

Participant Handbook

Bendigo Care 4 U

Prepared by Cheri O'Connell

INDIVIDUAL VALUES AND BELIEFS

Bendigo Care 4 U supports you with dignity and respect. We follow your choices, rights, and needs, and work with you to create a plan that suits your life. We keep your information private and only share it with your consent.

PRIVACY AND DIGNITY

Your privacy and personal rights are important. We only collect the information we need, and we explain how it is used and stored. Everything is kept safe and shared only with your permission.

INDEPENDENCE AND INFORMED CHOICE

You have the right to make your own choices. We give you time to decide, offer support, and help you get an advocate if you want one. We respect your preferences and support your independence.

VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION

Your safety is our priority. If something happens that makes you feel unsafe, tell us or someone you trust. We will act quickly and fairly to protect you. We also train to prevent harm before it happens.

GOVERNANCE AND OPERATIONAL MANAGEMENT

We follow safe and legal systems to manage services. We listen to feedback and aim to improve. If other staff are involved, we make sure they are trained and follow NDIS standards.

RISK MANAGEMENT

We check for risks and work to prevent harm. We record issues and fix them quickly. Our goal is to keep you, our service, and our team safe at all times.

QUALITY MANAGEMENT

We aim for high-quality care and regularly review our work. Feedback and results help us improve our services. We follow policies to ensure safe, reliable, and respectful support.

INFORMATION MANAGEMENT

Your personal information is secure. We collect only what's needed, with your consent, and store it safely. You can ask to see or update your information at any time.

FEEDBACK AND COMPLAINTS MANAGEMENT

We welcome your feedback. If you have a concern or complaint, we will listen and take action. You can give feedback anytime, and use an advocate if you wish.

INCIDENT MANAGEMENT

If an incident happens, we act quickly. We report, record, and investigate to keep everyone safe. We also learn from incidents to improve how we deliver care.

HUMAN RESOURCE MANAGEMENT

Anyone who works with us is safe, skilled, and trained. We check qualifications, provide ongoing training, and support staff to deliver high-quality care.

CONTINUITY OF SUPPORTS

We make sure your support continues even if something changes. We communicate clearly, make plans in emergencies, and match you with trusted staff whenever possible.

EMERGENCY AND DISASTER MANAGEMENT

We have plans in place for emergencies. Each participant has a personal emergency plan, and we stay in touch to make sure you're safe and informed.

SUPPORT PLANNING

Your support plan is made with your input. It includes your goals, preferences, and needs, and is reviewed regularly to make sure it still suits you.

RESPONSIVE SUPPORTS PROVISION

We provide support that is timely, respectful, and focused on your goals. We involve you in decisions and work with others to give coordinated care.

TRANSITIONS TO AND FROM PROVIDER

We make moving to or from our service smooth and respectful. We plan with you, share information properly, and support you during the change.

SAFE ENVIRONMENT

We provide care in a clean, safe, and comfortable place. We check safety, support health needs, and follow hygiene rules to keep you well.

PARTICIPANT MONEY AND PROPERTY

Your money and belongings are yours. We help you use them safely, with your permission, and always record what we do to keep things clear and secure.

MEALTIME MANAGEMENT

If you need help with meals, we follow a safe plan based on professional advice. We prepare food correctly and make sure you're safe while eating.

MEDICATION MANAGEMENT

We manage medication safely. We record everything, follow proper steps, and train to handle medication correctly. We also report any errors to keep you safe.

MANAGEMENT OF WASTE

We handle waste and hazardous materials safely to protect everyone. We follow proper steps, report incidents, and update our practices regularly.