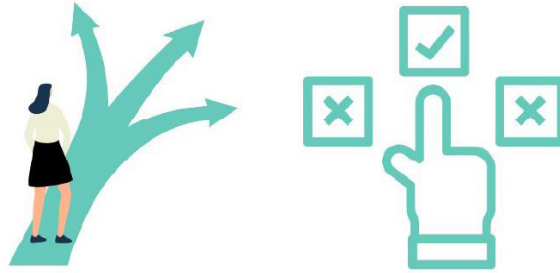
- ✔ Respect your rights.
- ✔ Respect your privacy.
- ✔ Support you with care and skill.
- ✔ Be honest and open.
- ✔ Act quickly when there is a problem.
- ✔ Help you if someone hurts you or tries to harm you.
- ✔ Do all that we can to keep you safe from abuse or neglect.
- ✔ Always carry out our work with Mercy Connect values in mind.



Choice and Control

You are the best person to make decisions about your life. You can also make decisions about what kind of help you want.

You have the right to:








- ✓ Do things you want to do.
- ✓ Do things you like.
- ✓ Choose the help you get.
- ✓ Choose who will help you.
- ✓ Choose another service.
- ✓ Have relationships with people you like.
- ✓ Get a second opinion.
- ✓ Refuse help.
- ✓ Get your support person to help you make decisions.

Safety

We want you to feel safe and to be safe. We will work with you to keep you safe.

You have the right to:

-  Be safe.
 -  Be cared for.
 -  Be treated fairly.
 -  Have choices.
 -  Live the way you want to.
-

Safety of Children

Children and young people have the right to be safe.

We will always:

- Help children, young people and their families.
- Make sure that children stay in safe places.

Contact our Safeguarding Coordinator:

- If you need information about abuse programs.
- To talk about your safety.



02 6061 0414



safeguarding@mercyconnect.org.au

Feedback

We want your input. It helps us to make our services better.

You can:

- Make a complaint.
- Tell us what is working well.
- Tell us what we can do better.
- Ask your support person to help you when talking to us.

We have to:

- Listen to your complaint.
 - Treat you with respect.
 - Keep your complaint private.
 - Respond to your complaint in a fair way.
-

You can make a complaint to us at Mercy Connect:



02 6043 3500



enquiries@mercyconnect.org.au



www.mercyconnect.org.au/contact-us

You can also talk to someone you trust.

If you are not happy with the way we have dealt with your complaint you can contact our Chief Executive Officer.

You can also ask for help to from:

NDIS Quality & Safeguards Commission

- 1800 035 544
- feedback@ndiscommission.gov.au

Disability Services Commissioner

- 1800 677 342 / TTY: 1300 726 563
- complaints@odsc.vic.gov.au

National Disability Insurance Agency (NDIA)

- 1300 362 072 / TTY: 1800 555 677 then ask for 1800 800 110
- feedback@ndis.gov.au

Advocacy

Advocacy is about being heard.

An advocate can help you:

- To change things in your life.
- When you are not being listened to.

We can help you find an advocate.

Regional Disability Advocacy Service (RDAS) - Albury

Free advocacy and information.



1800 250 292



admin@rdas.org.au

Disability Advocacy New South Wales - Central West

Free advocacy and information.



1300 365 085



da@da.org.au

Contact Us



02 6043 3500



Enquiries@mercyconnect.org.au



30 Bottlebrush Street, Thurgoona, NSW , 2641

Privacy

We care about your privacy.






We will:

- Respect your privacy, safety and dignity.
- Seek your permission if we need to talk to someone.

We must:

- Share information that affects you.
- Seek your permission if we need to talk to someone.
- Keep information about you private and confidential.

You have the right to:

-  Know why and how we keep information about you.
-  Know when information about you will be shared.
-  Ask us to explain the information to you.
-  Ask us to change the information if it is wrong.
-  Complain if you think information about you has not been kept private.

Safeguarding

As a registered NDIS provider, Mercy Connect must regularly check the quality of our services. This helps us make sure we are meeting the quality standards set by the NDIS.

We do this by having 'audits' which are like quality checks. There are two kinds of audits:



External Audits: Done by outside experts approved by NDIS.



Internal Audits (we call them Quality Audits): Our Quality & Compliance Officer takes care of these.

Anyone receiving support from Mercy Connect is automatically included for audits.

We will:

- Contact you or your decision-maker before any audit to ask if you would like to be personally interviewed. Personal interviews give you the opportunity to share your thoughts and experiences with our services.

You have the right to:

- ✔ Ask someone you trust to support you during a personal interview with the auditor.
- ✔ Choose how you would like to talk to the auditor.
- ✔ Say no to a personal interview with the auditor.

Contact privacy@mercyconnect.org.au or call [02 6043 3500](tel:0260433500) for more information or to opt out of all audits.





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E: enquiries@mercyconnect.org.au

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