



Journey
Australia



Participant
Welcome
Pack

Contact us

Phone: 1300 171 533

Email: hello@myjourneyaustralia.com.au

Website: www.myjourneyaustralia.com.au

Welcome to My Journey Australia

Thank you for choosing to receive your support from **My Journey Australia**. We were established with the importance of your life at the centre of everything we do; we strive to be the company that is all about you.

My Journey Australia will ensure that you are included in all decisions about your life, ensuring that you have a voice and that your voice is heard. This includes what support you receive, where you live, what you participate in and how you participate in those activities.

Our experience covers:

- Intellectual Disabilities - including complex diagnoses
- Complex and Forensic Mental Health/Psychosocial Disabilities
- Criminal Justice and Juvenile Justice
- Children and Young People - including VOOHC
- Child Protection - including OOHC
- Homelessness - including accommodation transitions

My Journey Australia encourages all participants to engage with various providers to ensure that there is an increase in safety and collaboration.

SERVICES WE PROVIDE

- Support Coordination
- Specialist Support Coordination

SERVICE AREAS

- New South Wales (Sydney, surrounds and regional)
- Victoria (Melbourne, surrounds and regional *COMING SOON*)

OUR TEAM MEMBER REQUIRMENTS

My Journey Australia celebrates our Team Members and is lucky to have the best Team Members that the sector offers, to ensure that we keep our participants safe, supported and engaged in our services, our many team members are put through a rigorous recruitment process which includes:

- Comprehensive Interview Process
- Reference Check with previous employers
- Police Check
- Working with Children Check
- NDIS Worker Screening Check

My Journey Australia enforces these safeguards to maintain the highest calibre of Team Members who deliver your support.

CONTACT INFORMATION

Here are the contact details for the Support Coordinator that supports you at My Journey Australia and the contact details for our Central Support Team.

Your Support Coordinator	
Name	
Phone Number	
Email Address	
Central Support	
Phone Number	1300 171 533
Email Address	hello@myjourneyaustralia.com.au
Website	www.myjourneyaustralia.com.au
Postal Address	PO Box 26, Glenfield NSW 2167

MANDATORY REPORTERS

At My Journey Australia, all our Team Members are mandatory reporters. This is a responsibility we take seriously. Mandatory reporters are required by law to report suspected child abuse and neglect to government authorities. Mandatory reporters are people who deliver the following services, wholly or partly, to children as part of their professional work or other paid employment, and those in management positions in these services:

- Health care – registered medical practitioners, specialists, enrolled and registered nurses, registered midwives, occupational therapists, speech pathologists, psychologists, dentists, and other allied health professionals working in sole practice or public or private health practices.

- Welfare – registered psychologists, social workers, caseworkers, and youth workers.
- Education – teachers, counsellors, principals
- Children’s services – childcare workers, family day carers and home-based carers.
- Residential services – refuge workers, community housing providers.
- Law enforcement – police.
- Disability services - disability support workers and personal care workers.
- A person in religious ministry or providing religion-based activities to children (e.g., minister of religion, priest, etc.)
- Registered psychologists providing a professional service as a psychologist to adults.

YOUR RESPONSIBILITIES

- To cooperate with **My Journey Australia** in the provision of your services.
- To participate in open communication with your service providers to develop an effective support plan to ensure we best meet your needs and include activities you would like to participate in and the lifestyle you would like to lead.
- Take responsibility for the results of the decisions and choices you make with the options you are provided with.
- To inform us immediately if you are not being treated with dignity, confidentiality or if there are any problems or concerns with supports and/or activities suggested to you.
- To inform **My Journey Australia** if your plan payment method changes or if you stop being a participant in the NDIS.
- Treat all staff linked with you with respect and encourage your friends or family to treat all workers with respect and courtesy.

YOUR RIGHTS

- To be treated with dignity, confidentiality, fairly and with respect.
- To receive a service that is free from discrimination and that promotes your legal and human rights.
- To be informed of any changes in the fee schedule during service delivery.
- Make comments, suggestions, and raise issues or complaints about your services if you are not entirely satisfied and without the fear of retribution.
- Change to a different service provider if you are not satisfied with the providers, you have been linked with.
- Receive information in a clear format, and that makes sense to you.

APPOINTMENT CANCELLATIONS

If you wish to cancel or re-schedule an appointment for the provision of services, you must comply with our Cancellation Policy. We require notice of at least 24 hours if you need to cancel or change a scheduled appointment: otherwise, we may claim payment for the cancelled service in accordance with the NDIS price guide rules. Please note that our Cancellation Policy may be updated from time to time to reflect changes made by the relevant authorities and applicable laws. If that happens, we will inform you.

MAKING CHANGES TO YOUR AGREED SERVICES

- We understand that you may need to make a change to the service now and then. If we can accommodate a request within your NDIS plan, we will provide you with an updated **My Agreed Services** form re-signed by you or your representative.
- It may not always be possible for us to meet your preferences due to things outside our control. We will talk to you and offer an alternative arrangement if this happens.
- There may also be times where we say no to a request, for example, if we believe your request may pose a threat to your safety or cause harm. If we say no to your request, we will give you written reasons.
- You have the right to cancel your services and support from **My Journey Australia**, and we request your choice. You will need to provide **My Journey Australia** with 14 days' notice in writing, and we will end your service agreement with us.

YOUR PRIVACY

- Privacy is a human right. We will respect and protect the privacy of everyone that receives support and services from us.
- We will ensure your health information is managed in accordance with State and Commonwealth privacy laws related to the management of your information.
- You can find more information about how we collect, use, disclose and store your personal information in our Privacy Collection Notice attached to this agreement.

FEEDBACK AND COMPLAINTS

My Journey Australia values feedback from all our participants; this feedback allows us to grow and ensure that we are working with our participants to deliver the best possible service. Feedback includes complaints; you have the right to make a complaint about our services and support.

You can make a complaint or provide feedback by contacting your Support Coordinator or our Central Support Team. You may wish to seek help to support you during this; you can do this by contacting one of the Advocacy Services in the attached information sheet or the NDIS Quality and Safeguards Commission on the below details:

NDIS Quality and Safeguards Commission	
Phone Number	1800 035 544
Website	www.ndiscommission.gov.au

DECLARING CONFLICTS OF INTEREST

Where a real or apparent conflict of interest occurs. For example, if a practitioner becomes aware that a participant is known to them personally (for example, the participant is as a relative, friend, or neighbour). Please bring this to our attention.

Where our work duties conflict with private or other interests (or those of immediate family members, such as spouses or dependents), we will develop a management strategy for this.

In some instances, it may be appropriate for us not to deliver the service. If this happens, we will let you know the reasons why a conflict of interest exists and support you to find an alternative service.

ENDING YOUR SUPPORT

You have the right to end your Service Agreement and support with **My Journey Australia**, should contact your Team Leader via email to end your support. We will talk to you about why you have chosen to end your services and we may complete an exit survey with you. We will ask you (where possible) to put your request to end support with us in writing.

Your Service Agreement outlines that you will be required to provide 14 days' notice to **My Journey Australia**.

Privacy Collection Notice

What Personal Information do we collect?

We generally collect the personal information you provide us directly. You have choices when it comes to the information you share. In some cases, we may request your personal information from a third party (for example, a guardian or authorised representative), medical and other health providers). In these cases, we will take reasonable steps to ensure you are aware and consent to collect personal information about you and the circumstances of the collection. When we ask you to provide consent you can also decline. Likewise, where we need to collect personal information to enter or carry out a contract with you, and you decline, we will not be able to provide the service.

What would happen if we didn't collect your personal information?

Without your personal information we may not be able to provide the full scope of our services to you, respond to your complaint, and improve our service to meet your needs and/or meet our funding, professional and legal obligations.

How is your personal information used?

We use the personal information we collect to provide a quality service. Some information we collect is to:

- decide how we can best help you, determine eligibility for our services or to meeting our funding, professional and legal obligations in providing services or responding to any complaint made by you.
- satisfy our legal obligations in providing a health service including sharing information to third parties as authorised or required by law (for example, child protection laws or rules of the NDIS)

Who do we share your personal information with?

To achieve the best possible outcomes for your individual circumstances, we collaborate with others. In doing so, your personal information may be disclosed to:

- our funders and regulators, our affiliates, subsidiaries, and other related companies, and
- external organisations, where an employee receives external professional supervision.
- government and non-government service providers or medical and/or other health providers (including members of your care team), to the extent necessary to improve or maintain your health or manage a disability

When will my personal information be shared?

We will only disclose your personal information as set out in this notice and our privacy policy or to third parties as authorised or required by law or a court/tribunal order. In all other circumstances, we will disclose your personal information only with your prior consent.

Do we disclose your personal information overseas?

We do not disclose personal information outside of Australia. However, we do use cloud-based data storage services and social media platforms (like Facebook and LinkedIn) to facilitate our business activities, these services may store information overseas in the United States and Singapore.

How to access your personal information?

If you are a participant of our service, you may request access to your personal information by submitting a request in writing to us. We retain the right to request adequate proof of identification before authorising any requests for access to personal information. We will provide you with access to this information if we are able to. Please note that a fee may apply to such access which we will inform you about prior to charging it.

Notifiable Data Breaches

If a serious data breach occurs, we must notify affected 'at risk' individuals (and/or organisations) and the Australian Information Commissioner. This must be done as soon as practicable after the organisation becomes aware that there are reasonable grounds to believe that a serious data breach has occurred.

Other useful information

Our privacy and confidentiality policy details how you can complain about a breach of the Australian Privacy Principles; and how we will deal with such a complaint. Email us at hello@myjourneyaustralia.com.au or visit our website at www.myjourneyaustralia.com.au to view or download a copy.

Appendix A - List of Advocacy Groups in New South Wales

- Ability Incorporated Advocacy Service (AIAS NSW) - www.abilityincorporated.org.au
- Aboriginal Disability Network NSW (ADN NSW) - www.adnsw.org.au
- Action for People with Disability Inc - www.actionadvocacy.org.au
- Advocacy for Inclusion - www.advocacyforinclusion.org
- Association of Blind Citizens of NSW - www.asnblind-nsw.org.au
- Australian Centre for Disability Law - www.disabilitylaw.org.au
- Brain Injury Association of NSW (BIA) - www.biansw.org.au
- Central Coast Disability Network - Individual Advocacy Project - www.ccdn.com.au
- Deaf Society of NSW - www.deafsocietynsw.org.au
- Regional Disability Advocacy Service - www.rdas.org.au
- Disability Advocacy NSW (DA) - www.da.org.au
- Disability Advocacy & Information Service (DAIS) - www.dais.org.au
- Disability & Aged Information Service Inc - www.daisi.asn.au
- Disability Information Advocacy Service (DIAS) - www.dias.net.au
- Family Advocacy - www.family-advocacy.com
- Information on Disability & Education Awareness Services (IDEAS) - www.ideas.org.au
- Illawarra Advocacy - www.illawarraadvocacy.org.au
- Intellectual Disability Rights Service (IDRS) - www.idrs.org.au
- Indigenous Disability Advocacy Service (IDAS) - www.idas.org.au
- Multicultural Disability Advocacy Association (MDAA) - www.mdaa.org.au
- NSW Disability Advocacy Network - www.ndan.org.au
- NSW Council for Intellectual Disability - www.nswcid.org.au
- Penrith Disabilities Resource Centre - www.pdrc.org.au
- People With Disability Australia (PWDA) - www.pwd.org.au
- Physical Disability Council of NSW (PDCN) - www.pdcnsw.org.au
- Self Advocacy Sydney Inc - www.sasinc.com.au