



# Client Handbook



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## A little about us first....

Healthy Mind's Director, Tabatha Dellar-Walmsley leads an experienced team of professionals, bringing an extensive range of Mental Health and Disability services to South Australia and Northern Territory.

## What do we do?

Healthy Mind assists clients associated with the NDIS to optimise their plan parameters through our service options such as;

- Mental Health
- Support Coordination, Psychosocial Recovery Coaching, Specialist Support Coordination
- Positive Behaviour Support
- Social Work
- Support Work.

Healthy Mind also provides services to private clients such as mental health support and psychology support.

## Get started now

Get in contact with us and within 7 working days our team will book you in for your intake appointment where we will discuss your needs and see if we are right for you. Let us know if you need additional support at your intake or during your time with us, for example easy English or in another language.

We can come to you or we are happy to see you at our office for your intake, just let us know what suits you best.

What to bring with you to your intake:

- Any reports you want us to be aware of
- Your NDIS plan if you are okay with us having a copy
- Any information that will help us support your needs

You are welcome to have someone with you during your intake if that suits your needs best. If you have a guardian let us know so we can make sure we have all the right things ready for you.

It is important to let us know if you have any access concerns for attending your appointments and we will try to reduce any barriers for you.

It is important for us to know your preferences for which supports you prefer, and we will try to match you with the right support people.

Prior to first contact with you, we will assess whether you or your support people require any special support to access our services.

## How can you get hold of us?

Gawler Office - 08 8522 5042

Salisbury Office - 08 7078 0333

Website: [www.healthymindaustralia.com](http://www.healthymindaustralia.com)

## When are we here?

Mon – Thurs: 9:00am – 5:00pm

Fri – 9:00am -4:00pm

## This is awkward, let's talk about conflict of interest

A conflict of interest occurs when a worker or yourself have interests that could compromise either your or their judgment, decisions, or actions. We will talk to you about conflicts of interest and the options to ensure we come up with a plan to reduce them with you. To protect you and your family our staff are not able to receive gifts from clients of any value.

## Oops, accidents and emergencies happen

Our staff will talk with you and your support people about what support you want and need from us in hard times. We will develop a care and support plan as well as an Emergency Plan with you during intake that will help us document what supports you need during times of accidents and emergencies.

If you have an accident or emergency please contact our office and we will help.

## Help with medication

What we CAN offer:

- Pass medication to you
- Open boxes and bottles for you
- Keep medicines safe and help you get access to them
- Offer a glass of water when you need your tablets
- Shake the bottle if you take liquid medication
- Let you decide not to take it.
- Let your support people know that you are refusing your medication if needed
- Encourage and assist you to speak to a Doctor or pharmacist if you are worried

- Keep a record confirming we have given the prompt or assistance.

What we CANNOT offer:

- Physically handle tablets or medicines including cutting them up for you
- Select the medicine for you, you must be able to make the selection yourself
- Advise on which medication to take
- Give you advice about your medication
- Explain your dosage
- Give injections or any invasive procedures

## We want to know how we are doing!

Anyone can raise a complaint, compliment or get your feedback. Please contact us if you have any feedback about how we are doing, we would love to hear from you. Alternatively, you can also contact an advocate or the NDIS to talk about any concerns you have.

Complaints, compliments and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Healthy Mind and is seen as an opportunity for improvement. We encourage feedback and comments on the services we provide, both positive and negative.

All compliments, feedback and complaints will be treated with confidentiality and sensitivity. Feedback, compliments and complaints form can be found on our website and can be lodged:

- directly with any staff member, either verbally or by providing a completed complaints form
- by email to: [referral@healthymindaustralia.com](mailto:referral@healthymindaustralia.com)
- by phone
- in writing to one of our offices

We aim to respond to all feedback as quickly as possible, and it will be used to help us improve.

Healthy Mind is continually seeking feedback on how we can improve the services. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our planning and review processes.

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Healthy Mind's Director, or call any of the following places:

NDIS Quality and Safeguards Commission

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Phone: 1800 035 544  
Australian Human Rights Commission

[www.humanrights.gov.au](http://www.humanrights.gov.au)

Phone: 1300 656 419

South Australian Equal Opportunity Commission

[www.eocsa.gov.au](http://www.eocsa.gov.au)

Phone: (08) 8207 1977

GPO Box 464, ADELAIDE, SA 5001.

## You have rights and we will respect them!

We are committed to ensuring you are aware of your rights and responsibilities and are supported to help you exercise them. In supporting you to exercise your rights, we comply with the following:

- The United Nations Universal Declaration of Human Rights;
- United Nations Convention on the Rights of Persons with Disabilities;
- National Disability Insurance Scheme Act 2013;
- NDIS Practice Standards (2018) - Rights and Responsibilities.

You have the right to access supports that:

- Promote, uphold and respect your legal and human rights;
- Respect your culture, diversity, values and beliefs;
- Respect and protect your dignity and right to privacy;
- Make sure you are free from violence, abuse, neglect, harm, exploitation or discrimination;
- allow you to exercise informed choice and control.

## What is our responsibility?

- Tell you about and uphold your rights;
- Promote, uphold and respect your rights to freedom of expression, self-determination and decision-making;
- Support you to make informed choices, exercise control and maximise your independence;
- Respect your autonomy, including your right to intimacy and sexual expression;
- Provide you sufficient time to consider and review your support options and seek advice;
- Support you to access an advocate;
- Support you to engage with your family, friends and community in the ways you want;

- Treat you with courtesy, dignity, respect and without discrimination;
- Give you information about our services and associated costs, as well as other support options;
- Involve you in decisions about your supports;
- Provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
- Protect your personal information and only collect and use it for the right reasons;
- Support you to provide us with feedback;
- Support you to connect with interpreters and translators;

## What is your responsibility?

- Provide us with information that will help us to best support you;
- Tell us if things change;
- You need to change an appointment or commitment with us;
- Act respectfully and safely towards our staff and other people using Healthy Mind;
- Provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services;
- tell us as early as possible if our services are not required.

## We will treat you as an individual

Ways we do this include:

- Respecting your gender, sexuality, culture and spirituality;
- Employing and developing staff from a wide range cultural and religious backgrounds;
- Our staff are experienced in working with Aboriginal and Torres Strait heritage;
- Having a wide range of staff that are diverse in their languages.

## We will help find someone that speaks your language

The delivery of safe, high-quality services relies on effective communication. Where needed for NDIS participants, interpreters and translators will be made available at no cost to support your interactions with us.

## Sometimes we all need someone to help us fight

We support your right to have an independent advocate support you in your interactions. If you would like help finding an advocate under NDIS, speak to one of our friendly staff. Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://askizzy.org.au/disability-advocacy-finder>.

## Your business is your business

Healthy Mind values and respects the privacy, confidentiality and dignity of our clients and their families. We collect, use, protect and release personal information in full compliance with relevant State and Federal privacy laws.

Healthy Mind will only collect information necessary for safe and effective services to be delivered to you. We will only use information for the purpose it was collected and secure it safely.

When we collect your information, we will explain why we are collecting the information and how we plan to use it.

We will not record photos, video or audio of you or your family in any way during your time with us.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required by law.

You may access the information we hold about you subject to certain circumstances. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy it.

## You can say “no”

We will accept your choice if we offer you a service and you choose not to accept.

## We might have to say “no” sometimes too

At times we might have to say no to offering support if:

- You do not meet our eligibility requirements;
- We don't capacity;
- We don't have the resources to cater to your specific needs;

Where services cannot be provided, we will help you with referrals and support to access alternative services.

## No Waitlists, No Worries – Get the support you need!

At Healthy Mind, we don't believe in waitlists—because life's too short to sit around waiting! If we're at capacity and can't offer you a service, we'll help you find someone who can. And if it's an emergency, we won't leave you hanging—we'll triage your situation and support you until we get you the right help. No one gets left behind on our watch!

## Go somewhere else.... If you want

All clients have the right to exit Healthy Mind's services at any time and a decision to do so will not prejudice future access to the service.

We ask you where you can to please give us at least 2 weeks' notice if you wish to leave. You have the right to an exit interview, where we can discuss the reason for you leaving and obtain feedback about how we can improve.

We also help support you to move to another service. This can include:

- Exit meetings with you and your support people;
- An exit report that summarises your services with us;
- A handover to your new support services;
- We can even help you find another service.

Clients who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal intake processes, provided the necessary resources are available.

If you wish to end your service, please speak to a Healthy Mind staff member, they can help!

## We may need to help you move to another service

Healthy Mind may have to stop your services when:

- Invoices are not being paid;
- If we don't have the right skills to meet your needs;
- Your needs change and we can't meet your care needs anymore.

If we must cancel your services, you can always contact us to make a complaint and we are happy to listen and try to help solve the problem.

## We will always tell you our cost, so there's no surprises

We will discuss fees with you before providing services and include all fees in a Service Agreement. Your Service Agreement contains detailed information about the services we will provide you and when fees must be paid.

This must be agreed by you before services can commence. Healthy Mind will provide regular invoices to assist you. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

## You will feel safe

You are always safe with us! You have the right to be free from harm, abuse or neglect. Healthy Mind treats any allegation of abuse, assault or neglect very seriously.

Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where harm, abuse or neglect may be occurring, please notify a Healthy Mind staff member immediately.

All staff undergo comprehensive criminal history screening and other mandatory clearances prior to employment.

## Safety is a number one

We are committed to providing services in a safe and healthy environment to you and our staff. We spend lots of time at your place and ours, so it's important that both are safe places to be and this is a responsibility for us all. If something at your place seems unsafe, please talk to our staff and let us know. This way we can make sure you get support, and no one gets hurt.

## Get out there and get into your world

Healthy Mind is committed to working with you to smash barriers, change attitudes and promote positive attitudes to create opportunities for inclusion and participation in your community.

We work closely with a range of organisations and encourage you to speak to a staff member if you have any specific needs or goals that could be met by another organisation.

## If you need to go to hospital

We are able to help when you have either a planned or unplanned hospital visit. We will work with you and your support to ensure that your needs are in place when you are going in or out of hospital.

Wherever we can our staff will attend hospital with you including emergency departments until you are admitted. If you have additional needs for communication or behaviour we can aid with support if you are admitted if needed and the hospital isn't able to help.

## Use of Secure AI Tools

At Healthy Mind, we use secure AI tools to work smarter and keep costs down for our clients. These tools help with admin tasks, service coordination, and quick responses, allowing our team to focus more on supporting you.

We only use AI in a safe and ethical way, following strict privacy rules to protect your information. Our service agreements and consent forms include details about our use of AI, giving you the choice to opt out if you prefer.

## Things change and so can we

This Client Handbook and our processes are reviewed regularly, and we will make updates sometimes. We will let you know when there are important changes by our website and socials.

At times we send out SMS and emails letting you know important and upcoming news so keep an eye out.

We look forward to seeing you soon and please reach out if there is anything we can help with.

*The Healthy Mind Team*

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