



**WEST
WIMMERA
HEALTH
SERVICE**

NDIS Participants Handbook

2025/2026

About this handbook

Who this book is for

This book is for people who get NDIS support from West Wimmera Health Service (WWHS).

This book explains:

- your rights
- the support we give you
- how to get help
- how to speak up

This book is for:

- new NDIS participants
- people already using WWHS services



Accessible information

You can ask someone to help you read this book.

You can ask:

- family
- a carer
- an advocate
- a WWHS staff member



We want information to be easy to understand.

We can:

- explain things out loud
- read it with you
- give large print
- give information another way

Please tell us if you need help.

We can provide an interpreter.

Please ask a WWHS staff member.



About West Wimmera Health Service

Who we are

West Wimmera Health Service provides:

- health care
- disability support
- community services

We support people in the West and Southern Wimmera and Southern Mallee.



Our mission

We provide services that are:

- kind
- safe
- respectful
- focused on you



Our vision

We want to:

- give excellent care
- work with others
- use new ideas and technology



Our values



Total Care

Delivering care that is safe, effective and person-centred, always.



Safety

Providing a safe workplace and services free from avoidable harm.



Unity

Working well together in a great place to work.



Accountability

Doing the right thing by our stakeholders and ourselves.



Innovation

Using our imagination - if there's a better way we will find it.

NDIS Provider

WWHS is:

- a registered NDIS provider
- checked by auditors

This means:

- services must be safe
- services must meet standards



What is the NDIS?

The NDIS:

- supports people with disability
- provides funding
- gives you choice and control

You choose:

- your supports
- your service provider



Your goals

NDIS supports help you work toward goals.

Goals might be:

- independence
- joining community activities
- getting a job
- better health



I have an NDIS plan. What now?

First, you meet with:

- an NDIS Planner
- or a Local Area Coordinator

They talk with you about:

- your life
- your needs
- your goals



What WWHS can provide

You can choose West Wimmera Health Service as your NDIS provider.

We offer many supports.

WWHS can support you with:

- nursing
- therapy
- personal care
- social support
- group activities
- transport
- supported employment



Getting started with WWHS

To start:

- you fill in a form
- we make a Service Agreement

We talk with you about:

- what support you need
- what goals you have



Your service agreement

Your Service Agreement explains:

- what we do
- how often supports happen
- costs
- cancellations

You have the right to:

- take your time
- ask questions
- get help to understand



Emergency planning

We plan for emergencies like:

- fire
- flood
- evacuation

We talk about:

- what help you might need
- how to keep you safe



Consent

We ask permission to:

- talk to doctors
- share information safely
- contact you
- take photos (if you agree)

You can say Yes or No.



YES



NO

Your rights

You have the right to:

- be treated with respect
- feel safe
- make your own choices
- speak up

You can ask an advocate to help.



Discrimination

Discrimination is not okay.

You must not be treated unfairly because of:

- disability
- culture
- race
- age
- gender
- sexuality



You can speak up.

Abuse and harassment

Abuse and harassment are not allowed.

This includes:

- unwanted touching
- rude sexual words
- threats
- yelling

You should tell someone.



What to do if you feel unsafe

If you feel unsafe:

- tell a staff member
- talk to someone you trust
- contact police if needed

Your safety comes first.



Cultural and spiritual support

We respect:

- your culture
- your language
- your beliefs

We can:

- arrange interpreters
- support spiritual needs



Incidents

An incident is:

- something that causes harm
- or could cause harm

If something happens:

- you will be supported
- we will report it
- we will learn from it



Reportable incidents

Some incidents must be reported to the NDIS.

These include:

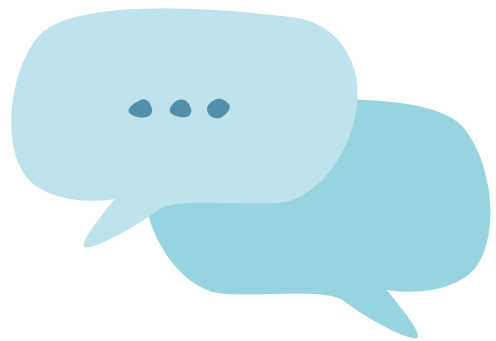
- serious injury
- abuse or neglect
- sexual misconduct



Open disclosure

If something goes wrong:

- we tell you
- we say sorry if needed
- we explain what happens next



Feedback and complaints

You can:

- give feedback
- make a complaint

You will **not** get into trouble.

We will listen.

You can:

- speak directly to the person involved
- talk to a staff member or manager
- involve a family member, carer, or advocate
- contact the Communications and Customer Partner: 0429 012 174 or email mysay@wwhs.net.au
- contact the NDIS Quality and Safeguards Commission: 1800 035 544



Changing or cancelling services

Plans change.

Please tell us:

- as soon as you can
- 14 days' notice for ongoing services



Contacts

NDIS/TAC Coordinator

Helen Cannell

☎ 0428 857 015

Group Activities

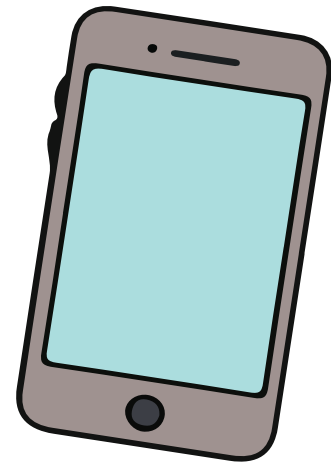
☎ 0438 975 845

Community Packages

☎ 0484 914 492

Nhill Reception

☎ 03 5391 4200



Group activities

Group Activities are NDIS supports where:

- you do activities with other people
- staff support the group
- activities are planned and supervised

You can ask someone to help you read this:

- family
- carer
- advocate
- WWHS staff



We can explain this information in other ways if you need.

What are group activities?

Group Activities are:

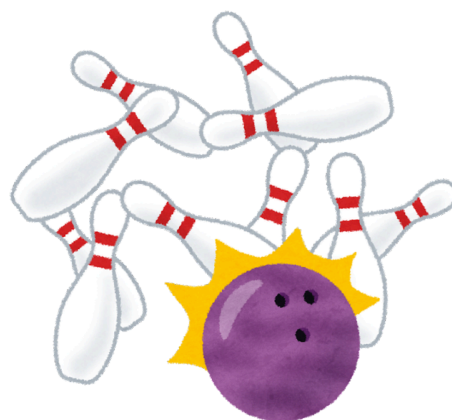
- fun
- social
- planned activities with other people

Activities may include:

- crafts or art
- games
- cooking
- outings in the community
- exercise or movement
- learning new skills

Group Activities help you:

- spend time with others
- build confidence
- try new things
- work toward your NDIS goals



What to expect at Group Activities

When you attend a group:

- staff will welcome you
- staff explain what the activity is
- staff help everyone feel safe and included

Groups can be:

- indoors
- outdoors
- in the community

Some activities may change due to:

- weather
- safety
- group needs

Staff will tell you if plans change.



Choice and control

You have the right to:

- choose to attend group activities
- choose which activities you join
- take breaks if you need
- stop an activity if you feel uncomfortable

You can:

- say yes
- say no
- change your mind



If you need help to make choices, staff can help you.

Staying safe in groups

Your safety comes first.

WWHS staff:

- supervise group activities
- help people stay safe
- follow safety rules
- help in emergencies

If you feel unsafe:

- tell a staff member right away
- talk to someone you trust

Emergency plans are in place for:

- illness or injury
- fire
- evacuation
- unexpected events



Rules for group activities

To keep everyone safe and happy:

- be respectful
- be kind to others
- follow staff instructions
- respect personal space
- avoid yelling, threats, or touching others

If there is a problem:

- staff will talk with you
- staff may help you calm down
- support will be provided



What staff will not allow

These are not allowed:

- bullying
- discrimination
- abuse or harassment
- violence
- unsafe behaviour

If this happens:

- staff will act
- you will be supported
- incidents will be reported if needed



Supervision and support

During group activities:

- staff support the whole group
- staff help people participate safely
- staff respond if someone needs help

Groups are shared support. This means:

- staff support many people at once
- activities are planned for the group

If you need extra help, talk with staff.



Your responsibilities

When you attend group activities, you agree to:

- treat others with respect
- follow group rules
- listen to staff
- help keep the group safe

Staff will help remind you if needed.



Costs and cancellations

Group Activities use NDIS funding.

Your Service Agreement explains:

- how often groups run
- costs
- cancellation rules

If you cannot attend:

- tell WWHS as soon as you can

Some cancellations may still be charged. Staff can explain this clearly.



Feedback and complaints

You can:

- say what you like
- say what needs to change
- make a complaint

You will not get into trouble.

You can talk to:

- a staff member
- a manager
- your advocate
- NDIS Quality and Safeguards Commission:
1800 035 544



Need help or more information?

Group Activities Contact: 0438 975 845

NDIS / TAC Coordinator: 0428 857 015

You can ask questions anytime.



Advocates

<p>Grampians Disability Advocacy Association Horsham Horsham VIC 3400 Ph: 1800 552 272 horsham@grampiansadvocacy.org.au</p>	<p>Disability Services Commissioner 2 Lonsdale St, Melbourne VIC 3000 Complaints: Ph 1800 677 342 (Free Call) Reception: Ph: 1300 728 187 (Local Call) Email: complaints@odsc.vic.gov.au Odsc.vic.org.au</p>
<p>Equal Opportunity Commission Victoria Ph: 1800 891 848 (Free call)</p>	<p>Commonwealth Ombudsman Ph: 1300 362 072</p>
<p>Office of Public Advocate Ph: 1300 309 337 (Local call fee) Email: opa_advice@justice.vic.gov.au</p>	<p>NDIS – Quality and Safeguards Commission: Ph: 1800 035 544 Email: feedback@ndis.gov.au Local NDIS Office</p>
<p>Victorian Disability Discrimination Law Advocacy Service Inc 1800 651 275 info@ddls.org.au www.communitylaw.org.au/ddls</p>	<p>Disability Discrimination Legal Service Ph: 1300 882 872 (Free call) info@ddls.org.au www.ddls.org.au</p>
<p>National Abuse & Neglect Hotline: Ph: 1800 880 052 (Free call) www.disabilityhotline.net.au</p>	<p>Disability Justice Victoria Ph 1800 808 126 dja.org.au</p>

Advocates

<p>Villamanta Legal Service Legal issues: Ph: 1800 014 111 (Free call) Other: Ph: 03 5229 2925 villamanta.org.au</p>	<p>Victorian Aboriginal Community Controlled Health Organisation Ph 03 9411 9411 enquiries@vaccho.org.au</p>
<p>RIAC - Rights, Information & Advocacy Centre (03) 5222 5499 riac.org.au</p>	<p>Independent Family Advocacy Service (IFAS) 1800 849 200 IFAScontact@vla.vic.gov.au</p>
<p>Disability Rights and Culture 3rd Floor Ross House 247 Flinders Lane Melbourne VIC 3000 Ph: 03 9671 3000 Email: info@drc.org.au</p>	<p>Women With Disabilities Victoria Lvl 1, 255 Bourke Street, Melbourne, 3000 Ph: (03) 9286 7800 wdv.org.au</p>