

PARTICIPANT WELCOME PACK



02 8660 1936



disability@ghca.com.au



Level 3, 100 George St. Parramatta NSW 2150

Welcome Message

Dear Client,

I am writing on behalf of the entire team at GHCA to extend a warm welcome to you as a new client of our disability services. We are thrilled to have you join our community, and we are committed to providing you with the support and care you need to lead a fulfilling and empowered life.

At GHCA, we understand the unique challenges that individuals with disabilities and their families face, and our dedicated team is here to assist you every step of the way. Our mission is to enhance the quality of life for our clients and to promote their independence, choice, and inclusion in the community.

As a new client, you can expect the following from our disability services:

- **Person-Centered Approach:** We believe in tailoring our services to meet your specific needs and preferences. Your voice is important, and we will work together to create a customized plan that best suits your goals and aspirations.
- **Highly Qualified Staff:** Our team consists of experienced and compassionate professionals who are dedicated to making a positive difference in the lives of our clients. You will be in capable hands throughout your journey with us.
- **Range of Services:** We offer a wide range of services and we are confident that we can provide the support that aligns with your individual requirements.
- **Open Communication:** We encourage open and transparent communication. If you have any questions, concerns, or suggestions, please do not hesitate to reach out to our team. We are here to listen and assist you.

We look forward to getting to know you better and working closely with you to achieve your goals. Your well-being and success are our top priorities, and we are committed to walking this path with you.

If you have any questions or need further information, please feel free to contact our Client Support Team at **(02) 8660 1936** or **disability@ghca.com.au**.

Once again, welcome to GHCA. We are honored to have the opportunity to serve you, and we are excited to embark on this journey together. We believe that, with your determination and our support, there are no limits to what you can achieve.

Warm regards,

PETUA EUNICE MUFUMBIRO
Director



At GHCA, we believe in nurturing growth and illuminating the path to wellness. With a commitment to clinical excellence, integrity, and collaboration, we foster a vibrant, positive impact on the well-being of both our clients and care providers.

Through compassionate care and strong partnerships, we empower individuals to thrive, shine, and lead healthier, more fulfilling lives. Our mission is to bring light to every aspect of care, ensuring a brighter and healthier future for our colleagues, clients and community. Grow with us, and let your potential glow.

We live and breathe our values

Our values form the foundation of all our actions. They reflect our dedication to our employees, customers, and community, defining our identity, actions, and approach.

+ Our Mission

GHCA exists to provide holistic and exceptional quality to all its clients.

+ Our Vision

Adding value to our community by providing exceptional quality care services tailored to meet clients' needs.

+ Our Values

GHCA's operations and activities are built upon the Values of:

Trust: We inspire confidence through the integrity, reliability and fairness of our actions

Equality: We believe that everyone is of equal value and should have the same rights and opportunities.

Empowerment: We create an environment that embraces autonomy, personal and professional growth and ability to think outside the square.

Collaboration: We work as a team to achieve the best possible outcome.

Respect: We treat each person as we would want to be treated.

Our Disability Services

GHCA offers support and services to people with disabilities. We are funded under NDIS to provide the following supports and services:

At GHCA, we are committed to empowering individuals with disabilities through personalized, high-quality support. Our dedicated team offers comprehensive services tailored to meet your unique needs. With a focus on respect, safety, and dignity, we strive to enhance your quality of life and support your independence. Experience compassionate care and expert guidance with GHCA—where your well-being is our top priority.



HOME & LIVING SUPPORTS

- Assistance with Daily Personal Activities (Assistance with self-care activities, Specialised Home-Based Assistance for a Child, House and/or Yard Maintenance, House Cleaning and Other Household Activities, Assistance with Personal Domestic Activities)
- Supported Independent Living (SIL)
- Specialist Disability Accommodation (SDA)
- Short-Term Accommodation (STA) Inc. Respite
- Medium-Term Accommodation (MTA/LTA)
- Individualised Living Options (ILO)

SOCIAL & COMMUNITY PARTICIPATION

- Assistance to Access Community, Social & Recreational Activities
- Group and Centre-based Activities
- Social Groups

CAPACITY BUILDING SUPPORTS

- Support Coordination Level 1, 2, & 3
- Plan Management
- Behavioral Intervention / Behavior Management Plan/Training
- Improved Daily Living Skills

Our Complex Care Services

GHCA offers support and services to people with disabilities. We are funded under NDIS to provide the following supports and services:

At GHCA, we specialise in delivering personalised complex care solutions tailored to our clients' unique needs. We strive to enhance their quality of life through advanced complex care services that empower independence and promote holistic health.



- Complex Bowel Care
- Enteral Feeding & Management
- Severe Dysphagia Management
- Tracheostomy Management
- Urinary Catheter Management
- Ventilator Management
- Subcutaneous Injections
- Complex Wound Management
- Seizure Management



Our Therapeutic Services

GHCA offers support and services to people with disabilities. We are funded under NDIS to provide the following supports and services:

At GHCA, our mission is to empower our clients through personalised therapeutic interventions that are carefully crafted to support healing and foster personal growth. We believe in tailoring each therapeutic approach to the unique needs and goals of every individual we serve, ensuring that our clients receive the specialised care they deserve. Through compassionate listening, evidence-based practices, and a commitment to holistic well-being, we aim to create a supportive environment where clients can explore their challenges, build resilience, and achieve lasting positive change.



- Positive Behaviour Support
- Psychology Services
- Occupational Therapy
- Language & Speech Services
- Physiotherapy
- Exercise Physiology
- Chiropractic
- Podiatry
- Dietetics
- Art Therapy
- Key Worker
- Early Childhood Supports
- Telehealth



GHCA respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the NDIS Practice Standards, United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, United Nations Declaration on the Rights of the Child, NDIS Act 2013 (Cth), and relevant State/Territory Legislation:

- NT: Anti-Discrimination Act 1992 (NT)
- QLD: Human Rights Act 2019 (QLD) and Anti-Discrimination Act 1991 (QLD)
- NSW: Anti-Discrimination Act 1977 (NSW)
- WA: Equal Opportunity Act 1984 (WA)
- ACT: Human Rights Act 2004 (ACT) and Discrimination Act 1991 (ACT)
- SA: Equal Opportunity Act 1984 (SA)
- TAS: Anti-Discrimination Act 1998 (TAS)
- VIC: Charter of Human Rights and Responsibilities Act 2006 (VIC), Equal Opportunity Act 2010 (VIC) and Racial and Religious Tolerance Act 2001 (VIC)

You have the Right to access supports that:

- promotes, upholds and respects your legal and human rights
- respects your culture, diversity, values and beliefs
- respects and protects your dignity and right to privacy
- is free from violence, abuse, neglect, exploitation or discrimination
- allows you to exercise informed choice and control
- supports your privacy, intimacy and sexual expression and
- allows you to live with residents who are not eligible for SDA and to choose to share a bedroom with others, where possible.



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 chosen community in the ways you want to
- treat you fairly and 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 GHCA
- involve you in decisions about your supports, as well as our policies and procedures
- provide services that consider and respects 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 services 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 and
- provide safe and appropriate service delivery that is culturally relevant and supports your needs and goals.

As our participant 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 and
- tell us as early as possible if our services are not required.

NDIS Code of Conduct



The NDIS Code of Conduct is a set of principles and standards designed to guide the behavior and practices of workers and providers within the National Disability Insurance Scheme (NDIS) in Australia. The Code aims to ensure that people with disabilities receive high-quality and respectful support and services.

Key Elements of the NDIS Code of Conduct



Individual Rights

Respect individual rights



Integrity, Honesty & Transparency

Act with integrity, honesty and transparency



Self-Determination

Respect self-determination



Quality & Safety

Ensure quality and safety



Privacy

Respect privacy



Service Delivery

Deliver services competently



Prevent and Respond

Prevent and respond to violence, neglect, abuse, and exploitation

Purpose of the NDIS Code of Conduct

Ensure Quality and Safety: To promote high standards of service delivery and safeguard participants.

Guide Behavior: To provide clear guidelines on expected behavior and practices for NDIS workers and providers.

Promote Trust: To build trust between participants and service providers by ensuring ethical and professional conduct.

Child Safe Code of Conduct



GHCA is committed to creating and maintaining an environment that is safe for all children and young people. This includes proactively working to prevent harm or abuse of children and young people, and reporting abuse or concerns immediately. All staff expected to adhere to this Child Safe Code of Conduct and support the safety, wellbeing, and empowerment of the children and young people GHCA supports.

GHCA's Commitment to Child Safety and Wellbeing

GHCA is committed to the safety and wellbeing of children and young people.

GHCA wants children and young people to be safe, well, happy and empowered. We support and respect all children and young people, as well as our staff.

GHCA is committed to the safety, wellbeing, participation and empowerment of all children and young people. We want to promote and protect their rights.

GHCA has zero tolerance of placing children or young people at risk of harm, including abuse and neglect, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

GHCA is committed to preventing risks of harm to children and young people, including abuse, by identifying risks early and removing and reducing these risks.

GHCA has legal and moral obligations to contact authorities when we are concerned about a child or young person's safety or wellbeing.

All GHCA's staff and volunteers have obligations to act ethically towards children and young people to ensure their safety and wellbeing.

GHCA has robust human resources and recruitment practices for all staff. GHCA is committed to regularly training and educating our staff on identifying and responding to potential risks of harm to children and young people, including abuse risks.

Child Safe Code of Conduct



GHCA is committed to the cultural safety of Aboriginal and Torres Strait Islander children and young people, the cultural safety of children and young people from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children and young people with a disability.

GHCA is committed to protecting children and young people's personal information, and the personal information of their parents and families. All personal information considered or recorded will respect the privacy of the individuals involved, whether they be staff, volunteers, parents or children and young people, unless there is a risk to someone's safety. Everyone is entitled to know how this information is recorded, what will be done with it, and who will have access to it. GHCA has processes in place to seek parental and children and young people's consent for relevant activities and information gathering.

GHCA has specific policies, procedures and training in place that support our staff to achieve these commitments.

Internal and External Reporting Obligations

All staff, children, young people, families, and community members are encouraged to speak up if they have concerns about the safety of a child or young person.

Complaints about a breach of this Code of Conduct must be reported to the Manager. All reports will be kept confidential, and complainants will be supported through the process in a sensitive and respectful way. Complainants can be confident that making a complaint will not result in retribution of any form from GHCA.

Some breaches of this Code of Conduct may need to be reported to the police, the Department of Communities and Justice and the Office of the Children's Guardian. GHCA's Client Incident Management Policy and Procedure provides more information about internal and external reporting requirements. See the Feedback and Complaints Policy and Procedure for information about providing feedback or making a complaint related to this Code of Conduct.

Staff who breach this Code of Conduct may also be subject to disciplinary action. More information is contained in GHCA's Human Resources Policy and Procedure.

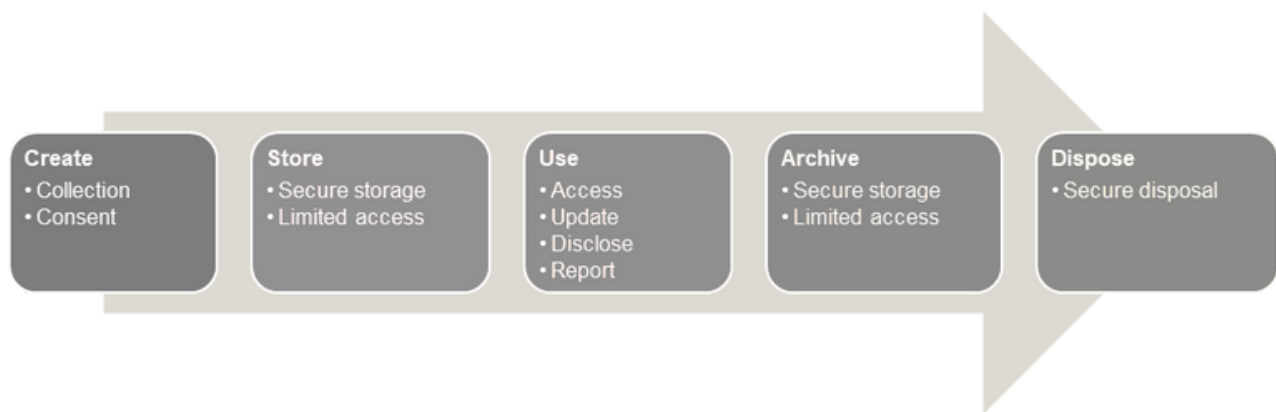
Privacy & Confidentiality



GHCA recognises, respects and protects everyone's right to privacy, including the privacy of its participants and staff. All individuals (or their legal representatives) have the right to decide who has access to their personal information.

GHCA's privacy and confidentiality practices support and are supported by its records and information management processes (see the Records and Information Management Policy and Procedure).

Privacy and Confidentiality processes interact with the information lifecycle in the following ways:



All staff are responsible for maintaining the privacy and confidentiality of participants, other staff and GHCA.

Photos and Videos

Photos, videos and other recordings are a form of personal information. Staff must respect people's choices about being photographed or videoed and ensure images of people are used appropriately. This includes being aware of cultural sensitivities and the need for some images to be treated with special care.

Information Collection and Consent

Participant Information Collection and Consent

GHCA will only request personal information that is necessary to:

- assess a potential participant's eligibility for a service
- provide a safe and responsive service
- monitor the services provided and
- fulfil government requirements for non-identifying and statistical information.

Personal client information that GHCA collects includes, but is not limited to:

- contact details for participants and their representatives or family members
- details for emergency contacts and people authorised to act on behalf participants
- participants' health status and medical records
- medication records

Storage

Records are stored securely in the most appropriate system, physical (fire-proof-locked filing cabinets) and electronic.

Using Records

Access to GHCA's information management systems must be approved by the CEO.

Retaining and Disposing of Records

Records that are not frequently used or that are not required for current business use (inactive records) may need to be:

- archived - if they need to be retained for a certain period or
- disposed of - if they have already been kept for the required retention period.

Records must be kept for the duration specified by State/Territory regulations and Australian Privacy Law.

NDIS Audits

GHCA complies with the requirements of the National Disability Insurance Scheme (Approved Quality Auditors Scheme) Guidelines 2018 whereby participants are automatically included in audits against the NDIS Practice Standards. Participants may be contacted at any time by an NDIS Approved Quality Auditor for an interview, or for their participant file and plans to be reviewed.

Participants who do not wish to participate in these processes can notify any staff member, who must inform the manager in writing. Their decision will be respected by GHCA and will be documented in their participant file.

If you require any further information about the privacy act or your rights, contact our office on (02) 8660 1936 or contact:

Name: **Office of the Australian Information Commissioner**

Enquiries: enquiries@oaic.gov.au

Website: www.oaic.gov.au

Hotline: **1300 363 992**

Mail: **GPO Box 5218, Sydney NSW 2001**

If you need assistance with other languages, call the Translating and Interpreting Service on **131450** and ask for the Office of the Federal Privacy Commissioner on **1300 363 992**.

Feedback & Complaints



GHCA respects each person's right to feel safe and comfortable to provide feedback or make complaints about the organisation or its services. All personal information GHCA collects to manage feedback or complaints must be handled in accordance with GHCA's Privacy and Confidentiality Policy and Procedure.

Feedback

Providing feedback to GHCA is voluntary.

Feedback can be provided at any time, in any way, by any stakeholder, through:

- a staff member
- email, mail or phone
- GHCA's Feedback and Complaints Form
- GHCA's website
- service delivery planning days (involving participants and other stakeholders)
- GHCA Board of Directors meetings (involving participants and other stakeholders)
- staff collection of feedback after a person interacts with the service (e.g. initial assessment and planning reviews, exit interviews, etc.)
- annual participant satisfaction surveys. All participants or their representatives or families will be asked to complete these surveys and

Where feedback is provided verbally, the receiving staff member will transcribe it onto a GHCA Feedback and Complaints Form.

Complaints

People can make a complaint about any aspects of GHCA's services, including breaches of its policies and procedures, Staff Code of Conduct or the NDIS Code of Conduct.

GHCA's complaints management process can be simplified into seven (7) steps:

- Step 1: Receive Complaint
- Step 2: Record Complaint
- Step 3: Categorise Complaint
- Step 4: Resolve Complaint
- Step 5: Follow-up Complaint
- Step 6: Review Complaint
- Step 7: Monitor Complaints (on-going)

To complain or provide feedback you can contact our office:

Phone: (02) 86601936
Email: disability@ghca.com.au or
Mail: Level 3, 100 George St. Parramatta NSW 2150

You can ask someone you trust to help you make a complaint to GHCA. You can ask an advocate to help you. An advocate is someone who speaks up for you when you cannot speak up for yourself.

Feedback & Complaints



Our Complaints and Feedback Principles

Relationships: We provide clear, accessible communication when responding to complaints or feedback and reject any retribution towards individuals.

Innovative: We aim to make our complaints and feedback process straightforward and user-friendly, and we actively learn from the feedback we receive.

Courageous: We encourage all clients receiving services to understand their rights & feel empowered to speak up.

Respectful: We handle all complaints and feedback with dignity and impartiality, maintaining a transparent and consistent process. We uphold and protect the rights and confidentiality of those receiving services and stakeholders, and we openly acknowledge and apologize for any mistakes.

Responsive: We promptly listen to, acknowledge, review, and address complaints. We offer clear and accessible information on how to submit complaints to us and other relevant authorities.

How to complain to the NDIS Commission?

If you are still not happy after speaking to GHCA you can tell the NDIS:

NDIS Commission

Hotline: **1800 03 55 44**

Website: **online www.ndis.gov.au**

If you need assistance with other languages, call the Translating and Interpreting Service on **131450** and ask for the Office of the Federal Privacy Commissioner on **1300 363 992**.

If you need assistance with other languages, call the Translating and Interpreting Service on **131450** and ask for the Office of the Federal Privacy Commissioner on **1300 363 992**.

If you (or someone making a complaint for you) is worried about what might happen after you make a complaint (such as how you might be treated), you can ask the NDIS Commission to keep your identity confidential. This might change the actions the NDIS Commission can take in response to your complaint.

The only reason the Funding Body would request data or look at your file would be to check that GHCA are meeting service requirements and providing a quality service.

Incident Management >

GHCA has a moral, ethical and legal responsibility to ensure all participants including children are safe and takes proactive steps to protect them from harm. All personal information GHCA collects to manage incidents must be handled in accordance with GHCA's Privacy and Confidentiality Policy and Procedure.

Incident Reporting

GHCA manages incidents by ensuring they are reported promptly by staff and documented in the Incident Register. Feedback is provided to those who report incidents within 7 days, and if a full response isn't possible in that time, an update is given. The Manager will discuss the investigation outcome with those involved and follow up with written advice. Support, such as interpreters or advocates, will be provided if needed to help participants understand incident-related communication.

Reportable Incidents Requiring Notification Within 24 Hours

The COO or the Operations Manager must report the following incidents to the NDIS Commission **within 24 hours**:

- the death of a person with disability
- the serious injury of a person with disability
- the abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability or
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming for sexual activity.

Investigating Incidents

All investigations must be completed (including report finalisation) within 28 working days.

GHCA must provide information on investigation progress and outcomes to the person with disability involved in the incident (or their supporters) and, with the consent of the person with disability or their representative, any other person.

An investigation report must be completed by the Investigation Manager. A report may also need to be provided to the NDIS Commission within **60 business days** of the initial notification, via reportableincidents@ndiscommission.gov.au.

As outlined in GHCA's Human Resources Policy and Procedure, all staff are required to undergo training and refresher courses in infection prevention and control, including standard precautions such as hand hygiene, respiratory hygiene, and cough etiquette.

GHCA takes a person-centered approach to infection prevention and control by involving participants in their care process. This includes considering their perspectives in policy development, educating them about infection control strategies, encouraging them to share health risks, and providing opportunities for feedback. GHCA also offers accessible educational materials and ensures participants' privacy and confidentiality are protected.

Organisational Preparedness

GHCA has an established Emergency and Disaster Management Plan, along with relevant Business Continuity Plans, to effectively respond to incidents involving infectious agents, as outlined in the Emergency and Disaster Management Policy and Procedure. Additionally, in line with the Risk Management Policy and Procedure, the prevention and control of infections and outbreaks are already incorporated into GHCA's risk management strategy.

Risk Management

GHCA uses the Workforce Immunisation Risk Matrix as part of the risk assessment process to identify workplace tasks, locations, and activities that may increase the risk of acquiring or transmitting Vaccine Preventable Diseases (VPDs). They will also implement strategies to mitigate these risks for both staff and participants.

Training and Education

In line with GHCA's Human Resources Policy, all staff are required to undergo training, including refresher courses, on infection prevention and control. This includes training on hand hygiene, respiratory hygiene, and proper cough etiquette.

GHCA will provide the necessary Personal Protective Equipment (PPE) for staff to perform their tasks safely, as well as for participants who need it, based on a risk assessment and in consultation with staff and participants. Staff will receive training on the proper selection, fitting, storage, and maintenance of PPE. This training will be provided during induction and refreshed annually.

Cancellation Statement >

GHCA accepts requests for changing service day(s) or hour(s), cancelling, holding, or pausing/stopping scheduled services for any reasons. However, please understand that there are terms and conditions as shown in 6-12 due to our Employment Policy to respect and retain our staff for the long-term for us to provide consistent support to our participants. And please understand that when the participant fails to meet our policies for any reason, will be invoiced as normal and required to make 100% payment (e.g. sudden illness or injury, behaviour or health concerns, Covid-19 positive, changes to the NDIS plan, funding running low, holiday plan, family event, etc).

All types of notices for changing, cancelling, holding, or pausing/stopping scheduled services **MUST** be advised and discussed with the GHCA Operations Team in **WRITING** to be accepted and for future reference purposes. Verbal communication **WILL NOT** be accepted or applied.

Making Changes to Scheduled Service

This policy is for when the participant wishes to make any changes to current service for the SAME type of the service.

Change request for ONE TIME ONLY	A minimum of 24 hours' notice is required.
Change request for MULTIPLE TIMES OR PERMANENTLY	A minimum of 2 weeks' notice is required.

Please Note:

- Any change requests may not be accommodated or implemented as they are subject to GHCA's availability, capacity, and safety measures at the time of the request.
- A minimum required notice is necessary to discuss with the Management Team, update in our system, and communicate with the relevant team members before effectively implementing the changes.
- If the Operations Team has not received your change request in writing via email and/or within the minimum required notice, please understand that GHCA may not make changes to your service and/or update our team to successfully implement your request.
- Our team is committed to do their best to minimise any risks, incidents, accidents, human errors. However, uncontrollable, unforeseen, or unintended circumstances may still lead to such events, and any participation, support arrangement, and change requests are ultimately at the participant's and carer/representative's own risk.
- If changes to the services are required that is not outlined in this Service Agreement, the participant or the Plan Nominee may be asked to sign a new Service Agreement.
- For any circumstances, if GHCA needs to make any changes to the participant's scheduled service(s), you will be contacted with an explanation before any changes are made.

Cancellation Statement >

Cancelling Scheduled Service

This policy is for when the participant wishes to cancel only 1 single session at a time.

A minimum of 48hrs notice is required prior to start time of the next scheduled service.

Maximum number of Unpaid Cancellation accepted in 4 weeks period:

- If the participant is attending 1 session per week: 1 session in 4 Weeks period
- If the participant is attending 2 or more session per week: 2 sessions in 4 Weeks period

Where GHCA cancels a support due to operational reasons, the service will be rescheduled at no penalty to either party.

Please Note:

·If you wish to cancel/hold for 1-2 weeks in a row for any reasons, please refer to the 'Holding Scheduled Services' Policy.

·If you wish to cancel/hold for more than 2 weeks or an uncertain period, please refer to 'Reducing, Pausing or Stopping scheduled services' policy.

Holding Scheduled Service(s)

This policy is for when the participant wishes to cancel/hold multiple sessions in a row (for maximum up to 2 weeks period).

·A minimum of 2 weeks' notice with the return date is required prior to the first day you wish to hold your scheduled service(s).

·Maximum Number of Service Holding accepted within 3 months: Limited to 1 time in 3 months

Please Note:

·In the event that the participant has postponed the return date for any reason, the cancellation charges will apply to secure the spot until the postponed return date.

·If you wish to cancel or pause/stop your scheduled services for more than 2 weeks or an uncertain period, please refer to the 'Reducing, Pausing or Stopping Scheduled Services' Policy.

Reducing or Pausing or Stopping Scheduled Service(s)

This policy is for when the participant wishes to reduce the number of services OR change the type of the program OR cancel/pause/stop the service for more than 2 weeks period or for an uncertain period.

A minimum of 4 weeks' notice is required prior to the first day you wish to reduce or pause/stop your scheduled services.

Cancellation Statement >

If you are pausing/stopping your scheduled services and planning to return, please advise the return date. GHCA is happy to offer you to cancel without charges and secure the spot for up to 2 weeks (limited to 1 time in 3 months).

If you have changed, paused, or stopped service for any reason, you may be asked and required to sign a new Service Agreement before or upon your return to resume the services outlined in this Service Agreement.

To avoid cancellation fees, please don't hesitate to reach out to us. Our dedicated team, listed below, is ready to assist you in making the necessary changes to your support:

Office Hours: (Monday-Friday, 9am to 5pm)

Phone: (02) 8660 1936

Email: disability@ghca.com.au

Contact Person:

Position: Rostering Manager

Mobile: 0415007260

Out-of-Office Hours:

Phone: 0450 233 221

GHCA Key Services Contact



General Contact Information

(02) 8660 1936
disability@ghca.com.au
Level 3, 100 George St. Parramatta
NSW 2150

Rostering Management

(Add/Change or Cancel Services)

(02) 8660 1936 Ext. 33

disability@ghca.com.au
Attention: Rostering Manager
0415007260

Feedback & Complaints

(02) 8660 1936
disability@ghca.com.au
info@ghca.com.au
0490827284

Incident Reporting

(02) 8660 1936
disability@ghca.com.au
cc: rafael@ghca.com.au
0451215200

Office Hours: 9am to 5pm, weekdays

Out-of-Office Hours Line:

0450233221

In case of emergency:

Call 000

SIL, SDA, STA/MTA, ILO

(02) 8660 1936
disability@ghca.com.au
cc: rafael@ghca.com.au
Attention: SIL Manager
0451215200

Complex Care Services

(02) 8660 1936
disability@ghca.com.au
cc: petua@ghca.com.au
Attention: Clinical Manager
0432141609

Day Program & Social Groups

(02) 8660 1936
disability@ghca.com.au
cc: eunice@ghca.com.au
Attention: DPSC Coordinator
0490827284

Support Coordination

(02) 8660 1936
disability@ghca.com.au
cc: rafael@ghca.com.au
cc: eunice@ghca.com.au
0490827284

Billing & Payments

(02) 8660 1936 Ext. 21
accounts@ghca.com.au