



CAMP  
KIAIAH

# NDIS Orientation Pack

welcome to the family

## Contact Us

0490 252 518

**Ashleigh Wicks** - General Manager - [ashleigh@campkiah.com.au](mailto:ashleigh@campkiah.com.au)

**Renaë Mohtadi** - 1:1 Respite Program Coordinator - [intake@campkiah.com.au](mailto:intake@campkiah.com.au)

**Jessica Lamont** - Group Program Coordinator - [admin@campkiah.com.au](mailto:admin@campkiah.com.au)

**Abigail Carter** – APO – [abi@campkiah.com.au](mailto:abi@campkiah.com.au)

ACN: 615 893 091

ABN: 15 615 893 091

NDIS provider number:

Dear Parent/Carer and young person,

Please find below information about Camp Kiah. This orientation pack is divided into two parts;

1. General Camp Kiah information
2. NDIS required information

If you require any additional information on any topic specific to your young person's needs, please do not hesitate to contact the program coordinator specific to the program your young person is attending.

## 1 General Camp Kiah Information

### Camp Kiah Programs include:

- 24 Hour supervision
- All food (breakfast, morning tea, lunch, afternoon tea, dinner and supper)
- A safe and caring environment
- Structured activities
- Accommodation
- Transport
- And lots of FUN and creating new memories

Camp is located in Wallan, Victoria and surrounded by numerous reserves and National Parks. It is located on a 136-acre farm which we have all to ourselves. About 45 minutes out of Melbourne, it is off the highway in a remote and quiet location that supports the young people and the camp process.

## BEFORE CAMP

### First Time Campers

For young people attending Camp Kiah for the first time we will be in touch the week prior to camp. During this phone conversation we encourage you to update us on the young person at that time. This includes but is not limited to any recent changes in family structure, changes in placement, anything significant that is happening this week at home and/or anything that you think the young person might find difficult while they are away. The Camp Kiah staff member calling will also be able to go over any questions you might have regarding camp.

### Returning Campers

For young people who have attended Camp Kiah previously we please ask you to contact us prior to camp if the young person has had any recent changes that you feel would be important staff are aware of. This includes but is not limited to any recent changes in family structure, changes in placement, anything significant that is happening this week at home and/or anything that you think the young person might find difficult while they are away.

## PACKING FOR CAMP

**It is essential to label every item of personal belongings.** With many children owning similar clothes and being similar sizes, it is not possible for staff to return all items to children unless they

are labeled. Many personal belongings get misplaced whilst on camp and we do our best to return them back to the young person. On the last day of camp, they will be laid out, and the young person has a chance to reclaim their items. All lost property items will be kept onsite for two weeks following camp, after that all items will be passed onto charity. Often children are not sure what items are theirs or show little interest in reclaiming items.

## CONTACTING CAMP

Our phone number is 0490 252 518. We request that parents/carers use this number to get into contact with the young person, in case of an emergency only. Please note that due to the location of camp the reception is minimal. You are able to leave a message on this number that can be forwarded to the young person as required. The phone is checked regularly, however returning calls can be difficult. The aim is that minimal contact occurs over the three days to prevent disruption towards the planned activities.

## WHAT TO BRING

- T-shirt (one for each day of your stay)
- 1 x warm jumper (for every 2 x days of your stay)
- Raincoat (this is needed April – November)
- Sturdy enclosed shoes
- Swimmers
- Underwear/socks (One pair for each day of your stay and 1x spare)
- Sleepwear
- 2 x long pants and/or shorts (depending on weather)
- Hat (required to wear 10am – 6pm during summer months)
- Toiletries (toothbrush, toothpaste, brush/comb, soap, shampoo deodorant (non-aerosol))
- Thongs

**Please pack items in a small to medium size overnight bag - NO SUITCASES**

## WHAT NOT TO BRING

- Mobile phones (please, this is a child protection issue)
- Any food or chewing gum
- Makeup or Jewelry
- Laptops, iPads, tablets, speakers, iPod, mp3 players
- Scooters or skateboards
- Toys or any personal items
- Money
- Vapes and or Cigarettes
- Pillow, sleeping bag & towel (these are provided by Camp Kiah)

Please note Camp Kiah do not take any responsibility for any damages to personal items or valuables over the duration of camp. For this reason, we advise that all personal items and valuables are left at home.

## NO PHONE POLICY

Please note that Camp Kiah will enforce a 'no phone policy' on all camps. There have been occasions in the past where phones have ended up on camp and it has caused issues particularly around Child Protection and Social Media. We ask that campers leave their phones at home. Any phones in possession of a young person will be locked in a safe area and returned to them at the end of camp. We ask that all carers are made aware of this no phone policy.

## WHEN RETURNING HOME

Please touch base with the camp staff when collecting your young person. We often have information to share about their camp experience. It is helpful if you approach staff and introduce yourself and your relationship to the child you are collecting. This allows us the opportunity to update you and hand over any vital information.

Camp Kiah camps are therapeutic based camps, which are themed based. These themes are specifically designed to induce unconscious emotions and behaviours to create awareness for the purpose of resolution and change. This may mean your young person may return home and a change in behavior may be subtle or obvious. For example, emotional outbursts, rebelliousness, aggressive behavior and language may be displayed shortly after the camp. This can at first be seen as a breakdown in their progress instead of a breakthrough. These changes should be welcomed as the beginning stages of a positive transition. In the beginning, any change is a good sign. In the worst case there will be no change in behavior at all.

If you would like to discuss changes you have seen, please do not hesitate to call Camp Kiah. We may be able to provide some insight into the changes you are observing based on their time at camp. Each young person is an individual and their behaviour will reflect what they have learnt within their own personality.

## 2. NDIS required information

As part of the NDIS provider responsibilities Camp Kiah is required to provide participants with adequate information to allow participants to access, engage and navigate our service.

Please see below information regarding the following topics;

- NDIS Specific Registration Form
- Consent to Share Information
- Information Storage
- Service Agreements
- Complaint Policy
- Complaint Form
- Advocacy and Support
- Cancellation Policy
- Camp Kiah Child Protection Policy
- Eliminating Restrictive Practices
- ASD & CK document

# NDIS Specific Registration Form

Please see below the form which is required to be completed to allow Camp Kiah staff to ensure that they are providing the most holistic care for your young person.

## Camp Kiah Camper NDIS Registration

All campers are required to be registered via [www.campkiah.com.au/register](http://www.campkiah.com.au/register). This form is to be completed in addition for those young people accessing Camp Kiah using NDIS funding.

Young Person Information	
Name	
NDIS number	
NDIS plan expiry	
Plan Manager	
Plan Manager contact information	
Plan goals received	
Support Coordination	
Name	
Phone	
Email	
Communication	
Social story required?	
Orientation pack received?	
Communication assistance	
Behaviour Support	
Behaviour Specialist	
Phone/ Email	
Current BSP provided?	
Current BOC	
Restrictive Practices	
Chemical restraints (if so PRN protocol)	
Mechanical restraints	
Environmental restraints	
Physical restraints	
Seclusion	

# Consent to Share Information

## 3.4.2.1 Consent to Share Information

### Objective

To ensure all information about young people is shared in a respectful manner and with consent. All NDIS participants require consent to share information to be signed off on, before engaging in Camp Kiah Programs.

*The related form to this policy can be found in 8. Camp Kiah Templates and Documents*

### Procedure

All young people that are registered through NDIS, along with any other young people where the sharing of information between Camp Kiah and others will be required are required to complete a Consent to Share Information form.

This form will give Legal guardian's your permission (consent) for Camp Kiah to share National Disability Insurance Scheme (NDIS) or relevant information with a person or an organisation who young people and families choose.

Consent to share information can be given by;

- a participant,
- a child representative,
- plan nominee or
- legally appointed decision maker for an applicant or participant.

Camp Kiah staff will only share personal information if consent is given, or if we are required or authorised to disclose your information by law.

Young people and their families can withdraw consent at any time. They can let Camp Kiah know by mail, email, in person or over the phone that they cease consent

This sharing information form relates to the following types of information;

### Young Person's personal information

- Name, date of birth, NDIS participant number and NDIS participant status
- Address, email and phone number
- Details about carers
- Details about informal supports
- Details about other service providers
- Images, photos they're in, or have taken

### Young person's NDIS information

- Assessments and reports
- A copy of all parts of current NDIS plan
- A copy of NDIS plan's goals and aspirations
- A copy of NDIS plan's funding and support

### ***Sharing Information without Consent***

In limited circumstances permitted by law, Camp Kiah can release information to a state or territory agency without a participant's consent. Camp Kiah can only release information in accordance with legislative requirements, including the NDIS Act and the Privacy Act 1988 (Cth).

All requests for protected information are assessed on a case-by-case basis and in accordance with the NDIS Act.

The state or territory agency must explain why they have not been able to reasonably obtain consent, why the information is required and what the information will be used for. Camp Kiah will then decide whether disclosure of the information to that state or territory agency is in the public interest.

Examples of when a state or territory government may request information without a participant's consent:

- Police are trying to locate a missing person, who is a Camp Kiah participant. The police make a request to Camp Kiah for information about the participant's plan that might assist their search.
- The parents of a child in contact with state or territory youth justice cannot be contacted. A child protection investigation is opened and the child protection agency makes a request to Camp Kiah, so that they can support the child to access their supports, or obtain an understanding of the young person's circumstances.
- A person admitted to a public hospital does not have capacity to provide consent and does not have a known authorised representative. The hospital makes a request to Camp Kiah, so that they can support the person to plan for discharge or contact emergency support.

**See Camp Kiah NDIS participants consent to share information on the following page**

## Camp Kiah NDIS Participants Consent to Share Information

Please use this form to give your permission (consent) for Camp Kiah to share your National Disability Insurance Scheme (NDIS) information with a person or an organisation who you choose. For example you might want to share some or all of your NDIS information with a family member who helps you to make decisions or with a provider you use regularly. Or you might consent to Camp Kiah liaising with other agencies that are part of your care team to provide systemic support for you.

You can give your consent to share information if you are;

- a participant,
- a child representative,
- plan nominee or
- legally appointed decision maker for an applicant or participant.

We will only share your personal information if you have given us consent to or if we are required or authorised to disclose your information by law.

You can withdraw your consent at any time. You can let us know by mail, email, in person or over the phone that you no longer consent to us sharing information on your behalf.

This consent will need to be signed and returned with a service agreement, booking confirmation or registration document.

<b>Young person details (Participant details)</b>	
Full name	
Date of birth (DD/MM/YYYY)	
NDIS number	
Contact phone number	
Contact email	

<b>Carer, guardian, parent, child representative, plan nominee, decision maker details</b>	
Full name	
Relationship to young person	
Contact phone number	
Contact email	
I consent to Camp Kiah giving information about my young person to the people listed below	
Signature	
Date	



**Consent to share**

Below is a list of people that I am giving consent

Examples may include – School, Other respite options, Behaviour Specialist, Pediatrician, Plan Managers, Support Coordinators.

Name	Role/ relationship	Organisation	Contact information

We will share all of your information with the person or organisation you have chosen, unless you let us know what you don't want us to share.

**My personal information**

- My name, date of birth, NDIS participant number and NDIS participant status
- My address, email and phone number
- Details about my carers
- Details about my informal supports
- Details about my service providers
- Images of me, photos I am in, or have taken

**My NDIS information**

- Assessments and reports
- A copy of all parts of my current NDIS plan
- A copy of my NDIS plan's goals and aspirations
- A copy of my NDIS plan's funding and support

**Any other information**

- If so, please tell us what this information is below:

**Sharing information without consent**

In limited circumstances permitted by law, Camp Kiah can release information to a state or territory agency without a participant's consent. Camp Kiah can only release information in accordance with legislative requirements, including the NDIS Act and the Privacy Act 1988 (Cth).

All requests for protected information are assessed on a case-by-case basis and in accordance with the NDIS Act.

The state or territory agency must explain why they have not been able to reasonably obtain consent, why the information is required and what the information will be used for. Camp Kiah will then decide whether disclosure of the information to that state or territory agency is in the public interest.

Examples of when a state or territory government may request information without a participant's consent:

- Police are trying to locate a missing person, who is a Camp Kiah participant. The police make a request to Camp Kiah for information about the participant's plan that might assist their search.
- The parents of a child in contact with state or territory youth justice cannot be contacted. A child protection investigation is opened and the child protection agency makes a request to Camp Kiah, so that they can support the child to access their supports, or obtain an understanding of the young person's circumstances.
- A person admitted to a public hospital does not have capacity to provide consent and does not have a known authorised representative. The hospital makes a request to Camp Kiah, so that they can support the person to plan for discharge or contact emergency support.

I confirm that:

- I understand I can get further information about how Camp Kiah handles my personal information from the Camp Kiah administration Policy. You can request this information from your program coordinator.
- I understand I have given the Camp Kiah consent to give information about me to the third party or parties I have listed on this form so they can take the identified action/s on my behalf.
- I understand I can withdraw or change my consent to share information and/or my permission for a third party to act on my behalf at any time.
- I confirm the information provided in this form is complete and correct.
- I understand this information is protected by law and can only be given to someone else where Commonwealth law allows, or requires it, or where I give permission.

Signature	
Name	
Date (DD/MM/YYYY)	

# Information Storage

Please see below Policy which is required to be completed to allow Camp Kiah staff to have consent to share information pertaining to your young person.

## 3.2 Information Security

Camp Kiah understands that some information gathered by staff must be stored and accessed during the time that Camp is caring for a young person/child. It is important that the information is protected, whether in electronic or hard copy format.

### Objective

To ensure accurate records are kept for each young person attending Camp Kiah and that where appropriate Care Teams and young people have a right to access those records.

To also ensure the confidentiality of information/documentation relating to staff, children and young people and where applicable their families.

### Procedure

- A digital file will be created for each young person. This will be secured on a device with password protection.
- General Manager to store documentation relating to the child/young person such as medical, educational, therapeutic reports, legal and other official documentation.
- There will be a locked cabinet at the Camp Kiah office, to keep all important and confidential documents relating to young people in the house, accessible to all house staff, where they are required to be hard copies, rather than digital.
- Camp notes are stored on the drive, which staff are able to access to complete their camp notes so to ensure that notes and confidential information is not stored on any external computers.
- When a young person no longer receives services with us, their records will be kept in digital format for the duration of the entity.
- The related information to the child and the storing of their personal information is documented advice taken from the privacy and data collection act 2014 (VIC)

# Service Agreements

Please see below Policy and the form which is required to be completed to allow Camp Kiah staff to have consent to share information pertaining to your young person.

## 1. Service Agreement

Camp Kiah service agreements will be provided and created for any young person accessing services via a NDIS pathway, or with another funding body that requires a Service Agreement to be created.

Each Service agreement is edited to be relevant for the young person and the services being provided. Every Service agreement will include the following;

- Supports being provided
- Cost of identified supports
- Responsibilities of the provider

- Responsibilities of participant or representative
- Payment methods and timeframes
- Language and format that can be understood by the participant
- Duration of the agreement
- Dispute resolution processes

The document can be found in Camp Kiah Template and Documents.

## Complaints Policy

Please see below Policy and the form which is required to be completed to allow Camp Kiah staff to have consent to share information pertaining to your young person.

### 4.3 Complaints Policy

#### **Objective**

Camp Kiah staff are responsible for creating a safe, stable, loving, caring, and nurturing environment for both themselves and the children/young people staying in the camp location.

Camp Kiah values complaints from children/young people, families, carers, service providers and regulators to ensure people are treated fairly when they use Camp Kiah's services.

Complaints are an important source for feedback that can help improve the way the organisation runs and supports young people and their families.

Everyone has the right to complain. This policy is to ensure that staff are confident in dealing with complaints honestly and fairly as well as reporting inappropriate behaviour around children and young people.

**The Camp Kiah Complaint Form can be located in 8. Camp Kiah Templates and Documents and will be uploaded to our website in the coming months (Feb 2023)**

#### **Procedure**

Complaints do not need to be serious issues. Trivial matters, if left unaddressed may result in more serious issues down the track. For this reason, the complaints policy supports all staff and young people to have a voice. It is important that all complaints are handled with discretion, promptly and allow the complainant to feel heard, understood and seen.

#### ***Making a Complaint***

##### **Complaints from Children and Young People Accessing our Service**

When children/young people attend camp, they will be made aware of their right to complain by the Program Coordinator.

It will be explained to them in an age-appropriate manner that complaints can be made in relation to -

- Reportable conduct
- Inappropriate conduct

- Inappropriate behaviour
- Operational systems
- Staff members
- Other campers

They will be provided with the **Complaints Policy Easy Read** and be alerted that those complaints can be made verbally with assistance from someone within our organisation or their care team.

If a child/young person wishes to talk to a staff member within Camp Kiah to make a complaint, that staff member is responsible for writing it down and following the Complaints Policy and Procedure. The complaint information is private and must not be shared with people outside of the complaints process.

### **Making a complaint directly with the NDIS Quality and Safeguards Commission**

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant.

You can make a complaint to the NDIS Commission by:

- phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- completing a [complaint contact form](#) .

For information about making a complaint, visit the [NDIS Commission website](#) .

### **Advocacy support for making a complaint**

An independent disability advocate is a person who:

- is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with disability
- provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them
- acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights
- is free of relevant conflicts of interest.

The *National Disability Insurance Scheme Act 2013* Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with disability; and requires registered NDIS providers to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives of persons with disability

who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

**How a disability advocate could help** - Participants and their care teams may choose to have an independent disability advocate speak, act or write on your behalf. It is their job to assist you to exercise choice and control and to have your voice heard in matters that affect you.

**Finding an advocate** - You can find an advocate using the [Disability Advocacy Finder](#). Please note that you cannot access the Disability Advocacy Finder using an Internet Explorer browser. Compatible browsers include Microsoft Edge or Google Chrome.

### **Staff Complaints**

Staff may make complaints through Management, directly to the Managing Director, General Manager, Program Coordinator or via their allocated Staff Representative attending the bi-monthly Committee Meeting.

- Staff will be informed of their rights regarding complaints and be given a copy of the Complaints Policy upon staff induction and sign up.
- Staff may use their supervision sessions to raise complaints and receive feedback about complaints if they so choose.
- Staff are encouraged to make their complaint via email/in writing. However, complaints can be made verbally in person to the Managing Director, General Manager, Program Coordinator or Committee member.

### **Receiving the Complaint**

Complaints are to be made in writing or verbally to the Program Manager for the program that the complaint relates to. A Camp Kiah complaints form can be emailed to you, and will soon be available on our website to download and complete.

Where the complaint is in relation to the Program Manager, the complaint is to be made in writing to the General Manager – [ashleigh@campkiah.com.au](mailto:ashleigh@campkiah.com.au)

Where the complaint is in relation to the General Manager the complaint is to be made to the Managing Director – [laura@campkiah.com.au](mailto:laura@campkiah.com.au)

When a complaint is made –

- The person receiving the complaint is required to confirm with the complainant that they would like them to action the complaint as per the Complaints Policy.
- Upon confirmation, the person receiving the complaint is required to approach their management and request support in investigating the complaint.
- This is to be communicated with the complainant via writing, outlining what they can expect from the complaint management process, within one week of receiving the complaint.
- All complaints are to be handled by two staff, neither of which may be involved in the complaint.
- All complaints must be entered into the **complaint register**, containing the following information -
  - Title of the complaint
  - Name of complainant
  - Status of complaint

- Description of complaint
- Type of complaint
- Actions taken to investigate and resolve the complaint
- Date complaint received
- Date complaint resolved

### **Triage, Reportable Conduct Assessment, Risk Assessment**

- The two staff handling the complaint will complete a risk assessment to determine if the complaint involves reportable conduct, abuse, or criminal behaviour.
  - In the event that it does involve any of these – the Child Protection Policy is initiated, and the complaint is assessed as part of that process.
  - Where this is not the case, the complaint will be handled by Management.
- A risk assessment will be completed to ensure the safety of all staff and young people in the care of Camp Kiah
  - This risk assessment will be completed within two working days of the complaint being received.
    - Risks identified will be immediately addressed by the staff completing the risk assessment.
  - The risk assessment template can be found in Camp Kiah templates and documents.

### **Assessment of the Complaint**

- The staff identified as handling the complaint will create a preliminary plan of ensuring that they ascertain information from all involved parties to obtain a resolution.
- Together they will contact relevant staff, children, young people, witnesses, and others deemed relevant to collect required information within two working days.
- Provided with this information they will then assess the complaint. If the complaint is substantiated, they will document and update the plan as required on how to resolve the complaint.

### **Response to the Complaint**

- The staff handling the complaint will respond to the complainant within two working days from the assessment by organising a meeting with each concerned party. They are the most appropriate people to speak with regarding the complaint. This meeting will;
  - Outline the nature of the complaint received
  - The current assessment
  - Areas where further information is required
  - Minutes will be taken and provided to all involved within one working day of the meeting occurring.
  - Ensure that all parties are permitted to have a representative attend with them to ensure that they understand the meeting and are fairly represented during the meeting. Where a young person is involved, they may choose their representative, as well as their legal guardian being permitted to attend with them.
- If someone cannot attend the meeting, they will be provided this information in writing and permitted two working days to respond.

- Following the meeting, or the receipt of feedback, the staff handling the complaint will action the resolution.

### **Resolution of the Complaint**

- Following the response meeting/information sharing, the staff handling the complaint will determine the actions required to resolve the complaint and share these with all parties involved.
- All involved will be required to complete their required actions as a result of the complaint in a timely manner, ensuring that they confirm documentation of actions with staff handling the complaint.
- Any corresponding actions, continuous improvement strategies or requirements of Camp Kiah will be entered into the register and used for future planning.
- All complaints will be responded to in writing. A final copy of the complaint resolution is provided to the complainant, the Managing Director, and the Committee.

If a complainant is unhappy with the outcome, they will be referred to the Ombudsman to carry out the process externally. Information for starting a complaint with the ombudsman can be found at - <https://www.ombudsman.vic.gov.au/complaints/>

It's ok to complain! Resource will be available on site at camp locations.

### **Assisting a child/young person to make a complaint that is not internal to Camp Kiah**

- Camp Kiah staff will be familiar with the ways that young people can make complaints within the Department of Health and Human Services.
- Where applicable, Camp Kiah staff will refer the young person to their Care Team for support surrounding a complaint regarding another service.
- Using the below resource, Camp Kiah staff will sit with young people who are experiencing difficulties or are unhappy with a service and support them to complain.
  - <https://www.dhhs.vic.gov.au/making-complaint-children-and-young-people-out-home-care>



## Camp Kiah Complaint Form

Young person details (Participant details)	
Full name	
Date of birth (DD/MM/YYYY)	
NDIS number	
Carer, guardian, parent, child representative, plan nominee, decision maker details	
Full name	
Relationship to young person	
Contact phone number	
Contact email	

### About the complaint

Complete this box if you are complaining on behalf of someone else

Name of person	
Your relationship to that person	
Does the person know you are making the complaint	
Does the person consent to the complaint being made	

### What is your complaint about?

Tell us about which Program or staff member was involved in the matter.

Camp Kiah program	
Camp Kiah staff member	
Provide some details to help us understand your concerns. You can include what happened, where it happened and who was involved or the decision made by the Agency that you are unhappy about.	
What outcomes are you seeking?	

### Additional information

Where you would like to provide additional information, Please attach copies of any documents that may help us investigate your complaint (for example letters, references, emails)

## Advocacy and Support

Please see below Policy and the form which is required to be completed to allow Camp Kiah staff to have consent to share information pertaining to your young person.

### Advocacy

An independent disability advocate is a person who:

- is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with disability
- provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them
- acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights
- is free of relevant conflicts of interest.

The *National Disability Insurance Scheme Act 2013* Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with disability; and requires registered NDIS providers to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives of persons with disability who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

**How a disability advocate could help** - Participants and their care teams may choose to have an independent disability advocate speak, act or write on your behalf. It is their job to assist you to exercise choice and control and to have your voice heard in matters that affect you.

**Finding an advocate** - You can find an advocate using the [Disability Advocacy Finder](#). Please note that you cannot access the Disability Advocacy Finder using an Internet Explorer browser. Compatible browsers include Microsoft Edge or Google Chrome.

## Cancellation Policy

Please see below Policy and the form which is required to be completed to allow Camp Kiah staff to have consent to share information pertaining to your young person.

### 1.8 – Cancellation

At Camp Kiah we pride ourselves on our flexibility, client centred approach and willingness to provide support with a small turnaround where needed. It is also important that we feel we can offer consistent support with known staff to all children. In order to do so it is important that Camp Kiah can retain a consistent work force. For this reason, the following cancellation policy is in place

#### 1.8.1 - 1:1 Respite

In the event of a cancellation of a 1:1 respite booking for an individual with less than 48 hours notice of the respite commencing, staff will still be paid their wage for the first 48 hour period of support booked.

All costs associated with 1:1 respite that are already paid for and cannot be refunded will also need to be reimbursed eg. Accommodation, vehicles, pre booked activities, food and resources.

All associated costs with the cancellation of the respite will be forwarded and invoiced to the funding body that has requested and authorised the respite/ camp support.

In the event that 48 hours or more notice is provided for cancellation of booked respite, all staff will be notified of cancellation and there will be no compensation for cancelled staff hours. An administrative fee of 10% of the total cost of the invoice will be charged if a refund is possible.

In the event that a planned respite is cancelled due to a medical emergency resulting in hospitalisation, no cancellation fee will be imposed.

### **1.8.2 - School Holiday Camps and Respite Weekends**

Camp Kiah requires 3 full working days notice of withdrawal from a school holiday camp or respite weekend in order to be able to provide a refund of fees paid or owed. If less than 3 days notice of cancellation is provided, Camp Kiah will attempt to fill the spot that has been vacated.

If the vacant spot can be covered by another child/young person a refund will be provided. An administrative fee of 10% of the total cost of the invoice will be charged if a refund is possible.

If the vacant spot can not be covered a refund will not be able to be provided and full payment of the invoice will be required.

In the event that a planned respite is cancelled due to a medical emergency resulting in hospitalisation, no cancellation fee will be imposed.

In circumstances where a child or young person's behaviour is severely affecting the safety of themselves or others at the camp, they will be required to return home early. Please note that all costs associated with their return home will be at their guardian or funding bodies expense. This will include any staffing costs as well as transport, accommodation or other reasonable requirements.

## **Camp Kiah Child Protection Policy**

Please see below the Policy which is required to be completed to allow Camp Kiah staff to have consent to share information pertaining to your young person. The reportable incidents policy sits within our Child Protection Policy overall. This policy can be made available in full should you require it, however the portion following is the NDIS relevant portion.

### **5.7 Reportable Incidents – NDIS Commission**

#### **Objective**

Camp Kiah provides support regularly under the funding of NDIS. Managing incidents effectively is an essential part of providing quality and safe disability support and services.

**Procedure:** All NDIS providers have obligations under the NDIS Code of Conduct, including;

- Provide support and services in a safe and competent manner, with care and skill.
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.

- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.

The effective management of incidents supports NDIS providers to meet the above obligations. NDIS providers that are registered with the NDIS Quality and Safeguards Commission must, as a condition of registration, have an incident management system to record and manage incidents that occur in connection with providing support and services to people with a disability. Registered NDIS providers must also notify the NDIS Commission of all reportable incidents (including alleged reportable incidents) that occur in connection with the NDIS supports or services they deliver.

For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) **in connection with the provision of supports or services**. This includes;

- The 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 with, or assault of, a person with a disability.
- Sexual misconduct, committed against, or in the presence of, a person with a disability, including grooming of the person with a disability for sexual activity.
- Use of a restrictive practice in relation to a person with a disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with a disability.

If there is no authorisation process (however described), of a state or territory in relation to the use of the restrictive practice, its use is not a reportable incident if the use is in accordance with a behaviour support plan.

#### **Time frames for notifying the NDIS Commission about Reportable Incidents**

When a reportable incident occurs, or is alleged to have occurred in connection with the NDIS supports or services you deliver, you must notify the NDIS using the [NDIS Commission Portal](#) within the required timeframes (set out below). The timeframes are calculated from when a registered NDIS provider became aware that the incident occurred or was alleged to have occurred.

<b>Incident</b>	<b>Required time frame</b>
Death of a person with a disability	24 hours
Serious Injury of a person with a disability	24 hours
Abuse or neglect of a person with a disability	24 hours
Unlawful sexual or physical contact with, or assault of, a person with a disability	24 hours
Sexual misconduct committed against, or in the presence of, a person with a disability, including grooming of the person for sexual activity	24 hours
The use of a restrictive practice in relation to a person with a disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	Five business days

#### **Steps to notify the NDIS Commission**

The Camp Kiah identified employee (Authorised Program Officer/APO), should use the [NDIS Commission Portal](#) 'My Reportable Incidents' page to notify and manage all reportable incidents and must complete the following steps.

### **STEP 1: Notify the NDIS Commission**

Submit an Immediate Notification Form via the [NDIS Commission Portal](#) **within 24 hours** of key personnel becoming aware of a reportable incident or allegation.

- The Immediate Notification Form includes several sections and questions, concerning details of the reportable incident, actions taken in response to the incident and the individuals involved in the incident.
- An exception to this rule is notifying the NDIS Commission of the use of a restrictive practice that is unauthorised or not in accordance with a behaviour support plan. In these instances, the provider must notify the NDIS Commission within five business days of being made aware of the incident. If, however, the incident has resulted in harm to a person with disability, it must be reported within 24 hours.
- To notify the NDIS Commission of an incident the authorised 'Notifier' or 'Approver' needs to login to the NDIS Commission Portal and select 'My Reportable Incidents' tile at the top of the screen. From here, you will be able to complete an Immediate Notification Form.
- The NDIS Commission suggests the '**Authorised Reportable Incidents Approver**' is the person you want to have the authority to review and be responsible for submission to the NDIS Commission. This could be the person specified in your incident management system who is responsible for reporting incidents to the NDIS Commission. The authorised 'Approver' will have the ability to submit new Reportable Incidents and view previous Reportable Incidents submitted by their organisation.
- The NDIS Commission suggests that the '**Authorised Reportable Incidents Notifier**' is a supporting team member who can assist the 'Authorised Reportable Incidents Approver' to collate and report the required information. The authorised 'Notifier' will have the ability to create new Reportable Incident notifications to be saved as a draft for review and submission by the authorised 'Approver'. The authorised 'Notifier' will need to inform the authorised 'Approver' that the Incident is awaiting their review and submission. The 'Notifier' can also view past Reportable Incidents they have created through the page.

### **STEP 2: Submit a 5 Day Form**

The 5 Day form must be submitted via the 'My Reportable Incidents' portal **within five business days** of key personnel becoming aware of a reportable Incident. This provides additional information and actions taken by the registered NDIS provider.

- The five-day form is also to be used for incidents involving the unauthorised use of a restrictive practice, other than those resulting in immediate harm of a person with a disability.

### **STEP 3: Submit a final report, if required**

You may be required to provide a **final report**. When this is the case, the NDIS Commission will notify you via email and tell you the date this is due.

- If you are required to submit a final report, you will have access to the final report fields on the NDIS Commission Portal for that incident.

There are key considerations for registered NDIS providers. In all cases, providers must assess:

- The impact on the NDIS participant.
- Whether the incident could have been prevented.

- How the incident was managed and resolved.
- What, if any, changes will prevent further similar events occurring.
- Whether other persons or bodies need to be notified.

Where appropriate, the NDIS Commission may require a provider to take remedial measures. The NDIS Commission may work with the provider to implement these measures and monitor progress. Remedial measures may include, but are not limited to, additional staff training and development or improved services to support NDIS participants and updating policies and procedures.

## Eliminating Restrictive Practices

### 7.3.2.1 Eliminating Restrictive Practices

#### Objective

Camp Kiah aims to use the least restrictive practices, for the shortest duration possible, while providing safe and consistent support for young people.

To support Camp Kiah to apply the National Standards for Disability Services.  
To explain how Camp Kiah will implement its policy on restrictive practices.

The Victorian Code of Practice for the Elimination of Restrictive Practices considers the following practices as restrictive:

- *Seclusion* - confining a person to a room or physical space, on their own and preventing them from leaving day or night.
- *Chemical* - using medication or a chemical substance for the primary purpose of controlling a person's behaviour. This does not include prescription medication used to treat illness or disease.
- *Mechanical* - using a device to prevent, restrict or subdue a person's movement or to control a person's behaviour. This does not include devices used for therapeutic purposes.
- *Physical* – using physical force to prevent, restrict or subdue a person from moving for the primary purpose of controlling a person's behaviour. This does not include physical assistance or support related to duty of care or in activities of daily living.
- *Environmental* - restricting a person's free access to all parts of their environment. Examples include physical barriers, locks, limiting use of personal items and limiting social engagement by failing to provide necessary support.
- *Psychosocial* - using power-control strategies that include but are not limited to requiring a person to stay in one place until told they can leave, directing a person to remain in a particular physical position (e.g. lying down), ignoring, withdrawing privileges or otherwise punishing as a consequence of non-cooperation.

#### Procedure

Please see the Camp Kiah Eliminating Restrictive Practices Easy Read document.

#### Planning and support

Behaviour support plans are developed by the young persons behaviour support practitioner and sent to the program coordinator and APO prior to their stay (where possible). This plan should

include strategies to develop the necessary skills and any environmental changes needed.

Restrictive practices will be documented in each person's behaviour support plan. The restrictive practices section will include the type of restrictive practice that is being used, why it is being used, the time limits for use, date of approval by the positive behaviour support panel and any least-restrictive practices that have been tried.

When restrictive practices are required, all stakeholders relevant to the individual will be involved and the informed consent of the person, their family and/or guardian is required for any use, implementation and/or removal of restrictive practice.

All action plans are recorded on a restrictive practice register which is managed by the APO

### ***Responsibilities***

All staff are responsible for the continued identification and reporting of any new restrictive practices.

All staff must follow the person with disability's positive behaviour support plans and support the elimination of restrictive practices. Staff are required to undertake mandatory training and must comply with the requirement in the nominated timeframe.

Appropriately trained staff monitor practice for effectiveness, and this includes ensuring staff have sufficient skills to identify new restrictive practices and sufficient knowledge and ability to meet the requirements. These qualified staff members are responsible for training staff so they can meet their responsibilities. This includes maintaining a register of staff training related to restrictive practices policy and procedure.

The APO is responsible for ensuring all unplanned restrictive practices are added to the register.

### ***Reporting***

If unplanned restrictive practices are applied due to an incident, the incident and the restrictive practice must be reported immediately to your program coordinator within 24 hours and an incident report completed. A serious incident report may also be required please refer to the Incident report policy.

APO will provide reports regarding restrictive practices at each committee meeting.

### ***Review and evaluation***

Camp Kiah will take part in all behaviour support reviews for young people accessing services with restrictive practices. These reviews will take place no less than yearly. Where the review is not prompted by the appropriate care team member for the young person the Camp Kiah APO will prompt the review.

The assessment process examines whether the person with disability's current social, cognitive, emotional and/or environmental needs are being met. It also includes a review of whether the person requires support to make decisions, the type of restrictive practices being used, why they are being used and the implications if restrictive practices were removed.

**Eliminating Restrictive Practices is available in easy read**

# ASD & CK Document

## ASD and CK

Sending a young person with ASD – Let's make sure they have the best Camp Kiah experience possible!

### ABOUT US

Camp Kiah camps were not specifically designed for children who have a disability. Our camps are set up to provide support for children and young people who have emotional and behavioural difficulties. There are a number of staff on our camps who have extensive experience in the field of Autism and are very capable of supporting your young person. However it is very important to note that given all children attending have behavioural and emotional concerns, we are not able to run the camp specifically in a ASD friendly format at all times. There is a level of integration required from your young person and our staff that requires some finesse. Here are a few things that might help.

#### **Our ratios – level of support**

Our camps are designed to accommodate young people at a 4:1 ratio. Four children for each adult. ***If you believe that this is not enough support for your young person, please request additional support, this can be provided but we need to know ahead of time.***

#### **Our staff**

We have 2-3 staff with disability experience at every camp, so we are equipped to support your young person, with the right information about how to best do this. If you feel like your young person needs to meet one of our staff before attending camp, please let us know, there is a cost involved in this process, however if it makes their camp more successful, please let us support you in this way.

#### **It can be loud and unpredictable at Camp Kiah**

As above, we are supporting up to 25 children and young people with a range of emotional and behavioural difficulties. As is the case with your young person, many of them will at different times react in different ways. This means that there is always something happening at Camp Kiah.

#### **Activities**

Our activities are aligned with our theme and our ratio. They are designed for small groups of young people to engage in. All of our campers require additional support to effectively engage in activities at times. This is something that we facilitate regularly. Young people are grouped by suitability, decided once all campers are present. Where groups are not effective, they can be reconsidered. Your young person's needs will be considered during this process.

#### **Cabins and sleeping**

Cabin allocations are completed based on gender and age. Along with considerations for suitability of friendships and compatibility in sleeping needs (eg. Lights on, toileting concerns, ability to transition into night time routine). Each cabin has approximately 4-5 young people and an adult



sleeping each night. This ensures that while going to sleep everyone has support and supervision and can be assisted throughout the night as required.

## ABOUT YOUR YOUNG PERSON

### Support Information / Behaviour Support Plan / IEP, BIP

If you have been through the process of developing one of these with another agency, then we would love a copy of it. This ensures that we get to know your young person a little before they arrive and learn from those who already work with them.

### Communication

The CK orientation pack states that technology is prohibited, however, if your young person uses any form of technology to communicate, please inform staff before sending it with them

### Personal Care

If your young person requires ANY support with personal care or toileting, please inform camp staff before you send them. This is inclusive of little things like – “she normally has a bath at home, so you might have trouble with a shower” or “he will only stand under the shower and not clean himself without prompting” or “you will need to make sure they have cleaned properly after a bowel motion.” This ensures that camp staff remain respectful while ensuring an appropriate level of personal care has been provided

### Triggers

Please let us know of any triggers you are aware of that will result in your young person exhibiting behaviours as a form of communication. This will give our staff a quick head start. If we know about these things prior to camp we can avoid these triggers and we can bypass things we already know to be concerning for them.

### Strategies and Tools

Are you using strategies and tools at home and at school that would be helpful for our staff to know? We have a stash of our own, but a guaranteed one is always helpful. Not all strategies work in all environments but if we are made aware of some that do work outside of camp it can reduce time spent on trial and error.

### Social Story about Camp

Do you think that your young person would benefit from having a Social Story leading up to camp? This is something that we are more than happy to provide, but we need you to request it as it is not our usual practice for everyone attending. To help transition home, perhaps your young person would benefit from a social story to return home with, detailed with some information of what happened at camp. Again, please let us know so that we can support both yourself and your young person.

	Y/ N	Further Information
Support plans		

<b>Communication</b>		
<b>Personal care</b>		
<b>Strategies</b>		
<b>Tools / Equip</b>		
<b>Triggers</b>		
<b>Social Story</b>		