



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Sky High Healthcare

Client Handbook

Sky High Healthcare was founded in 2023 and is a social enterprise of Jack's Butterflies Ltd.

Jack's Butterflies - Ability Support Services has been providing supports to people in Brisbane since 2017 and after 6 years we felt it was time to give our support services division its own identity. We are slowly transitioning with the hope of being completed by the end of 2024. So, watch this space!!

Our clients are the Super-Heros,
Our Support Staff are the Side-Kicks,
Our intake program is the Super-Hero Academy

And we want to be known as the first choice for complex care, compassion and empathy.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Table of Contents

Welcome	3
Our Service Delivery Model.....	4
Social Model of Care	4
Communication	5
Strengths Based Approach to Support Planning and Provision	5
Continuous Improvement	5
Services with Sky High Healthcare.....	6
Assistance with Daily Living, Community Participation and Supported Independent Living.....	6
Assistance with Household Tasks	7
Community Nursing	8
Nurse Delegation.....	9
Short Term Accommodation & Respite Care (STA).....	10
Support Coordination	10
Accessing our Services	11
Code of Conduct.....	11
Your Rights	11
It is our Responsibility to:.....	12
As a Client we ask that you:	12
Service Agreement and General T&C's	13
Fees.....	13
Payments	13
Declined Funds.....	13
Goods and Services Tax (GST)	14
Creating a Service Agreement.....	14
Ceasing Services.....	14
Service Termination	15
Feedback, Compliments and Complaints.....	15
Escalating Complaints	15
Client Safety Policies	17



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Person Centred Supports	17
Individual Values and Beliefs	17
Privacy and Dignity	18
Independence and Informed Choice	18
Freedom from Harm, Abuse and Neglect.....	18
Work Health & Safety	19
Incident Management.....	19
Reportable Incident Management	19
Management of Medication.....	20
How you can Contact Us	20
 In Person.....	20
 By Phone.....	20
 By Email	20

Welcome

Congratulations on your choice and making it count, we welcome you to the Sky High Healthcare team.

We are excited that you have decided to join us, and we look forward to an amazing collaborative, happy and successful partnership.

Our purpose is about supporting you to achieve your goals, making your choices and protecting your rights. For the purpose of the Client Handbook and all supporting Sky High Healthcare's Policies and Procedures, Participant will refer to all stakeholders unless otherwise specified.

This includes: the Participant/participant/career/person responsible/identified personal representative, service provider basically any individual who will benefit for the service information provided within handbook.

The purpose of the Client Handbook is to introduce you to Sky High Healthcare, the services that we offer, what we do, our terms, conditions and relevant supporting resources.

The Client Handbook needs to be considered with your Plan and your individual Service Agreement. The Client Handbook is not in itself an exhaustive guide, it has been designed to act as a resource and reference tool for you.

The Client Handbook will be regularly reviewed and updated to align with any service changes and process improvements based on your needs and your feedback.

You will be notified of any changes as they occur. If you required further information in relation to the content or you would like to suggest improvements to the Participant Handbook, please do not hesitate to contact us directly:



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Our Service Delivery Model

As a service provider, Sky High Healthcare has developed a clear and simple Service Delivery Model which is based on the NDIS Practice Standards and Rules and a social model of care. The model aims to empower the participant and family, and our staff and partners, to deliver the best possible standard of supports and safety.

Our Model has four objectives:

- Ensure we meet NDIS Practice and Rules Standards.
- Support a genuine participant and family centred approach.
- Ensure staff know how to best deliver supports of a high standard, safely.
- Support participants and families to live well.

Outcomes include:

- Service provision that upholds a person's fundamental human rights.
- A quality experience for everyone.
- The safeguarding of vulnerable people.
- Adaptive and flexible supports for individuals.
- Continuous quality improvement.
- Clarity in roles and expectations across staff levels.
- Increased staff support and improved performance.
- Quality practice where outcomes can be achieved and measured.
- Staff can improve their practice and feel valued.

Social Model of Care

All services provided by Sky High Healthcare are Person and Family Centred and provided through a social model of care. This means everything we do is directed towards meeting the goals and needs of the participant with consideration to the overall needs of their family. We believe this will enable participants to live the life they choose within their community with as few barriers as is possible.

The participant's Support Plan is developed to ensure we operate within the guidelines of the NDIS and promotes person-centred interventions that promote the strengths of the individual and the family. If, at any time, we feel we are not an appropriate service provider for a participant, we will discuss this and assist the participant to access more appropriate services.

We aim to meet the needs of the participant and their family as appropriately and practicably as possible by:

- The timing and place of appointments,
- Respecting the values and cultures of the family, and
- Considering the goals of the family as well as the participant.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Communication

The professional/therapeutic relationship between Sky High Healthcare, the participant, and their family is supported through good communication. We will communicate with participants and families using communication strategies most appropriate for the individual. For example, some participants/families may need information to be presented in a modified way e.g., using assistive technology, modified language, or interpreters. We will listen to the participant and their family to fully understand their needs and aspirations to enable us to provide person-centred supports/service.

All participants have the right to have a trusted / appointed decision maker or advocate. This can be a family member. We welcome the opportunity to work with them to plan for and meet the goals and needs of the participant and family.

At Sky High Healthcare, the participant's goals and Support Plan is reviewed regularly, this is a time when the participant and their trusted / appointed decision maker or advocate is encouraged to be involved. Support Plan reviews will be held at least every three months. Participants and their families will be provided with a summary of any discussion about care needs by email and will be provided with an updated Service and Support Plan within a week of each review meeting.

Strengths Based Approach to Support Planning and Provision

At Sky High Healthcare we use the Strengths Based approach as a framework to direct the assessment, planning and provision, and evaluation process for our participant's plan. Our specific aim is the building of capabilities and strengths, both for the participant, the family, and their informal support network. It encompasses the cultural, physical, sensory, and social environments in which the participant lives.

This approach provides a framework for Sky High Healthcare and other key stakeholders to consider the human and legal rights of the participant and their family, as well as looking at their different needs and how these align with their goals. It values everyone equally and focuses on what is working well for the participant and family and what is it that underpins areas that are working well. Our aim is to replicate the strategies in other areas of need. We will endeavour to describe deficits respectfully and honestly and aim to build on the participant's abilities within their potential development, acknowledging that people experience difficulties and challenges that need attention and support.

By using this approach in planning and support provision we direct concern to the participants goals to achieve a 'good life' that endeavours to equip the participant and family with knowledge, skills and support to satisfy life values including:

- Healthy living and optimal functioning – feeling good.
- Freedom from stress and harm – feeling safe.
- Familial, romantic and intimate relationships – feeling connected.
- Work and community participation – feeling valued.

Continuous Improvement

Sky High Healthcare has a culture of continuous service improvement (CSI). By having a culture of CSI we can evolve and align to the needs of participants and families. The main objective of the CSI lifecycle is to deliver continuous value to business. Adopting and implementing standard and consistent approaches for CSI will ensure that IT services remain continuously aligned to business requirements. CSI must be an objective for everyone in the organization.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Our key objectives of CSI are to:

- Review and analyse service level achievement.
- Identify and implement specific activities to improve service quality and improve the efficiency and effectiveness of our processes.
- Ensure applicable quality management methods are used to support Continual Service Improvement Activities.
- Understand what to measure, why it is being measured and what the successful outcome should be.

We welcome feedback from our participants and families at any time and will ask for feedback at specific times. We use this feedback to direct quality improvement activities and the strategic direction of the organisation.

Services with Sky High Healthcare

Assistance with Daily Living, Community Participation and Supported Independent Living

Under the NDIS, daily living support covers a wide range of activities, divided into two main categories: Core Supports and Capacity Building Supports. These categories work together to help participants have more control and choices in their lives, just like someone without a disability.

Core Supports help participants with everyday tasks and reaching their goals, like:

- Assistance with daily living: Things like help with bathing, dressing, cooking, taking medicine, and chores around the house, like cleaning and shopping.
- Consumables: This includes helping participants buy items they use every day, like special products for incontinence or nutrition.
- Assistance with social and community activities: This support helps participants take part in social or fun activities in their community, and it might even include planning a supported vacation.

Capacity Building Supports help participants become more independent and develop skills, such as:

- Support coordination: This helps participants, and their families understand the NDIS and how their budget works, making it easier to make choices.
- Improved living arrangements: This support can assist participants in finding long-term housing and learning about things like rent and budgeting, and how to manage paperwork responsibilities.
- Finding and keeping a job: It includes help with job searching or finding suitable courses to study, as well as support with transportation.
- School leaver employment supports: This includes learning how to travel independently, and activities that help participants develop skills for working and keeping a job.
- Improved health and wellbeing: This support covers things like informal exercise, going to the gym, and personal training to stay healthy as well as learning to cook healthy meals.
- Improved learning support: It assists participants with school-to-further-education transitions, improving on life skills, further developing communication skills, managing study load, and handling stress in educational settings.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Standard, Level 1 Support

Day	Evening	Night	Saturday	Sunday	Public Holiday	Sleepover
\$67.56	\$74.44	\$75.82	\$95.07	\$122.59	\$150.10	\$286.56

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.

High Intensity, Level 2 Support

Day	Evening	Night	Saturday	Sunday	Public Holiday	Sleepover
\$73.09	\$80.53	\$82.02	\$102.86	\$132.62	\$162.38	\$286.56

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.

Assistance with Travel/Transport

Driver (one hour min, additional travel time charged at .1 increments)	\$67.56
Standard Vehicle	\$1.00 per km
Wheelchair Accessible Vehicle	\$2.50 per km

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.

Establishment Fee for Personal Care & Participation Supports

Standard Support & High Intensity Support	\$654.70 one off
---	------------------

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.

Assistance with Household Tasks

Maintaining a clean and well-organised home is essential for good health and a less stressed life. Domestic chores and household activities are covered under the NDIS household tasks category.

When you need assistance with household chores, our trained support staff will help. You will receive customised home-based support to help you remain independent while strengthening your ability to perform various household tasks. We can work with participants to empower them to handle their daily chores independently or with minimal assistance. In time, some participants may gain more independence and mobility as they learn varied household tasks.

We can provide help, support to learn, or full assistance with the following:

- Housekeeping and similar tasks,
- Planning, preparing, and cooking meals,
- Providing meals,
- Looking after dependents,
- Shopping and banking,



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

- Minor repairs to the house and yard,
- Provision of specialised equipment for household tasks,
- Individualised training/development of domestic skills.

Domestic Assistance

Weekday, Day	\$56.23
--------------	---------

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.

Community Nursing

Our Community Nursing Team plays a vital role in delivering essential nursing and disability services. Our nurses have the necessary qualifications, knowledge, and experience to deliver high-quality healthcare services tailored to the unique needs of participants.

We provide a holistic approach to care, focusing on addressing both the physical and mental health needs of individuals, ensuring a comprehensive approach to their well-being.

We are also able to provide Care Coordination: Our nurses work collaboratively with other healthcare professionals, support workers, and family members to coordinate care, ensuring seamless integration of services.

The services our nurses can provide encompass a wide range of essential nursing and disability services, ensuring comprehensive and individualised care. Key aspects of our NDIS community nursing care include:

- **Nursing Services:** Our nurses deliver professional care, including medication management, wound care, and continence/ catheter care, health monitoring, and support for other complex medical needs, to individuals with disabilities.
- **Personalized Care Plans:** Our clinical nurse develops tailored care plans based on comprehensive assessments, ensuring that the unique needs and requirements of the individual are met.

Enrolled Nurse

Day	Evening	Night	Saturday	Sunday	Public Holiday	Sleepover
\$96.78	\$106.76	\$108.74	\$138.06	\$158.71	\$179.34	N/A

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.

Registered Nurse

Day	Evening	Night	Saturday	Sunday	Public Holiday	Sleepover
\$119.82	\$132.18	\$134.64	\$171.00	\$196.58	\$222.16	N/A

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Clinical Nurse

Day	Evening	Night	Saturday	Sunday	Public Holiday	Sleepover
\$138.60	\$152.88	\$155.75	\$197.79	\$227.39	\$256.98	N/A

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.

Nurse Delegation

The Registered Nurse Delegation of Care Services (RNDCS) supports children and adults with complex health needs and/or a disability, to safely manage complex care supports whether in home support and respite or accessing community services such as preschool, school, out of school hours care, childcare, their workplace or social activity.

Why is delegation of care required?

There are some types of disability-related health supports only an appropriately qualified practitioner can provide. This could be a nurse or a qualified therapist. The NDIS has identified the types of care needs that require Nurse Delegation, which means the identified care needs must be attended to or overseen by an RN. These include:

- Contingence Management - colostomy care - complex bowel care - urinary catheter management - continence training.
- Tube feeding and management
- Respiratory support, oxygen, CPAP, BiPAP, tracheostomy, ventilation management
- Diabetes Management subcutaneous insulin injections
- Complex wound care
- Complex seizure management
- S4 and S8 pain medication management

For example:

A Support Staff cannot ever:

- Change a urinary catheter or provide a tracheostomy dressing change, or
- Decide that it is appropriate to administer an S8 drug, or
- Administer PRN liquid S8 drugs.

However, an RN can provide education and assessment of skills to a support worker to (for example):

- Provide a percutaneous endoscopic gastrostomy (PEG) feed safely, or
- To give midazolam buccally, or
- Provide oral suctioning.

If you need a specific person to deliver a support, we will provide a staff member who is trained to provide the support, or we can train your current support staff to deliver the support, with ongoing RN oversee.



Sky High Healthcare

Post: PO Box 3066, Chermide West QLD 4032

Office: Westfield Chermide

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Clinical Nurse

Day	Evening	Night	Saturday	Sunday	Public Holiday	Sleepover
\$138.60	\$152.88	\$155.75	\$197.79	\$227.39	\$256.98	N/A

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.

Short Term Accommodation & Respite Care (STA)

With NDIS, STA is a service that allows people living with disabilities the change to live away from home for short periods of time. Whether you need a break, emergency care or respite. Through your NDIS funding, you can obtain STA even if it isn't listed in your plan. STA gives you the chance to try new things, make friends, and learn skills. It also gives your family or carers a short break from their caring roles.

We pride ourselves on being the best innovative short term accommodation provider. Tell us about yourself and your requirements, then we find the best location to suit your needs. Why should STA or respite mean you are stuck inside or heading out into a boring backyard.

We will rent an apartment or hotel room in any suburb or city you like. Provide the support you need to maintain your safety, sightseeing and activities to help support your goals of access to the community and away from your regular home to help you and/or your regular support team (formal and informal supports) the time they need to recharge or take the personal and/or annual leave they are entitled to.

STA & Respite Care

1:1 - Weekday	1:1 - Saturday	1:1 Sunday	1:1 Public Holiday
\$2,098.80	\$2,682.32	\$3,396.56	\$4,110.80
Additional Hours for Support (eg, 2:1 for periods) or you require active overnight support instead of sleepover support.		See SS, HI, EN, RN or CN hourly rates above	

Above pricing is per day & does not include GST. Private clients will be subject to GST being added to their invoices.

Support Coordination

Let us help you to understand your plan, connect you and/or establish you with supports and services,

Level 2 - Coordination of Supports

Hour	\$100.14
------	----------

Above pricing is per hour & does not include GST. Private clients will be subject to GST being added to their invoices.

Level 3 - Specialist Support Coordination

Hour	\$190.54
------	----------

Above pricing is per day & does not include GST. Private clients will be subject to GST being added to their invoices.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Accessing our Services

Services can be accessed through self-referral or third-party referral using the following methods:

- Phone:** (07) 4939 0223
- Email:** support@skyhigh.org.au
- Urgent Supports:** 045 678 2092 (afterhours)

The NDIS self-directed model allows participants and/or their representatives control over major decisions including which service provider or services you require.

Sky High Healthcare partners with you and supports you to manage your funding package. All referral enquiries will be responded to by the Client Services Manager within 2 business days.

The Client Services Manager and the Complex Care Coordinator will develop a personal care plan with you and agree on how we will support you and the nature of the support. We will also be in regular contact with you and conduct a review regularly.

Code of Conduct

Sky High Healthcare and its staff comply with a Code of Conduct including particulars as listed under NDIS requirements in providing supports or services to people with disability.

Sky High Healthcare and its staff must:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Respect the privacy of all persons.
- Provide supports and services in a safe and competent manner, with care and skill.
- Act with integrity, honesty and transparency.
- 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.

Anyone can raise a complaint about potential breaches – please refer to [Feedback](#) section.

Your Rights

You have the right to access supports that:

- Promote, uphold and respect your legal and human rights.
- Respect your culture, diversity, values and beliefs.
- Respect and protect your dignity and right to privacy.
- Are free from violence, abuse, neglect, exploitation or discrimination.
- Allow you to exercise informed choice and control.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

It is our Responsibility to:

- Tell you about and uphold your rights.
- Provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making.
- Support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide.
- Respect your autonomy, including your right to intimacy and sexual expression.
- Provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery.
- Support you to access an advocate (including an independent advocate) of your choosing.
- Support you to engage with your family, friends and community in the ways you want.
- Treat you with fairly, with courtesy, dignity and respect and without discrimination.
- Give you information about our services and associated costs, as well as other support options, within and outside Sky High Healthcare.
- Involve you in decisions about your supports, as well as our programs and policies.
- Provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences.
- Protect your personal information and only use it for the right reasons.
- Support you to provide us with feedback on our service, including complaints.
- Promptly address enquiries and complaints about the supports you are receiving.
- Support you to connect with other services, including advocates, interpreters and translators, if needed.
- Support you to have a person to speak on your behalf for any purpose.
- Provide safe and appropriate services that are culturally relevant and support your needs and goals.

As a Client we ask that you:

- Provide us with information that will help us to best support you.
- Tell us if things change or you cannot keep an appointment or commitment.
- Act respectfully and safely towards other people using the service, and towards our staff.
- Provide us with feedback about our service and how we can improve.
- Promptly pay the agreed fees associated with your services.
- Tell us as early as possible if our services are not required.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Service Agreement and General T&C's

Fees

We will discuss fees with you before providing services and include all fees in a Service Agreement. The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed to by you before services can commence.

Sky High Healthcare will provide you with regular invoices and statements to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a staff member so that mutually acceptable payment arrangements can be put in place.

Payments

Payments are applied depending on how the plan categories are managed, being either one, or a combination of the below:

a) Private Clients

If you have chosen to self-fund supports provided under this Service Agreement, Sky High Healthcare will send you an invoice for those supports. You agree to pay the invoice via bank account transfer within 7 days.

b) Self-Management

If you have chosen to self-manage the funding for NDIS supports provided under this Service Agreement, Sky High Healthcare will send you an invoice for those supports. You agree to pay the invoice via bank account transfer within 7 days.

c) Plan Management/Financial Nominee

If you have chosen to use a Plan Manager to manage the funding for supports provided under this Service Agreement, Sky High Healthcare will send your financial nominee/plan manager an invoice for those supports. Your Plan Manager and/Financial nominee agree to pay the invoice via bank account transfer within 7 days.

d) National Disability Insurance (NDIA) Managed

If you have chosen to have NDIA manage the funding for supports provided under this Service Agreement, Sky High Healthcare will claim payment for those supports directly from the NDIS through our parent organisation, Jack's Butterflies LTD.

Declined Funds

Should funds be declined due to exhausted funds or expired plans, the participant acknowledges they are liable for payment of the services rendered. There may be occasions that Sky High Healthcare does not have visibility over the allocation or usage of funds to manage budgets.

Payment terms will be 14 days after issuing the invoice.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Goods and Services Tax (GST)

a) Private Clients

As an organisation, we are registered for GST. As a private client, the service fees listed under [Services with Sky High Healthcare](#) are exclusive of GST and 10% GST will be added to all invoices.

b) NDIA Participants

For the purpose of GST legislation, the parties confirm that:

A supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013, in the participant's NDIS plan currently in effect under Section 37 of the NDIS act.

The participant's NDIS plan is expected to remain in effect during the period the supports are provided, and the participant will immediately notify the provider if the participant's NDIS plan is replaced by a new plan or the participant stops being a participant in the NDIS.

By signing this Handbook and agreeing to this clause, your invoices will remain GST free.

Creating a Service Agreement

A service agreement will be created for each client and is to be read in conjunction with the Client Handbook. The Client Handbook can be found on our website or you can request a copy at any time by contacting us on enquiries@skyhigh.org.au.

A service agreement is not a care plan, and it is not a lock in contract to entrap you. A service agreement is fundamentally a quote to give you the expected cost for the time frame you stipulate. This will help you and/or your plan manager to prepare the budget for your current plan to ensure you don't underutilise your plan and more importantly, you don't overspend.

The Client Handbook and Service Agreement have been created to offer complete transparency of what is expected by you and what you can expect when you engage services with Sky High Healthcare.

Ceasing Services

All clients have the right to exit Sky High Healthcare services at any time and a decision to do so will not prejudice future access to the service. All private clients and NDIS participants must give us at least 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

All private clients and NDIS participants who are exiting the service, have the right to an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan detailed in the Cessation of Services report, as well as the identification of, referral to and support accessing alternative services.

Participants who have chosen to exit our services have the right to re-access services within a 1- month period of exiting, without having to follow formal access processes, provided the necessary resources are available.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

If you wish to end your service provision, please speak to the Client Services Manager at Sky High Healthcare.

Service Termination

Sky High Healthcare may terminate a participant's services when:

- They are unwilling over a period of time to work towards agreed goals.
- Other people using the service, staff or the person themselves are at risk of harm.
- Financial requirements are not being met.
- Severe incompatibility with other participants using the service is displayed.
- Dramatic health changes require significantly increased levels of care, or a service model not provided by Sky High Healthcare.

Any person whose services are terminated have the right to appeal.

Appeals should be directed in writing to Sky High Healthcare's Client Services Manager.

Feedback, Compliments and Complaints

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services.

Feedback is taken seriously by Sky High Healthcare and is seen as an opportunity for improvement. We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

Directly to:	Client Services Manager or Complex Care Coordinator
By phone to:	(07) 4939 0223
By email to:	enquiry@skyhigh.org.au
In writing to:	PO Box 3066, Chermside West QLD 4032

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from the Board of Directors at Jack's Butterflies via email at secretary@jacksbutterflies.org.au. Alternatively, you can contact either of the external agencies below:

National Disability Insurance Agency

For concerns on the performance and conduct of NDIA staff.

Phone: 1800 800 110

Online: <https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>



Sky High Healthcare

Post: PO Box 3066, Chermide West QLD 4032

Office: Westfield Chermide

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

NDIS Quality and Safeguards Commission

For concerns about services, you are receiving with NDIS funding

Phone: 1800 035 544

online: <https://www.ndiscommission.gov.au/participants/participants-make-complaint>

Office of the Australian Information Commissioner

For concerns under the *Privacy Act 1988*

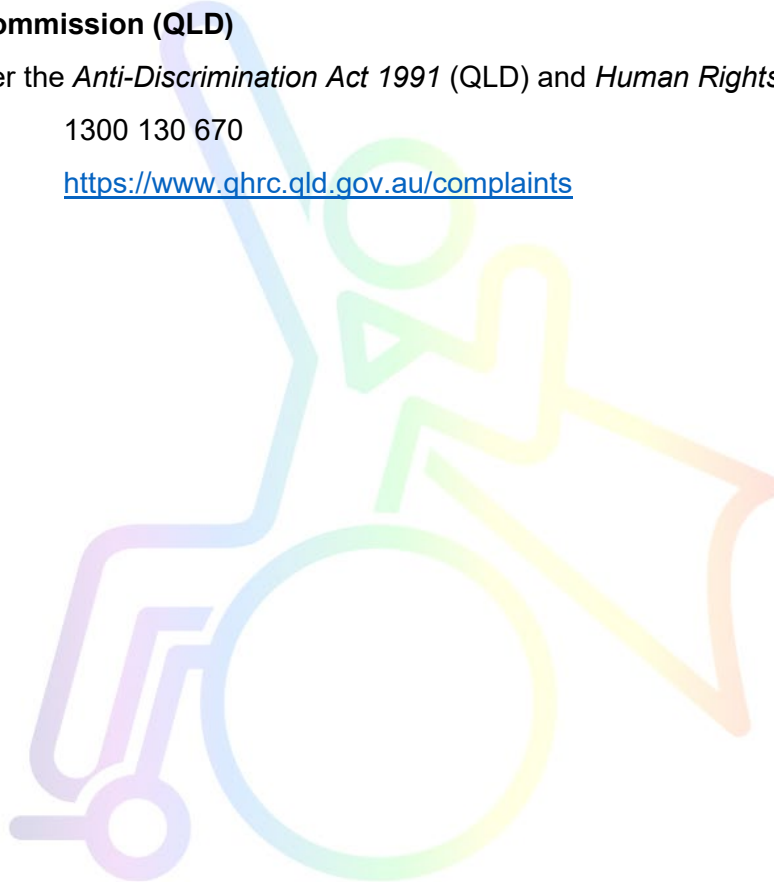
Online: <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

Human Rights Commission (QLD)

For concerns under the *Anti-Discrimination Act 1991 (QLD)* and *Human Rights Act 2019 (QLD)*

Phone: 1300 130 670

Online: <https://www.qhrc.qld.gov.au/complaints>





Client Safety Policies

Person Centred Supports

Just as the phrase “person centred” suggests, a Person-Centred Approach is about ensuring someone with a disability is at the centre of decisions which relate to their life.

A person-centred process involves listening, thinking together, coaching, sharing ideas, and seeking feedback. This process is ongoing to make sure each person is supported towards their personal goals, even as they evolve and change.

The ultimate aim is to understand what each individual wants and needs to live their own, personally defined, good life.

It is most successful when friends and family can support the process and help identify and develop the person’s strengths.

We make sure we have a person-centred approach across all our services – our clients, their families, and carers choose when and how they receive support, and by whom it’s provided.

When we are working with someone, we make sure we keep their strengths and interests, their communication preference, and who people they would like to involve, top of mind.

Individual Values and Beliefs

Sky High Healthcare values individual Values and Beliefs. We have a diverse group of participants.

- Sky High Healthcare Participants perceive events uniquely and in keeping with their individualised needs and past experiences.
- All Participants participate in care that is respectful and non-judgmental among individuals and is influenced by past experiences and social support.
- All Participants and families are actively involved in collaboration and decision-making regarding their care.
- All Participants are capable of assuming personal responsibility for their health, regardless of their unique abilities and challenges.
- All Participants grow and change in an environment of acceptance, trust and empathic understanding.
- Sustained Participant change occurs when Participants feel ready and supported to do so and not necessarily when the system expects it.
- Support workers believe in an individual’s ongoing capacity for self-determination and growth and in their own abilities to foster this process with Participants.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Privacy and Dignity

- The following procedures are to be implemented to ensure that Sky High Healthcare meets its policy objective of ensuring that all Participants of Sky High Healthcare have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.
- Sky High Healthcare will:
 - Only collect information about the client that can be shown to be directly relevant to providing effective service delivery and Sky High Healthcare's duty of care responsibilities.
 - Seek the written consent of the client or family prior to obtaining information from any other source.
 - Seek the written consent of the client or family prior to releasing information to any other source.
 - Ensure that personal information is stored securely and is not left on view to unauthorised Sky High Healthcare staff or the general public.
 - Ensure that only those Sky High Healthcare staff who need access to the above information will be granted access.
 - Advise the client and family of the nature of the personal information that is held by Sky High Healthcare about the client.
 - Advise the client and family of their right to view the information that Sky High Healthcare keeps in respect of the client.
 - Ensure that personal information about a client is only held by Sky High Healthcare as long as it remains relevant to the delivery of effective services and Sky High Healthcare's duty of care obligations.
 - Promptly investigate, remedy and document any consumer grievance regarding privacy, dignity or confidentiality.

Independence and Informed Choice

At Sky High Healthcare, we ensure that participants get priority with choosing how to access their NDIS plan. It is imperative that we sit together and have your input into your plan. Should you have any adjustments during the plan, please do not hesitate to contact our team, in order that you get the best of your service.

Freedom from Harm, Abuse and Neglect

When taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Sky High Healthcare treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Sky High Healthcare staff member.

Sky High Healthcare employs skilled staff who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services. All staff undergo comprehensive safety checks prior to employment.



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

Our workers are not permitted to:

- Provide services that are not detailed in your support plan.
- Provide financial advice.
- Accept gifts of value or money.
- Act as a Power of Attorney.
- Offer to buy any of your belongings.
- Exchange other workers or clients' details.

Work Health & Safety

Sky High Healthcare is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all Sky High Healthcare stakeholders – including staff, volunteers, clients, families, carers and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when participating in our services.

Where services are provided by Sky High Healthcare in your home, we expect that you, or the owner of the premises, will take responsibility for your safety and the safety of our staff working there. As far as practicable, please ensure that the premise is safe for our staff and meets all relevant building regulations or legislation. If you cannot perform or arrange for appropriate safety checks, this service can be included in your care plan or arranged with another service with our support.

Incident Management

Sky High Healthcare maintains an incident management system to ensure your safety and the safety of our team. Any incidents are logged on our incident form by our team members and followed up by our Complex Care Team. If you wish to notify us of an incident, you can liaise with our Client Services Manager or you can contact us on 07 4939 0223 or email us at support@skyhigh.org.au.

Reportable Incident Management

Jack's Butterflies is the parent organisation of Sky High Healthcare and is committed to identifying incidents and responding to them appropriately.

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 disability
- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- Use of a restrictive practiced in relation to a person with 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



Sky High Healthcare

Post: PO Box 3066, Chermside West QLD 4032

Office: Westfield Chermside

Email: enquiries@skyhigh.org.au

Phone: 07 4939 0223

Website: www.skyhigh.org.au

according to that authorisation but not in accordance with a behaviour support plan for the person with disability

Jack's Butterflies must notify the NDIS Commission of a reportable incident in the below timeframes:

Reportable Incident	Required Timeframe
Death of a person with disability	24 hours
Serious injury of a person with disability	24 hours
Abuse or neglect of a person with disability	24 hours
Unlawful sexual or physical contact with, or assault of, a person with disability	24 hours
Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	24 hours
The use of a restrictive practice in relation to a person with 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

For more information on how we manage incident reports, please review our Incident Management Policy.

Management of Medication

Participants' medication will be managed by Sky High Healthcare based on our Policies and procedures. For more information, please ask staff.

How you can Contact Us

In Person

Our office is located at Wotso which is on Level 2 Westfield Chermside.

By Phone

Phone: 07 4939 0223

By Email

enquiries@skyhigh.org.au