

Guideline

A Guideline provides guidance about Identitywa and the way we do things. When you see the word **we** in this document it means **Identitywa**.



This guideline tells you

- The services we provide and your right to choose the best NDIS service provider for you.

Who is this guideline for?

- It is for you as an NDIS participant, your family or carer or guardian.

Why choose Identitywa?

- For over 40 years, Identitywa has been supporting people with disability from birth to over 65 years of age.
- We are one of WA's largest registered NDIS providers, offering an expansive range of disability services across Perth.
- Our mission is to work in partnership with individuals and families to build a community where people with disability enjoy a fulfilled life.



Our Services

- **Short Term Accommodation for Children & Adults** – Support for children & adults taking a short break (respite) in one of our houses.
- **Social & Community Participation** – Helping you to participate in community life, connect with others socially and grow your independence.
- **Supported Independent Living** – Assisting people to achieve independence while living in their own home or one they share.



Our Services

- **Support Coordination** – Helping you to understand the NDIS and maximise your NDIS plan so your needs are met and you achieve your goals.
- **Housing** – We offer a range of housing options for people with disability, including our new home builds, which have been co-designed with participants and their families.
- **Allied Health Services** - We have a team of allied health professionals – such as Clinical Nurses, Occupational Therapists, Positive Behaviour Support Practitioners, Speech Pathologists – who work together to ensure you receive the best quality of care.
- For further information about our Services, please refer to the [Identitywa Homepage](#), where you can download our brochures.



Our Commitment to You

- Identitywa will ensure that you will be treated equally.
- No other participant will be given preferential treatment above you.
- We will ensure that information about support options is clear and promotes choice and control.
- We will actively work to reduce the risk of conflict of interest issues arising from providing multiple services.
- We will talk with you about any matters that could possibly impact on the supports you receive from us.
- We will work with you to try and make changes, so that you are happy.
- If we cannot fix the matter, we will talk to you about this.
- We will work out the best way for you to continue to receive the supports you need from us or another provider.





What if I would like to choose/opt for another provider?

- You can opt for a Service Provider of your own choice.
- You **will not** be influenced to select Identitywa as your Service Provider.
- Any decisions you make about your providers or support **will not** impact the current supports we provide you.
- If you choose or are referred to another Support Provider, we will assist with your transition from our service.
- We will respect and support your decision!

Do you need to know more?



- Call Identitywa on (08) 9474 3303 or go to www.identitywa.com.au
- Find a registered NDIS Provider here:

<https://www.ndis.gov.au/participants/working-providers/find-registered-provider>

Conflict of Interest - Acknowledgement

The sections below must be completed by the Participant or their Representative and the relevant Identitywa Worker (e.g. Community Engagement Advisor, Service Manager, Team Leader, Planning Officer) when a conflict of interest arises in the delivery of supports and services.

PART A - Participant / Representative

Please mark the correct box and give details below:

- Participant Parent Legal Guardian Representative
 Other (please specify) _____

I acknowledge that I _____
(Name of Participant/Representative):

- Received a copy of this document.
 Read and understood the information in this document.
 Can choose/opt for a Service Provider of my own choice other than Identitywa and this will not impact on the quality of the services/supports provided by Identitywa.

Signature _____ Date _____
(DD/MM/YYYY)

PART B – Identitywa

I acknowledged that I _____
(Name of Identitywa Worker)

in my role as _____ with Identitywa:

- Offered a copy and explained this document to/with the Participant / Representative, including the supports and services Identitywa provide under the NDIS as listed in the NDIS website.
 Declared that other options for supports have been explored to maximise choice and control in the Participant's/Representative's decision-making.
 Declared any potential conflicts of interest in providing NDIS Services to the Participant/Representative (please specify):

Signature _____ Date _____
(DD/MM/YYYY)

A signed copy of this document must be:

- Offered to the Participant / Representative and saved to Carelink – Service Agreement – COI Acknowledgement.
- Sent by email to the Administration Team for inclusion in the COI Register (email: admin@identitywa.com.au).