



Participant Handbook

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SOUTH WEST DISABILITY SERVICES PARTICIPANT HANDBOOK

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SOUTH WEST DISABILITY SERVICES AMBITION: to partner with people of all abilities and their communities to create life enhancing opportunities.

SOUTH WEST DISABILITY SERVICES PURPOSE:

- **WHAT WE DO:**
 - Person centered planning
 - Deliver quality programs tailored to your individual requirements
 - Work in partnership with you to achieve your goals
 - Keep you informed and involved
 - Listen and respond to your feedback and concerns
 - Enhance social, emotional, physical, intellectual skills
 - Increase resilience and independence
 - Provide an inclusive yet diverse environment
 - Provide approachable, supportive and professional staff
- **WHO WE DO IT FOR:** for people of all abilities and the communities of South West Victoria
- **HOW WE DO IT:** respectfully, collaboratively, creatively, flexibly

SOUTH WEST DISABILITY SERVICES VALUES:

- **INTEGRITY AND IMPARTIALITY:**
 - We are transparent and ethical in all that we do, every day
- **RESPECT & HUMAN RIGHTS:**
 - We demonstrate trust, understanding and embrace diversity
- **LEADERSHIP:**
 - We will be forward thinking, collaborative and inspirational
- **ACCOUNTABILITY:**
 - We take ownership of our actions and deliver on our promises
- **RESPONSIVENESS:**
 - We will deliver and respond with care

HOW CAN SOUTH WEST DISABILITY SERVICES ASSIST YOU?

NDIS Supports

South West Disability Services and TAFE recognise the role for mainstream services in the disability sector and the need for greater supports to enable optimum access and inclusion. As a mainstream organisation South West TAFE are registered and skilled to provide supports to individuals with mental health conditions and disability through the National Disability Insurance Scheme (NDIS). Participants also have the opportunity to utilise any other state

or federal funding (eg. TAC, DHHS) to assist them to access supports or self-fund.

Our ambition is to partner with people of all abilities and their communities to create life enhancing opportunities. One of the ways we do this is by providing supports under the NDIS that are available to individuals in the communities of South West Victoria.

Supports that South West Disability Services are registered to provide include:

Core Supports

Assistance with Social and Community Participation (support category 04)

- Group supports to access TAFE and the greater community
- Individual support to access TAFE and the greater community
- STRIVE Program
- Social events (disco's & footy nights)

Assistance with Self Care Activities (support category 01)

- Personal Care
- High Intensity Supports

Capacity Building Supports

Skills Development and Training (support category 09)

- Development of Daily Living and Life Skills

PERSON CENTRED PLANNING

South West Disability Services staff will work collaboratively with you to develop a person-centered profile created to suit your needs.

South West Disability Services person centered profiles outline your support needs, goals and activities. These profiles help us support you to make your own decisions, and outline how we can support you as a team.

You will be included in all decision-making when developing, implementing and reviewing a profile. Your plan must be signed by yourself and/or family, guardians, advocate or significant others (where required).

Profiles will be reviewed regularly to make sure that your needs and goals are being met. These reviews also ensure that any changes to your goals and needs are supported by the South West Disability Services team.

You may wish to involve family, guardians, advocate or significant others in developing a profile. With your consent they will be able to access your profile. You can ask to make changes to your profile at any time.

When developing or reviewing your profile South West Disability Services can provide easy English options, PEC cards to assist with communication, or support you to utilize your own communication device.

PRACTICE STANDARDS

The NDIS Practice Standards specify the quality standards to be met by registered NDIS providers to provide supports and services to NDIS participants. Together with the [NDIS Code of Conduct](#), the NDIS Practice Standards build NDIS participants' awareness of what quality service provision they should expect from registered NDIS providers. (NDIS Commission)

The service standards consist of core and supplementary modules which a registered provider is assessed against. These models consist of

Rights of participants and responsibilities of providers

Governance and operational management

The delivery of supports, and

The environment in which supports are delivered

High intensity daily personal activities

South West Disability Services (South West TAFE) proudly align our service to these standards.

FREEDOM FROM ABUSE AND NEGLECT

South West Disability Services is committed to ensuring that participants are free from abuse and neglect and that any reports or allegations of abuse and neglect are treated seriously and appropriately investigated.

South West Disability Services has a duty of care to prevent abuse and neglect for the participants we support. We do this by ensuring that:

- All Disability Services staff have Police Checks, Working with Children Checks and checks against the Disability Worker Exclusion list.
- Staff are trained in abuse and neglect recognition, reporting and response.

If you think that you or someone you know is being abused or neglected, there are some things you can do:

- **If you or someone else is in danger, call the police on 000**
- **If you or someone else has been injured** go to a doctor or hospital and get medical help, or if your injuries are life-threatening or if you require urgent medical assistance call an ambulance on 000.
- **Talking to someone about it can help** — it can make you feel less alone, and the person you talk to could help you to work out what you want to do. You might want to talk to a friend or someone you can trust at home, work or at TAFE. You can also speak to someone from a counselling service, either in person or over the phone.
- **Report the abuse to the authorities** — it is important to report the abuse so that it does not continue. The first priority will be your safety and the safety of other people who might be at risk.
- **Contact the: National Disability Abuse and Neglect Hotline**
The National Disability Abuse and Neglect Hotline is an independent and confidential service for reporting abuse and neglect of people with disability.
Call: (free call) 1800 880 052
Telephone typewriter (TTY): 1800 301 130
Translating and Interpreting Service (TIS): 131 450
Email: hotline@workfocus.com

INFORMATION STORAGE AND PRIVACY

A participant's right to privacy is important and all information received by Disability Services is kept confidential.

South West Disability Services utilises your information to assist in providing the most accurate support to meet your needs. All information relating to participants is stored on our client management system Supportability. Supportability is a password protected system meaning your information is stored securely.

Where hard copy documents have been created they will be filed and kept in a lockable cabinet.

You are able to access your information at any time through a freedom of information request.

CONSENT

South West Disability Services updates your consent on a 12-month basis, however you can request a change or withdrawal to your consent at any time.

You can give full consent for services, organization and people in your life, partial consent, or no consent. Where you have a guardianship in place they will be responsible for making the decisions relating to whom SWDS can speak with about you, with your involvement.

Your permission will always be obtained before information is disclosed or sought from a third party if they are not a part of your current consent form.

EMERGENCY MANAGEMENT

South West Disability Services is committed to upholding our values in times of emergency.

For personal emergencies, including medical emergencies. Your nominated emergency contact will be communicated with, where possible to assist with further support and/or intervention.

For campus emergencies and disaster management SWDS will follow the guidance of the South West Tafe Board – our governing body – and any advice, recommendation or regulations imposed by the Victorian government.

Where support has to be postponed/changed due to emergency and disaster management, communication to yourself and/or your support network will occur in the timeliest manner in a mode of communication you and/or your support network can understand. Your service schedule will also be updated in line with the required support. SWDS are required to report any changes to full service delivery to the NDIS Commission.

YOUR RIGHTS

SOUTH WEST DISABILITY SERVICES endorses the **human rights** principles outlined in the United Nations Convention on the Rights of Persons with Disabilities. These include:

- Respect for the inherent dignity, independence of persons and individual autonomy, including the freedom to make one's own choices
- Non-discrimination
- Full and effective participation and inclusion in society
- Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- Equality of opportunity and accessibility

South West Disability Services will uphold your rights through our policies, procedures and practices that promote and reinforce:

- Dignity and respect
- Freedom of expression
- Self-determination
- Choice and control
- Confidentiality and privacy
- Freedom from discrimination, exploitation, abuse, harm, neglect and violence
- The role of families, friends, carers and advocates in the safeguarding of rights
- Comprehensive systems to prevent or promptly respond to any breaches of rights

South West Disability Services participants have the right to:

- Realise their potential for physical, social, emotional and intellectual development
- Exercise choice and active decision making in determining and achieving their goals
- Be treated with respect and dignity at all times by all parties
- Have a representative or advocate (formal or informal) participate in decisions relating to services provided
- Receive high quality services in a timely and efficient manner
- Have their confidentiality and privacy maintained
- Have concerns or issues handled fairly
- Receive a timely response to feedback
- Expect that any feedback or expression of concern will not adversely affect the way matters are handled in the future

YOUR RESPONSIBILITIES

South West Disability Services participants have responsibility to:

- Always treat others with respect and allow others to pursue their goals
- Help maintain a safe and productive environment by cooperating with all reasonable instructions and requests
- Not use aggressive, threatening, discriminatory, or offensive language towards other participants or staff
- Not act in an aggressive, threatening, discriminatory or offensive way towards other participants or staff
- Not behave in a way which is dangerous, discriminatory, offensive or disruptive or endangers the wellbeing and/or safety of other participants or staff
- Always treat South West TAFE property and facilities with care and respect
- Help to maintain a safe working environment by abiding by all relevant Occupational and Health Safety (OHS) requirements
- Have a reasonable standard of dress for reasons of safety, hygiene and health. Light footwear and long hair (unless suitably covered and/or restrained) may constitute a safety and health hazard and will not be permitted in workshops, laboratories and/or food handling areas
- Attend scheduled meetings and actively participate in agreed plans

FEES AND CHARGES

Fees and charges for services are usually organized through your funding body. For program of supports all participants will be charged a participant contribution fee. This fee covers program resources that the NDIS won't cover. For example, this could include ingredients for cooking or art supplies. Participant contributions range from \$1.00 per program.

Participant contributions will be outlined to you prior to your engagement in a program and also outlined on your service agreement.

Entry fees for additional activities will also be covered by yourself and/or your support network. Fees outside of your participant contribution will always be outlined to you via email, letter or text message and you can choose to decline the activity if it is outside your budget.

Km's are charged per participant at a cost of .85c per km for the use of a TAFE car. The use of the TAFE bus will incur a charge of \$1.85 per km. In the event of group travel KM cost will be shared.

CULTURAL AND RELIGIOUS DIVERSITY

South West Disability Services acknowledges that everyone has a cultural background and sense of identity that is important to them and part of who they are. Our workforce and the people we support come from a diverse range of backgrounds and this makes it a special place to live and work.

Our aim is to provide a service that considers the cultural, linguistic, spiritual and identity needs of each person.

FEEDBACK AND COMPLAINTS RESOLUTION

If a participant wishes to give feedback or make a complaint about South West Disability Services you can do so by contacting the Disability Services Coordinator, Disability Liaison Officer or the NDIS Officer. Alternatively you can complete an online form using the feedback button on the South West TAFE Website: <http://www.swtafe.vic.edu.au/feedback/online-form/>

In the event the concern is not resolved, you and/or your nominee may contact the Audit and Compliance Officer at South West TAFE:

Audit and Compliance Officer

South West Institute of TAFE
PO Box 674
WARRNAMBOOL VIC 3280
Or via: info@swtafe.vic.edu.au

If you feel that your concern requires further assistance you can contact:

NDIS Quality and Safeguarding Commissioner

Call: 1800 035 544

Contact form: www.ndiscommission.gov.au

RIGHT TO AN ADVOCATE

All South West Disability Services participants have the right to an advocate.

What is an advocate?

An advocate may provide support, information and advice in order to help you to take action to resolve any concerns, or may take a more active role in representing your rights to another person or organisation.

Who can be an advocate?

An advocate can be a family member, your main carer, legal representative, trusted friend or someone from an agency that provides advocacy services.

Why use an advocate?

It is important to be able to exercise your rights. An advocate can help make sure that you are not disadvantaged due to disability, age, gender, sexual preference or cultural background.

Advocacy Agencies

South West Advocacy Advocate

Phone: 035561 4584

Office of the Public

Phone: 03 9603 9500

TTY: 03 9603 9259

EXITING OUR SERVICES

If you wish to leave our service we will support you to do so.

If we are not able to provide the most appropriate service for your needs we will help you find an alternative provider. We can do this by giving you a list of referral options to other agencies.

If you have any questions about accessing or exiting our services, please speak with South West Disability Services staff.