

# 1.Participant Handbook



Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 1 of 21

## 2.Contents

1. Title Page.....	1
2. Contents Page .....	2
3. About Us.....	3
4. NDIS Practice Standards. ....	4
4.1. Rights and Responsibilities. ....	4
4.1.1. Person-centred Supports. ....	6
4.1.2. Individual values and Beliefs.....	8
4.1.3. Privacy and Dignity .....	9
4.1.4. Independence and informed choice. ....	9
4.1.5. Violence, Abuse, Neglect, Exploitation and Discrimination ...	10
4.2. Provider Governance and Operational Management.....	10
4.2.1. Governance and Operational Management.....	10
4.2.2. Risk Management. ....	11
4.2.3. Quality Management. ....	11
4.2.4. Information Management. ....	12
4.2.5. Feedback and Complaints Management.....	12
4.2.6. Incident Management.....	14
4.2.7. Human Resource Management.....	15
4.2.8. Continuity of Supports. ....	15
4.3. Provision of Supports.....	16
4.3.1. Access to Supports. ....	16
4.3.2. Support Planning.....	17
4.3.3. Service Agreements with Participants. ....	18
4.3.4. Responsive Support Provision .....	18
4.3.5. Transitions to or from the provider.....	19
4.4. Support Provision Environment.....	20
4.4.1. Safe environment. ....	20
4.4.2. Participant Money and Property .....	20
4.4.3. Management of Medication .....	21
4.4.4. Management of Waste .....	21

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 2 of 21

### 3.About Us

Entity Name:	E.R Hall & J Hall & S.C Hall
Trading Name:	Lilac Support
Business Address:	48 Krieg Road, Evanston Park, SA 5116
Postal Address:	As Above
Australian Business Number (ABN):	24 432 868 026
NDIS Registration ID:	4-C3M2EDZ
Phone Number:	0407 799 462 or 0410 973 120
Email Address:	<a href="mailto:admin@lilacsupport.com.au">admin@lilacsupport.com.au</a>

At Lilac Support, we are dedicated to helping people with disabilities to live healthier, happier, more stable lives. We provide a range of services to participants of the NDIS and are registered providers for the following NDIS Registration Groups:

- Assist to Access/Maintain Employment
- Assist-Personal Activities
- Assist-Travel/Transport
- Development-Life Skills
- Group/Centre Activities
- Household Tasks
- Participate Community



For more information on these services, please call us on 0410 973 120 or visit our website at [www.lilacsupport.com.au](http://www.lilacsupport.com.au). Please note that we specialise in Supported Independent Living (SIL), Medium Term Accommodation (MTA) and Short Term Accommodation (STA).



Our office hours are 9.00am – 5.00pm Monday through Friday. Our afterhours phone number is 0407 799 462.

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 3 of 21

## 4. NDIS Practice Standards

Being an NDIS provider means being a provider that you can trust. In order to deliver our services to NDIS participants, Lilac Support must comply with the NDIS Quality and Safeguards Framework. This means that we will:

- Comply with the NDIS Act 2013 (Cwth)
- Comply with the NDIS Terms of Business for Registered Providers and any Conditions of NDIS Registration that are imposed; and
- Obtain and maintain accreditation against the NDIS Practice Standards.



The NDIS Practice Standards are quality standards that govern how Registered NDIS providers must deliver services. The standards that relate to Lilac Support are:

- Rights and Responsibilities
- Provider Governance and Operational Management
- Provision of Supports
- Support Provision Environment

Lilac Support (including all staff, contract workers, temporary agency workers, and volunteers and any other representative of Lilac Support) agree to adhere to the NDIS Practice Standards as outlined below in this document. All staffs and representatives of Lilac Support are expected to be familiar with, and apply the contents of this document in all their actions, with the understanding that a failure to do so may result in the immediate severing of their connection/s with Lilac Support.

### 4.1. Rights and Responsibilities

#### Rights

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 4 of 21

Lilac Support recognises all people, including those with disability, have legal and human rights which are to be respected at all times. Lilac Support promotes and protects those rights as an integral component of its services. Lilac Support aims to ensure that the rights of people with disability are upheld during the planning and provision of services. This includes the right to freely express themselves and feel safe in doing so, to be supported to reach their full potential and to be protected from harm in an environment that supports them to retain their autonomy and make their own decisions. Lilac Support recognise that all people have the right to full participation in society and are committed to providing a service that supports people to understand and exercise their rights, including those listed below:

- You have the right to be informed about the services available to you. If you require the support from an advocate of your choice, you can contact the following  
 Disability Advocacy & Complaints Service SA - [admin@dacssa.org.au](mailto:admin@dacssa.org.au)  
 Tel: (08) 7122 6030  
 Citizen Advocacy SA - [office.citizenadvocacy@gmail.com](mailto:office.citizenadvocacy@gmail.com)  
 Tel: (08) 8410 6644  
 Brain injury SA - [info@binsa.org](mailto:info@binsa.org) Tel: 1300 733 049
- You have the right to be assessed to receive services without judgement or discrimination
- You have the right to view any information about yourself held by our Service
- You have the right to provide critical feedback or make a complaint about the services provided
- You have the right to be treated with dignity and respect
- You have the right to be provided with information and support that is sensitive to your cultural needs
- You have the right to be recognised and treated as an individual
- You have the right to privacy and confidentiality. You can expect that no information about you will be provided to anyone else outside of this Service without your consent.
- You have the right to choose alternative service providers for supports.

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 6 of 21

Lilac Support agree to consult with participants regarding the services they wish to receive. Lilac Support agree to recommend alternative service providers where more suitable services are available or as per the wishes of participants or their As a participant, we expect that you:

- Act in a way that respects the rights of others, and not behave in a manner which is threatening or violates the safety of another person
- You have responsibility for the outcome of any decision you make
- You have a responsibility to follow through with any tasks that you have agreed to do in your goal plan, or let us know if these goals no longer reflect your desires
- You have a responsibility to attend appointments as agreed, if you fail to do so without notice per the service agreement, we may charge the full fee. If there is a continued pattern of non-attendance and you become difficult to get in touch with, we may suspend our services to you.

#### Withdrawal of Supports

Lilac Support may withdraw supports should a worker health and safety risk be identified.

Lilac Support will not withdraw services solely on the grounds of duty of care in relation to dignity of risk, as we prefer to empower participants to take risks in exercising choice and control

#### 4.1.1. Person-centred Supports

Lilac Support recognises each person as having unique skills, lifestyle preferences, personal aspirations and support needs. Lilac Support is committed to



ensuring that all its participants receive services that are designed and delivered around their individual circumstances, needs and preferences within available resources. To ensure this, Lilac Support will

- Involve the participant and any important person (if the participant wishes), to develop plans for the provision of services for the participant, the determination of their specific support needs and the provision of services

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 7 of 21

- Take into account the participant's age, sex, personal preferences and cultural, values, beliefs and religious background in planning and providing services
- Collect all necessary information on the participant to properly inform the individual planning process and service delivery
- Maintain current documentation regarding the participant
- Deliver services in accordance with the service agreement
- Review the participant's goals and the manner in which services are being delivered, at least annually or sooner if the participant's needs or preferences change significantly or a request is made to undertake a review



#### 4.1.2. Individual Values and Beliefs

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 8 of 21

Lilac Support accept you for who you are. We understand that you need to have your identity recognised and be able to express it freely. Lilac Support will respect your personal privacy, dignity and lifestyle and support you to feel safe and access what is important to you, be it; culture, religion, gender, sexuality, language (interpreters, communication devices), disability or mental health.

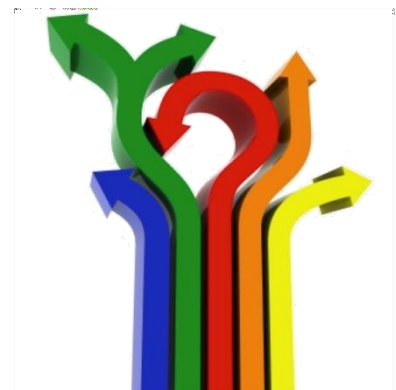


#### 4.1.3. Privacy and Dignity.

Lilac Support understands that all people are entitled to the privacy of their personal information. Lilac Support will also always strive to protect your personal dignity and autonomy.

#### 4.1.3. Independence and informed choice

- Lilac Support respects their participants in exercising choice and control about matters that affect them.
- Lilac Support recognises the importance of participants engaging in the community and with their family and friends and will support this whenever possible.
- Collaboration and consultation will be ongoing with the participant, and other support persons in order to promote and ensure active choice and control in relation to their services.
- All participants are assumed to have capacity to make decisions, exercise choice, and provide informed consent regardless of their disability.
- People are supported to develop their capacity to make independent decisions; dignity of risk is recognised and supported.
- Timely information is provided in various appropriate formats to support informed decision making; including people's rights and responsibilities.



Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 9 of 21

- Choice includes smaller decisions about everyday living through to more complex consultation on co-design of service.
- Lilac Support supports participants in a way that is appropriate to their circumstances and cultural needs so as to maximise people's opportunities to make choices and have control over decisions that impact their lives.
- Lilac Support recognises the role of family, carers and advocates in representing participant's interests and promoting choice and control in the planning and delivery of supports.

#### 4.1.4. Violence, Abuse, Neglect, Exploitation and Discrimination

- Lilac Support use their best endeavours to ensure that they provide an environment which is free of violence, abuse, neglect, exploitation and discrimination. Lilac Support hires their staff using a values-based approach. Staffs are able to contribute to the culture and have respect for and adhere to human rights; including the right to be free from harm, abuse and neglect.
- All employees are required to undergo pre-employment screening before being offered a position with Lilac Support.
- All employees are required to complete mandatory safeguarding training as identified by the management of Lilac Support. Management are required to support all staff on issues relating to safeguarding by providing information, professional development and support on a case by case basis.
- In the event of an incident or complaint, Lilac Support have a thorough incident reporting and investigation procedure which all staff are aware of and are trained in.

#### 4.2. Provider Governance and Operational Management

##### 4.2.1. Governance and Operational Management

Lilac Support is a family owned and operated business which strives to provide the best services possible for it's participants. Lilac Support has three partners

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 10 of 21

who make up the governance team and run the business through regular management meetings. Lilac Support Governance policy outlines how this is achieved.

In addition to the management team meetings, Lilac Support have a co-design and consultation approach which ensures that there is 'nothing about us, without us' when it comes to the planning and provision of disability services.

#### 4.2.2. Risk Management

Lilac Support conduct and regularly review risk assessments for all new participants, and group activities. Lilac Support may elect to refer a potential participant on to another, better suited, service provider if a risk assessment deems the level of need to be outside of the scope of Lilac Support to ensure that the participant accesses and receives the support that is suited to their needs.

Lilac Support may also elect to withdraw services if it is assessed that there is a high risk to staff and/or other participants if support continued. In these instances, Lilac Support will use their best endeavours to ensure continuity of care for the participant.



#### 4.2.3. Quality Management

Lilac Support has a customer focus, to provide excellent service to its clients with excellent service delivery.

Lilac Support has appointed one of the business partners to the role of Quality Manager to become the leader responsible for ongoing Quality Management compliance and system development, establishing a unity of purpose amongst

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 11 of 21

the other partners to participate in and achieve Lilac Support's vision to provide excellent service.

#### 4.2.4. Information Management

Your information will be kept in locked storage or on our secure database. No information about you will be shared with anyone except where relevant, on a need to know basis and with your consent. For example; with the NDIA, Lilac Support staff, Local Area Coordinators, other support providers and external auditors who are ensuring our compliance with the NDIS Practice Standards.



You may withdraw your consent for us to share your information at any time by emailing [admin@lilacsupport.com.au](mailto:admin@lilacsupport.com.au).

As participants of Lilac Support, you are automatically enrolled into our audit process (i.e. you may be contacted by the audit team for interviews and/or have your files, records or plans reviewed to ensure our compliance with the standard); if you do not wish to participate in this audit process, please advise us and we will document and respect your decision, and communicate it to the auditor.

There are some exceptions relating to confidentiality. This is where it may become necessary to disclose your information to comply with the law. The exceptions are:

- Where mandatory reporting of abuse is required
- Where there are facts indicating serious injury or danger will occur if the information is not released, for example, the threat of murder or assault.
- Where there are facts indicating a serious crime has been committed.

#### 4.2.5. Feedback and Complaints Management

Lilac Support respect that people with disability have the same right as other people to raise concerns and be supported to formalise complaints. Lilac Support

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 12 of 21

will take all allegations of abuse, harm and/or neglect seriously and use this as an opportunity to improve service provision, ensuring that participants have access to support when and if abuse or harm occurs.

We encourage feedback, complaints and compliments and treat them with confidentiality and sensitivity, whether negative or positive.

Feedback forms are available at our properties and given to all new participants, as well as provided at regular intervals throughout service provision.

Feedback, compliments and complaints may be lodged:

- Directly with a staff member
- Through the suggestion box at the property
- By email to [admin@lilacsupport.com.au](mailto:admin@lilacsupport.com.au)
- By phone to 0407 799 462
- In writing to: 48 Krieg Rd, Evanston Park, SA 5116



Your complaint will be formally acknowledged within 5 working days. We aim to respond and rectify all grievances as quickly as possible and within 28 working days from acknowledgment.

All feedback and complaints will be used to continuously improve our service delivery.

In addition to the above, Lilac Support is always seeking feedback on how we can improve our services. We enjoy involving participants in our delivery planning and review processes. Please feel free to provide any suggestions or ideas to a staff member.

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 13 of 21

We encourage anyone with a complaint to speak directly to a Lilac Support staff member in the first instance, if unable to resolve this matter within 24 hours, it will be escalated to Lilac Support Management Team.

If you feel that Lilac Support has been unable to sufficiently address your complaint, you can escalate the matter through any of the following agencies

- NDIS Quality and Safeguards Commission online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) or over the phone on 1800 035 544.
- Australian Human Rights Commission online at [www.humanrights.gov.au](http://www.humanrights.gov.au) or over the phone on 1300 656 419.



#### 4.2.6. Incident Management

If something happens while we're supporting you or if we see or hear something that doesn't sound right, we will focus on both your and our worker's immediate care and protection needs first. This may include doing things that we wouldn't usually do to ensure your health, safety and/or wellbeing.

Afterwards, our worker will tell Lilac Support management about what happened and write it down in a report. Depending on how serious it is and what action we need to take, we may need to tell your emergency contact, the NDIS Quality and Safeguards Commission and/or SafeWorkSA about it as well.

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 14 of 21

This is to make sure that support can be provided where necessary and that the incident can be reviewed to reduce the likelihood of it happening again. If you have been affected by the incident, we will let you know what is going to be done about it after it has been decided.



#### 4.2.7. Human Resource Management

Lilac Support hire staff on a values based approach. They are required to have pre-employment screening and ongoing checks for the duration of their employment with Lilac Support. Lilac Support understands that sometimes you might have an idea of what type of support worker would suit you best. In this instance, if Lilac Support are unable to provide you with a suitable worker that meets your needs and preferences, we will work in consultation with you to hire the right team for your needs

**NOW  
HIRING**

#### 4.2.8. Continuity of Supports

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 15 of 21

Lilac Support will use their best endeavours to ensure that you are always provided your agreed upon supports by your agreed upon support worker. However, sometimes changes are unavoidable. We will discuss with you if changes or interruptions occur requiring alternate arrangements. When we cannot provide a service we will help you with a referral to an alternative service. If there is an emergency, disaster or health risk, we will work with you to enable continuation of critical supports where possible.



## 4.3. Provision of Supports

### 4.3.1. Access to Supports

In order to access supports through Lilac Support, a participant or their representative may either;

- call us on 0410 973 120 to arrange an appointment
- email us at [admin@lilacsupport.com.au](mailto:admin@lilacsupport.com.au) or
- complete an 'expression of interest' form at [www.lilacsupport.com.au](http://www.lilacsupport.com.au).

Once an initial meeting has been conducted, Lilac Support will review the needs or the participant against their capacity to deliver the requested supports and either arrange to have a service agreement signed or refer on to a different support provider.

Once a service agreement has been signed, Lilac Support will work with you to develop a support plan and help you achieve your goals throughout service provision. Services will be reviewed at least annually.



Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 16 of 21

#### 4.3.2. Support Planning

- Once Lilac Support have conducted an initial meeting and assessed themselves as being able to onboard a new participant, we will arrange an intake meeting to complete a service agreement.
- Lilac Support and the participant will develop an agreed support plan. We will ensure this conversation is in a mode of communication easily understood by the participant and/or their support person (advocate/family member/friend).
- We will gather all external information from other service providers, where applicable and consented, this will be taken into consideration while developing the support plan.
- We will then collect participant's information, including; participant's strengths, support needs and preferences. This will ensure that the participant's needs and lifestyle choices are being met by Lilac Support.
- We will then need to determine extra supports required to support the participant (for example; additional work instruction posters in the home, a flashing smoke alarm, a lock box in the refrigerator for medication and/or support workers to attend additional training through the RDNS in basic or complex health support needs. (<https://www.silverchain.org.au/sa/health-care/disability-training/>).
- Should additional supports be required, management will be consulted regarding the additional supports required to allow time for a decision to be made regarding Lilac Support's ability to support the participant, where applicable (i.e. in the case of PBSPs as we are not an implementing provider)
- If the participant requires staff to administer their prescription medication, they must provide Lilac Support with doctor's authority for the same. This must be received prior to the participant transferring to Lilac Support.
- The support plan will be reviewed at 12 month intervals or whenever there is a change in the supports required.

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 17 of 21

- The support plan will be kept within the environment where supports are carried out and readily available for workers to read.
- Support plans to be filed and documented in the privacy of Lilac Support's office.
- In addition to support plans, Lilac Support may create SMART goals and/or other documents to track participant progress.

#### 4.3.3. Service Agreements with Participants

All participants must have a valid service agreement in place with Lilac Support in order for Lilac Support to deliver services and charge to the participant's NDIS plan. A valid service agreement identifies the exact supports that you will receive; how and when. This outlines your responsibilities and what you can expect from Lilac Support.

A service agreement is the legal document that states the services that the participant agrees to and must be in a mode of communication that the participant or their representative (if applicable) understands.



#### 4.3.4. Responsive Support Provision

Lilac Support acknowledges that participants are the masters of their own life and destiny and strive, wherever possible, to retain and build their participant's autonomy.

Lilac Support provide individually tailored support that is in response to the needs of the participant, and we recognise and promote the effectiveness of interdisciplinary team approaches.

Lilac Support work with participants in order to ensure that their preferences for particular staff are heard and listened to. Lilac Support include their participants in business conversations and promote co-design of services.

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 18 of 21

#### 4.3.5. Transitions to or from the provider

##### Entry

- All referrals will be discussed and evaluated for inclusion into our service, eg: risk assessment and a review of health professional information where possible
- If the referral is considered appropriate, then an assessment will be completed with the potential participant and nominated support person, if applicable
- Supports will be explained in easy to understand terms, ensuring that the participant is fully aware of what supports they will be receiving and how they will be implemented
- Participants are self-directed in the time they take to explore every option and consider their decisions and ask questions.
- Service agreement and tenancy agreements will be developed between Lilac Support, the participant and any support person the participant wishes to have present
- A date for moving into the home will be arranged (if applicable)
- An induction will be conducted

##### Exit

- Identify the reason for the participant wishing to exit (if possible) by having a review meeting with the participant and nominated support person, e.g; participant's goals are met, participant declines ongoing support, participant has transferred to another organisation, change in participant's support needs and Lilac Support cannot accommodate the extra support needed, health supports require significantly increased levels of care or a service model not provided by Lilac Support.
- Discuss the reason for exiting

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 19 of 21

- When a participant exits from Lilac Support, they will be offered assistance and/or referrals to other organisations if appropriate. Lilac Support will attempt to ensure that continuous care is provided to the participant by networking with other providers as appropriate. If the participant is exiting to another provider, the consent to share information document must be signed before Lilac Support will release the participant's files to the other provider. The participant's nominated support person will be involved in all the planning, as appropriate.

The participant (or carer) or Lilac Support should give notice in writing to the other party of their intention to cease the service as soon as is practicable.

Exit letter is provided to the participant and filed.

A review by Lilac Support into the reasons of exit and recommendations for any future changes/improvements to services is conducted as necessary and within three months of the participant exiting.

Electronic data base is updated and participant files are archived.

Lilac Support will inform any relevant providers (and/or government agencies) of the changes to support as appropriate and in a timely manner.

#### 4.4. Support Provision Environment

##### 4.4.1. Safe environment

Lilac Support help to ensure a safe environment for their participants by inducting them to each site, having site plans and emergency evacuation procedures in place.

Lilac Support conduct routine risk assessments and maintenance on their properties and make recommendations to participants in the instance of in home care, as necessary.

Lilac Support also maintain a high standard of infection control throughout their service provision to promote the safety and wellbeing of participants and workers.

##### 4.4.2. Participant Money and Property

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 20 of 21

Lilac Support will support participants to manage their finances in specific circumstances where this is necessary and the participant and/or their representative have requested it.

In SIL accommodation, participants have safes in their bedrooms that provide security in the event of requiring money management.

Where a participant's financial support need is significant, alternate avenues should be explored by the support coordinator in order to ensure the participant is not financially vulnerable, i.e. public trustee or appointed guardian

#### 4.4.3. Management of Medication

Lilac Support staff can assist in the management or medication with consent and a doctor's authority/prescription.

Only staffs that have completed medication training may assist.

In Lilac Support accommodation, all medication is required to be stored in a locked cupboard in the office for the safety of all staff and participants.

Staff, when assisting with the management of medication, must follow the Lilac Support policy and fill in a medication chart each time.

#### 4.4.4. Management of Waste

In the event that Lilac Support staffs are required to administer first aid or for any other reason, handle blood or other body substances, they must ensure that all contaminated objects are isolated in a disposable plastic bag. This bag must be sealed, double bagged and then can be thrown away with general household waste.

Any medications must be disposed of by taking them to a pharmacy and requesting they dispose of it correctly.

The disposal or any potentially infectious or hazardous substances need to be reported to Lilac Support management for review.

Document No. LS-CARE-011	Document Name: Participant Handbook	Version No. 1
Modified On: 22.07.2025	Modified By: Emma Hall	Review Date: 22.07.2028
Lilac Support   ABN: 24 432 868 026   NDIS Provider Registration ID: 4-C3M2EDZ		Page 21 of 21