



# Welcome to Cam Can



October 2022



# Welcome Pack

Welcome to Cam Can!

We are excited you have joined, or are thinking of joining Cam Can. We look forward to a long and successful partnership.

**PLEASE TAKE TIME TO READ THIS 'WELCOME PACK'. IF YOU HAVE AN AREA OF INTEREST, YOU CAN CLICK THE MENU ON THE RIGHT.**



We founded Cam Can to give our son, Cameron, a better life. That's Cameron on the front page. *Cam Can* is short for 'Cameron Can', rather than 'Cameron Can't', and reflects our approach to support people with a disability. We wanted Cameron to have greater flexibility and control over his life and resources, and we believe others deserve the same. Cam Can provides individually tailored support to people with a disability because we believe '*you can*' too!

The National Disability Insurance Scheme (NDIS) refer to people with disabilities as *participants*. At Cam Can, language is very important to us, and we prefer the term *Members* as it reflects our emphasis on equality and relationships. When we refer to Members, or 'you' in this Welcome Pack, this includes family, friends, carers and guardians, all who play an integral part in a Member's life. Cam Can values and acknowledges the important role and commitment of these people and, wherever possible, they are involved in planning and providing our services.

We want to ensure your interactions with Cam Can reflect the values we place on people, teamwork, individuality and flexibility. To do this, Cam Can will assist you to create innovative, personalised, flexible and sustainable arrangements that maximise your control around decision-making, choice and available resources.

If you have had NDIS funding approved, we thank you for considering us to support you to realise your dreams and aspirations. We will work with you to 'bring life' to your NDIS plan.

Please do not hesitate to ask any questions you may have.

Marc and Anthea Lema  
Founders, Cam Can

## MENU

Please click on the section of interest

[Our Values](#)

[NDIS Options](#)

[Our Services](#)

[Member Agreements](#)

[Our Support Workers](#)

[Our and Your Responsibilities](#)

[Restrictive Practices](#)

[Incidents](#)

[Your Information](#)

[Our Policies](#)

[Compliments and Complaints](#)

[Acknowledgement](#)

*To continuously improve our services, we always welcome feedback and comments.*

*You can call us on (08) 9316 1624 or email at: [info@camcan.org.au](mailto:info@camcan.org.au)*

## Our Values: At Cam Can, we believe:



We will assist you and people who know you well to:

- manage your supports
- build strong sustainable plans
- implement your plan
- help build and maintain relationships
- increase your skills
- ensure you stay connected with your community
- be well informed before making decisions.

*At Cam Can, we believe it's all about you.*

*Ask us about our "It's All About You" document*

Cam Can supports Members to be active decision makers. We want to ensure you have information and opportunity to design your own supports, and how they are provided. We strive to communicate and collaborate effectively, and to design services and supports with you. We believe communities benefit from everyone being included and involved, and that everyone can contribute.

Cam Can is very committed to uphold the *NDIS Practice Standards* which guide our work and performance. The NDIS standards include:

- **Rights and Responsibilities** – outlines the rights of NDIS Participants, and Cam Can's responsibilities to meet these.
- **Provider Governance and Operational Management** – outlines Cam Can's responsibilities as an NDIS service provider.
- **Provision of Supports** – outlines Cam Can's responsibilities when providing supports to our Members, including planning, services, safeguards and specialist support.



[Return to Menu](#)



The full *NDIS Practice Standards* are available on the NDIS website at:  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## NDIS Options to Manage Your Funding

Cam Can supports people who have a confirmed / approved NDIS funding plan. The NDIS enables participants to choose three ways to manage their NDIS funding (which can include a mix of all three). If you don't have an NDIS plan, but would like to access supports, please discuss this with us.



### *Option 1: Self-Managed*

Members can choose to 'self-manage' their funding. This option gives you the flexibility and choice to decide what supports you buy to meet your goals. This comes with responsibilities, including negotiating and purchasing supports needed, managing your own funding, claiming and paying for supports, meeting obligations of being an employer, and meeting NDIS obligations. People who self-manage their NDIS funding can contract Cam Can to provide some or all services. Cam Can will invoice you for services we provide.

### *Option 2: Plan Managed*

The NDIS also offers an option to 'plan manage'. This gives you choice and control over how you use your NDIS funding, with support of a 'Plan Manager' to manage your funds and pay your bills. Cam Can no longer offers this as a standalone option, but we do support existing Members who previously chose this option.

### *Option 3: NDIA Managed / Full Coordination*

This option is for Cam Can to manage all or part of your NDIS funding plan. This includes:

- *A Cam Can Coordinator being assigned to you as your main contact point.* The Coordinator will meet with you to discuss how you would like your plan implemented to achieve your goals. During this conversation, please let the Coordinator know which parts of your NDIS plan you would like Cam Can to provide. Other agencies can also provide other parts of your NDIS plan. The Coordinator will discuss this in more detail when you first meet.
- *Ongoing access to a Cam Can Coordinator* to assist you to manage your NDIS funding and identify the best supports to meet your needs and aspirations. A Cam Can 'Coordinator' is different from an NDIS 'Support Coordinator' – please ask us if you are unclear about the difference.
- *Full assistance to recruit and manage support staff to provide services.* We do this with you, not to you. At Cam Can, we believe you need to be happy with Support Workers and are in control of decisions. We invite you to be involved in selecting your support staff.
- *Financial and outcome reporting* to the NDIS in line with your plan.

### **At Cam Can, we promise to:**

- ✓ Review your services and supports at least every 12 months, or earlier if needed.
- ✓ Protect your privacy and confidential information.
- ✓ Provide supports consistent with all laws and Cam Can policies and procedures.
- ✓ Keep accurate records on services and supports provided to you.
- ✓ Offer alternative assistance if supports are cancelled due to unforeseen circumstances.

**Return to Menu**



## Our Services

NDIS funding is portable and allocated to each person approved by the NDIS. This means the choice of which agency provides support to you, rests with you.

Cam Can strives to provide you with flexible NDIS support which work for you. Our approach will vary to ensure it is customised to you. All support will be developed and agreed together. With you, we will work out how many hours of support your NDIS plan allows. We will then discuss and schedule services with you. Arrangements can be reviewed at any time. Cam Can is limited to providing services within what your plan allows, but if you feel you need additional support, we can guide you to apply for more funding. Cam Can and Members must agree the services we offer are a 'good fit' for both.

If you are happy with Cam Can and become a Member, a *Member Agreement* with Cam Can will be developed. The Agreement will outline supports provided, and rates to be charged. Additional expenses (i.e. things not included in your NDIS funding) are your responsibility. Examples include entrance fees, event tickets and meals. More information on Member Agreements is provided below.

Of course, there may be circumstances where you may choose to leave Cam Can. If this occurs, we will work together to ensure your transition to another agency is easy. We ask you provide us with four weeks of notice to end services. If Cam Can needs to cease services, we will offer you the same courtesy, and together we will negotiate a service end date. If either you or Cam Can seriously breaches our Member Agreement, the 4-week requirement of notice may be waived.

The NDIS has a 'short notice cancellation policy' which Cam Can adheres to. The policy includes pricing guidelines when services are cancelled by Members, and where staff need to be paid and hours charged.



*Some of our wonderful staff who provide services (2021)*

### *Monitoring your funding*

If you are funded by the NDIS, you can log on to the NDIS 'myplace' portal to view the funds the NDIS has allocated to you, and how much has been spent. If you want to know the hours or support you have received from Cam Can, you can email [reports@camcan.org.au](mailto:reports@camcan.org.au). Reports will be provided within 5 business days and will reflect claims up to the last payroll.

**Return to Menu**

## **Member Agreements**

When you join Cam Can, the services we provide will be documented in a Member Agreement we will develop together. The Agreement outlines services you would like Cam Can to provide from your NDIS funding plan (or any other plan you may be funded from). We will ask you to sign the agreement, and we will sign it too. Once signed, services can commence. We will provide you with a copy of the Member Agreement once it is signed for your records.

The Member Agreement ensures you are aware of:

### **The supports to be provided:**

You should understand:

- what supports will be provided.
- how supports will be provided.
- when and where supports will be provided.
- the frequency of support.
- the day and time support will be provided.

### **The cost of support provided:**

You should understand:

- the price of supports which will vary at different times of the day and week/weekend.
- travel costs, and how they are calculated.
- how Cam Can gets paid and claims from the NDIS.
- how your plan is being managed.
- how you will be invoiced.

### **Responsibilities of Cam Can and your responsibilities**

You should understand:

- Cam Can's cancellation policy.
- how supports will be provided if support staff cancel at short notice.
- what you and/or Cam Can needs to do if our respective responsibilities cannot be met.

### **Understanding the Member Agreement**

You should understand:

- the Member Agreement.
- how long the Member Agreement goes for.
- when the Member Agreement will be reviewed.
- how changes to the Member Agreement will be managed.
- how to end the Member Agreement.
- how to provide feedback or make a complaint.

**[Return to Menu](#)**

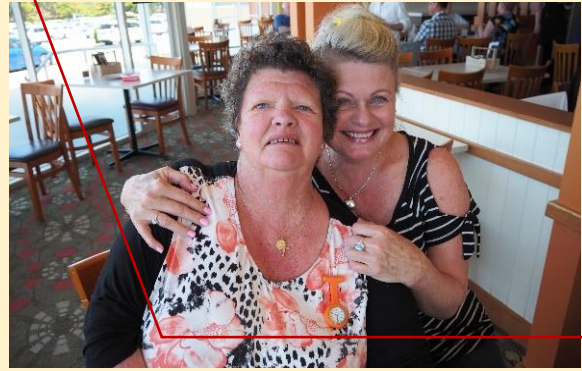
## Our Support Workers

Most of our services are provided to Members by Support Workers who have a genuine interest in improving people's lives. Cam Can will work with you to design a role for Support Workers which meet your individual needs and help you achieve your goals.

The NDIS requires Support Workers undergo *National Disability Screening* checks. These checks must be completed before a Support Worker can start providing support.

Cam Can will also provide training in areas including values, infection control, medication, epilepsy and other training as required. Please talk to us if Support Workers need specific training.

Cam Can will talk with you on the best ways your Support Workers can help meet your goals under the NDIS. It is always the Member who guides how Cam Can provides these supports.



[Return to Menu](#)



## Our and Your Responsibilities

### *We have some responsibilities*

Cam Can aims to develop a productive working relationship with Members and their family/friends. We will communicate with you directly, and all key decisions will be made together. We also commit to:

- provide supports to meet your needs.
- outline services within the Member Agreement.
- talk to you about how we best communicate with each other, including contact frequency, responsiveness, what to contact about, to whom and when.
- be responsive to your questions, responding to phone calls, e-mails and texts within 1 business day. If the matter is urgent, a phone call is suggested, as well as a text.
- meet once a month, or as agreed. Meetings may be more frequent if this is important to you.
- provide you with information about providing us with feedback, including compliments and complaints. At Cam Can, we believe both are an opportunity to continuously improve our services. We commit to listen and strive to resolve problems as quickly as possible.
- treat everyone with courtesy and respect.
- comply with legal obligations, including duty of care and the disclosure of certain information.

### *And you do too*

We also ask Members and their family/friends to agree to the following:

- Let us know how you would like services and supports provided.
- Talk to your Cam Can Coordinator if you are concerned about any support provided.
- Give the Cam Can Coordinator adequate notice if a service needs to be cancelled or rescheduled (Cam Can adopts the NDIS short notice cancellation policy).
- Let Cam Can know immediately if your NDIS funding ceases, is suspended, or is replaced by a new funding plan.
- Treat our staff with courtesy and respect. Like our Members, they are very important to us.
- Work with us to ensure support is provided in a safe environment. This is important for you, your family/friends, and our staff. If we have concerns, we have a duty to raise any issues to ensure we provide services in a safe environment for everyone.
- Partner with us to use the expertise of allied health professionals to help identify safe ways to provide supports, when these are listed in your NDIS plan.
- Advise us of any practices which are not in the interests of the member, Cam Can and/or the NDIS. This may include, but is not limited to, unsafe, unlawful and/or concerning practices and behaviours relating to services, support and funding.



[Return to Menu](#)

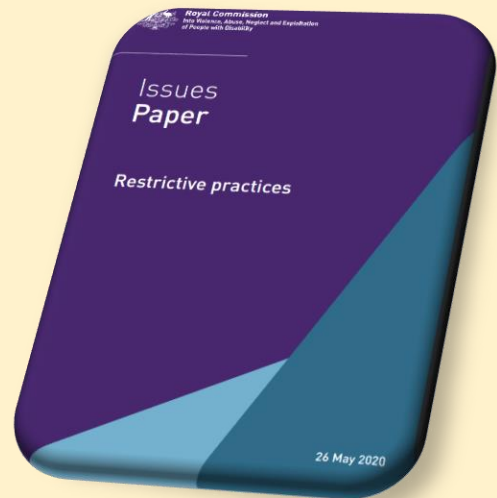
## Restrictive Practices

Restrictive practices refer to any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability with the primary purpose of protecting the person or others from harm. Cam Can adheres to NDIS policy expectations regarding restrictive practices.

Cam Can is committed to eliminating the use of *restrictive practices* in our work with every Member.

We acknowledge for your and others' safety and wellbeing, restricted practices may need to be used while we try to better understand some behaviours, and the best support needed. These practices will be documented in a plan so we are transparent about their use and how they're reviewed.

For further information refer to Cam Can's *Restrictive Practices Policy*.



[Return to Menu](#)

## Incidents

At times, unfortunate incidents may occur when services are provided. Cam Can takes incidents very seriously, and we strive to minimise them. We must report the most serious incidents to the NDIS where they occur in connection with supports and services we provide. This includes:

- death of a person with a disability.
- serious injury of a person with a disability.
- abuse or neglect of a person with a disability.
- unlawful sexual or physical contact/assault of a person with a disability.
- sexual misconduct committed against or in the presence of a person with a disability.
- unauthorised restrictive practices.

Cam Can will work with you to safeguard against and prevent all incidents, not only those reportable to the NDIS. If an incident occurs, we will work with you on how to best prevent incidents from reoccurring, and let you know what we have done.



[Return to Menu](#)



## Your Information

Issues of privacy, dignity, confidentiality and data protection are extremely important to us. Cam Can is legally required to follow specific procedures to comply with contractual obligations and privacy laws. Cam Can's practice is guided by *National Privacy Principles*. All Cam Can staff sign confidentiality agreements and are aware of how important it is to keep your information secure and private.

### *Collection and sharing of personal information*

For us to provide the best services, it is necessary for Cam Can to collect and share certain information about you including multi-media content and images. We will, however, seek your consent before collecting any information. Cam Can's Coordinator can discuss this with you, and tell you how your information is used, stored and shared. Due to contractual obligations, Cam Can may be required to collect certain data for NDIS purposes. Information collected about you is kept to a minimum and limited to services we provide.

### *Disclosure of personal information*

Cam Can will only disclose personal information to another party if you or your guardian consents, or if it is required or permitted to do so by law. When it is not possible for someone to give consent, Cam Can follows guidelines issued by the Office of the Australian Information Commissioner:

[\(https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/\)](https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/)

Cam Can is committed to make sure personal information collected is accurate, complete and up-to-date. Staff collecting and recording personal information do so objectively and without prejudice.

### *Security of personal information*

To protect your personal information, Cam Can has security measures and procedures in place. Only staff with a work-related interest in a matter have the right to access your information. If there are no legal requirements to store a file indefinitely, your personal information will be stored and carefully disposed of according to our *Record Retention and Disposal Policy*.

### *Accessing your information*

In most circumstances, you have the right to access your personal information held by Cam Can. There are certain provisions in the *Privacy Act 1988* which may prevent this from happening in every situation. If it is not possible for a file to be accessible, we will explain this to you. If you believe information held about you is incorrect, you are entitled to inform Cam Can of any necessary changes, and this will be added to our records.

### *Sensitive information*

Cam Can will exercise extreme care and vigilance in providing another organisation with information about you, for example, if you are looking at transferring services to another organisation. We will always seek your consent before information is provided to a third party.

In some situations, Cam Can staff may be privy to personal, private and sensitive information. Cam Can understands the importance of protecting this information. More information is available in our *Privacy, Dignity, Confidentiality and Data Protection Policy*, and the NDIS Code of Conduct.

[Return to Menu](#)

## Our Policies

Policies most relevant to Members are located on Cam Can's website. These include policies relating to Member rights, Member safety, compliments/complaints and motor vehicle use. Printed copies and alternative formats are available on request.

[Return to Menu](#)

## Compliments and Complaints

Feedback can be complimentary, or may indicate concern. Both are always welcomed.

Complaints and disputes may arise from time to time and it is essential you provide us with feedback in a timely way so the best outcome can be reached. All staff have a role in collecting feedback from Members and their family. You may be contacted, and are encouraged to provide us with feedback.

Please discuss with your Coordinator:

- how to raise concerns, issues or compliments.
- what to do if you are unhappy with a situation or support being provided.
- who to contact if an issue cannot be resolved or if you have a complaint.

Feedback regarding services can be provided to your Coordinator and/or their Operations Manager. If your concern is with your Coordinator, and you do not feel comfortable discussing this with them, you can raise this with their Operations Manager. Contact details are listed in your *Member Agreement*. Alternatively, you may contact the Como office or email us:

### Como Office

Units 4 & 5, 3 Barker Avenue, Como WA 6152

**Phone:** (08) 9316 1624

**Email:** [info@camcan.org.au](mailto:info@camcan.org.au)

**Web:** [www.camcan.org.au](http://www.camcan.org.au)

Please contact your Coordinator or the Cam Can website for our *Compliments and Complaints Policy*.

If after you've spoken with us, you are not satisfied, or you want to talk to someone independent of Cam Can, contact can be made with the *NDIS Quality and Safeguarding Commission* by calling 1800 035 544 or the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting [www.ndis.gov.au](http://www.ndis.gov.au) for further information.

Alternatively, you can lodge a complaint with the Commonwealth Ombudsman.

### Commonwealth Ombudsman

**Telephone:** 1300 362 072

**Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Website:** [ombudsman.gov.au](http://ombudsman.gov.au)

*Your feedback helps us to become even better, and provide you with nothing but the best*



### Advocacy

If you do not feel confident approaching Cam Can on your own, you are welcome and encouraged to use an advocate. If you need advocacy support to tell us about a concern, please let your Coordinator know. This could be an informal advocate such as a friend or family member, or a formal advocate like Citizen Advocacy <http://www.capw.org.au/>, People with Disability Western Australia (pwdWA) <https://www.pwdwa.org/> or similar.

### Continuity of Support (Disability Supports for Older Australians) – not eligible for NDIS

For people receiving supports and services under the Continuity of Support (Disability Services for Older Australians) program, managed through the Department of Health, complaints can be raised with Cam Can or can be emailed to [CommonwealthCoS@health.gov.au](mailto:CommonwealthCoS@health.gov.au)

[Return to Menu](#)



### Acknowledgement

Your Coordinator has been asked to discuss this *Welcome Pack* with you, and to ensure you have read and understood policies available on our website. If you are unclear about anything, please do not hesitate to ask your Coordinator any questions. Once signed, please scan and email this form to [info@camcan.org.au](mailto:info@camcan.org.au)

I agree I have received and understand the contents in this *Welcome Pack*, and policies on Cam Can's website, and have had details explained to my satisfaction. I understand Cam Can will collect information on me to assist to provide services, but information will not be disclosed to third parties without consent. I also understand, at times, I may be contacted to provide Cam Can with feedback on services and supports provided.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

[Return to Menu](#)