



1. Welcome to Wheelnutz Garage!

Welcome to Wheelnutz Garage!

We are excited to have you on board and look forward to supporting you to build your skills, confidence and independence through our hands-on automotive program.

Wheelnutz Garage is a structured, workshop-based program focused on capacity building, work readiness, and social development. Our goal is to support participants to develop practical skills while working towards their individual NDIS goals.

If you have any questions at any stage please reach out:

- Phone: 1800 WHEELNUTZ (1800 943 356) or 07 3416 0854
- Email: admin@wheelnutzgarage.com

2. We want to communicate with you in a way that you understand

We want to communicate with you in a way that **you** understand. While we endeavour to use plain language and some of our staff speak several different languages, we have relationships with interpreters and advocates that can assist if you can't understand us, or we can't understand you.

Wheelnutz Garage is more than happy to arrange bilingual staff or a qualified interpreter to help you communicate your needs, goals and desires with us at any stage of the support provision process. There is a fee for this service, but it can help us to better understand you and what you want from your time with us.

For important meetings, such as support planning meetings, we highly recommend involving an interpreter if we are unable to speak your language.

We also have a short form version of this Participant Information Booklet which is titled “Participant Information Booklet (Easy Read)”.

3. Our Services

At Wheelnutz Garage, we specialize in centre-based, hands-on supports delivered within a workshop environment.

Our supports focus on:

- Developing work readiness skills (routine, communication and teamwork)
- Building independence and confidence
- Learning practical automotive and mechanical skills
- Supporting social interaction and engagement
- Enhancing emotional regulation and behaviour management (where required)

Participants engage in:

- Basic vehicle maintenance and repairs
- Safe use of tools and equipment
- Workshop safety practices and routines
- Team-based tasks and structured activities

We primarily deliver supports under:

- Core – Assistance with Social and Community Participation

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- Capacity Building – Increased Social and Community Participation
- SLES (School Leaver Employment Supports)

All supports are delivered 1:1 within a group workshop setting to ensure safety and appropriate supervision. The Prices for these services are set out in the NDIS Price Guide. A copy of the NDIS price guide can be downloaded from <https://www.ndis.gov.au/providers/price-guides-and-pricing>.

4. Our process

Wheelnutz Garage follows a structured onboarding process to ensure supports are appropriate, safe and aligned with each participant's NDIS goals and funding.

Step 1: Initial Enquiry – participants, families, or representative may contact Wheelnutz Garage via phone, email or website to discuss support needs, goals, funding and preferred location. This information assists in determining initial suitability.

Step 2: Meet and Greet – booked directly via our website. These are short 15–20-minute sessions designed to:

- Tour of the workshop
- Meeting the team
- Ask any questions you or your supports may have.

Please note this is an information session not a trial.

Step 3: Intake and Documentation – where both parties agree to proceed:

- (1) a Client Intake form is to be completed via our website.
- (2) A Service Agreement and Schedule of Support will be issued outlining sessions, funding, costs etc. Upon execution by Wheelnutz Garage, we will provide you with a fully executed copy of the Service Agreement and the terms of the agreement will be binding on both parties.

Please note sessions cannot be confirmed until all documentation has been completed, signed and returned.

Step 4: Confirmation and Start – once paperwork has been completed a confirmation email is sent out to confirm start date. Supports are delivered in a structured, centre-based workshop environment with 1:1 supervision within a group setting.

5. Support Planning

At Wheelnutz Garage, support planning is focused on practical, real-world outcomes. We work alongside you and your support network to:

- Identify your goals and interests
- Build a plan that supports skill development within the workshop
- Track progress through observations, engagement and participation

You will be fully involved in the assessment and may have an advocate, your family and any people you wish are involved in the process.

After that, with you and your support team, family and any person you request to act as your advocate or decide to get involved in the support planning process, we will develop and document a support plan. Services will be reviewed at regular intervals to reflect your progress and any changes you want to the support provided.

We adhere to our legislative and funding agreement requirements to ensure we meet your expectations and provide a high level of service. We continuously work to ensure our support and services meet the NDIS Practice Standards and are covered by your NDIS plan.

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6. Matching

Wheelnutz Garage is committed to ensuring participants are supported by suitably skilled and appropriate staff to meet their individual needs, goals and support requirements.

We consider several factors such as personality, language, culture and skill requirements and if you are Subject to a Significant Risk Factor (see Service Agreement), such risk factor(s) when working with you to make this assessment. Participants are matched with Support Workers based on a range of factors including:

- Identified support needs
- Communication styles and preferences
- Behavioural support requirements (where applicable)
- Participant goals as outlined in their NDIS plan
- Workshop suitability and safety considerations
- Worker skills, experience and availability.

We value your views and if you have a preference in respect of one or more Worker(s). We do our best to accommodate that preference. Our ability to accommodate that preference depends on whether that Worker is qualified and competent to meet your needs and achieve your goals based on your personal circumstances and the Worker's availability and suitability to assist you.

We encourage and support you to be involved in the process of matching your needs with the right Worker and value your opinion. We can also support you to access an advocate of your choice to support you in this process.

7. Our Workers

At Wheelnutz Garage we employ qualified and experienced workers. We assess each person's suitability for this type of work through our rigorous recruitment and induction process which includes screening, verification of qualifications and experience and a detailed induction and orientation program.

Workers are required to undergo criminal record checks and when necessary, Working with Children Checks.

All of our workers are trained in the NDIS Worker Orientation Module and in COVID-19 Infection Control. At Wheelnutz Garage our workers are required to undertake additional training and professional development.

Our workers are trained to deliver support in a way that is:

- Structured
- Participant focused
- Safety driven
- Outcome orientated

8. Exiting Service

You can leave our services at any time and in accordance with the terms of our Services Agreement. We will support you to find other services if you require assistance.

Should you wish to return to us at any time our workers will be happy to support you through the intake process.

From time to time there may be a need for us to advise you that we are no longer able to provide you. We will only withdraw services if we are permitted to do so in accordance with the terms of our Services Agreement.

If this does occur, we will work with you to find and access a provider who is able to support you.

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9. Your Rights

In the provision of our supports and services, Wheelnutz Garage is committed to ensuring that you have the right to:

- (a) respect for your human worth and dignity.
- (b) respect for your intimacy and sexual expression.
- (c) freedom of expression, self-determination and decision-making.
- (d) realise your potential for physical, social, emotional and intellectual development.
- (e) full participation in society equal to other people, according to your individual and cultural needs and preferences.
- (f) autonomy includes your right to intimacy and sexual expression.
- (g) information and support to understand and exercise your legal and human rights.
- (h) privacy of your personal information and sensitive information.
- (i) raise concerns and be supported to formalise complaints.

10. Your Choice

Wheelnutz Garage is committed to collaboration and consultation with you (and your family, carers and chosen community where appropriate) to promote and ensure active choice and control in relation to your services and supports.

We are committed to providing you with sufficient time to consider and review your options and seek advice if required in relation to decisions that affect your life by ensuring your involvement in planning, provision, management and evaluation of the services and support you receive.

We are committed to employing a person-centered approach in service delivery, placing your right to self-determination at the centre of decision-making processes, including keeping you informed of choices, opportunities and potential limitations so you can make informed choices, including a dignity of risk decision.

We proactively and sensitively support our participants to develop their capacity to make informed choices, exercise control and maximise their independence relating to the services and support we provide to them.

11. Our Responsibilities

Wheelnutz Garage will:

- (j) act with respect for your individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- (k) respect your privacy.
- (l) provide Services in a safe and competent manner with care and skill.
- (m) act with integrity, honesty and transparency.

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- (n) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of Services.
- (o) take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
- (p) take all reasonable steps to prevent and respond to sexual misconduct.
- (q) Provide a safe, structured workshop environment at all times.
- (r) provide the Services in a way that is consistent with all applicable laws, including the NDIS Act, NDIS Rules, the National Privacy Principles and the Australian Consumer Law.
- (s) treat you with dignity and respect at all times and value your legal and human rights, including your right to make informed choices concerning the Services to be provided to you.
- (t) notify you about changes to appointment times and other changes to the delivery of Services.
- (u) with your reasonable assistance, provide a safe and comfortable space for the delivery of the Services.
- (v) treat your information as private and confidential.
- (w) provide timely invoices and statements for the Services.
- (x) communicate openly, honestly and promptly with you.
- (y) keep accurate and up-to-date records of all the Services provided to you.
- (z) make contact with the NDIA about your Plan (when necessary).

12. Responsibilities of the Participant

You and your Representatives agree to:

- (a) let Wheelnutz Garage know about any concerns you have with any of the Services which are being provided.
- (b) be actively involved in designing the support plan and setting and monitoring goals.
- (c) ensure the fees for the Services are able to be met within the funding available in your approved Plan.
- (d) ensure all invoices are paid promptly and in full.
- (e) immediately notify Wheelnutz Garage if you stop being a participant in the NDIS.
- (f) keep Wheelnutz Garage informed of any change in circumstances that will likely affect the delivery of Services or impact this Agreement such as, where you live, medication/medical treatments and procedures, behavioural changes that are likely to impact on the safe delivery of the Services, guardianship and care arrangements.
- (g) Attend scheduled sessions consistently

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- (h) treat all Wheelnutz Garage staff, workers and others present during the delivery of support and services with respect and abide by Wheelnutz Garage's Policies.
- (i) let us know if you suspend, change, or intend to change, your Plan, or if you are no longer a participant in the NDIS.
- (j) Wheelnutz Garage provides documents and email updates to you electronically; and
- (k) inform Wheelnutz Garage if you do not want to receive documents or email updates electronically.

13. Conflicts of Interest

You will always be informed of other alternative providers available to provide necessary support, enabling you to exercise choice and control in the support you receive including from Wheelnutz Garage. You are also informed of any relevant conflicts with other providers who may have a relationship with Wheelnutz Garage, where this is relevant.

Specifically, and where conducting support coordination services, to ensure that any perceived or actual conflict of interest is managed, when obtaining quotes for services on a participant's behalf, we will endeavour to always provide 3 quotes (if possible) from other services, in addition to our own.

It is then your decision whether you would like to choose Wheelnutz Garage's services and support or go with another provider.

Your decision to choose an alternative provider will not affect any services or support provided by Wheelnutz Garage at all!

14. Your Safety

Wheelnutz Garage will endeavour to provide a safe environment for you and a safe workplace for our workers. We do not tolerate any form of harassment, bullying or discrimination or other form of unacceptable conduct. Any form of physical, verbal, sexual or threatening behaviour, intentional or unintentional, is not acceptable and will not be tolerated. Our Incident Management and Reporting Policy will be used to manage these situations if they arise.

We encourage an environment where participants and workers are treated with dignity and respect and where workers always conduct themselves professionally.

As a person using our services you have a right to feel safe and be free from abuse and neglect. We have a complaint process which you should use if you feel unsafe. If you feel you need an advocate to make a complaint or report any inappropriate behaviour, we can support you to access an advocate of your choice.

Safety is a core priority at Wheelnutz Garage. We:

- Conduct daily toolbox talks and safety briefings
- Maintain clear workshop procedures and supervision
- Respond to incidents in line with our Incident Management Policy

Any unsafe behaviour may result in review of supports to ensure safety for all participants and workers.

15. Privacy

Wheelnutz Garage acknowledges and respects your right to privacy and is committed to maintaining the confidentiality of your personal information. We use information in line with legislative requirements.

To provide services, we are required to collect a range of personal information and sensitive information. We

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primarily collect this information to assess, plan, and provide quality services to meet your individual needs. If you provide incomplete or inaccurate information to us, we may not be able to provide you with the services you require.

Your personal information also allows us to perform other internal processes such as health and safety, risk management, account keeping, worker training, quality assurance and to meet government and regulatory requirements where there is a threat to public health.

Wheelnutz Garage may at times disclose personal information where it is necessary to deliver services or required by law. Personal information may only be disclosed outside Wheelnutz Garage when you have consented, it is in accordance with the purpose for which we collected the information, and/or we have a legal obligation to do so. In some circumstances, information could be provided without your consent if required or authorised by law.

Wheelnutz Garage takes all reasonable steps to safeguard the security of personal information from unauthorised use, access, modification or disclosure. Wheelnutz Garage workers who handle personal information have a duty to protect that information and are granted access on a 'need to know' basis. Personal information is no longer required and is disposed of appropriately.

You have the right to request access to the personal information that Wheelnutz Garage holds about you and to update/change as required. To exercise this right please contact Wheelnutz Garage.

For more information in relation to how we store and use your personal information, we would be happy to provide you with a copy of our Information Management Policy and Privacy and Dignity Policy.

16. Feedback and Complaints

- (a) If you feel comfortable, you are encouraged to raise any feedback, concerns or complaints with us first, as this is often the best way to have your issue resolved quickly.
- (b) You can make a complaint to Wheelnutz Garage:
 - (1) in person to the principal or a worker;
 - (2) by email to admin@wheelnutzgarage.com;
 - (3) on our website <https://www.wheelnutzgarage.com>; or
 - (4) verbally by telephone to 07 3416 0854.

For all written feedback or complaints, you are encouraged to provide your complaint in the form of our written Feedback and Complaint Form.

- (c) You can make a complaint to the NDIS Commission by:
 - (1) Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
 - (2) National Relay Service and ask for 1800 035 544.
 - (3) Visiting <https://www.ndiscommission.gov.au/about/complaints> and completing a complaint contact form.

The NDIS Commission can take complaints about:

- (4) services or support that were not provided in a safe and respectful way.
- (5) services and support that were not delivered to an appropriate standard.

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- (d) We will endeavour to resolve all complaints promptly in accordance with our Feedback and Complaints Management Policy.

17. Incident Management

Wheelnutz Garage is committed to ensuring that an incident management system is maintained that complies with the requirements under the *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018*. Our Incident Management System is documented in accordance with our Incident Management and Reporting Policy. If you would like a copy of the policy, we would be pleased to provide a copy to you.

If you observe or are the subject of an Incident that does or could cause permanent or temporary detriment to you or another person, you must report the Incident to us.

You will be protected against any adverse actions because of reporting or alleging that an Incident has occurred. There will be no negative consequences for reporting incidents.

Incidents include:

- (a) acts, omissions, events or circumstances that:
 - (1) occur in connection with Wheelnutz Garage and its Workers providing supports or services to a person with disability; and
 - (2) have, or could have, caused harm to the person with disability;
- (b) acts by a person with disability that:
 - (1) occur in connection with providing supports or services to the person with disability; and
 - (2) have caused serious harm, or a risk of serious harm, to another person; and

Incidents which occur in relation to the provision of Wheelnutz Garage's services are managed consistently and effectively in accordance with our Incident Management and Reporting Policy. The policy includes procedures that we consistently follow to assess, investigate and resolve incidents. We also have procedures to help support you in relation to incidents which may impact or affect you.

We also follow strict procedures in relation to reporting Reportable Incidents to the NDIS Commission and other external bodies (as applicable).

18. Advocacy

Wheelnutz Garage understands that you may wish to have your rights and concerns represented in the course of service delivery. As a participant you have a right to be represented by an advocate at any time and we encourage the use of advocates during the assessment and planning process; advocates can be a family member, friend, medical practitioner or from an advocacy body.

We can assist you to access the services of an advocacy body and provide a list of advocacy bodies upon request.

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