

Support Coordination &
Psychosocial Recovery Coaching

Participant Handbook



Morris Fox

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What You Need to Know

What is Support Coordination?

A support coordinator will assist you in understanding your NDIS plan and offer suggestions about service providers within the region. Our Morris Fox support coordinators work closely with you to help you understand your goals and aspirations.

Morris Fox support coordinators will work with you one-on-one to go through your plan, help you decide how to spend your funds and connect you with support providers that meet your unique needs.

What Psychosocial Support Coordination?

Our Support Coordinators all specialise in psychosocial disabilities, meaning they all have qualifications and experience working in mental health. We have unique knowledge of mental health services and supports, and therefore can specialise in support coordination for people with psychosocial disabilities. In practice, this isn't a different service to general support coordination, it's simply a speciality we can offer.

What is Psychosocial Recovery Coaching?

Psychosocial Recovery Coaching is a unique service under the NDIS that is different to Support Coordination. If you are funded for a recovery coach, rather than a support coordinator, this will be stated in your plan. The key difference between these services is the focus on recovery. Recovery Coaches have a focus on working with you achieve recovery goals and develop strategies keep living your life to the fullest while coping with mental health complexities.

As our coordinators already have backgrounds in mental health services, we're able to offer both services to people with psychosocial disabilities depending on their funding and needs.

What is the difference between Morris Fox and Rosy Fox?

Rosy Fox is the name of our Plan Management service. We're run by the same people, but all the staff working in plan management are completely separate from our Support Coordination team at Morris Fox. This is to make sure there's no special treatment for participants who are receiving both services.

We operate under the same NDIS registration because we are the same company. This means that when you log into the NDIS MyPlace Participant Portal, or call the NDIA directly, they will have Rosy Fox listed as your Support Coordination Provider.

What is the difference between a plan manager, a support coordinator, an LAC and an NDIS planner?

Plan managers act as a financial administrator/intermediary. This means they help you track your NDIS budgets, talk to your providers about their invoicing and spending, and can provide general information on what is funded by the NDIS and more specifically your plan.

Support Coordinators act as support to help you find service providers, navigate their service agreements, and answer your more specific questions about how to use your

NDIS funding. They are generally the best person to call when you are trying to set up new services or have specific questions about your plan as they are funded by the hour to directly support you.

Either a Local Area Coordinator or NDIS Planner will have been with you in your planning meeting helping you to create your NDIS plan. Planners and LACs should be helping you find both our services, and other initial services you know you want to set up through the NDIS. They are funded to give you 10 hours of initial support to kick start your NDIS services.

What do I need to know about sharing information and consent?

In our service agreement we include a consent form wherein you are able to nominate any family member, representative, advocate or provider to have access to your budget information and the ability to talk to us about your NDIS plan. This consent can be removed at any time in writing or by calling us.

Without this consent we are bound by the NDIS rules of privacy of your information and will not be able to talk to anyone about your budget information without your consent.

Morris Fox Easy Read Policies:

- 1.** Records and Data Security
- 2.** Complaints
 - Complaints Form
- 3.** Incidents
- 4.** Diversity and Inclusion



1. Records and Data Security

Why

Protecting privacy is important to everyone at Morris Fox. Privacy is a human right that can't be taken away ([1945 UN Universal Declaration of Human Rights](#)). The Australian government has rules that Morris Fox has to follow to be allowed to provide services to NDIS participants ([1988 Commonwealth Privacy Act](#) and [2013 NDIS Act](#)) but we also pride ourselves on going the extra mile to protect our clients' privacy all the time.

What

Privacy is a person deciding what personal info they want to tell other people and when they want to tell other people. This info can include a person's medical records, their NDIS plan and their disability, their gender or sexuality, or if they are Aboriginal or Torres Strait Islander. Some of this info Morris Fox has to know so we can provide our service, but we tell you when you become a client what info we need, and what info is optional (but helpful) to tell us.

Who

You get to choose who you tell your personal info to, and who Morris Fox is allowed to tell on your behalf e.g. your Support Coordinator. If someone calls or emails us and asks us for your personal info, we check for your permission BEFORE we give them your info.

Morris Fox staff sometimes have to see some of your personal info. Morris Fox are trained to keep your privacy, and they sign a contract when they start working at Morris Fox agreeing to protect participants' privacy.

Government authorities and the police sometimes have to see a participant's personal information in an emergency, and sometimes Morris Fox can't get permission from a

This is an Easy Read policy for Morris Fox

participant before they tell them e.g. in an emergency a paramedic needs to know what kind of medication a participant uses.

The only times we can give out your information without your consent is when there is an emergency or if we are ordered to by a court of law.

When

Morris Fox protects participant and staff privacy all the time. Morris Fox has to keep records of each participant for 7 years, so to keep the info safe only the people a participant has told us is okay with seeing personal info can access that info. After 7 years we safely delete your private info.

Sometimes accidents or problems happen despite our best efforts and there is a breach of privacy. When this happens our staff immediately takes steps to protect your info and lets you know straightaway that there is a problem. We will talk to you throughout the whole process of fixing the problem to make sure you're okay.

Where

Morris Fox keeps private info in three places: Careview (the participant management software we use to pay bills and keep records), Microsoft Sharepoint (the library of files staff use to do their jobs), and a locked filing cabinet in Head Office for paper documents. Staff all have their own password to log in to the online places to stop strangers from logging on and seeing private info, and the CEO looks after the key to the filing cabinet himself.

How

Policies: Morris Fox has policies that talk about every single situation where Morris Fox has to protect your privacy and how we do that. This Easy Read document is a summary of those policies, but you can ask to see the long version whenever you like. The policies are mostly for staff to know what to do in case of an emergency or a privacy breach. We also give them to the NDIS when we are audited every 18 months. An audits checks that we are doing the right thing, so that the government and all our participants can be certain of this.

This is an Easy Read policy for Morris Fox

Consent forms: Morris Fox has to make sure to write down in a participant's file who is allowed to see the participant's personal info, and to check with you if you want to change this e.g. if you get a new Support Coordinator they need to see your personal info, and your old SC doesn't anymore.

For more information:

Phone: 0498 570 951

Email: hello@rosyfox.com.au





1. Complaints

Why

[UN Convention on the Rights of Persons with Disabilities](#)

[National Disability Insurance Scheme Act 2013](#) [Victorian Disability Act](#)

[2006 Commonwealth Privacy Act 1988](#) [NDIS Code of Conduct](#)

What

A complaint is when a person tells Morris Fox that our actions, services, or communication are not good enough. Every complaint must be taken seriously to show the person that their feedback is valued and actually helps Morris Fox improve its services. Complaints are a very useful tool to identify problems that staff may have missed or not anticipated.

Who

Anyone can make a complaint about supports and services under the NDIS - this not only includes participants, but also family members, friends, advocates, workers, and other NDIS providers.

Morris Fox is committed to treating every person submitting a complaint with integrity, sensitivity, impartiality, respect, and without discrimination.

No person should be adversely affected from making a complaint.

Where

Complaints Form (Morris Fox website} Complaints email inbox

Complaints Register Complaints Management System



External Complaints Organisations

NDIS Quality and Safeguards Commission	Telephone: 1800 035 544 Email: contactcentre@ndiscommission.gov.au Website: https://www.ndiscommission.gov.au/
Disability Services Commissioner	Telephone: 1800 677 342 Email: complaints@odsc.vic.gov.au Website: odsc.vic.gov.au
Ombudsman Victoria	Telephone: 1800 806 314 Website: ombudsman.vic.gov.au
Consumer Affairs Victoria	Telephone: 1300 55 81 81 Website: consumer.vic.gov.au
Commonwealth Ombudsman	Telephone: 1300 362 072 Email: ombudsman@ombudsman.gov.au Website: ombudsman.gov.au
Victorian Disability Worker Commission	Telephone: 1800 497 132 Email: info@vdwc.vic.gov.au Website: https://www.vdwc.vic.gov.au/



How

Submitting a complaint

Complaints can be made to Morris Fox staff directly at (03) 8609 3600; sent to the complaints@rosyfox.com.au inbox; or on www.rosyfox.com.au using the Complaints Form. Participants can also use the Complaints Form included in their Induction pack.

Recording a complaint

All complaints are completely confidential. Only senior Morris Fox staff have access to the complaints inbox and Complaints Registers. As soon as a staff member receives a complaint they notify the Chief Operations Officer (COO).

Processing a complaint

Once the COO knows about the complaint, they log the new complaint in the Complaints register. Serious complaints (e.g. that allege criminal activity, legal issues, serious ethical issues, or fraud) are immediately escalated to the CEO and may be referred to external authorities such as the police.

Responding to a complaint

The Operations Manager will draft a response to the participant using the **4As of resolution: Acknowledgement, Answers, Action, and Apology** (refer to the Complaints Management

System on the Policies Sharepoint for further details}. Morris Fox always tries to use the participant's preferred communication method and can provide information about external complaints, support, advocacy, and interpreter services throughout the complaints

resolution process. The COO documents this process in detail in the Complaints Register and once the complaint has been resolved then evaluates how Morris Fox's services can be

improved and presents these recommendations to the Operations Manager and CEO.



When

Complaints can be made any time.

Under the NDIS, participant records, including any complaints, are kept for seven years before being securely destroyed. Whilst this information is in Morris Fox systems, participants can be assured that their private info is safe (see Privacy Policy for more details).

Morris Fox learn these rules during the following training:

1. Induction training
2. Annual refresher training on Morris Fox policies.

For more information:

Phone: 0498 570 951

Email: hello@rosyfox.com.au





Complaints Form

Key Information	Details
Complaint	
Author	Surname: First name: Contact phone number/email: Contact preference (please circle): email / phone Address: Relationship to RF (please circle): Client / Staff / Volunteer / Public
Date	
Staff member details (if relevant)	Surname: First name: Contact phone number/email: Address:
Result from the incident causing the complaint	Injury to an individual Damage to property/environment A near miss Other (please specify)
Preferred resolution	



Personal details of any witnesses:	Surname: First name: Contact phone number/email: Address:
Does this incident require further investigation and remediation?	
Does the severity of this incident require reporting to government?	1. NDIS 2. DHHS 3. Victoria Police 4. WorkSafe Victoria

External Agencies

In some circumstances clients may wish to take a complaint to an independent complaint handling body. A list of Independent Bodies are listed below.

NDIS Quality and Safeguards Commission	Telephone: 1800 035 544 Email: contactcentre@ndiscommission.gov.au Website: https://www.ndiscommission.gov.au/
Disability Services Commissioner	Telephone: 1800 677 342 Email: complaints@odsc.vic.gov.au Website: odsc.vic.gov.au
Ombudsman Victoria	Telephone: 1800 806 314 Website: ombudsman.vic.gov.au
Consumer Affairs Victoria	Telephone: 1300 55 81 81 Website: consumer.vic.gov.au



Commonwealth Ombudsman	Telephone: 1300 362 072 Email: ombudsman@ombudsman.gov.au Website: ombudsman.gov.au
Victorian Disability Worker Commission	Telephone: 1800 497 132 Email: info@vdwc.vic.gov.au Website: https://www.vdwc.vic.gov.au/

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2. Incidents

Why

[UN Convention on the Rights of Persons with Disabilities](#)

[Victorian Disability Act 2006](#)

[NDIS Act 2013](#)

[NDIS Code of Conduct](#)

It is Morris Fox's most important responsibility to protect its participants from abuse or neglect. This includes staff safety screenings, duty of care training, and thorough investigations and support for participants as soon as an incident has happened. Incident management for NDIS participants and NDIS register providers is managed under the NDIS Commission, which is set up under the *National Disability Insurance Scheme Act (2013)*.

What

An **incident**, under the NDIS, is defined as:

1. **Abuse:** someone does something that harms a participant
2. **Negligence:** not saying something when you know about a participant getting hurt
3. **Neglect:** someone doesn't help a participant who is hurt; or a person knows about this person not helping the hurt participant and doesn't say anything
4. **Accident:** an event happens outside of a provider's control and the participant gets hurt

Morris Fox has extra reporting obligations to the NDIS Commission for **serious harm incidents**. These incidents are defined as serious injury (e.g. a broken arm), and anything that has a serious impact on any person's physical, emotional, or psychological state.

For inclusion under the NDIS Commission, these incidents must happen when Morris Fox is providing services. This doesn't mean that Morris Fox caused the incident, just that there is some link between the incident and Morris Fox providing services.

For more details, see the Morris Fox Incident Management System on the Policies Sharepoint. Participants can request a copy of this document at any time via email or phone.



Who

Safety Screening for staff:

NDIS Mandatory

1. Working with Children Check
2. (From Feb 2021) NDIS National Worker Screening Check

Additional Checks encouraged for staff:

1. National Police Check
2. Referee Checks
3. (From July 2021) Victorian Disability Workers' Commission Registration

When

Kinds of harm against a participant (that happened when Morris Fox was providing services) that have to be reported to the [NDIS Commission](#):

1. Death or serious injury
2. Abuse or neglect
3. Illegal sexual or physical contact or assault, including grooming
4. Unauthorised use of restrictive practices

Where

Staff Induction Training	Annual Staff Refresher Training on Morris Fox
Policies Incident register	Incident Management System



How

1. Assess the situation and remove the participant, staff, and others from danger (if safe).
2. Call a doctor or ambulance for the injured person if they need urgent medical help. Help them get medical assistance after the incident if they don't need immediate medical help.
3. Contact the police immediately if a crime is suspected, with consent from the participant.
4. Notify the CEO, COO and direct manager in your team within 24 hours via email or phone call. An incident report will be made and the incident registered will be updated as required.
5. Contact the participant about the incident within 48hrs, assure them that Morris Fox is taking it seriously, and ask how Morris Fox can help and support them, including referring them to specialized crisis, legal, and/or support services.
6. Contact any other participants and staff who experienced the incident within 48hrs to check on them and offer support.
7. Follow up with the participant to apologise for the incident and ask if they want a resolution or change to Morris Fox services to prevent this incident happening again. Senior Morris Fox staff must work together to design and implement changes to Morris Fox operations to protect participants better in the future.

Refer to the Morris Fox Incident Management System on the Policies Sharepoint for more detailed instructions on how to respond, investigate, manage, and resolve incidents, including procedures for different serious harm incidents. Participants can request a copy of the Morris Fox Incident Management System at any time via email or phone.



4. Diversity and Inclusion

Why

Australians with a disability are often denied rights and opportunities that other Australians expect. At Morris Fox we offer participants the support to enable them to participate as fully as possible in making decisions about the service that they receive. **Morris Fox has zero tolerance for harassment or discrimination against any participant or employee.**

What

The support that we provide is appropriate to each person's needs and wishes, age, sex, cultural, and religious background. According to a participant's preference, their mode of communication, languages, culture and beliefs are identified and utilised by Morris Fox when providing services. Each participant's autonomy is respected, including their right to intimacy and sexual expression, and to engage with their family, friends and chosen community as they choose.

Active decision-making and individual choice is supported for each participant including the timely provision of information. Each participant has sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit. Each participant has the right to either consent to, request changes to, or refuse a service.

When

Participants may choose to involve an advocate in making decisions about the services they receive. Similarly it is not always possible to ensure a person with disability fully understands their rights and responsibilities. In this situation Morris Fox will do everything we can to make sure an appropriate advocate for clients, such as a parent or carer, is chosen to help coordinate their ongoing plans.

Morris Fox will provide access to an advocate where allegations of violence, abuse, neglect, exploitation or discrimination have been made.



Morris Fox recommends the following two external advocacy organisations:

North East Citizen Advocacy P: 03 8407 3684 E: neca@citizenadvocacy.com.au	56 Gabonia Av Watsonia Sth VIC 3087.
VMIAC (Victorian Mental Illness Awareness Council) P: 03 9380 3900 E: reception@vmiac.org.au	Building 1, 22 Aintree St Brunswick East VIC 3057.

How

During Service Provision

Information in appropriate formats about the opportunities for participant choice will be provided to participants at each major service point from intake to end of service.

Morris Fox's policies and procedures are reviewed each year to check that the Easy Read versions are understandable and accessible on the website; and if any policies should be provided in languages other than English for participants.

Morris Fox will adjust policy language and organises translations when a participant asks for assistance with this or feels that Morris Fox is not communicating them in the way that they prefer.

Morris Fox requests information at intake about a participant's culture, communication, beliefs, and customs so we can communicate with you in the best way possible.

Morris Fox is committed to providing clear and fair service delivery to people from diverse backgrounds.



Staff Training

Diversity and cultural inclusion are included in Morris Fox's induction process for staff and in the Annual Refresher Training for Morris Fox Policies. This includes cultural and behavioural expectations, traditions and customs, health practices, food, social interactions, relationships, and religious practices.

Morris Fox is currently looking for external training providers to improve Morris Fox staff's abilities to communicate with Indigenous and culturally diverse participants in a way that is culturally appropriate and respectful. This includes when to recommend interpreters (including Australian Sign Language), advocacy support, or involvement of other people if the participant asks for them, such as family members, friends, or religious leaders.

For more information:

Phone: 0498 570 951

Email: hello@rosyfox.com.au

