

Client Handbook

Cinco Group Pty. Ltd.

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Welcome

Congratulations on your choice and making it count, we welcome you to the Cinco Group 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 Cinco Group Policies and Procedures, client will refer to all stakeholders unless otherwise specified.

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

The purpose of the Client Handbook is to introduce you to Cinco Group, 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 require further information in relation to the content or you would like to suggest improvements to the Client Handbook please do not hesitate to contact us directly on info@cinco-group.com or phone **0400 072 952** for Ed Square or phone

0491 781 292 for Liverpool services alternatively you may contact your Support Coordinator or the NDIS Manager directly.

Cinco Group Management

About Cinco Group

Our Mission

- To empower, encourage and enable people who are ageing and have disabilities to enhance their quality of life with dignity & respect
- To evaluate and exceed stakeholders' expectations
- To provide care focused on the holistic view of an individual

Our Vision

Cinco Group's vision is to create a resilient and empowered community in partnership to support people with disability to live a great life with choice



Our Values

Empowerment
Dignity
Respect
Trust
Integrity
Innovation

Accountability and Operational Excellence

We are accountable for all decisions that we make and actions that we take, and we are committed to driving a culture of continued learning.

Our Services

National Disability Insurance Scheme (NDIS)

We can assist you with the following NDIS support categories:

- Behaviour Support
- Early Childhood Supports
- Therapeutic Supports
- Support Coordination

How Can I Access Services Offered by Cinco Group?

- Services can be accessed through self-referral or third-party referral utilising the following approach:
- Contact Cinco Group via email: info@cinco-group.com
 - or phone **0400 072 952** for Ed Square
 - or phone **0491 781 292** for Liverpool services and the manager will be able to answer any of your questions and arrange a suitable time to meet with you.
- Complete the Cinco Group Client Profile Intake Form

The NDIS self-directed funding model allows clients control over major decisions including which service provider or services you require.

Cinco Group partners with you and supports you to manage your funding package. All referral enquiries will be responded to by the appropriate manager on the same day that it is received.

A representative from Cinco Group will arrange a time and place to meet with you and discuss your needs and your goals and how our services could support you.



We will develop a personal 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 regularly review and up-date your plan.

How It Works?

We provide you with the support that you need to build your confidence and maximise your potential. Working in partnership with you we will assist you to explore all your options and apply a creative and effective methodology to assist you to manage your funding package and achieve your goals.

Our approach is not a one size fits all approach, you are an individual, your aspirations and support requirements will differ to other individuals who we support. We will tailor our support services to meet your needs.

You can decide how much decision-making you would like. We can also assist you to become independent in managing your financial services.

We are here for you, what do you need?

What Are My Rights and Responsibilities as a Client of Cinco Group?

Clients are our organisational focus, we at Cinco Group acknowledge your rights and actively promote your rights through our services and service delivery model. As clients of Cinco Group there are also expectations and standards in place to support a strong and mutually agreeable partnership.

All Clients of Cinco Group have the following rights and responsibilities:

- The client has access to all information about themselves held by the organisation.
- In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements
- The client, with their permission, their person responsible must be involved in decisions about their plan. Plans will be developed including goals, activities, services and time frames.
- The client will be made aware of the standard of service, which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the client, is responsive the social, cultural and physical needs of the client and their family.
- The client's services should be decided with the client's agreement. Clients have the right to refuse a service.
- The clients have a right to complain about the service they are receiving without fear of being disadvantaged.
- Complaints by clients will be dealt with fairly, promptly and without discrimination. The client may involve an advocate of their choice to represent his/her interests.
- A person-centred approach will ensure the clients' views and choices will be at the centre of all planning and evaluation of the service maximising social participation and cultural inclusion.
- Client's rights to privacy and confidentiality will be respected at all times.
- Clients have a right to information and support to understand and exercise their legal and human rights.



Clients Responsibilities

Clients are required to advise Cinco Group if he/she is going to be absent from the service or a scheduled meeting. We ask that a minimum of 24 hours' notice is provided, notice can be provided in any acceptable communication format being phone, email, voice mail message or face to face.

Clients should act in a way which respects the rights of other clients and Cinco Group employees:

- Clients need to take responsibility for the results of any decisions they make.
- Clients are to play their part in actively participating in the service.
- Clients need to respect the property of Cinco Group.
- Clients need to be punctual.
- Clients need to provide accurate information about themselves.
- Person Responsible/Client Representative/Parent/Guardian responsibilities
- Person Responsible/Client Representative Parent or Guardian will act in a way that respects the rights of the client and staff.
- Person Responsible /Client Representative / Parent or Guardian will speak to the staff and make requests in respectful ways.
- Person Responsible/ Client Representative/ Parent or Guardian will share appropriate information only with the correct people.
- Person Responsible/ Client Representative/ Parent or Guardian will work with the Cinco Group representative to ensure information is correct and clearly explained.

Person-centred Support

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 person 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 at Cinco Group – 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 the people they would like to involve, top of mind.

Individual Values and Beliefs

At Cinco Group we value individual Values and Beliefs. We have a diverse group of participants:



- Cinco Group clients perceive events uniquely and in keeping with their individualised needs and past experiences, among individuals and is influenced by past experiences and social support.
- All clients participate in care that is respectful and non-judgmental.
- All clients and families are actively involved in collaboration and decision-making regarding their care.
- All clients are capable of assuming personal responsibility for their health, regardless of their unique abilities and challenges.
- All clients grow and change in an environment of acceptance, trust and empathic understanding.
- Sustained client change occurs when clients 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 clients.

Privacy and Dignity

The following procedures are to be implemented to ensure that Cinco Group meets its policy objective of ensuring that all clients of the agency have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.

The agency will:

1. Only collect information about the client that can be shown to be directly relevant to effective service delivery and the agency's duty of care responsibilities.
2. Seek the written consent of the client or family prior to obtaining information from any other source.
3. Seek the written consent of the client or family prior to releasing information to any other source.
4. Ensure that personal information is stored securely and is not left on view to unauthorised agency staff or the general public.
5. Ensure that only those agency staff who need access to the above information will be granted access.
6. Advise the client and family of the nature of the personal information that is held by the agency about the client.
7. Advise the client and family of their right to view the information that the agency keeps in respect of the client.
8. Ensure that personal information about a client is only held by the agency as long as it remains relevant to the delivery of effective services and the agency's duty of care obligations.
9. Promptly investigate, remedy and document any consumer grievance regarding privacy, dignity or confidentiality.

Independence and Informed Choice

At Cinco Group, 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.

Violence, Abuse, Neglect, Exploitation and Discrimination

At Cinco Group, we will ensure that participants are:



- free from violence, abuse, neglect, exploitation or discrimination
- in a safe environment that is appropriate to their needs
- where any risks to them are identified and managed
- where their needs are met by workers who are competent in relation to their role, hold relevant qualifications and expertise and experience in providing person centered support
- where incidents are acknowledged, responded to, and well managed and learned from.

Participant Money

Participants' money will not be handled at Cinco Group.

Management of Medication

Participants' medication will not be managed by Cinco Group.

Feedback, Complaints & Advocacy

At Cinco Group we welcome feedback and regard this as a primary method for identifying areas of strengths and weaknesses in our service delivery model that is leveraged to support our continuous service improvement framework. We also support the standards outlined by the NSW Disability Standards that stipulates that all participants, families, advocates or carers have the opportunity to make a complaint and provide feedback.

Cinco Group has implemented the Cinco Group Feedback, Complaints Policy and Procedure. All stakeholders can freely make a complaint without any recrimination. Cinco Group employees are aware of the supporting policy and procedures and will ensure it is adhered to at all times.

The procedure to lodge a complaint or provide feedback will be discussed during the Initial Meeting and ongoing service reviews. Early resolution of a concern or complaint will always be attempted in a collaborative approach reducing the risk of the situation escalating.

Complaints and feedback can be lodged in the following ways:

In writing, via email to info@cinco-group.com or phone **0400 072 952** for Ed Square or phone **0491 781 292** for Liverpool services and speak directly to a Cinco Group manager – all employees are able to receive your feedback.

- Speak directly to your Cinco Group Support Coordinator, either face to face or over the phone
- Cinco Group General Manager on 0414 744 546 arrangements can be made to meet and discuss
- the concern or lodge the complaint face to face as well.
- Complete the Cinco Group Complaints and Feedback Form provided in the Client Handbook.
- Complaints and feedback help us to know your experience with our service.



We will always try to resolve complaints quickly and efficiently. If the complaint has not been resolved quickly at the source, Cinco Group General Manager will contact you with an initial response and let you know how we will manage the complaint.

You are able to appeal if you are not happy with how we have managed your complaint or the outcome.

National Disability Insurance Agency (NDIS Funding)

Email: feedback@ndis.gov.au

Phone: 1800 800 110

Department of Social Services

Phone: 1800 634 035

Email: complaints@dss.gov.au

Website: www.dss.gov.au

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

TTY: 133 677

National Relay Service: ask for 1800 035 544

The hotline is open 9am–5:30pm (AEST), every day, Australia-wide.

Email: contactcentre@ndiscommission.gov.au

Website: www.ndiscommission.gov.au

Australian Human Rights Commission

Phone: (02) 9284 9600

TTY: 1800 620 241

Complaints info line: 1300 656 419

General enquiries and publications: 1300 369 711

Fax: (02) 9284 9611

Email: complaintsinfo@humanrights.gov.au

Website: www.humanrights.gov.au

Health

NSW Mental Health Line

Phone: 1800 011 511

Available 24 hours a day, 7 days a week, for anyone in NSW concerned about their own or someone else's mental health.

Advocacy and Complaint Appeal Groups include:

- - Advocacy Support Group
- - People with Disability Australia (PWDA)
- - Group and individual advocacy services: Phone: (02) 9370 3100 or toll free 1800 422 015



- - Website: www.pwd.org.au

Person Centred Plans

- The term 'person-centred' describes service and supports that are centred on an individual and their strengths, needs, interests and goals.
- Person-centred service delivery ensures that people with disability lead and direct the services and supports they use.
- Person Centred Plans are prepared with the Support Coordinator, client and/or parent, carer or person responsible on entry into the service. This is a written document that is reviewed every six (6) months or as required.
- The intention of person-centred approaches is to maximise, as much as reasonably possible, the capacity for people with disabilities to take control of their lives.

Person-centred approaches ensure that clients are at the centre of service design, planning, delivery and review. The Client shapes and directs services and support arrangements to suit their strengths, needs and goals with the support of families, friends, carers, advocates and their circle of support.

Service Agreement

All clients will have a Service Agreement implemented when commencing services and after their NDIS Plan has been approved. A Service Agreement is not a Person Centred Plan.

A Service Agreement contains:

- Information on what supports the client will receive:
- How much funding has been allocated?
- When, where, how they will receive those supports?
- How much the supports will cost and how they will be paid for?
- How long the supports will be for?
- What is expected of the client?
- What is expected from the Service Provider?
- How the Service Agreement can be terminated?
- What to do if problems occur?
- Information on cancellation policy

More information in plain English with visuals is contained in Guide to Service Agreements and is available from: http://www.ndis.gov.au/sites/default/files/documents/Service_Agreement.pdf
Or contact NDIS on 1800 800 110

Cancellation Policy

A minimum of 48 hours must be given by the client or representative if they cannot make a scheduled appointment otherwise a charge will be made. Any fee that is charged to the client's plan will be according to the terms set out in



the service agreement between the client and Cinco Group. If cancellations may be a problem, clients or their representative will discuss with the organisation in order to review methods that can be put in place to minimise cancellations.

Communication – Clients, Client Representatives, Families, Carers

Communication is through a variety of methods. Examples include, but are not limited to, plans, group emails, telephone, email, our organisational website and meetings.

Client Exit Planning

We are committed to providing clients with information and support through the process of transition or exit from our programs or services. For more information on how to exit or transfer, please speak to your Plan Manager or you may request a copy of our Exit Planning Policy and Procedure.

We will ensure:

- All clients are provided with the necessary information and explanation in appropriate communication formats in relation to their transition/ exit from the service.
- Clients are provided with information and support through the process of transition or exit from the organisation's programs or services.
- Client transition strategies and exit planning will be documented in the client's individual person centred plan.
- The client exit process is clear, and the organisation adopts fair and non-discriminatory processes when a client chooses to or is required to leave the service.

Visit Us in Person:

Liverpool: 3/407 Hume Hwy, Liverpool NSW 2170

Edmondson Park: Level 1 Shop A103/52 Soldiers Parade, Edmondson Park NSW 2174

Contact us by phone:

Edmondson Park **0400 072 952**

Liverpool **0491 781 292**

Contact us online:

Email: info@cinco-group.com