

BRIGHTER DAYS
COMMUNITY CARE

PARTICIPANT HANDBOOK

Your rights • Your choices • Your supports

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1. Welcome

Welcome to Brighter Days Community Care. We work in partnership with participants, families, carers, representatives and advocates to support individual goals, choice, independence, dignity and safety.

This handbook explains how our services operate, your rights and responsibilities, how to raise concerns, and the key documents used when supports commence. It should be read together with your NDIS plan (where applicable), Service Agreement, Support Plan and any individual risk, health or communication plans.

This handbook is a practical participant resource. It does not replace legislation, the NDIS Code of Conduct, NDIS Practice Standards, your Service Agreement or professional advice.

2. About Brighter Days Community Care

Our mission

- Empower, encourage and enable people who are ageing or living with disability to enhance quality of life with dignity and respect.
- Provide person-centred support that considers the whole person, their goals, preferences, relationships and community.
- Listen to participants and use feedback to strengthen service quality and continuous improvement.

Our vision

To contribute to resilient, inclusive and empowered communities where people with disability can live with choice, dignity and meaningful participation.

Our values

- Empowerment
- Dignity
- Respect
- Trust
- Integrity
- Innovation
- Accountability and continuous improvement

Our services

Brighter Days Community Care provides disability and community supports according to the organisation's current scope, participant needs and applicable NDIS registration requirements. Supports may include assistance with daily living and personal activities, community participation, appointments and community access, transport, household support, individualised disability support, and support for families, carers and referral partners.

Supported Independent Living, accommodation-related supports, nursing, specialist supports or other higher-risk services are provided only where Brighter Days Community Care holds the required registration, capability, qualified workforce and participant-specific arrangements.

Important: Services are subject to intake, suitability, location, funding, risk assessment and workforce availability.

3. Accessing our services

You may contact us directly or be referred by a family member, representative, advocate, support coordinator, plan manager or other professionals.

1. We discuss what support you are seeking and whether we can safely and appropriately provide it.
2. We obtain relevant information and consent and complete intake and risk assessment processes.
3. Where we can provide the service, we agree the supports, schedule, price, responsibilities and communication arrangements.
4. A Service Agreement and relevant support plans are put in place before or at commencement, as appropriate.
5. Supports are reviewed with you and adjusted when your needs, goals, risks or circumstances change.

4. How support works

Our approach is individual rather than one-size-fits-all. We work with you to understand your strengths, goals, communication preferences, cultural needs, routines, risks and the people you want involved in decisions.

You choose the level of involvement you want in decisions about your supports, subject to applicable law, consent and safety requirements.

5. Participant rights and responsibilities

Your rights

- Be treated with dignity, respect, fairness and without discrimination.
- Receive supports that respect privacy, culture, identity, values, beliefs, relationships and communication needs.
- Be involved in decisions and exercise choice and control about supports.
- Have information explained in a way you can understand and use an interpreter, advocate or support person where appropriate.
- Access information about yourself held by Brighter Days Community Care, subject to applicable privacy and legal requirements.
- Refuse a support or withdraw consent, while being informed of any relevant risks or consequences.
- Raise a concern, complaint or compliment without fear of adverse treatment.
- Receive supports in an environment that promotes safety and is free from violence, abuse, neglect, exploitation and discrimination.

Your responsibilities

- Provide information that is accurate and relevant to safe service delivery.
- Treat workers and other people with respect and help maintain a safe environment.
- Participate in agreed planning and reviews where possible.
- Tell us when your needs, risks, health, contact details or circumstances change.
- Give as much notice as possible if you cannot attend a scheduled support.
- Meet payment and cancellation obligations that apply under your Service Agreement and current NDIS pricing rules.

6. Person-centred support

Person-centred support means that you are at the centre of decisions about your life and supports. We listen, plan with you, seek feedback and review supports as your goals and circumstances change.

With your consent, family, carers, representatives, advocates and other members of your support network may be involved.

7. Values, culture and beliefs

We recognise that every participant has individual values, culture, language, beliefs, identity, experiences and relationships. Supports should be respectful, non-judgmental and responsive to those differences.

- Your preferences and lived experience are considered in planning and delivery.
- You are supported to participate in decisions affecting your supports.
- Cultural safety and respectful communication are expected from workers.
- Your right to self-determination is supported to the greatest extent possible.

8. Privacy and dignity

Brighter Days Community Care collects, uses, stores and discloses personal information only where reasonably necessary for service delivery, safety, legal obligations and organisational administration. We take reasonable steps to protect information from unauthorised access, use or disclosure.

- We seek consent where required before obtaining or sharing information.
- Access to participant information is limited to people who need it for their role or where disclosure is otherwise authorised or required by law.
- You may ask what information we hold about you and request access or correction, subject to applicable law.
- Privacy concerns can be raised through our complaints process.

9. Choice and control

We support participants to make informed decisions about how supports are delivered. We will explain available options, relevant risks, service limitations and alternatives so that decisions can be made with appropriate information.

10. Safety, safeguarding and freedom from abuse

Brighter Days Community Care is committed to safeguarding participants from violence, abuse, neglect, exploitation, discrimination and other preventable harm.

- Risks are identified, assessed, documented and reviewed.
- Workers must act within their role, competence, qualifications and organisational procedures.
- Incidents and allegations are responded to, documented, escalated and reported where required.
- Participants are supported to speak up and access an advocate or external authority.
- Where there is an immediate threat to life or safety, emergency services should be contacted on 000.

11. Participant money and property

Workers must not use, borrow or benefit from participant money or property. If a participant requires assistance with purchases or money handling as part of an agreed support, it must occur only under an approved participant-specific arrangement and Brighter Days Community Care procedure, with appropriate records and safeguards.

12. Medication support

Medication assistance or administration is provided only where it is within Brighter Days Community Care's service scope, the worker is appropriately trained or qualified, required documentation and consent are in place, and the organisation's medication management procedures are followed.

13. Feedback, complaints, compliments and advocacy

We welcome feedback, complaints and compliments from participants, families, carers, advocates and referral partners. You can raise a concern without fear of adverse treatment. You may have an advocate or support person involved.

We aim to acknowledge concerns promptly, assess any immediate safety risk, work toward fair resolution, keep appropriate records and use feedback for continuous improvement.

External complaint options

- NDIS Quality and Safeguards Commission – complaints about the quality or safety of NDIS supports or services: 1800 035 544; TTY 133 677; contactcentre@ndiscommission.gov.au.
- National Disability Insurance Agency (NDIA) – NDIS plan, access, funding, Agency service or other NDIA feedback/complaints: 1800 800 110; feedback@ndis.gov.au.
- You may also seek assistance from an independent disability advocate. If you need an interpreter when contacting the NDIS, the Translating and Interpreting Service is available on 131 450.

If you believe a person is in immediate danger or there is an emergency, call 000. Brighter Days Community Care is not an emergency or crisis service.

14. Support planning and service agreements

Support planning

Your support plan records relevant goals, preferences, support strategies, communication needs and risk controls. Plans are reviewed with you at agreed intervals and when there is a significant change.

Service Agreement

Your Service Agreement should clearly set out, as applicable:

- the supports to be provided and agreed schedule
- pricing, funding and payment arrangements
- participant and provider responsibilities
- cancellation arrangements
- how changes or termination are managed

- complaints, incidents and escalation pathways
- emergency, continuity or contingency arrangements relevant to the service

15. Cancellations

Cancellation charges are not automatic. Any charge must be permitted by the participant's Service Agreement and the NDIS Pricing Arrangements and Price Limits or other funding rules applying at the time of the cancelled support.

Participants should give as much notice as reasonably possible. Brighter Days Community Care will explain any applicable short-notice cancellation terms before services commence. Where Brighter Days Community Care cancels a support, we will communicate with the participant and, where practicable, discuss alternative arrangements.

16. Communication

Communication may occur by telephone, email, text message, meetings, support plans, service records, the organisation's website or another agreed accessible method. We will take reasonable steps to communicate in a way that supports your understanding and preferences.

17. Transition and exit

Participants may choose to change or end services in accordance with their Service Agreement. We aim to make transition and exit fair, safe and planned, including providing relevant information, documenting transition arrangements and supporting continuity where appropriate.

- Reasons for transition or exit are discussed where possible.
- Participant choice, safety, dignity and non-discrimination are respected.
- With consent, relevant information may be transferred to another provider or support person.
- Outstanding administrative, property and payment matters are finalised.

18. Emergency and crisis information

Emergency: Call 000 where there is an immediate threat to life, serious injury or urgent emergency.

Brighter Days Community Care is not an emergency or crisis service. Participants should follow their individual emergency, health, behaviour support or safety plans where these apply.

19. Acknowledgement

I acknowledge that I have received or been given access to the Brighter Days Community Care Participant Handbook and have had the opportunity to ask questions about my rights, responsibilities, complaints, service arrangements and relevant policies.

Participant / Representative name: _____

Signature: _____ Date: _____

Brighter Days Community Care representative: _____

Signature: _____ Date: _____

END OF HANDBOOK