

NURTURING HANDS ALLIED HEALTH PTY LTD

Nurturing Hands Participant Charter

Version 2.0 · September 2026

Welcome

Welcome to Nurturing Hands Allied Health Pty Ltd.

We provide Allied Health Assistance and therapy-program support in partnership with each participant's own treating Allied Health Professional. Our services may be delivered in your home, school, workplace, community setting or through telehealth, where appropriate.

We work with participants, families, carers, support workers, support coordinators, plan managers and treating professionals. Our aim is to provide practical, respectful and consistent support that fits into everyday life.

Our service model

Nurturing Hands does not employ Allied Health Professionals such as Physiotherapists, Speech Pathologists or Occupational Therapists.

We are an Allied Health Assistance provider. Our Allied Health Assistants deliver agreed therapy programs and regular practice sessions under the direction and guidance of the participant's own treating Allied Health Professional.

Your treating Allied Health Professional is responsible for assessment, diagnosis, prescribing or designing the therapy program, and clinical oversight. Our Allied Health Assistants carry out the agreed program within their role and communicate relevant progress or concerns to the treating professional.

We do not replace your treating Allied Health Professional. If you do not yet have a treating Allied Health Professional, you will generally need to engage one before Allied Health Assistance can be delivered under that professional's direction.

We also provide Social Work/Psychosocial support, including Behavioural Therapy where it falls within the agreed psychosocial support arrangement, and Telehealth Counselling.

Our commitment to you

You can expect us to:

- treat you with dignity, respect and kindness;
- listen to your goals, preferences and concerns;
- support your right to make choices about your life and supports;
- provide services in a way that is safe, respectful and appropriate to your needs;
- communicate clearly with you and your support team;
- work within the direction and guidance of your treating Allied Health Professional;
- provide support that is consistent with the agreed program and our role;
- protect your privacy and handle your information carefully;
- explain information in a way you can understand;
- respond to concerns and complaints fairly and respectfully; and
- work with you to make reasonable adjustments where possible.

Your rights

You have the right:

- to be treated with respect and without discrimination;
- to make your own choices and have control over your supports;
- to be involved in decisions about your therapy and support;
- to receive information in a way you can understand;
- to ask questions and receive clear answers;
- to privacy and confidentiality;
- to feel safe and to be free from abuse, neglect, violence, exploitation and discrimination;
- to have a family member, support person, advocate or interpreter with you;
- to receive culturally safe and accessible support;
- to give feedback or make a complaint without fear that it will affect your supports;
- to change your mind about a decision, where appropriate;
- to understand the services being offered, their cost and any relevant conditions; and
- to seek help from an advocate or external organisation.

These rights reflect the principles of the NDIS Code of Conduct and the NDIS Practice Standards. They also apply to participants receiving services through other funding arrangements, as appropriate.

If you or another person is at immediate risk of harm, call 000. You can also contact a trusted person, an advocate or an appropriate support service.

Your responsibilities

To help us provide safe and effective support, we ask you to:

- treat our staff and other people involved in your support with respect;
- provide information that is relevant to your support;
- tell us about changes that may affect your sessions, safety or support needs;
- tell us if your treating Allied Health Professional changes the program or direction;
- provide reasonable notice if you need to change or cancel an appointment;
- provide a safe and suitable environment for sessions;
- make sure a parent, guardian, carer or support person is available where this is required;
- follow the program agreed with your treating Allied Health Professional;
- tell us if an activity causes pain, distress, discomfort or concern; and
- work with us to resolve concerns as early as possible.

We understand that circumstances can change. Please contact us if you are unsure about any of these responsibilities or need support to meet them.

How we work with you and your treating Allied Health Professional

Before Allied Health Assistance begins, we need appropriate information and direction from your treating Allied Health Professional.

Your treating Allied Health Professional may provide a written program, instructions, goals, safety information or other relevant guidance. Our Allied Health Assistant then delivers the agreed activities within their role and level of training.

We may communicate with your treating Allied Health Professional about matters such as:

- the agreed program and goals;
- how sessions are progressing;
- activities that are difficult or unsuitable;
-

changes in your needs or circumstances;

- risks, incidents or concerns; and
- questions about the next steps.

We will seek your consent before sharing information, unless sharing is permitted or required by law.

We will not independently diagnose, prescribe treatment or change your clinical program.

If you do not currently have a treating Allied Health Professional, please speak with your support coordinator, plan manager, GP or another appropriate professional about arranging one.

Your privacy

We collect information that is reasonably needed to provide and manage your supports. This may include your name, contact details, NDIS or TAC information, funding details, support needs, session information and health information.

Health information is sensitive information. We take care to protect it.

We may collect, hold, use and share information to:

- assess and arrange your services;
- deliver and document your support;
- communicate with your treating Allied Health Professional and support team;
- manage safety, incidents, complaints and risks;
- process payments and funding information;
- meet legal, regulatory and reporting obligations; and
- improve our services.

We generally share your information only with your consent, with people you have authorised, or where sharing is permitted or required by law. This may include your treating Allied Health Professional, support coordinator, plan manager, parent, guardian, carer or other support person where appropriate.

We handle personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth), as applicable.

You can ask for a copy of our Privacy Policy V2.0 / version 2 by contacting us:

- Phone: 03 9003 0253
- Email: deb@nurturing-hands.com.au
- Post: 15 Caromar Street, Croydon VIC 3136

You may also contact us to ask about accessing or correcting your personal information, or to raise a privacy concern.

Fees, funding and cancellation

We may provide services to NDIS participants, TAC clients and private clients. The way services are funded, charged and claimed will depend on your circumstances and the terms of your Service Agreement.

You should check with your support coordinator, plan manager, TAC contact or other funding body if you are unsure whether a service can be funded or claimed. Nurturing Hands does not guarantee that a particular service will be funded, approved or reimbursed.

Cancellation terms

We ask for at least 24 hours' notice if you need to cancel or change an appointment. If you cancel with less than 24 business hours' notice, or do not attend, the full rate for that appointment is charged. If you cancel with more than 24 hours' notice, there is no charge.

For example, if your appointment is on Monday at 11:00am, you need to cancel by 10:59am on the Friday before.

We understand that emergencies, illness and unexpected events happen. Please contact us as soon as possible if you need to cancel at short notice. We will consider the circumstances and any applicable requirements under your Service Agreement and funding arrangements.

Ending our service

Either you or Nurturing Hands may end the service by giving 2 weeks' written notice.

Written notice may be provided by email or post using the contact details in this Charter. We will work with you to support a safe and orderly transition where possible.

If you need alternative supports, you can contact your support coordinator, plan manager, TAC contact or another appropriate funding representative to discuss your options.

Feedback and complaints

Your feedback helps us improve. You can raise a concern, provide feedback or make a complaint without fear that it will affect the support you receive.

You can have a family member, advocate, support person, interpreter or other trusted person help you make a complaint.

Step 1 — Tell us

You can tell your Allied Health Assistant, or contact Nurturing Hands directly:

- **Phone:** 03 9003 0253
- **Email:** deb@nurturing-hands.com.au
- **Post:** 15 Caromar Street, Croydon VIC 3136

You can ask someone you trust to contact us on your behalf.

Step 2 — We respond

We will acknowledge your feedback and aim to respond within 5 business days, where possible.

We will listen to your concerns, explain what we understand, and tell you what we are doing in response. Some matters may take longer to investigate. If this occurs, we will keep you informed.

We will handle complaints fairly, respectfully and as privately as possible.

Step 3 — External complaint

If you are not happy with our response, or if you would prefer to contact an external body, you can contact the NDIS Quality and Safeguards Commission:

- **Phone:** 1800 035 544
- **Website:** ndiscommission.gov.au

You may contact the NDIS Quality and Safeguards Commission about concerns relating to NDIS supports, including safety, quality, privacy, abuse, neglect, exploitation or the conduct of a provider or worker.

If you receive TAC-funded or other funded services, you may also raise concerns with the relevant funding body or organisation.

Making a complaint will never affect the support you receive from Nurturing Hands.

Contact us

Nurturing Hands Allied Health Pty Ltd

ABN: 70 682 174 812

Address: 15 Caromar Street, Croydon VIC 3136

Phone: 03 9003 0253

Email: deb@nurturing-hands.com.au

Website: nurturing-hands.com.au

Important note

This Charter is a summary of what you can expect from us and how we work together. It is not a substitute for your Service Agreement or our Privacy Policy.

This document is a practical, plain-English summary and is not legal advice.

This Charter will be reviewed at least annually, or sooner if there are important changes to our services, legal requirements or participant needs.

