

PARTICIPANT HANDBOOK – WELCOME TO WARA YINDI

WY-INF-PHB-001 | For participants, families and kin | October 2026

Acknowledgement of Country

Wara Yindi acknowledges the Barngarla people, Traditional Owners of the land where our office stands, and pays respect to Elders past and present. We also acknowledge the Traditional Owners of all the Countries where we work.

Acknowledgement of Country prepared by Jayden Taylor, Director – Cultural Lead.

This handbook tells you what we do, what your rights are, how we look after your information, and how to tell us if something is wrong. We can read it with you, explain it a different way, or give it to you in Easy Read, large print or another language.

1. Who we are

Wara Yindi Support Services – More to Life, More than Support – is a registered NDIS provider in Whyalla (registration number 4-LYPDL70). We help people with disability, their families and kin to live the life they choose, stay connected to community and culture, and feel calm and safe.

2. What we do

Support	What it means for you
Support coordination	We help you understand your NDIS plan, choose providers, connect with community and other services, and build your skills to manage your supports. If your situation is complex, our specialised support coordinator works with you.
Life skills	Learning skills for home and community life, and training for parents and carers.
Community and cultural activities	Getting out and about and joining activities, programs and cultural events, on your own or in a group.
Therapy (developmental education)	Assessments, reports and skill-building with our qualified Developmental Educator.
Employment support, household tasks and transport	We are registered for these, but they are not available yet. We will tell you when they start.

We do not provide personal care, help with medication, mealtime support or behaviour support. If you need these, we will help you find a provider who does.

You choose your providers

Wara Yindi provides both support coordination and other supports. You do not have to use our other supports because we are your support coordinator. Your support coordinator will always show you other options, and your support coordination will not change whatever you choose.

3. Your rights

You have the right to:

- be treated with dignity and respect;
- have your culture, language, beliefs, family and kinship respected;
- make your own choices, including choices that carry some risk;
- choose who supports you and change providers at any time;
- have support from family, kin, a friend, an advocate or an interpreter;
- have your privacy protected;
- be safe from abuse, neglect, violence, exploitation and discrimination;

- give feedback or make a complaint without being treated badly for it.

4. Your responsibilities

We ask you to treat our workers with respect, tell us about changes to your needs or plan, let us know as early as you can if you need to cancel a support (the cancellation rules are in your service agreement), and help keep our workers safe in your home – for example, by securing pets and not smoking during visits.

5. Your service agreement and costs

Before we start, we go through a service agreement with you. It explains which supports we provide, how much they cost, how we are paid, the cancellation rules, and how either of us can end the agreement (14 days' written notice). Our prices follow the NDIS Pricing Arrangements and Price Limits. You get a copy, and you can ask for a review at any time.

6. Your information and privacy

We only collect the information we need to support you. We keep it secure and only share it with your permission, unless the law says we must (for example, to keep someone safe). You can ask to see your information or ask us to correct it.

7. Behaviour support and restrictive practices

Our workers do not use restrictive practices – things that limit your movement or freedom – and do not carry out behaviour support plans. If you have a behaviour support plan with another provider, your support coordinator can help you stay connected with your practitioner and make sure your providers have the plan. If anyone uses a restrictive practice on you that is not authorised, tell us or the NDIS Commission.

8. Children and young people

We are a child safe organisation. Every worker who supports children has a Working with Children Check and follows our child safe code of conduct. Children are listened to and involved in decisions about them. If we believe a child may be at risk of harm, we must report it to the Child Abuse Report Line.

9. Feedback and complaints

We want to hear what is working and what is not. You will never lose your supports or be treated differently for making a complaint.

- Talk to your worker or support coordinator, or
- contact Jacinta Dempsey, Director, on 0474 463 754 or admin@warayindi.com.au, or
- ask a family member, kin, advocate or cultural support person to raise it for you.

We will acknowledge your complaint within 2 business days and aim to resolve it within 21 business days, keeping you informed along the way.

If you are not happy with how we handled it, or you would rather not speak to us, contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at ndiscommission.gov.au.

10. Advocacy

An advocate is an independent person who can help you speak up. We can help you find one through the Disability Advocacy Finder or a local Aboriginal or community advocacy service, and we will work respectfully with your advocate.

11. Keeping safe

If you are hurt, scared or someone is treating you badly, tell someone you trust. We take every concern seriously and must report serious incidents to the NDIS Commission.

If you need	Contact
Emergency (police, ambulance, fire)	000
Report abuse or neglect of a person with disability	National Disability Abuse and Neglect Hotline 1800 880 052
Report a child at risk (SA)	Child Abuse Report Line 13 14 78
Family, domestic or sexual violence support	1800RESPECT 1800 737 732
Aboriginal and Torres Strait Islander crisis support	13YARN 13 92 76
Crisis support	Lifeline 13 11 14
Interpreter	Translating and Interpreting Service 131 450
Hearing or speech difficulty	National Relay Service – ask for the number you need

If you need	Contact
NDIS Quality and Safeguards Commission	1800 035 544

12. Emergencies and disruptions

We make an emergency plan with you so everyone knows what to do in a fire, flood, heatwave, power failure or health emergency. If your worker cannot come, we will tell you as soon as possible and offer another worker or time.

13. Changing or ending services

You can change or end your services at any time by telling us. We will help you move to another provider and, with your permission, share the information they need so your supports continue.

14. Contact us

Directors	Jacinta Dempsey and Jayden Taylor
Office	6 Haynes Street, Whyalla Norrie SA 5608
Phone	0474 463 754
Email	admin@warayindi.com.au
Website	www.warayindi.com.au

Handbook receipt

Participant name	
Handbook explained by (worker)	
Format given	☐ Standard ☐ Easy Read ☐ Large print ☐ Interpreter ☐ Other
I have received this handbook and had the chance to ask questions	Participant or nominee signature:
Date	

Document control

Document	WY-INF-PHB-001 Participant Handbook – Welcome to Wara Yindi
Version	1.0 – approved 23 October 2026
Document owner	Director (Key Personnel)
Approved by / date	Approved by Jacinta Dempsey, Director, on 23 October 2026. Approval recorded in the Policy Suite Register (NDIS Audit Compliance Workbook) – no signature required.
Next review	23 October 2027, or earlier if registration, key personnel, legislation, an audit finding, incident or complaint requires it
Related policies	RIG-01 Rights, Choice, Dignity of Risk and Advocacy; RIG-02 Feedback and Complaints; INF-01 Privacy; SVC-01 Intake and Service Agreements; SVC-02; CHD-01
Store completed form	Receipt kept in the Astalty participant record
Supersedes	Draft v1.0 (October 2026, not approved).
Records	Uncontrolled when printed. Completed records are kept in line with the Records Retention, Archiving and Disposal Policy.