



FollowCare Services Pty Ltd

ABN: 88 692 742 153 | Adelaide, South Australia

PARTICIPANT HANDBOOK

Your Guide to NDIS Supports with FollowCare

Aligned with the NDIS Practice Standards and Code of Conduct

This manual is also available in other languages.
To request a copy in another language, please contact us.:
info@followcareservices.com | +61 431 116 739

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WELCOME

Welcome to FollowCare

FollowCare Services Pty Ltd | Aligned with NDIS Practice Standards & Code of Conduct

Welcome to FollowCare Services. We are very glad to have you as part of our community.

FollowCare Services Pty Ltd is an NDIS registered disability support provider based in Adelaide, South Australia. We are committed to delivering safe, respectful, and high-quality supports that help you live the life you choose.

This Participant Handbook has been written for you. It explains who we are, what we do, your rights, and what you can expect from us. Please keep this handbook and refer to it whenever you have questions about your supports.

We are proud to serve participants from all cultural backgrounds, including Spanish-speaking communities in South Australia. If you would like to communicate with us in Spanish, or require an interpreter in any language, please let us know — we are here to help.

If you need help understanding any part of this handbook, please contact us:

Phone: +61 431 116 739

Email: info@followcareservices.com

We can arrange an interpreter or bilingual support at no cost to you.

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CHAPTER 1

About FollowCare

FollowCare Services Pty Ltd | Adelaide, South Australia

FollowCare Services Pty Ltd is a disability support provider registered with the NDIS Quality and Safeguards Commission. We deliver person-centred supports that respect your choices, promote your independence, and help you achieve your goals.

Our Values

- Respect — We treat every person with dignity, fairness, and compassion
- Choice and Control — We support your right to make decisions about your life
- Cultural Safety — We celebrate diversity and serve participants in their preferred language
- Safety — The safety and wellbeing of participants and workers is always our priority
- Integrity — We act honestly, transparently, and in your best interests at all times

Our Services

FollowCare delivers NDIS supports across the following registration groups:

- Group 0107 — Assistance with Daily Life (personal care, hygiene, domestic support)
- Group 0115 — Daily Activities (skill development, independence, daily living)
- Group 0125 — Participation in Community (social, recreational, and civic activities)

Our Team

FollowCare is led by Matias Siad (Managing Director) and Veronica Segui (Operations). Our team includes bilingual workers with Spanish language capability. All workers hold valid NDIS Worker Screening clearances and have completed the NDIS Worker Orientation Module.

2. About the NDIS

The National Disability Insurance Scheme (NDIS) is an Australian Government program that provides funding for disability supports. The NDIS is managed by the National Disability Insurance Agency (NDIA).

Your NDIS Plan

Your NDIS plan is a document that describes your goals and the supports you need to achieve them. It includes funding for supports in different categories. FollowCare delivers supports from your plan in the categories listed in your Service Agreement.

How Your Supports are Funded

- Self-managed — You manage your own funding and pay providers directly
- Plan-managed — A plan manager pays providers on your behalf
- NDIA-managed (Agency-managed) — The NDIA pays providers directly

Please let us know how your plan is managed so we can arrange payment correctly.

NDIS Price Guide

All supports are priced in accordance with the NDIS Pricing Arrangements and Price Limits. FollowCare will always inform you of current rates before services begin, and notify you of any changes.

3. Your Rights as an NDIS Participant

At FollowCare, protecting your rights is at the heart of everything we do. As an NDIS participant, you have the following rights under the NDIS Practice Standards and Code of Conduct:

Respect and Dignity

- Be treated with respect, fairness, and dignity at all times
- Have your culture, beliefs, language, identity, and values respected
- Receive services free from discrimination, abuse, neglect, and exploitation

Choice and Control

- Make informed decisions about your supports and goals
- Be involved in all planning and reviews of your services
- Choose your support workers where possible
- Change or refuse supports at any time

Privacy and Confidentiality

- Have your personal information protected and handled with care
- Know how your information is collected, used, and shared
- Access your information and request corrections at any time

Safe and Quality Services

- Receive supports that are safe, reliable, and delivered by trained workers
- Have services aligned with your NDIS plan and individual goals
- Be supported in a way that promotes your independence and wellbeing

Communication and Information

- Receive clear, accurate, and understandable information about your services
- Use interpreters, communication aids, or support persons at any time
- Receive information in your preferred language where practicable

Feedback and Complaints

- Provide feedback or make a complaint at any time without fear of reprisal
- Have complaints handled fairly, promptly, and confidentially
- Access external support including the NDIS Quality and Safeguards Commission

IMPORTANT: FollowCare will NEVER reduce, suspend, or change your services because you made a complaint.

Your right to raise concerns is always protected.

4. Your Responsibilities

To help us provide you with the best possible support, we ask that you:

- Treat FollowCare workers with respect and courtesy
- Maintain a safe environment for workers during service delivery
- Provide accurate and up-to-date information about your support needs and health
- Inform FollowCare of any changes to your NDIS plan or circumstances
- Notify us as soon as possible if you need to cancel or change a support session
- Comply with the terms of your Service Agreement
- Let us know if you are unhappy with any aspect of your service

We understand that circumstances change. If you are having difficulty meeting any of these responsibilities, please talk to us — we are here to help find a solution.

5. Our Services

FollowCare provides supports to help you live as independently as possible and participate in your community. Our services are tailored to your individual goals, preferences, and NDIS plan.

Assistance with Daily Life (Group 0107)

- Personal care — showering, grooming, dressing, and hygiene support
- Meal preparation and assistance with eating
- Domestic assistance — cleaning, laundry, and household tasks
- Medication prompting and assistance (within approved scope)
- Support with managing daily routines and activities



Daily Activities (Group 0115)

- Skill development for independence in daily life
- Support with cooking, shopping, and budgeting
- Assistance with using public transport
- Building capacity for greater independence in the home and community

Participation in Community (Group 0125)

- Support to access community activities, groups, and events
- Assistance with social and recreational activities
- Support to participate in civic and cultural activities
- Accompaniment in the community to promote inclusion and connection

All services are delivered in a person-centred way that reflects your goals and preferences. We will always discuss what works best for you before and during service delivery.

6. Your Support Plan and Service Agreement

Your Support Plan

Before services begin, FollowCare will work with you to develop a Support Plan. This document describes:

- The type and frequency of supports you will receive
- Your goals and how supports will help you achieve them
- Any risks or specific needs to be aware of during service delivery
- Your communication preferences and cultural considerations
- Emergency and health-related information (with your consent)

Your Support Plan is a living document. We will review it with you regularly and update it whenever your needs change.

Your Service Agreement

Your Service Agreement is a formal document that sets out the terms of our arrangement. It includes:

- The supports FollowCare will provide
- Prices and payment arrangements
- Cancellation policy
- Rights and responsibilities of both parties
- How to make a complaint



You must sign a Service Agreement before services begin. You have the right to ask questions about the agreement, request changes, and involve a family member or advocate in the process. You will receive a copy of your signed agreement.

Cancellation Policy

We understand that plans can change. Our cancellation policy is:

- 7 or more days notice — no charge applies
- Less than 7 days notice — up to 100% of the session fee may apply (in line with NDIS rules)
- No show or no contact — up to 100% of the session fee may apply

If you are experiencing an emergency or hospitalisation, please contact us as soon as you are able. We will consider these situations on a case-by-case basis.

7. Privacy and Confidentiality

FollowCare is committed to protecting your personal information. We collect, use, store, and share your information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

What Information We Collect

- Your name, date of birth, contact details, and NDIS number
- Your health and support needs relevant to safe service delivery
- Your NDIS plan goals and funding details
- Emergency contact information
- Cultural, language, and communication preferences
- Incident, complaint, and progress records

How We Use Your Information

- To plan, deliver, and review your supports
- To communicate with your support coordinator or plan manager (with your consent)
- To meet our legal and NDIS reporting obligations
- To continuously improve the quality of our services

Your Rights Regarding Your Information

- Access your personal information at any time
- Request corrections to inaccurate information
- Withdraw your consent for us to share your information
- Lodge a privacy complaint with FollowCare or the Office of the Australian Information Commissioner (OAIC): www.oaic.gov.au or 1300 363 992

We will never sell or share your information for marketing purposes. Your information is stored securely and only accessible to authorised personnel.

8. Feedback, Complaints, and Compliments

We value your feedback. Whether you have a compliment, suggestion, or concern, we want to hear from you. Feedback helps us improve our services and ensures we are always doing our best for you.

How to Give Feedback or Make a Complaint

You can contact FollowCare in any of the following ways:

Phone	+61 431 116 739
Email	info@followcareservices.com
Website	www.followcareservices.com
In person	By appointment — Adelaide, South Australia
In writing	Posted letter or via the Complaints Form on our staff portal

You can make a complaint verbally, in writing, anonymously, or through a representative or advocate. Support is available to help you lodge a complaint, including interpreters.

Our Complaints Process

1. We acknowledge your complaint within 2 business days
2. A Complaints Officer reviews your complaint
3. We investigate and gather relevant information
4. We respond to you with an outcome within 14 business days
5. We document lessons learned and improve our services

External Complaints

If you are not satisfied with our response, you have the right to contact the NDIS Quality and Safeguards Commission at any time:

Phone	1800 035 544
Website	www.ndiscommission.gov.au
Email	contactcentre@ndiscommission.gov.au

You can also contact an NDIS advocate at any time. FollowCare will never discourage you from accessing external support or reduce your services because you made a complaint.



9. Incidents and Safeguarding

FollowCare is committed to keeping you safe. We take all incidents, near misses, and safeguarding concerns seriously.

What is an Incident?

An incident is anything that causes or could cause harm to you or others during the delivery of supports. This includes accidents, injuries, abusive behaviour, property damage, or any event that affects your safety or wellbeing.

What We Will Do

- Respond immediately to ensure your safety
- Call 000 if emergency assistance is required
- Notify you and your representative of what happened
- Record and investigate the incident
- Report serious incidents to the NDIS Quality and Safeguards Commission as required by law
- Put measures in place to prevent recurrence

Reportable Incidents

Certain serious incidents must be reported to the NDIS Commission by law. These include: death of a participant, serious injury, abuse or neglect, sexual misconduct, and unauthorised use of restrictive practices. You will be informed if a reportable incident involving you is reported.

Zero Tolerance

FollowCare has a zero-tolerance policy for abuse, neglect, exploitation, and financial misconduct. Any worker found to have engaged in such behaviour will face immediate disciplinary action and mandatory reporting to the NDIS Commission and relevant authorities.

10. Cultural Safety and Diversity

FollowCare celebrates the diversity of our participants and is committed to delivering culturally safe services to everyone, regardless of their cultural background, language, religion, or national origin.

Our Commitment to CALD Communities

We proudly serve participants from Culturally and Linguistically Diverse (CALD) communities across South Australia, with a particular focus on Spanish-speaking participants. We understand that navigating the NDIS can be challenging, especially when English is not your first language.

- We offer services in Spanish — please let us know your preference
- We can arrange professional interpreters for any language at no cost to you
- Key documents are available in accessible formats and languages where practicable
- We match workers to participants based on cultural compatibility where possible
- We respect religious observances, dietary requirements, and cultural practices

Anti-Discrimination

FollowCare strictly prohibits any form of discrimination based on race, ethnicity, language, religion, gender, disability, sexual orientation, or immigration status. Any discriminatory behaviour by workers will result in immediate disciplinary action.

11. Worker Standards and Safety

All FollowCare workers are carefully selected and trained to deliver safe, respectful, and competent supports. Before working with you, every worker must:

- Hold a valid NDIS Worker Screening clearance (issued by DHS SA)
- Complete the NDIS Worker Orientation Module — 'Quality, Safety and You'
- Complete FollowCare's induction program, including all 20 policies
- Provide proof of right to work in Australia
- Maintain professional boundaries at all times

What You Can Expect from Our Workers

- Arrive on time and in a professional manner
- Treat you with respect, dignity, and courtesy
- Follow your Support Plan and your instructions
- Communicate honestly and transparently
- Maintain your privacy and confidentiality
- Report any concerns or incidents promptly

Your Safety at Home

To keep both you and our workers safe, we ask that the support environment is reasonably safe and accessible. If a worker feels unsafe at any time, they may need to pause the support session. We will always discuss any concerns with you respectfully and work together to find a solution.

12. Medication Assistance

Some participants require support with medication. FollowCare workers can assist with medication within the following approved scope:

- Prompting — reminding you to take your medication
- Assisting — helping you take medication you have prepared yourself
- Administering — only by workers who have completed specific medication training and are documented in your Support Plan

FollowCare workers will NEVER: administer medication without authorisation, alter dosages, withhold medication, or administer over-the-counter medications without your documented consent.

Any medication assistance provided to you will be documented accurately. If a medication error occurs, our worker will inform you and management immediately and follow our Incident Management Policy.

13. Emergency and Disaster Situations

In the event of an emergency during a support session, FollowCare workers are trained to:

6. Ensure your immediate safety
7. Call 000 for emergency assistance if required
8. Follow evacuation or safety instructions
9. Stay with you until you are safe or relieved by authorities or family
10. Notify FollowCare management as soon as possible

FollowCare will document your emergency needs and preferences in your Support Plan to ensure workers are prepared. Services may be temporarily modified or rescheduled during natural disasters or extreme weather events — participant safety always comes first.

14. Ending or Changing Your Services

You have the right to end your services with FollowCare at any time. You can also request changes to your supports, support workers, or service schedule.

How to End or Change Your Services

- Contact FollowCare by phone or email
- Provide as much notice as possible (see cancellation policy in Chapter 6)
- We will work with you to ensure a safe and smooth transition

Transition Support

If you are moving to a new provider or your funding is ending, FollowCare will support you through the transition where possible. We can provide a summary of the supports you received (with your consent) to assist your new provider.

15. Useful Contacts

FollowCare Services

Phone	+61 431 116 739
Email	info@followcareservices.com
Website	www.followcareservices.com
Address	Adelaide, South Australia
Languages	English and Spanish

NDIS Quality and Safeguards Commission

Phone	1800 035 544
Website	www.ndiscommission.gov.au
Email	contactcentre@ndiscommission.gov.au

National Disability Insurance Agency (NDIA)

Phone	1800 800 110
Website	www.ndis.gov.au
TTY	1800 555 677



Office of the Australian Information Commissioner (Privacy)

Phone	1300 363 992
Website	www.oaic.gov.au

Emergency Services

Emergency (Police / Fire / Ambulance)	000
Police Assistance Line (non-urgent)	131 444
Lifeline (24/7 crisis support)	13 11 14

Disability Advocacy

Disability Advocacy Network Australia (DANA)	www.dana.org.au
JFA Purple Orange (SA)	www.purpleorange.org.au
NDIS Participant advocacy finder	www.ndis.gov.au/participants/working-with-providers/advocates

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