



Prostek Participant Handbook

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Introduction

Welcome to Prostek.

This handbook is a guide created for you, so you can learn more about the disability services that are available to you and how we can assist you. Find out all you need to know about us, what we do, the services we offer and most importantly how we will work with you to meet your needs to the highest standards

About Us

Address	2 William street Mile End South 5031 South Australia
Phone	08 8352 6511
Fax	08 8352 6577
Email	admin@prostek.com.au

Vision Statement:

To provide the highest quality clinical prosthetic and orthotic treatment, in an environment where all clients have equity of access to optimal services and technology.



Mission Statement:

Prostek is committed to providing high quality patient-centred treatment in a professional caring and friendly environment. We use the best and most appropriate technology and treatment techniques available to achieve optimal patient treatment outcomes. Prostek has a strong focus on working with a team approach to provide a positive environment for clients, carers and other health professionals as well as our own highly valued staff members.

Values:

Our work will be guided and informed by our beliefs and commitments to:

Patient-centred Care – Our clients are our number one priority. We are here to help you achieve your mobility goals.

Professionalism – We pride ourselves on having highly skilled staff members who conduct their work in an ethical and caring manner.

Teamwork – Our staff work collaboratively and value communication between all parties involved with your care.



Organisational Structure

Position	Name
Manager	Stephen Cox
Acting Manager	Claire Jessup
Return to Work Coordinator	Claire Jessup / Stephen Cox

Our Services

Prostek offers Disability Services (under NDIS) in the following registration groups:

- Custom Prosthetics,
- Early Childhood Supports,
- Therapeutic Supports

Our Terms

Staff or worker	includes Manager, management, employees, clinicians, orthotists & prosthetists, technicians, administration, or other occasional workers
Participant	includes the clients or participants, their representative or their carers/advocates.



Workplace or environment	includes wherever our services are delivered such as, at the Prostek clinic in Mile End South, in a nursing home, a hospital, or any other place our services are required
Service	includes all aspects of the services and activities we deliver, or are associated with, under or related to the participant Service Agreement and Support Plan.
We, us and our	means the legal entity who is, and highest authority or management of, the service provider and includes both singular and plural meanings of these terms.

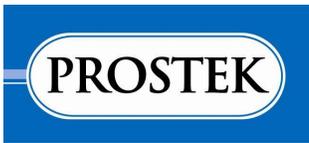
About the Service

Data Security/Archiving Participant Files

All participants files are kept for a period of seven (7) years. Files for participants from an Aboriginal or Torres Strait Island background must be kept indefinitely.

Participant Transition or Exit from Service

Services may be suspended at the request of the participant for any reason and at any time, with notice, as detailed in the Service Agreement. You may request suspension of services in accordance with the terms of the Service Agreement.

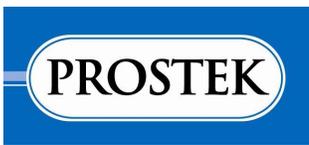


Participant Access to Personal Records

- You, or your appointed advocate/guardian, can request verbally or in writing, to access your information
- The Manager should approve and control the way Participants access their own records to ensure that the security of other non-related information is maintained.
- Access to files of Participants is the direct responsibility of the Manager. When access is requested by anyone other than staff employed by Prostek, it will only be granted when the Manager is satisfied that the policies and procedures of Prostek have been followed and when the Manager is satisfied that access to the file is in the best interest of the Participant. Such access will only be granted when consent has been given by the appropriate person.
- All files of Participants are the property of Prostek and although Participants and their guardians can access copies of the clinical record it cannot be taken by the Participants or their guardian or be transferred to any service external to Prostek without permission of the Manager. Copying charges may apply.
- Copies of files that are legitimately released for any reason shall be recorded on an appropriate letter which shall be signed as a receipt by the service recipient or their legal guardian.
- The proper procedure for releasing information about Participants to persons or services that are external to Prostek is to proceed as per the Consent Policy and Procedure.
- Any students on placement at Prostek may only access files with the consent of the Participant or their guardian. Students will be required to provide a written undertaking that they will always maintain confidentiality and only use non-identifying information. The contract is to specify what the information is to be used for and that any written compositions containing the information will be given to the Manager for approval.

The process to access your personal records is as follows:

- The Manager confirms the request within 48 hours from the time of request
- The Manager will provide information regarding the release of this information to the participant within seven working days



- Where consent is obtained to release the participant's personal file to the participant, the Manager is available to assist the participant in understanding the information and to explain terminology
- A reply to the request for information will be provided within two weeks from the original request
- Documentation is only released with the consent of the Manager

On advice from our legal representative, access to a participant's record may be denied. This will be discussed with the participant /Power of Attorney should this situation arise.

Participant Assessments and AT Plan

AT Plans are undertaken in a collaboration with you and all relevant parties. You are the focus of this plan and all aspects of it are designed with your needs, interests and aspirations as the focus. Assessments must be undertaken prior to the commencement of the Prostek service agreement. Clinicians (orthotists & prosthetists) conduct all assessments face to face with you and/or your representative.

Below is the process that will be undertaken.

- We conduct all assessments face-to-face with you and/or your representative/advocate.
- Assessment appointment time/s are arranged by telephone. Your representative may be present if required or desired.
- Interpreting services are available via TIS if it is included in your plan.
- The assessment process is explained to you. Information on the collection and use of information, privacy and confidentiality considerations and advocacy is outlined within your service agreement.
- We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors.
- When you are happy with your AT request, have signed both the AT request and your service agreement, we will submit your AT request to the NDIA for funding consideration. We will provide you with hard copies of these documents for your records.



- Our staff will collect information during their work with you. This will be placed in your records, so we have evidence-based information to ensure the service delivery meets your current needs, interests and aspirations.
- We will conduct assessments in the future to ensure your needs continue to be met.
- To ensure we continue to meet your needs, we will review your AT plan on a regular basis to ensure that you are continuing to receive relevant supports. Reviews will occur as required.
- A re-negotiation of your agreement with us can occur when you have a change in needs or circumstances
- You have the option to opt out of giving information however this may affect our ability to provide you with a timely and quality service.

Communication with participants

Following our initial assessment of your communication needs we can offer written and verbal options for communication with you.

Participant Assistance with Medication

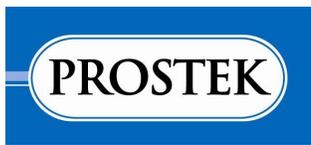
Prostek does not provide access, monitoring or storage of medications for any reason.

Gifts

The Management Team recognises that participants on occasion, like to give gifts to staff. If a participant wishes to give a gift, it is preferred that it is something that can be shared by all staff, for example flowers or chocolates.

Money is not to be offered to staff under any circumstances.

Interpreter Services



If you are from a non-English speaking background, you can engage an interpreter should you require translation services, if you have made provision within your plan. This is done only with your permission and via the TIS.

Clinical staff will document the presence of an interpreter. Telephone interpreter services will be used in crisis/emergency situations.

Smoking

Prostek understands the seriousness of secondhand smoke inhalation. Smoking is strictly prohibited on Prostek premises and within 3 metres of any entrance to the property.

Management of Budgets, Statements and Fees

Your individual NDIS plan is to pay for disability support and support management. This is to enable you to make choices of the type of disability support the funds are spent on, who provides it and where it is provided. Thank you for choosing us as part of your package.

We will inform you of:

- Fees chargeable,
- The methods for payment of fees depending on how your plan is managed.

Where NDIS is assisting you to manage your service, Prostek will work with NDIS to support the provision of your AT.

Re-negotiating an Agreement

When your needs or circumstances change, or where you request an increase or decrease in the number or type of services, a re-negotiation of your agreement with us may be required. We will provide a new AT request to support your changed goals.

Participant Authority to hold key/s



There is no circumstance under which Prostek would hold a participant's house key.

Participant Transport

Prostek does not provide participant transport for any reason. It is your responsibility to attend clinic as appropriate to your needs.

Transition and re entry

Your needs and interests may change during your time with our service, and there may be a need to transition to another service. We will assist and support you during this process. We will work with other services if possible to ensure that the transition is smooth as possible.

If you exit our service and wish to return, then you will need to sign a new service agreement.

Withdrawal from the Service.

The participant can withdraw from our services at the completion of services or by cancelling a current service agreement.

See service agreement for more information.

Wills

Prostek staff are not permitted to advise participants regarding making or changing their Will and they are not permitted, to witness any legal document, including Wills.

Accessing Services

Prostek's services are accessed via contact with our friendly reception staff who will be able to advise whether a service is possible.

An assessment appointment can be booked following initial contact.



www.prostek.com.au has general information about our service offering.

If Prostek is unable to provide the requested services, we will endeavor to provide details of alternative service providers.

Service Agreement & AT Requests

On entry to Prostek a service agreement will be developed with you, your family or advocate (if required).

This service agreement will list the schedule of supports, the responsibilities of Prostek and your responsibilities as a participant/participant advocate, privacy and information management, complaints management policy, changes to the service agreement (if required) and a cancellation policy (if relevant).

Your AT request will accompany your service agreement. It will have a person-centred and individualised approach. We will record your goals and aspirations. It will focus on you as an individual, be as flexible as possible but subject to change depending on progress and other factors. It will list personal goals and aspirations, unique skills and strengths and promote independence. Your AT requirements will be reviewed as required.

Your service agreement can be cancelled by either party for any reason by giving 30 days' notice. Prostek will provide you with a reason in writing if we wish to cancel the service agreement.

Should you wish to cease services please contact Prostek as soon as possible.

We may stop providing services to you where you have not met your participant responsibilities or if any activity deems to be in breach of duty of care to the person accessing the service.

In all cases, we will speak with you and discuss the reasons for any withdrawal of service.

Any outstanding funds owed to Prostek up to the point of cancellation taking effect must be paid.



Where you are in agreement, we will support you to find another service provider.

Your Rights

As an individual using our support services you have many rights that you should be aware of. We recognise your rights and are here to support and assist you to exercise these rights and to achieve your goals. Prostek adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

You have the right to:

- Have access to services that promote, uphold and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination and decision-making.
- Access services that respect your culture, diversity, values and beliefs.
- A service that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access services free from violence, abuse, neglect, exploitation or discrimination.
- Receive services which are overseen by strong operational management.
- Access services which are safeguarded by Prostek's risk and incident management system.
- Receive services from workers who are competent, qualified and have expertise in providing person centred supports.
- Opt out of giving information as required by NDIS.

Your Responsibilities

As an individual using our services there are a few things that we ask of you. The information below explains the responsibilities you have when using our services. We ask that you:



- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change and with this, your services may need to change to meet your needs
- Accept responsibility for your own actions and choices even though some choices may involve risk.
- Tell us if you have problems with the care and services you are receiving.
- Give us enough information to develop, deliver and review your AT requirements.
- Care for your own health and wellbeing as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with notice if you need to cancel an appointment
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Respect our smoke-free working environment.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice prior to the day you intend to stop receiving services from us.

Our Responsibilities

Prostek will:

- Provide the supports that meet your needs.
- Review the provision of supports at regular review appointments.
- Communicate openly and honestly in a timely manner.
- Treat you with courtesy and respect.
- Talk with you on decisions about how AT is provided.
- Listen to you for feedback and any problems which may arise.
- Give you as much notice as possible if there is to be a change in a scheduled appointment.



- Keep your personal information private.
- Keep you safe and ensure the safety of others.

Prostek has policies and procedures that are built on human rights. Where allegations of abuse, neglect, violence, exploitation or discrimination are made, Prostek employs a Zero Tolerance policy.

ABUSE – A Safe Environment

Prostek recognises the right of participants to feel safe and to live in an environment where they are protected from assault, neglect, exploitation or any other form of abuse.

Prostek acknowledges that prevention is the best protection from abuse and neglect and recognises its duty of care obligations to implement prevention strategies that include suitable recruitment and screening protocols for identifying potential risks.

We recognise that prevention strategies will include the employment of skilled staff who have current working with children and disability checks and who are aware of current legislation and policies pertaining to abuse and neglect. Such staff will assist participants and their families or guardians to access complaints mechanisms and to raise any concerns they have about service provision. Prostek clinical staff are mandatory notifiers of the suspicion of child abuse or neglect.

Where allegations of abuse, neglect, violence, exploitation or discrimination are made, participants are advised to have an advocate present.

Family Assistance

Prostek encourages and will support families to maintain contact with you. With your permission, your family is very welcome to contact us for information and support. Your family or advocate can be



involved in planning the services that you will receive through your AT request which will be developed after an initial assessment.

We can help your family by:

- Communicating in a way they can understand
- Providing information about available services including those provided by us and by other agencies
- Helping to build trust and respect between staff members, families and you
- Providing them with the opportunity to take part in the planning of service delivery
- Creating opportunities to develop links with families
- Providing them with access to effective complaint procedures
- Assisting them to access advocacy services where available.

Continuity of Support

Barring illness and annual leave, it will be possible to see the same clinician for your AT services at Prostek.

Clinicians are allocated based on skills and experience.

What will happen if your clinician is absent?

- If possible, Prostek will advise you prior to your appointment of clinician unavailability. You will be able to reschedule your appointment or see another clinician on the same day as scheduled. The time may be different depending on availability on the day.
- Where possible, we will allocate a replacement clinician who has worked with you previously and is aware of your requirements.
- Replacement staff are required to be sensitive to your needs and ensure that care is consistent with your expressed preferences



Advocacy

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people who provide support to you, respect your rights and will speak out for you if your needs are not being met.

You can ask anyone you know well and trust to be your advocate.

- A member of your family or a friend you can trust.
- A person from a formal advocacy service.

If you want someone to act on or speak on your behalf, we will help you find an advocate by directing you to the contact details of the National Disability Advocacy Program.

Prostek will:

- With your permission, provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest.
- Work closely with your advocate and involve that person in the planning of services that will be provided for you.
- Ensure our staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

Prostek will ensure that your advocate is invited to:

- Clinical consultations
- Any other relevant meetings or conferences.

We encourage to you bring your advocate to your initial consultation, so your voice is heard during the assessment and planning processes. This will ensure that we provide you with a person-centred AT plan.



Your advocate is welcome to any meeting or to speak on your behalf. If you change your advocate, we ask you to please inform us, so we can update your information and ensure that we speak to the correct person.

When can you use your advocate?

- Any time you wish to communicate with us;
- At initial consultation;
- During review appointments;
- During service delivery;
- When you have a complaint;
- When you wish to give feedback.

Your advocate with your permission, will be provided with all the information they need to ensure that we and any other service providers are acting in your best interest.

Prostek will always give the advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by us, your advocate will be informed of the complaint process and also of agencies that have a responsibility to make sure that we do our job properly.

Consent

When you give consent, you are giving your permission or saying that it is 'OK' for a particular thing to happen. This means that it is your choice if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt you should ask Prostek or your advocate for help.



Prostek will ask you to complete a consent form within your service agreement which advises us who we can speak to regarding your personal information. You will also be required to sign your AT request before it is submitted to give NDIS permission to speak to us regarding your AT prescription.

You can withdraw your consent at any time. We will need to document this within your service agreement and your clinical record.

Prostek will need your consent to:

- Record clinical notes, provide detail to suppliers to order correct AT, take photos and/or videos to track progress and outcomes.
- Collect data relating to you for funding bodies
- Be able to read the information that service providers have about you and for us to provide any information about you to other service providers, your family or advocate

If you feel that you are unable to give consent about issues in your life, then we can talk to your family, advocate or legal guardian.

What is a Guardian?

A Guardian is usually a person who has been legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from the Office of the Public Advocate.

Privacy Statement

Prostek complies with the applicable privacy legislation and has systems for the collection, use and disclosure, quality, security, accuracy and correction of personal information relating to you as our participant. The privacy and dignity of participants will always be maintained. All participants will be



asked to sign the Service Agreement to gain consent regarding the collection, use and disclosure of your information, to comply with the Privacy Act 1988.

This information is in our Privacy and Confidentiality Policy and is detailed within a section in the Participant Service Agreement.

Please speak with your clinician if you have any questions about the information we ask to collect and how we keep it safe.

Sharing information without consent

If required or authorized by law Prostek may have a duty of care to share your information with authorities. Information Sharing Guidelines are followed.

Requests for access to the personal information we hold should be made in writing to the Manager.

Where a person believes that a breach of this policy or the Privacy Act has occurred, a written complaint should be made to the Manager.

If you do not receive a response from the Manager within 30 days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) through:

- The online Privacy Complaint form
- By mail: GPO Box 5218, Sydney NSW 2001
- By fax: +61 2 9284 9666
- By email: enquiries@oaic.gov.au.

Further information regarding Prostek's Privacy Policy can be found on our website www.prostek.com.au.

Incidents



Whilst we hope that Critical Incidents do not occur, if they do then we are prepared to support and assist you by following correct procedures to deal with any critical participant incident.

A critical incident is classified as an event (or alleged event) that occurs because of, or during the delivery of services directly provided, and has caused or is likely to cause significant negative impact to your health, safety or wellbeing.

We will engage with required authorities to support you during this time.

Critical participant incidents may include (but are not necessarily limited to):

- The unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault and indecent assault) that occurs as a result, or during the delivery, of services
- Allegations of serious unlawful or criminal activity or conduct involving an employee, a subcontractor or volunteer that has caused, or has the potential to cause, serious harm to participants
- An incident where a participant assaults or causes serious harm to others (including employees, volunteers or contractors), as a result, or during the delivery, of services
- A serious fire, natural disaster, accident or other incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a significant threat to the health and safety of participants.

Complaints and Feedback

Your feedback allows us to continually supply you with high quality services. We will actively seek feedback from you. This may be through participant surveys, our feedback form, or conversations with you. We would like feedback on:

- Quality of care



- Consistency of services
- Our staff
- What is working for you
- What needs to change to assist you
- What you like and what you do not.

You always have the right to expect the best possible standard of service from us and we will treat any concern or complaint as a serious issue. No matter what happens, our staff members are not allowed to react badly to your complaint, this means they are not allowed to retaliate or hurt you in any way.

You as a participant can make a complaint if you are not happy with a staff member or the services offered. There are several people who may be able to raise a concern or make a complaint on your behalf. These could include:

- Your advocate
- A family member
- A close friend
- Your care worker
- A person you know and trust

Once a complaint has been received a staff member at Prostek will be appointed to investigate and find a resolution to the complaint. The Manager will phone you or write a letter to you to let you know that the complaint has been received. This letter will give you a date by which Prostek expects to have the complaint resolved.

The complaint will then be investigated and a plan to resolve it will be developed. You will be told about this plan and will be able to tell us what you are feeling about it. You can let us know if you are happy, if you no longer have a complaint or that you are not satisfied with the outcome.

If you are not happy with the response from Prostek about your complaint, you can take it to another agency such as:



NDIS COMMISSION

www.ndiscommission.gov.au

Phone: 1800 035 544

TTY:133 677

Interpreters can be arranged

NDIS Complaints

Email: feedback@ndis.gov.au or

Telephone: 1800 800 110.

Complete an online intake form

<https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>
<https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>

Complete written form

Community Engagement

When possible Prostek promotes specialist community activities and support groups for participants and their families to create social networks. Examples include Amp Camp, Mobility clinics, surfing clinics, and Limbs for Life.

Legislation and Standards

Prostek is operated in keeping with current legislation and standards. Access to the legislation that applies to your service is available via the NDIS website . The primary legislation and standards that cover your service is:

- National Disability Insurance Scheme Act 2013
- Disability Act and Regulation



- National Disability Insurance Scheme Practice Standards and Quality Indicators 2018
- The Children and Young People (Safety) Act 2017

Continuous Improvement

Our aim is to provide you with a high-quality service that meets your needs. To undertake this, we need you to let us know how we can maintain and improve our services. You can do this by giving us feedback or making a complaint. Our collaborative and person-centred approach means that Prostek will respond to your information to improve the services provided.

Work Health and Safety

Under the *Work Health and Safety Act 2011* we have a duty under the law to make sure that our staff can work with you in a healthy and safe environment. Some things you can do include:

- Notifying our staff of any unsafe conditions you see at Prostek
- Respecting our smoke-free working environment
- Respecting our workplace that is free of racial, sexual, physical or emotional abuse
- Treating our staff with dignity and respect
- Telling our staff if you are unwell or cannot do things the way you usually do them
- Telling our staff if your doctor has diagnosed you with a short-term infectious illness



NDIS PRACTICE STANDARD AND QUALITY INDICATORS (an abbreviated version)

Rights and Responsibility for Participants

- Person-centred Supports
- Individual values and beliefs
- Privacy and dignity
- Independence and Informed choice
- Violence, Abuse, Neglect, Exploitation and Discrimination

It is important to us that you know and understand your rights. We are here to support you and to provide guidance and assistance in any choices that you make.

People with disability have the right to respect, dignity and to full participation in society.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions.

It is your right to try new things and we will assist you to do so whilst ensuring that you are treated fairly and independently.

You have the right to talk freely and express your thoughts, opinions and choices. We will listen to you and support the choices you make, and we will include your family and support workers when you want them to be included.

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.



Prostek will respect your cultural background and understand the needs and requirements that may come with it.

Governance and Operational Management

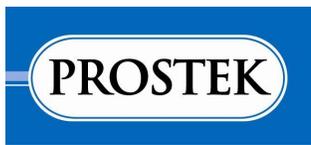
- Governance and Operational Management
- Risk Management
- Quality Management
- Information Management
- Feedback and Complaints Management
- Incident Management
- Human Resource Management
- Continuity of Supports

It is important to us that you feel free to tell us what you think about the services we offer, and we will listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, whether it is good or bad. We will welcome it, without discrimination or negative consequences.

You can seek the support from another person, whether that means a family member, support worker, advocate or guardian. Whatever the issue we will do everything to solve the problem for you and to improve our services.

We appreciate your feedback and opinions about our services and will make improvements based on your feedback.

Prostek have excellent staff and training, continuous improvement of services, good working processes, clear communication between the staff and participants. These are all key to our service management.



We will always endeavour to meet services standards and maintain excellent service management by working closely with our participants to strengthen our systems and to ensure positive results from any problems that may arise.

We have management who possess the skills and experience to monitor the effectiveness of the organisation's policies and procedures and make changes as needed.

The Provision of AT,

- Access to AT
- AT planning
- Service Agreements with Participants
- Responsive AT maintenance
- Transition to or from the provider

Prostek will support the choices about what you want to do inline with your stated goals.

We will work fairly with you as an individual irrespective of age, gender, cultural background or sexuality.

Prostek are here to assist anyone enquiring about our services. We will support and advise if needed or make a referral to an alternative service if required. You have the right to seek and find the service you need and have access to the support you require.

Service Provision Environment

- Safe environment
- Participants' funding
- Management of Waste



Prostek will ensure that you are always safe. This means both your physical and emotional environment. Staff are trained in how to keep you safe and to report any risks or potential risks.

We will work with you and your representatives regarding payment of fees and charges.

We ensure that all information is clear and accurate.

We will manage waste in a sustainable manner.