

CLIENT

HANDBOOK





Welcome Message

Welcome to High Hopes Services!

We believe that every person has the potential to lead a life filled with meaning, connection, and independence. Since 2020, our mission has been to provide personalised, high-quality support that empowers people with disability to pursue their goals and live life on their own terms.

What makes us different is our people. We're a diverse, passionate team driven by purpose—and united by a genuine desire to make a positive impact. We bring deep experience across a wide range of disabilities, including mental health conditions, psychosocial disability, autism spectrum disorder, and progressive neurological conditions such as MS.

Whether you're joining us for the first time or continuing your journey with us, we're here to walk beside you—supporting your goals, celebrating your growth, and helping you turn your High Hopes into everyday reality.

Welcome aboard—we're so glad to have you with us.

INSPIRE • EMPOWER • CELEBRATE

At the heart of everything we do is IEC: **Inspire, Empower, Celebrate.**

These three words guide how we build meaningful relationships and deliver support that goes beyond the basics. We aim to inspire growth, empower individuals to take charge of their journey, and celebrate every achievement—big or small. Through IEC, we foster strong, genuine connections built on one thing: trust.

Our Mission

To deliver high-quality, personalised support that empowers people with disability to pursue their goals, honour their individuality, and reach their High Hopes.

Our Vision

To be a leading provider of disability support services—building inclusive communities founded on trust, respect and equality, where people with a disability are empowered to live the life they choose.





Our Values



Innovation

- We seek creative ways to service our communities
 - We will welcome new ideas
 - We are willing to change
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Respect

- We will treat people fairly
 - We will honour diversity
 - We recognise the dignity and worth of every person
 - We will deliver a high quality of service
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Compassion

- We will value our relationships
 - We will treat people with kindness, empathy and generosity
 - We will create an environment that fosters privacy and dignity
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Excellence

- We will keep people safe
 - We will keep on improving
 - We will learn from our mistakes
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Accountability

- We will continuously uphold our values
 - We will be open and honest and operate with integrity
 - We will hold others to account
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Our Services

Community Access Support

Our community access support empowers individuals to live more independently and engage fully in community life. We offer tailored assistance, promote inclusion, and provide a supportive environment that encourages connection, growth, and participation.

Daily Life Assistance including SIL & STA

Experience personalised in-home care with High Hopes Services. Our dedicated team provides compassionate support, ensuring your loved ones feel safe, respected, and well cared for in the comfort of their own home.

Community Engagement Activities

We empower participants through capacity-building activities that foster meaningful community engagement. Held in supportive group settings, these activities build social skills, confidence, and independence.

Our monthly calendar offers a variety of experiences—from art workshops and bowling to zoo visits and museum tours—designed to support personal growth while having fun.



Check out this months
CALENDAR



Visit • hhs.com.au/participate



What Set's Us Apart

NDIS Registered Provider

We're proud to be a registered provider committed to inspiring confidence, empowering independence, and celebrating every success on our participants' journeys. We believe that oversight is vital in ensuring that the NDIS fulfills its mission.

Training and Support

Through a dedicated training and support program, we empower our support workers to deliver quality, NDIS-compliant services, ensuring that every participant receives the level of care they deserve.

Person-Centered Care

Our team understands that each participant's path is unique. We celebrate this individuality by providing adaptable care that grows with each participant's goals and abilities.

Outcomes Focused

Our commitment to real, tangible results means that we don't just offer support—we celebrate achievements that make a meaningful difference in our participants' lives, from increased independence to enriched social participation.



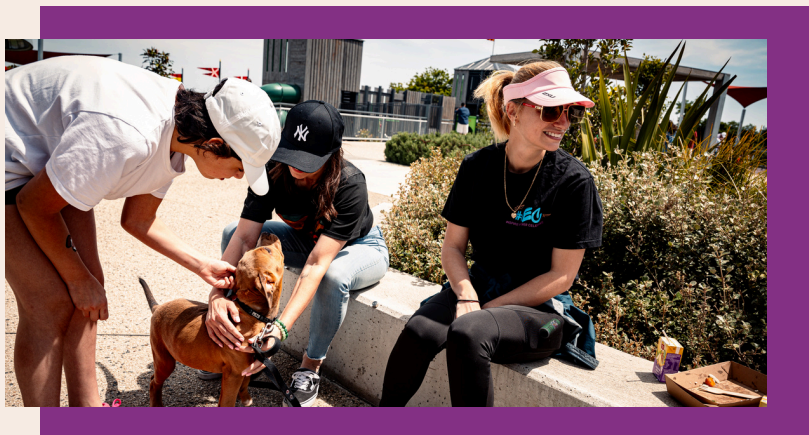
Our Fees

We adhere to the prices as predetermined by the National Disability Insurance Scheme (NDIS). A copy of the NDIS Price Arrangements can be downloaded from <https://www.ndis.gov.au/providers/pricing-arrangements>.

Exiting our Service








You can leave our services at any time and we will support you to find other services if you require. We may need some notice to finalise payments and these time-frames will be included in your agreement with us. Should you wish to return to us at any time our staff will be happy to support you through the intake process.

From time to time there may be a need for us to advise you that we are no longer able to provide you with the services you are assessed as needing as we may not have the appropriate staff to support you. If this does occur, we will work with you to find and access a provider who is able to support you.



NDIS Code of Conduct

We will:

-  Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
-  Respect the privacy of people with disability
-  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 might have an impact on the quality and safety of supports provided to people with disability.
-  Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability.
-  Take all reasonable steps to prevent and respond to sexual misconduct.



Your Rights

You have the right to be treated with fairness, dignity and respect. We are committed to upholding your rights every step of the way.

Respect and Privacy

- You'll be treated with kindness, fairness and honesty.
- Your personal information will be kept private and used appropriately.
- Services will reflect your needs, preferences, and cultural background.

Choice and Participation

You have the right to make informed choices about your supports.

You can access information in a way that makes sense to you.

You can involve a support person or advocate when making decisions.

You have the right to feel safe and included in all settings.

Speaking Up

You can give feedback or make a complaint at any time.

If something goes wrong, we'll keep you informed and work to fix it.

If you're not satisfied, you can escalate your concern—including to the NDIS Commission.

Advocacy

Advocates are available to you in Victoria. For a list of disability advocate organisations, visit:

<https://providers.dffh.vic.gov.au/disability-advocacy-organisations>

or contact the **Disability Advocacy Support Helpline** on:

- 1800 643 787 (Mon-Fri 8am-8pm)



Your Privacy

Your privacy matters to us, and we're committed to protecting it.

- We'll always ask for your permission before collecting or sharing your personal information.
- You have the right to say no.
- We only request information that's necessary to support you, and we'll explain why we need it.
- If you're ever unsure, please ask—we're here to help.

Your Responsibilities

As a valued participant, we ask that you:

- Let us know if your contact details change.
- Keep your appointments, or tell us if you need to cancel.
- Choose someone you trust—like a family member, friend or advocate—to support your decisions if needed.
- Treat others with fairness, honesty and respect.
- Respect everyone's right to a safe, comfortable environment.
- Respect others' privacy and confidentiality.
- Give us honest feedback to help us improve our services.



Keeping Your Information Safe

We're committed to protecting your personal information and using it only for the right reasons.

- Only team members directly involved in your support will access your information—this helps us provide the best possible care.
- We will only share your information if:
 - You give us permission,
 - We're seriously concerned for your safety, or
 - The law requires us to.

You have the right to see your information—just ask.

Keeping it Accurate

To support you properly, we need the right information.

- Please let us know if your details change.
- We regularly check and update your records.
- If anything looks incorrect, let us know and we'll fix it.

If you ever feel your privacy hasn't been respected, you can contact us in writing. We're here to listen and take your concerns seriously.



Incident Management

NDIS providers must follow rules about keeping people safe. We work hard to keep everyone safe. That means you, our workers and other people in the community. We think about how accidents can happen and how to prevent them. This is called 'Risk Management'. We ask you questions, and think about the supports we provide, about the places where those supports happen, about the people who work with you and other people around you.

If something goes wrong..

1. We must tell the NDIS Commission
2. We must investigate the incident
3. We must do something so that the incident doesn't happen again.
4. We must talk about this with the person who was hurt.



Feedback and Complaints

Your voice matters—help us do better.

We are committed to providing the best possible support. To do that, we rely on honest feedback from you.

- Your feedback helps us improve. Whether it's a compliment, suggestion or complaint—we want to hear from you.
- We'll ask for feedback from time to time to understand how we're doing and how we can do better.
- If something isn't working for you, please let us know. It's okay to speak up, and we'll always listen and respond as quickly as possible.
- You're welcome to provide feedback anonymously. While we may not be able to respond directly, your input still helps us make positive changes.
- If you need support to give feedback or make a complaint—about our service or another—you can ask a family member, friend, or an independent advocate to assist you.
- Advocacy services in Victoria are free, and advocates are trained to speak on your behalf. If you need help finding one, we're happy to assist.

You can contact us by phone, email, or post—details are included on the next page of this handbook.



Contact Us

 **1300 556 007 (Mon-Fri 9AM-5PM AEST)**

 **info@hhs.com.au**

 **hhs.com.au**

 **[instagram.com/highhopesservicesau](https://www.instagram.com/highhopesservicesau)**

 **[facebook.com/highhopesservices](https://www.facebook.com/highhopesservices)**

Contact NDISQSC

If you have a serious complaint about any of your NDIS providers the **NDIS Quality and Safeguards Commission** is also available to support you.

 **1800 035 544 (Mon-Fri 9AM-5:30PM AEST)**

 **contactcentre@ndiscommission.gov.au**

 **<https://www.ndiscommission.gov.au>**