

PARTICIPANT WELCOME PACK



Welcome Message

Dear Client,

I am writing on behalf of the entire team at Glow Health Care Australia to extend a warm welcome to you as a new client of our disability services. We are thrilled to have you join our community, and we are committed to providing you with the support and care you need to lead a fulfilling and empowered life.

At Glow Health Care Australia, we understand the unique challenges that individuals with disabilities and their families face, and our dedicated team is here to assist you every step of the way. Our mission is to enhance the quality of life for our clients and to promote their independence, choice, and inclusion in the community.

As a new client, you can expect the following from our disability services:

- **Person-Centered Approach:** We believe in tailoring our services to meet your specific needs and preferences. Your voice is important, and we will work together to create a customized plan that best suits your goals and aspirations.
- **Highly Qualified Staff:** Our team consists of experienced and compassionate professionals who are dedicated to making a positive difference in the lives of our clients. You will be in capable hands throughout your journey with us.
- **Range of Services:** We offer a wide range of services and we are confident that we can provide the support that aligns with your individual requirements.
- **Open Communication:** We encourage open and transparent communication. If you have any questions, concerns, or suggestions, please do not hesitate to reach out to our team. We are here to listen and assist you.

We look forward to getting to know you better and working closely with you to achieve your goals. Your well-being and success are our top priorities, and we are committed to walking this path with you.

If you have any questions or need further information, please feel free to contact our Client Support Team at **(02) 8660 1936** or disability@ghca.com.au.

Once again, welcome to Glow Health Care Australia. We are honored to have the opportunity to serve you, and we are excited to embark on this journey together. We believe that, with your determination and our support, there are no limits to what you can achieve.

Warm regards,

PETUA EUNICE MUFUMBIRO
Director

Our Mission, Vision & Values



Glow Health Care Australia is a provider of aged care, disability support, therapeutic services, complex care, and child and youth services. We also provide staff to residential care facilities, private and public hospitals, medical centres and in house. We value collaboration, partnership and brokerage of services in aged care, disability, mental health and for carers. We want to continue to impact our community through the power of collective, integrated and networked service providers.

+ Our Mission

Our mission is to add value to our communities by providing quality healthcare services tailored to meet client's individual needs.

+ Our Vision

Our Vision is to provide holistic and exceptional quality care for older people and people with disability. All GHCA's operations are built upon the values of Trust, Collaboration, Equality, Respect and Empowerment.

+ Our Values

Glow Health Care Australia's operations and activities are built upon the Values of:

Trust: We inspire confidence through the integrity, reliability and fairness of our actions

Equality: We believe that everyone is of equal value and should have the same rights and opportunities.

Empowerment: We create an environment that embraces autonomy, personal and professional growth and ability to think outside the square.

Collaboration: We work as a team to achieve the best possible outcome.

Respect: We treat each person as we would want to be treated.

Our Disability Services

Glow Health Care Australia (GHCA) offers support and services to people with disabilities. We are funded under NDIS to provide the following supports and services:

At GHCA, we are committed to empowering individuals with disabilities through personalized, high-quality support. Our dedicated team offers comprehensive services tailored to meet your unique needs. With a focus on respect, safety, and dignity, we strive to enhance your quality of life and support your independence. Experience compassionate care and expert guidance with GHCA—where your well-being is our top priority.



HOME & LIVING SUPPORTS

- Assistance with Daily Personal Activities (Assistance with self-care activities, Specialised Home-Based Assistance for a Child, House and/or Yard Maintenance, House Cleaning and Other Household Activities, Assistance with Personal Domestic Activities)
- Supported Independent Living (SIL)
- Specialist Disability Accommodation (SDA)
- Short-Term Accommodation (STA) Inc. Respite
- Medium-Term Accommodation (MTA/LTA)
- Individualised Living Options (ILO)

SOCIAL & COMMUNITY PARTICIPATION

- Assistance to Access Community, Social & Recreational Activities
- Group and Centre-based Activities
- Social Groups

CAPACITY BUILDING SUPPORTS

- Support Coordination Level 1, 2, & 3
- Plan Management
- Behavioral Intervention / Behavior Management Plan/Training
- Improved Daily Living Skills

Our Complex Care Services

Glow Health Care Australia (GHCA) offers support and services to people with disabilities. We are funded under NDIS to provide the following supports and services:

At GHCA, we specialise in delivering personalised complex care solutions tailored to our clients' unique needs. We strive to enhance their quality of life through advanced complex care services that empower independence and promote holistic health.



- Complex Bowel Care
- Enteral Feeding & Management
- Severe Dysphagia Management
- Tracheostomy Management
- Urinary Catheter Management
- Ventilator Management
- Subcutaneous Injections
- Complex Wound Management
- Seizure Management



Our Therapeutic Services

Glow Health Care Australia (GHCA) offers support and services to people with disabilities. We are funded under NDIS to provide the following supports and services:

At GHCA, our mission is to empower our clients through personalised therapeutic interventions that are carefully crafted to support healing and foster personal growth. We believe in tailoring each therapeutic approach to the unique needs and goals of every individual we serve, ensuring that our clients receive the specialised care they deserve. Through compassionate listening, evidence-based practices, and a commitment to holistic well-being, we aim to create a supportive environment where clients can explore their challenges, build resilience, and achieve lasting positive change.



- Positive Behaviour Support
- Psychology Services
- Occupational Therapy
- Language & Speech Services
- Physiotherapy
- Exercise Physiology
- Chiropractic
- Podiatry
- Dietetics
- Art Therapy
- Key Worker
- Early Childhood Supports
- Telehealth



Participant Charter



Glow Health Care Australia (GHCA) respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the NDIS Practice Standards, United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, United Nations Declaration on the Rights of the Child, NDIS Act 2013 (Cth), and relevant State/Territory Legislation:

- NT: Anti-Discrimination Act 1992 (NT)
- QLD: Human Rights Act 2019 (QLD) and Anti-Discrimination Act 1991 (QLD)
- NSW: Anti-Discrimination Act 1977 (NSW)
- WA: Equal Opportunity Act 1984 (WA)
- ACT: Human Rights Act 2004 (ACT) and Discrimination Act 1991 (ACT)
- SA: Equal Opportunity Act 1984 (SA)
- TAS: Anti-Discrimination Act 1998 (TAS)
- VIC: Charter of Human Rights and Responsibilities Act 2006 (VIC), Equal Opportunity Act 2010 (VIC) and Racial and Religious Tolerance Act 2001 (VIC)

You have the Right to access supports that:

- promotes, upholds and respects your legal and human rights
- respects your culture, diversity, values and beliefs
- respects and protects your dignity and right to privacy
- is free from violence, abuse, neglect, exploitation or discrimination
- allows you to exercise informed choice and control
- supports your privacy, intimacy and sexual expression and
- allows you to live with residents who are not eligible for SDA and to choose to share a bedroom with others, where possible.



It is our responsibility to:

- tell you about and uphold your rights
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide
- 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 if required, at any stage of our service delivery
- support you to access an advocate (including an independent advocate) of your choosing
- support you to engage with your family, friends and chosen community in the ways you want to
- treat you fairly and with courtesy, dignity and respect and without discrimination
- give you information about our services and associated costs, as well as other support options, within and outside Glow Health Care Australia (GHCA)
- involve you in decisions about your supports, as well as our policies and procedures
- provide services that consider and respects your lifestyle, cultural, linguistic and religious background and preferences
- protect your personal information and only use it for the right reasons
- support you to provide us with feedback on our service, including complaints
- promptly address enquiries and complaints about the services you are receiving
- support you to connect with other services, including advocates, interpreters and translators, if needed
- support you to have a person to speak on your behalf for any purpose and
- provide safe and appropriate service delivery that is culturally relevant and supports your needs and goals.

As our participant we ask that you:

- provide us with information that will help us to best support you
- tell us if things change or you cannot keep an appointment or commitment
- act respectfully and safely towards other people using the service, and towards our staff
- provide us with feedback about our service and how we can improve
- promptly pay the agreed fees associated with your services and
- tell us as early as possible if our services are not required.

Privacy Statement



GHCA is committed to providing quality services and respecting your rights. Your right to privacy and confidentiality will be recognised, respected, and protected in all aspects of your contact with us. This statement outlines our ongoing obligations to you in respect to how we manage your Personal Information.

GHCA complies with the requirements of the Privacy Act 1988 (Cth)

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Personal Information includes health Information, which is information about the physical or mental health or disability of an individual.

Examples of Personal Information we collect includes:

- names;
- addresses;
- email addresses and;
- phone numbers.

We collect your Personal Information in many ways including interviews, correspondence, by telephone, by email, via our website, from other publicly available sources and from third parties.

GHCA will only request and retain Personal Information that is necessary to:

- assess your eligibility for support;
- provide safe and responsive support;
- monitor the supports provided; and
- fulfil contractual and other requirements to provide non-identifying data and statistical information to
- government agencies.

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

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties (such as other disability services). In such cases we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information will only be disclosed:

- to prevent or lessen a serious and imminent threat to the life or health of you or another person;
- to outside agencies with your or your representative's permission;
- with written consent from a person with lawful authority; or
- when required by law, or to fulfil legislative obligations such as mandatory reporting.

Security and Destruction of Personal Information

Your Personal and Health Information will be stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. When your Personal and Health Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it.

Please note that the Funding Body (State & Federal Government) have the right to access data or your file however their Employees are bound by confidentiality agreements and will not release any information.

The only reason the Funding Body would request data or look at your file would be to check that GHCA are meeting service requirements and providing a quality service.

If you require any further information about the privacy act or your rights, contact our office on (02) 8660 1936 or contact:

Name: **Office of the Australian Information Commissioner**

Enquiries: **enquiries@oaic.gov.au**

Web site: **www.oaic.gov.au**

Hotline: **1300 363 992**

Mail: **GPO Box 5218, SYDNEY NSW 2001**

If you need assistance with other languages, call the Translating and Interpreting Service on **131450** and ask for the Office of the Federal Privacy Commissioner on **1300 363 992**.

NDIS Code of Conduct



The NDIS Code of Conduct is a set of principles and standards designed to guide the behavior and practices of workers and providers within the National Disability Insurance Scheme (NDIS) in Australia. The Code aims to ensure that people with disabilities receive high-quality and respectful support and services.

Key Elements of the NDIS Code of Conduct



Individual Rights

Respect individual rights



Integrity, Honesty & Transparency

Act with integrity, honesty and transparency



Self-Determination

Respect self-determination



Quality & Safety

Ensure quality and safety



Privacy

Respect privacy



Service Delivery

Deliver services competently



Prevent and Respond

Prevent and respond to violence, neglect, abuse, and exploitation

Purpose of the NDIS Code of Conduct

Ensure Quality and Safety: To promote high standards of service delivery and safeguard participants.

Guide Behavior: To provide clear guidelines on expected behavior and practices for NDIS workers and providers.

Promote Trust: To build trust between participants and service providers by ensuring ethical and professional conduct.



At GHCA, we all share the responsibility for child safety. Every day, we offer support and care to children. We want every one of those children to feel safe and respected. We recognise that all children and young people have important rights, including to **be treated fairly, have a say about decisions affecting their lives, live and grow up healthy, be safe, have an education, to play and have fun.**

We recognise that physical, emotional and psychological safety is the basis for healthy development and wellbeing, and we are committed to the protection and safety of the children and young people we support. This includes protection from abuse and neglect, resulting in harm or risk of harm, both intentional and unintentional, caused by individuals and/or from our processes and systems.

National Principles for Child Safe Organisations

The National Principles for Child Safe Organisations were developed by the National Children's Commissioner and the Council of Australian Governments following the Royal Commission into Institutional Responses to Child Sexual Abuse. We are committed to the implementation of these principles:

- Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
- Families and communities are informed and involved in promoting child safety and wellbeing.
- Equity is upheld and diverse needs respected in policy and practice.
- People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- Processes to respond to complaints and concerns are child focused.
- Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- Implementation of the national child safe principles is regularly reviewed and improved.
- Policies and procedures document how the organisation is safe for children and young people

Making a complaint



Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services. When you tell us what you like or don't like, we will listen. And we will try to change things if we can. You will always receive a reply as quickly as possible.

Why speak up?

GHCA's role is to promote the health, safety and wellbeing of participants. If you speak up, you can help create better services, better communications and improvements to service delivery.

How do you speak up?

We recommend that you talk to us first about your issue/complaint. You, or someone you trust, (such as an advocate, family member, carer) can do this.

It is okay to complain if you are not happy. We want you to tell us when you are upset about the supports you receive, our staff, or our company.

To complain or provide feedback you can contact our office:

Phone: (02) 86601936

Email: info@ghca.com.au or

Mail: 20 Carlton St. Granville NSW 2142

Our Complaints and Feedback Principles

Relationships: We provide clear, accessible communication when responding to complaints or feedback and reject any retribution towards individuals.

Innovative: We aim to make our complaints and feedback process straightforward and user-friendly, and we actively learn from the feedback we receive.

Courageous: We encourage all clients receiving services to understand their rights & feel empowered to speak up.

Respectful: We handle all complaints and feedback with dignity and impartiality, maintaining a transparent and consistent process. We uphold and protect the rights and confidentiality of those receiving services and stakeholders, and we openly acknowledge and apologize for any mistakes.

Responsive: We promptly listen to, acknowledge, review, and address complaints. We offer clear and accessible information on how to submit complaints to us and other relevant authorities.

You can ask someone you trust to help you make a complaint to GHCA. You can ask an advocate to help you. An advocate is someone who speaks up for you when you cannot speak up for yourself.

Not sure who can help?

Talk to our office Phone (02) 86601936 or email our team, info@ghca.com.au. They will find someone to help you!

We want you to know we keep everything you say confidential.

You can decide to make a complaint to either GHCA or the Commissioner. If you are unhappy with the response from GHCA or feel uncomfortable about raising your issues directly with us, you can speak to the NDIS Commission complaints service. The NDIS Commission complaints service is independent and free.

Anyone can make a complaint about the quality or safety of any NDIS provider's services, or their response to a complaint. You can let them know how you would like to communicate with them. You can also withdraw your complaint at any time.

How to complain to the NDIS Commission?

If you are still not happy after speaking to GHCA you can tell the NDIS:

NDIS Commission

Hotline: **1800 03 55 44**

Website: **online www.ndis.gov.au**

If you need assistance with other languages, call the Translating and Interpreting Service on **131450** and ask for the Office of the Federal Privacy Commissioner on **1300 363 992**.

If you need assistance with other languages, call the Translating and Interpreting Service on **131450** and ask for the Office of the Federal Privacy Commissioner on **1300 363 992**.

If you (or someone making a complaint for you) is worried about what might happen after you make a complaint (such as how you might be treated), you can ask the NDIS Commission to keep your identity confidential. This might change the actions the NDIS Commission can take in response to your complaint.

The only reason the Funding Body would request data or look at your file would be to check that GHCA are meeting service requirements and providing a quality service.

Incident Management



If an incident happens, we will ask you, or your advocate, to tell us what happened and how we could avoid it happening again.

GHCA will record what was said and done during the incident, including:

- description of what happened
- details of people who saw the incident
- when you told someone about the incident and who you told
- when our office was told what happened

We will always make sure you know what is happening, so we will:

- talk to you about what happened
- consult with you or your advocate through the process
- ask for your feedback and thoughts on what has been done
- ask for your ideas about any changes that would help you in the future

You are very important to us, so we will:

- provide the support and assistance you need
- make sure you are safe
- help to look after your health and wellbeing

We will complete a review regarding what happened, and if required, we will:

- change our practices
- change our policies and procedures
- retrain our Staffs.

Sometimes, when a particular type of incident occurs, we must tell the NDIS Commission. For example:

If you, or any other participants, are badly hurt in any way by anyone, this is called a Critical or Reportable Incident. What happens if there is a reportable or critical incident? GHCA will complete the NDIS Incident Form and send it to the NDIS Commission.



Infection management is an important part of the way we help to protect the health, safety and wellbeing of clients, carers, employees, and volunteers, from exposure to infectious diseases, whether at an individual, local, regional, or national level. We apply a safety-first risk assessment and management approach to deploy systems and processes to control or mitigate the risk of infectious diseases, in accordance with good practice, standards and other legislative requirements, such as Public Health Orders.

The nature of our services exposes a significant risk of the spread of infectious diseases. Clients and employees are made aware of the risks related to their particular circumstances and informed about their personal responsibility to implement safe practices to protect health, safety, and wellbeing.

The COVID-19 pandemic heightened the commitment of the Board and Executive to apply leading-edge infection management across all aspects of service delivery activities. This included allocation of resources to a multi-disciplinary Covid Response Unit to oversee all aspects of infection control during the pandemic.

Our key activities to manage the risk of spread of infectious diseases include:

- Clear structure, leadership, accountability, and role definition for infection management.
- Routine risk identification and review of current and emerging infectious diseases.
- Structured approach to ensure legislative requirements are met in a timely and effective manner.
- Contemporary policies, procedures, and materials to support clients, carers, employees and volunteers.
- Provision of information for employees on infection management, including donning and doffing, hand hygiene, environmental cleaning, dealing with blood/bodily fluid exposure or spills, and others.
- Appropriate Personal Protective Equipment resources and advice on their use.
- Regular cleaning and decontamination of physical environments as required, and waste management procedures where appropriate.
- Systems to record, monitor and manage outbreaks, incidents, hazards, and concerns.
- Monitoring and routine reporting on infection management.
- Timely consultation and communication with clients, employees, and stakeholders.



GHCA fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff. Alternatively, you can use the Disability Advocacy Finder, which is available online at:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>

Translator & Interpreter Services

**Australian Government Translating and Interpreting Service |
www.tisnational.gov.au**

This service is available to all non-English speaking clients. The following services are available, immediate phone interpretation, pre-booked phone interpreting or on-site interpreting. For more information, please see contact information below:

Immediate phone interpreting

(available 24/7):

131 450

ATIS phone interpreting

(available 24.7):

1800 131 450

Pre-booked phone interpreter

bookings:

1300 655 081 or

tis.prebook@homeaffairs.gov.au

Free interpreting service

enquires:

1300 575 847 or **tis.freeinterpreting@homeaffairs.gov.au**

Cancellation Statement



The participant/representative/nominee is required to give a **minimum of 1 month** (depending on the ending agreement terms) notice **for foreseeable permanent changes to their schedule of supports** to secure their ongoing position at the identified service. In those circumstances where the participant/representative/nominee does not provide at least 1 month (depending on the ending agreement terms) notice for cancelling or rescheduling, their position at the identified service may be compromised.

Where GHCA has a Short Notice Cancellation (or no show), GHCA can claim up to 100% of the agreed fee associated with the activity from the participant's plan, subject to the NDIS Pricing Arrangements and Price Limits and the terms of the service agreement with the participant. GHCA can only claim from a participant's plan for a Short Notice Cancellation of the delivery of a support item to the participant if all of the following conditions are met:

Short Notice Cancellation – 2 clear business days

This policy typically applies to DSW and non-DSW supports where a participant has provided **less than two (2) clear business days' notice of cancellation for a support, or if a participant does not show up for a scheduled support within a reasonable time or is not present at the agreed place within a reasonable time when the provider is travelling to deliver the support.**

The NDIS Pricing Arrangements and Price Limits document indicates that providers can claim for a Short Notice Cancellation – 2 clear business days, in respect of that support item.

The provider was not able to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support. Providers should document the terms of short notice cancellations policies in participant service agreements.

Cancellation Statement



For supports delivered to a group of participants, if a participant cancels their attendance and if the provider is unable find another participant to attend the group session in their place then, if the other requirements for a Short Notice Cancellation are met, the provider is permitted to bill the participant who has made the short notice cancellation at the previously agreed rate that they would have billed if the participant had attended the group session. All other participants in the group should also be billed as though all participants had attended the group.

To avoid cancellation fees, please don't hesitate to reach out to us. Our dedicated team, listed below, is ready to assist you in making the necessary changes to your support:

Office Hours: (Monday-Friday, 9am to 5pm)

Phone: (02) 8660 1936 Ext. 33

Email: disability@ghca.com.au

Contact Person: Noe Ian Tamoria

Position: Rostering Officer

Mobile: 0415007260

Email: noe@ghca.com.au

Out-of-Office Hours:

Phone: [1300 157 715](tel:1300157715)

Email: info@ghca.com.au

Service Agreement



A **service agreement** is a document. It is between you and your service provider.

The service agreement says that both you and GHCA agree to what services you are going to receive and how much they will cost. The service agreement helps make sure you receive the services that are right for you. Your service agreement is helpful because it provides everything in writing for you if any problems occur in the future. You can ask a trusted person to enter into the agreement for you. Your trusted person might be a family member, carer, friend or your advocate. The trusted person can speak for you. It is a good idea to take a copy of your NDIS Plan to any service agreement meetings. If you want, we can attach a copy of your NDIS Plan to your service agreement, and we will keep a copy of it on file.

What should a service agreement include?

GHA will inform you of your rights, the supports that will be provided, your responsibilities, our responsibilities, and any special considerations, if applicable. Together, we will communicate with each other and draft the service agreement. We will also provide you with information about your responsibilities and what we expect from you.

What is expected of us?

We will provide information on what you can expect from us in the service agreement

What will the service cost?

The service agreement will include information about costs, including how much our service costs.

When do you sign the service agreement?

After you or a trusted person has reviewed the service agreement and confirmed it meets your needs, and GHCA agrees with its contents, you should sign the agreement if you are satisfied. GHCA will then sign it as well and provide you with a copy. Do not forget to keep your copy of the service agreement in a safe and private place.

Can you change or end your service agreement with GHA?

Yes, of course, you can. To change your agreement, you should first talk to our office. To end the agreement, you need to let us know and provide appropriate notice (check what is written in your service agreement)

Service Management, coordination & Evaluation



GHCA is committed to promoting timely client access to the services and programs we provide, according to their needs. The effective management, coordination and evaluation of services and programs ensures they meet client needs and contribute to achieving better client outcomes, as well as contributing to overall organisational performance.

GHCA has a holistic understanding of clients and their needs at individual and community levels. Many clients have complex or multiple needs that require responses from a range of our services and programs. Additional systems and structures are in place to identify and support clients who are high risk of harm. Employees work collaboratively with all others providing support to clients, within or across services and programs, as well as coordination with other organisations involved in client care. Effective management, coordination and evaluation of services and programs is ensured by:

- providing access through assessment of needs, identification of relevant, available services and programs, and supported referral to identified services and programs.
- working in partnership with clients and the community in assessing, planning and reviewing their needs, delivering services to meet their needs and evaluating the outcomes achieved.
- undertaking joint case planning and management across services and programs, including identifying a case manager responsible for coordinating the efforts of all staff involved with the client, and providing continuity of care.
- providing staff training about person-centred practice and client rights.
- supporting staff working together by including requirements in position descriptions, sharing information about services and programs, joint training, consistent case planning and management processes, and cross service and program management meetings.
- documenting, implementing, communicating and reviewing service and program processes.
- seeking feedback from clients and the community about processes and outcomes.
- identifying, managing and resolving conflicts of interest / ethical dilemmas in a timely way.
- developing, documenting, implementing and evaluating services and programs, including comparative evaluation across the organisation, with findings used for future planning and continuous improvement activities.

GHCA Key Services Contact



Direct Support Services

(ADLs & CP)

(02) 8660 1936

disability@ghca.com.au

Attention: Disability Services Manager

eunice@ghca.com.au

0490827284

SIL, SDA, STA/MTA, ILO

(02) 8660 1936

disability@ghca.com.au

Attention: SIL Manager

rafael@ghca.com.au

0452021558

Complex Care Services

(02) 8660 1936

disability@ghca.com.au

Attention: Clinical Manager

info@ghca.com.au

0432141609

Day Program & Social Groups

(02) 8660 1936

disability@ghca.com.au

Attention: DPSC Coordinator

shan@ghca.com.au

0451215200

Support Coordination

(02) 8660 1936

disability@ghca.com.au

Attention: Disability Services Manager

eunice@ghca.com.au

0490827284

Allied Health Services

(02) 8660 1936

disability@ghca.com.au

Attention: Disability Services Manager

eunice@ghca.com.au

0490827284

Rostering Management

(Add/Change or Cancel Services)

(02) 8660 1936 Ext. 33

disability@ghca.com.au

Attention: Rostering Officer

noe@ghca.com.au

0415007260

Feedback & Complaints

(02) 8660 1936

disability@ghca.com.au

Attention: Disability Services Manager

eunice@ghca.com.au

0490827284

Accounts

(02) 8660 1936 Ext. 21

accounts@ghca.com.au

Out-of-Office Hours Line:

1300 157 715

In case of emergency:

Call 000