



Working together

Our policies and practices

Welcome

Thank you for choosing us!

We're excited to work with you. Our services are tailored to meet individual needs and goals. We aim to provide the very best service and hope your experience with us is positive and rewarding.

A little bit about us

Possability and Lifestyle Solutions have combined experience of more than 50 years working with people with disability to support them to develop their skills and confidence, live the lives they choose and achieve their goals.

In October 2022, we joined together as one group. We could see that combined we have an even greater ability to contribute to the people and communities we serve.

The latest version is available on both possability.com.au and lifestylesolutions.org.au.



About this booklet

This booklet talks about your rights and what we do to protect them. It includes a summary of our policies that are designed to protect your rights and respond to your needs and wishes. This booklet also talks about our processes and expectations to make sure that your time with us is positive. It is up-to-date at the time of printing. Please keep this booklet so you can refer to it.

Get in touch

If you have any questions relating to this booklet or your services, please contact your service provider via the details listed below.

Lifestyle Solutions

Phone: 1800 634 748

Email: enquiry@lifestylesolutions.org.au

Possability

Phone: 1300 067 067

Email: info@possability.com.au

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Possability Group Limited ACN 638 044 327 includes Lifestyle Solutions (Aust) Ltd ACN 097 999 347; Oakdale Employment Ltd ACN 642 596 816; Oak Tasmania ACN 055 920 306; Optia Limited ACN 606 749 580; Possability Holdings Ltd ACN 640 440 875 and Possability Regional Ltd ACN 642 065 683. Trading as Possability, Lifestyle Solutions, Bindi Enterprises and Oakdale Enterprises. Published: April 2023.



Privacy and confidentiality

We collect some personal and health information to help us to provide you the right services, as well as do things like planning, funding, monitoring and evaluating our services. We only collect the information that we need. We keep your information private and safe.

Internal use of personal information

Your information is protected. It is stored electronically on our IT system and is only used by employees who need to know. Information stored in paper copies is kept in a safe place at all times. You can ask to see and update your personal information at any time.

We usually collect personal information directly from you. However, we sometimes collect personal information from others like family members, carers, volunteers, employees, trustees, or from publicly available sources.

Information is only collected if you have agreed to it, or it is expected that we would collect your personal information in this way, or if we need it for a good reason. Any information that is used by our employees is only so we can provide the best care for you.

It is not made available to others, unless you have given your permission or if it is required by law.

All our employees sign an agreement when they start work with us confirming that they will not share your information.

Notifiable Data Breaches (NDB) Scheme

A breach of privacy may be reportable under the Privacy Amendment Act to the Commission. Please contact us immediately if you think there has been a privacy breach.

External use of personal information

Your personal information will not be given to other people or organisations without your permission, except where allowed or required under the Privacy Act.

Families

We protect your right to privacy concerning your personal relationships, such as with family members. We will encourage you to keep in touch with your family but will also respect your wishes if you choose not to see your family. Our employees make sure that matters between you and your family are kept private. **We will only discuss your support with others when you have agreed.**



Consent

Before we start providing a service to you, we will ask for your permission to collect the personal information we need to provide the service and to report to funding agencies such as NDIS.

If you can't give consent, we can assist you to access other services that can help you to understand and make choices and decisions.

These services might include guardianship and advocacy services.

We must meet the standards and requirements of our funding bodies such as the NDIS, which sometimes includes providing them with access to records and contact information so they may contact you about the services we provide. You can ask us not to share your records and contact information by contacting the supervisor of your service or your local office.

We might take pictures of you to use in your support plan, to document daily activities and achievements, and to share in our client/family newsletter and other communications.

We will always seek your permission before we share pictures of you in public documents and on social media.

We engage in practice research to improve the quality of services. Please let us know if you do not want us to use de-identified data about the support you receive in research.

How we support you

We will support you to live your best life, make your own choices and decisions and be in control while:

- getting involved in your local community
- doing things you enjoy
- building strong relationships with others
- living a healthy lifestyle
- becoming more independent in daily activities like shopping, cooking or paying bills.

We want to help improve your quality of life and support your skill development.

We will provide supports to meet your needs and goals.

Person-centered support

We are committed to person-centered service delivery. This means we make sure that you are in control of your own support and can make your own decisions.

We will listen to you, and if needed we will talk to your support network to ensure you live in your community in the way that you choose.

Risk management

We work within what we call a Risk Management Framework. We help you with opportunities to try new things, develop skills and reach your goals. If your choices for activities or support are harmful to you or others, we will complete a risk assessment to see what we can do to make things as safe as possible. At times, if we can't make an activity or support safe, then we may not be able to support you with it.

Participation and inclusion

Community participation and inclusion

We support you to make decisions about how to connect with your community. We provide information, training and support for community participation in areas such as employment, social and recreational activities, adult education (e.g. TAFE), and sporting facilities. We will support you with your chosen cultural and/or spiritual communities (e.g. Church).

We seek out information about local community supports and services available to help you achieve your goals.

We will do everything we can to make sure you are safe and well while you are involved in community-based activities.

Choice of support professionals

We will work with you to find support professionals who have similar interests and preferences.



Where possible we will include you in employee interviews. You can also request to meet new support professionals before they start working with you.

If you don't want to be supported by a particular support professional, we will work with you so we understand, find a solution and take action.

Community education about participation and inclusion

We work with communities to help them to understand your disability and what can be done to help you achieve your goals. We want you to have every opportunity to be involved in your community.

We use feedback from you and your family to help people in the community to understand your rights to be included.

We make this information available to local planners (e.g. councils) to improve safe access to the community for you.

We will try to find out how you prefer to communicate. This might be in Easy Read or you might feel more confident in a language other than English.

Employee training

We hire, train, and develop a skilled and respectful workforce that makes sure that you have the same rights, opportunities, and choices as other people in the community.

We train employees to understand, respect and support your interests and skill development.

Worker screening

We do lots of checks before hiring someone.

The checks help us to hire people **who are safe to work with you**. We only hire people who pass these checks.

Participants in the criminal justice system

We help and support people at risk of entering or leaving the criminal justice system to make meaningful connections within their communities. We will support people to develop interests and activities, while also helping them to meet the court orders that may be in place for the safety of themselves and/or others.



Summary

Key points:

How we support you

- Ensuring you are in control of your support
- Getting involved in the community
- Hiring and developing a skilled and respectful workforce of support professionals



Making the most of your NDIS funding

We will work with you to make sure your NDIS funding is spent in a way that matches with your NDIS plan.

We follow the NDIS rules about what activities we claim for and charge at the rates in the NDIS Price Guide. The latest copy of the NDIS Price Guide is available on our website.

Direct and non-face-to-face supports

Our services are made up of both direct and non-face-to-face supports. Direct supports are when a support professional is with you supporting you to meet your goals. Non-face-to-face support is when someone is doing work for you that is not face to face but contributes to the success of your supports. Examples of this include report writing, creating or changing a support plan or meetings with other providers who support you.



Program of Supports

A Program of Supports is a way we can claim the supports we provide you. When you have a Program of Supports agreement it means we put all the supports you get into one item. The Program of Supports can be reviewed each time it ends if you want to. You can leave a Program of Support with two weeks' notice. Some of our services are only available as a Program of Support. Supported Independent Living (SIL) is an example of a service that is only available as a Program of Support and is claimed by the weekly claiming process.

Shadow shifts

The NDIS allows us to claim for some shadow shifts to introduce a new support professional before they start providing support to you if you have complex support needs such as very limited communication, behaviour support needs and medical needs.

Ice breaker service

At your request, we can provide a service where you get the opportunity to be introduced to and work with a new support professional alongside a familiar staff member.

This service is separate to the shadow shift and it is claimed at the standard service rate.

Cancellations

If you need to cancel a shift please let us know within the time frame set by the NDIS.

If you don't let us know in time, we will need to still claim for the service (as per NDIS Price Guide). This is because we need to cover the costs of the support professionals that are rostered to support you.

If there are a lot of cancellations, we will work with you to try to understand the cause and fix any problems.

Travel

We may need to claim travel costs from you if we need to pay a support professional for time spent travelling to support you or travel while they are supporting you.

Travel costs can be claimed from your NDIS plan in some situations, or we can bill you directly. Any costs will be discussed with you or your support person.





Transferring service provider

A decision might be made by you, your Guardian or by us, to transfer to another service provider.

There are several reasons why this decision might be made:

- You may decide that we are not meeting your support needs.
- You may have found another provider that you feel will meet your needs better.
- You may be moving out of the area.
- You may no longer need the service.

We will respect your choice and welcome any future request for service at any time.

Should we be considering ending service, this would only occur in consultation with you and/or your support network. There are several reasons why this may occur:

- The service is no longer provided or funded.
- It is no longer right for you.
- It is not meeting your needs.
- Your choices and decision making present risk to you and/or others and we have agreed that the solutions we have come up with are no longer working.

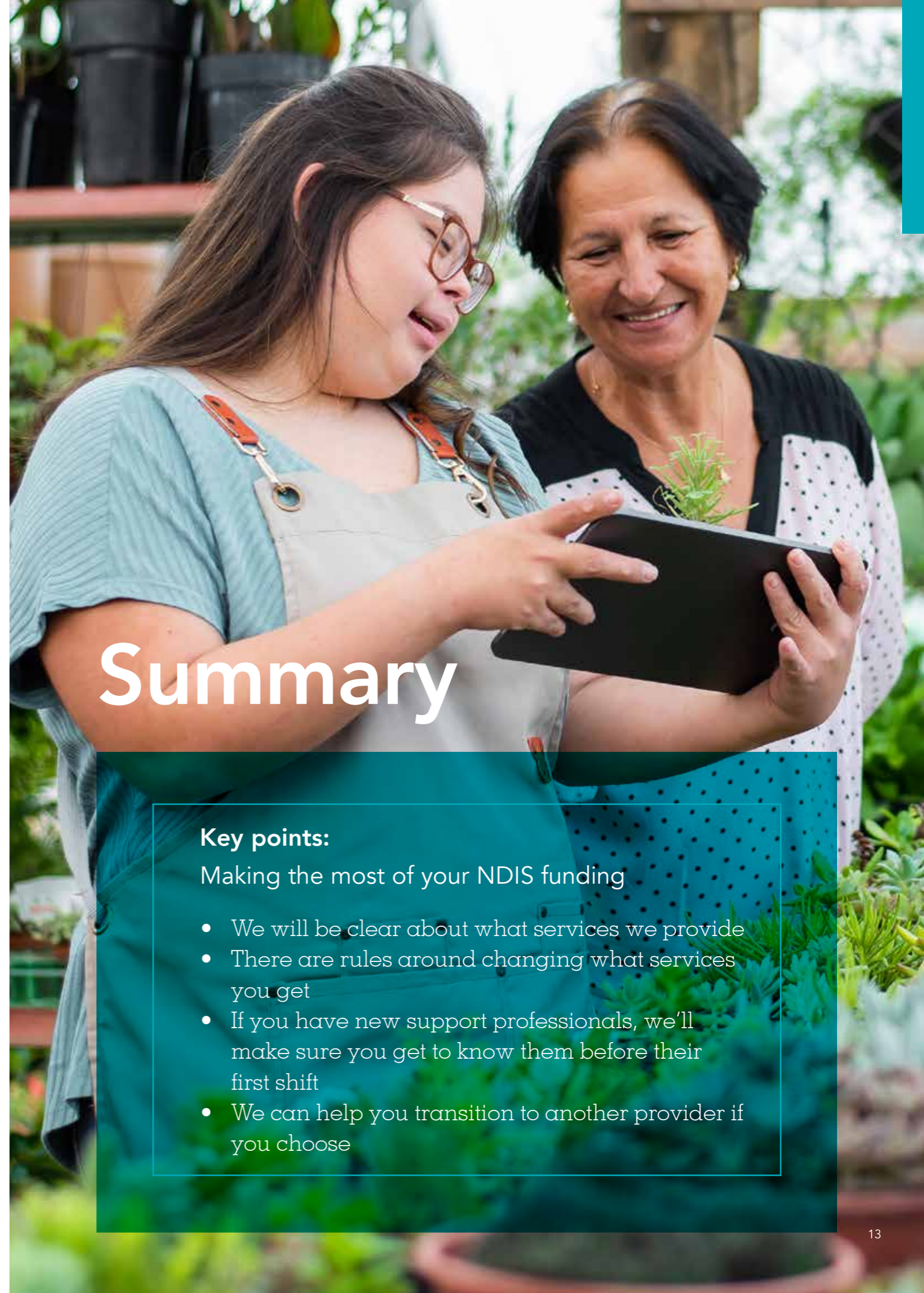
In the event of transferring your service to another provider, we will work with the new provider to provide any paperwork or information relevant to your support needs to make your transfer as easy as possible.

Giving notice

You need to provide us with a notice period when transferring or leaving our services:

- 90 days' notice (unless otherwise agreed) is required for supported accommodation.
- 28 days' notice for all services outside of accommodation.

If the required notice period is not provided, we may continue to claim under the rules set by the NDIS. Current information about these processes is available on the NDIS website.



Summary

Key points:

Making the most of your NDIS funding

- We will be clear about what services we provide
- There are rules around changing what services you get
- If you have new support professionals, we'll make sure you get to know them before their first shift
- We can help you transition to another provider if you choose

Your rights

We respect the rights of all people with disability.

We embrace the principles and rights outlined in the United Nations Conventions and Australian and state laws as well as the NDIS Code of Conduct.

You have the right to be treated with respect, as an individual and to have your choices listened to. You also have a right to receive reliable, safe, quality care which fits in with your goals and is reviewed regularly.

We encourage you to follow your cultural and spiritual beliefs and will help you to build

relationships in the communities you choose. You have a right to develop your preferred religious, cultural, sexual or other beliefs. People living with disability can face many barriers that prevent them from fully participating in the community. We will support your right to experience full and equal enjoyment of your human rights and freedoms.

Our guiding principles include:

We do our best to make sure we have policies which focus on your rights so that you get to experience:

- acceptance of people with disability in all settings
- full participation in decision-making and choice
- full participation and inclusion in the community
- respect for dignity and independence
- no discrimination, violence, abuse, neglect or exploitation
- equal opportunity and expression of values and beliefs.

Your responsibilities

- It is important that you respect the rights of all support professionals, our other workers and other participants and community members and treat them nicely. You are always responsible for your own actions and choices.
- Please follow the Working Together Agreement and let us know if you have any concerns or problems and give us correct and up-to-date information to help us to support you to reach your goals. This includes the need for you to pay any fee as outlined in the Working Together Agreement or work out an arrangement with us if you have difficulty paying.
- Please tell us and our employees about any problems you have with support professionals or services.

Summary

Key points:

Your rights

- We respect your rights
- No discrimination
- No abuse or violence
- Equal opportunities

Consultation

Communication is one of the most basic needs and rights of all people. We recognise that everyone communicates differently, so we provide different options so everyone can have a say and be heard.

We support your right to make your own choices and to have control over your life. We will support you to make decisions that affect your life.

To help us to work together in the best way we can, we ask that you:

- Tell us if there is something about your service that you would like to change or improve.
- Let us know if you are unsure about how your services are provided.
- Be polite to our employees and treat them with respect.
- Let us know in advance if you need to cancel a shift or cannot attend a program.

Meetings

We welcome your feedback at any time and we acknowledge that you may have issues, concerns, requests or information and ideas that you want to share.



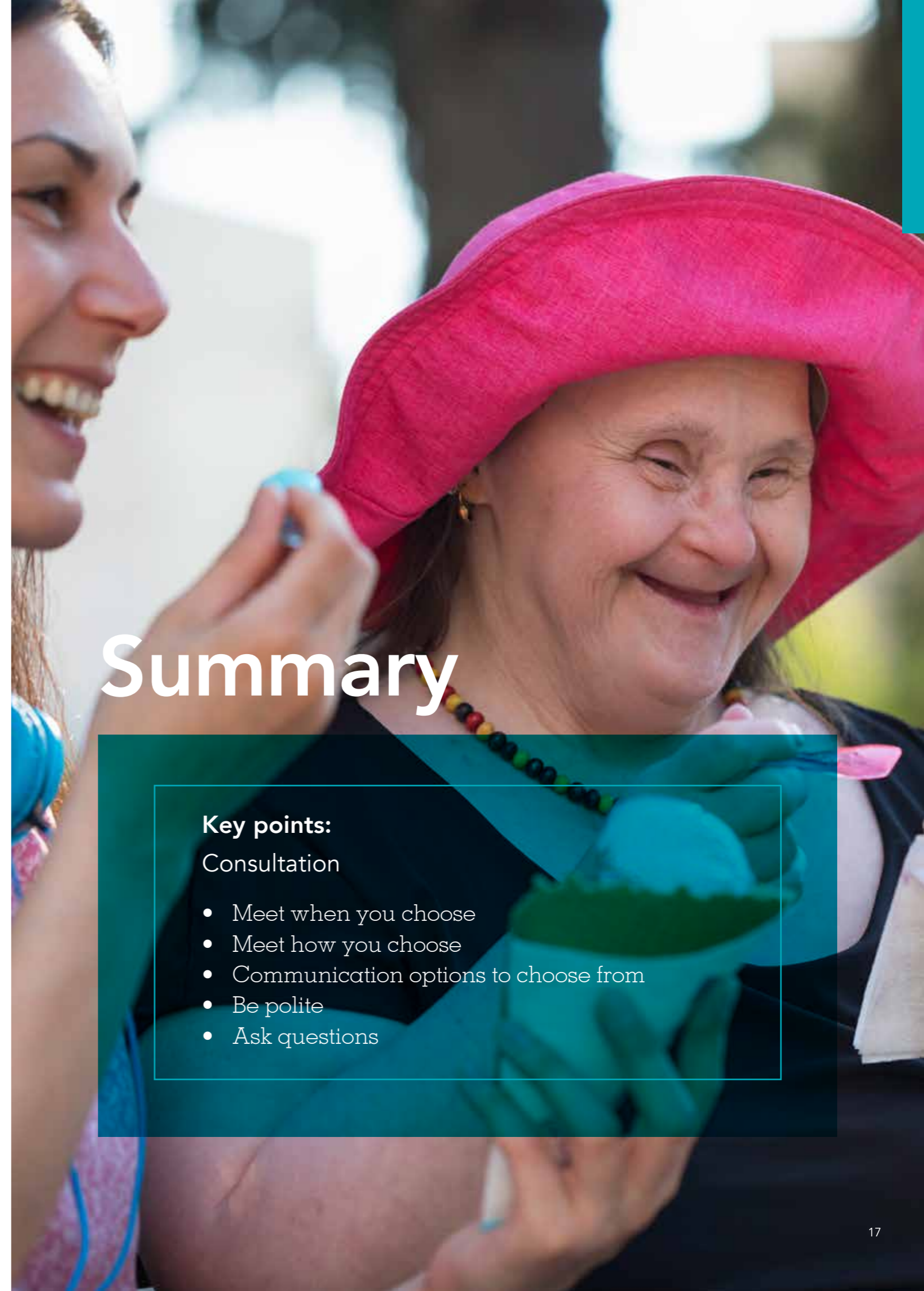
We will make sure that you have the chance to do this in a way **you choose**. We will work with you to have **meetings that best suit your needs** and communication preferences.



This could be **one-on-one discussions, house meetings** or **scheduled forums**, which will be organised and run by our employees.



We will help you to access advocacy services if you need.



Summary

Key points:

Consultation

- Meet when you choose
- Meet how you choose
- Communication options to choose from
- Be polite
- Ask questions

Complaints and feedback

We encourage you to make a complaint or give us feedback whenever you have a problem or are unhappy with the way we are working with you. We would also like to hear from you when you are happy with the services you get and the people you are working with.



Hearing from you helps us to understand what you like and don't like and how we can improve our services.

You can complain to us or your funding body such as the NDIS Commission. If you want us to, we can support you to do this.

We can receive complaints and feedback from many people, including you, your family members and/or friends, our employees, other service providers, advocacy agencies and the Community Visitors Scheme (in New South Wales, Queensland, South Australia, Northern Territory or Victoria).

We have a process in place to manage complaints and we can help you to understand how it works.

We listen to what you say, look into the problem and keep you up-to-date with what is happening. When we are finished looking into it, we will share information with you.

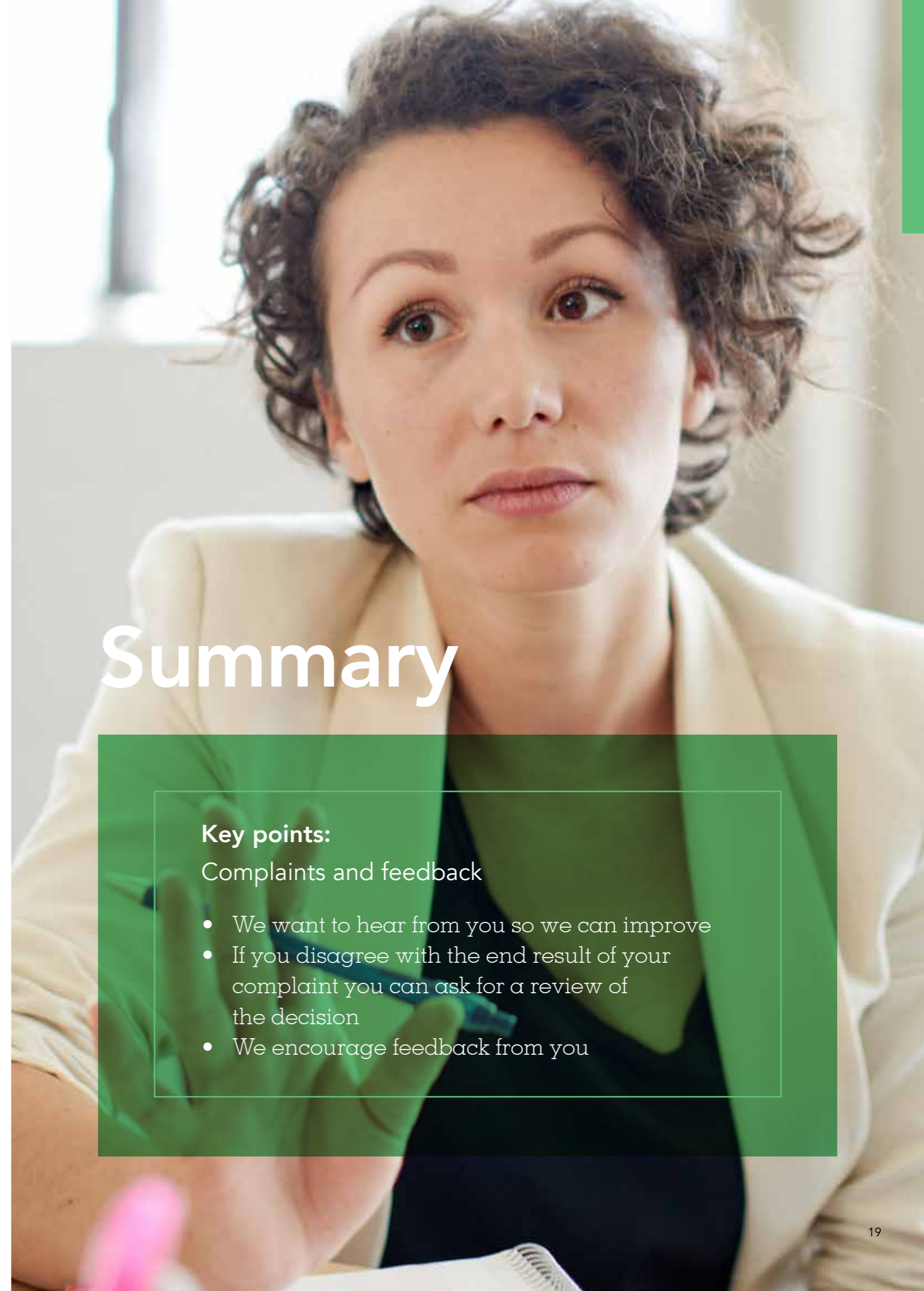
It is your right to make a complaint about the services you receive, without being disadvantaged in any way.

Decision reviews

If you disagree with the end result from a complaint, you can ask for a review of the decision.

You can:

- request an internal review
- contact the manager of the service
- contact an Advocacy organisation
- contact the NDIS Quality and Safeguards Commission.



Summary

Key points:

Complaints and feedback

- We want to hear from you so we can improve
- If you disagree with the end result of your complaint you can ask for a review of the decision
- We encourage feedback from you

Advocacy and Community Visitors Scheme

The role of an advocate is to offer you independent support to make sure your voice is heard, that your concerns are taken seriously and that your rights are respected.

An advocate makes sure that you have what you need to make an informed decision; they do not make the decision for you.

The Community Visitors Scheme is available in New South Wales, Queensland, South Australia, Northern Territory and Victoria. They look at the quality and safety of services provided to you. They make sure you have rights by identifying and reporting issues and problems and ensuring that your voice is heard.

We respect your right to access supports outside of our organisation and we can help you with the referral process, if you choose.

Contact details are located in the back of this booklet.



Summary

Key points:

Advocacy and Community Visitors Scheme

- Advocates assist you to make an informed decision
- We respect your rights to access supports outside our organisation



Incident management

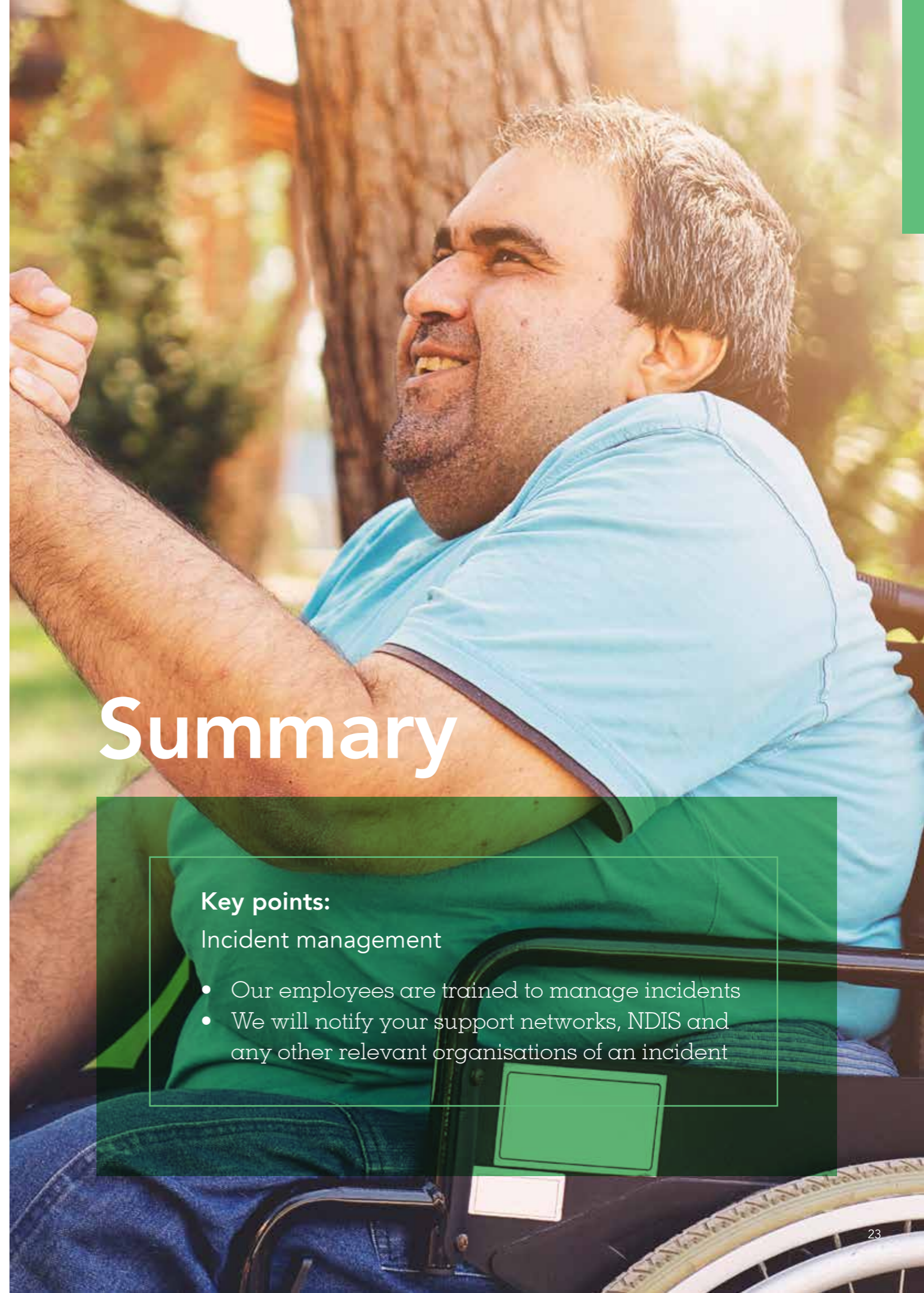
We care about the safety and well being of every person using our services, our employees and members of our community.

We are committed to providing good supports and services in a safe way, with care and skill. However, sometimes incidents happen that may place you or others in danger.

We will always act on anything that may affect your safety and the quality of the supports and services that we provide to you.

We have a process in place to manage incidents that is in line with what the NDIS Quality and Safeguards Commission expect. You and your support networks will be consulted and involved in the process. Our employees are trained to manage incidents and can help you to understand how the process works.

When we need to, we will let the NDIS Quality and Safeguards Commission and any other organisations know about the incidents that happen to you when you are receiving support and services from us.



Summary

Key points:
Incident management

- Our employees are trained to manage incidents
- We will notify your support networks, NDIS and any other relevant organisations of an incident

Preventing and responding to abuse

We take all reports of harm and abuse very seriously.

If you or your support networks become aware of, or suspect harm or abuse, we want to hear about it straight away. We will support the person being abused, make sure that they are safe and respect the advocate that they choose.

Our employees have to report any abuse straight away and we have to report the incident to funding bodies like the NDIS. We keep all reports private. We will make every effort to keep people safe, including possibly moving houses, based on the best interests of the person being abused.

We will provide the person being abused with information about their options and support them to make their own decisions. If the person being abused is unable to make their own decisions, we will make sure that their views are considered. When we need to, we will report the incident to the Police.

Safeguarding children and vulnerable people

We take our responsibility to deliver a supportive environment that is caring, nurturing and safe seriously.

We are committed to safeguarding children and vulnerable people from abuse and neglect. We work with child safe organisations to make sure everything we do prioritises the health and wellbeing of all people we support including children. Our employees are trained to make sure they keep people we support, including children, safe.

Professional boundaries

All our employees are expected to work according to a Code of Conduct. This sets out what they can and can't do in their role. A big part of the Code of Conduct is to make sure support professionals are working in a way they have been trained. Support professionals are not friends and contact details such as phone numbers must not be shared between you/your family and your support professionals. Support professionals must also not use your debit or credit cards and cash should not be given to them. Support professionals should also treat you well and should not swear or use language which you are not comfortable with. If you ever feel uncomfortable with the way you are being treated, please contact a supervisor to discuss or make a complaint to us.



Summary

Key points:

Preventing and responding to abuse

- We will always listen
- We will support you and ensure you are safe
- We deliver a supportive environment and work with child safe organisations

Restrictive practices

Restrictive practices are practices that restrict a person's rights or freedom of movement.

We are committed to providing an environment for you that is as free as possible from restrictive practices that may impact upon your freedom and human rights.

We use an approach called positive behaviour support and some other approaches to avoid restrictive practices and we work towards not using them at all.

If we think using a restrictive practice might help to keep you or others safe, we have to ask permission to use this from the state authority. Before this happens, we will consult with you and/or your support network, taking into account your wishes and what is in your best interests while always thinking about the safety concern to you and/or others.

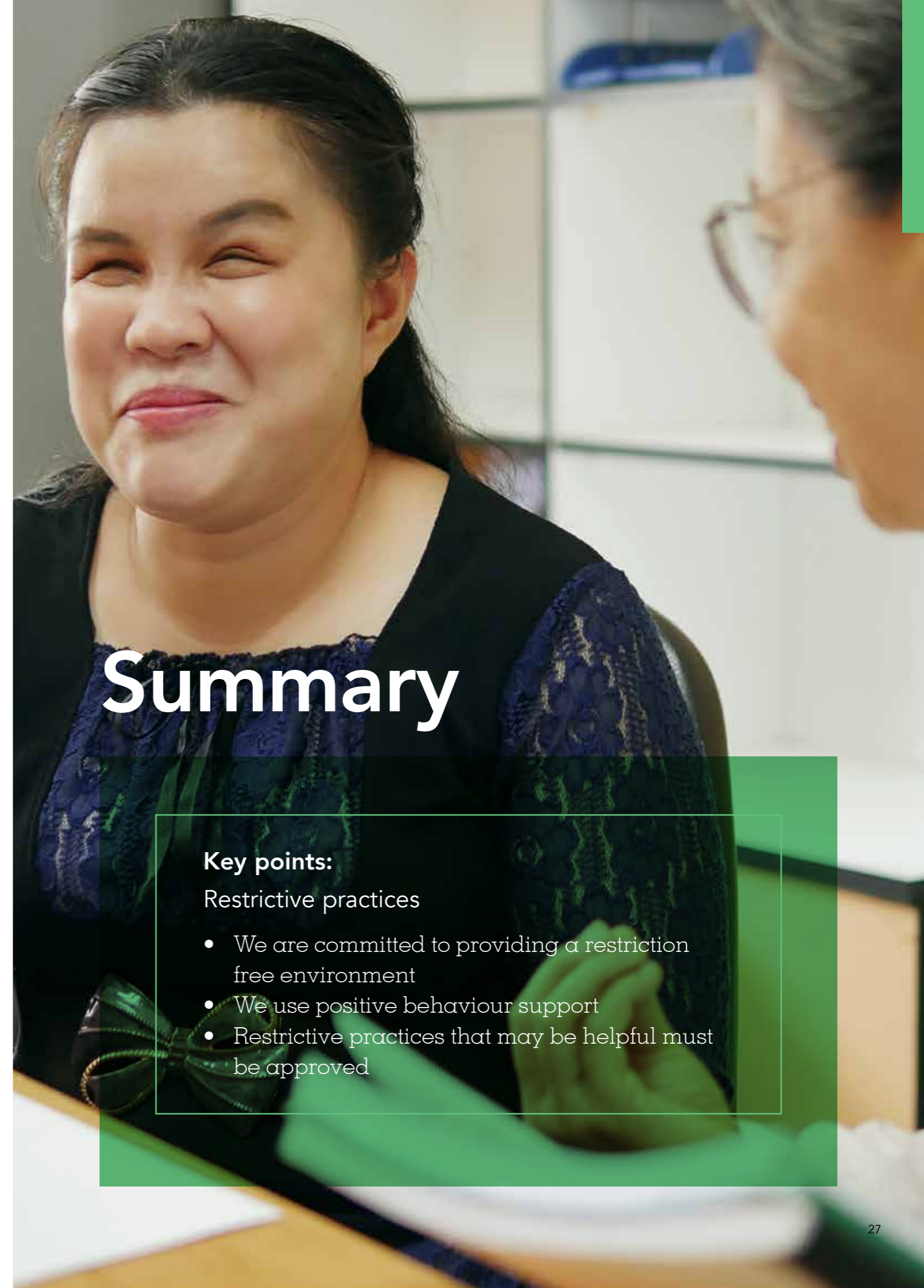
Any planned use of a restrictive practice will be supported by a Behaviour Support Plan that is approved for use by the state authority. This is a requirement of the NDIS Quality and Safeguards Commission.

Sometimes an emergency happens and a restrictive practice may be used without permission to make sure you and/or others are safe. This is called an unauthorised restrictive practice and will be reported to the NDIS Commission and relevant state authority.

If you or your support network are worried about the use of restrictive practices, we want you to let us know so that we can look into it and report to the NDIS Commission and the state authority if we need to.

There are different kinds of restrictive practices:

- Mechanical Restriction
- Physical Restriction
- Chemical Restriction
- Environmental Restriction
- Seclusion



Summary

Key points:

Restrictive practices

- We are committed to providing a restriction free environment
- We use positive behaviour support
- Restrictive practices that may be helpful must be approved

Health and safety

We are committed to protecting your health, safety and wellbeing.

As part of the services we provide we will:

- Support your choices and decisions around your lifestyle, health, safety and wellbeing.
- Develop and regularly review an Individual Support Profile and Plan with you.
- Develop a Risk Profile and Management Plan for all identified risks and review this regularly with you.
- Work with you to have a healthy lifestyle that includes good nutrition, exercise and medical care.
- Provide training to employees and have processes in place to ensure a safe working environment for all people at our sites and the community.

Medication management

Part of your service delivery may include support with your medication.

We will make sure that your medication is stored, administered and disposed of safely, responsibly and in a way that meets legal requirements.

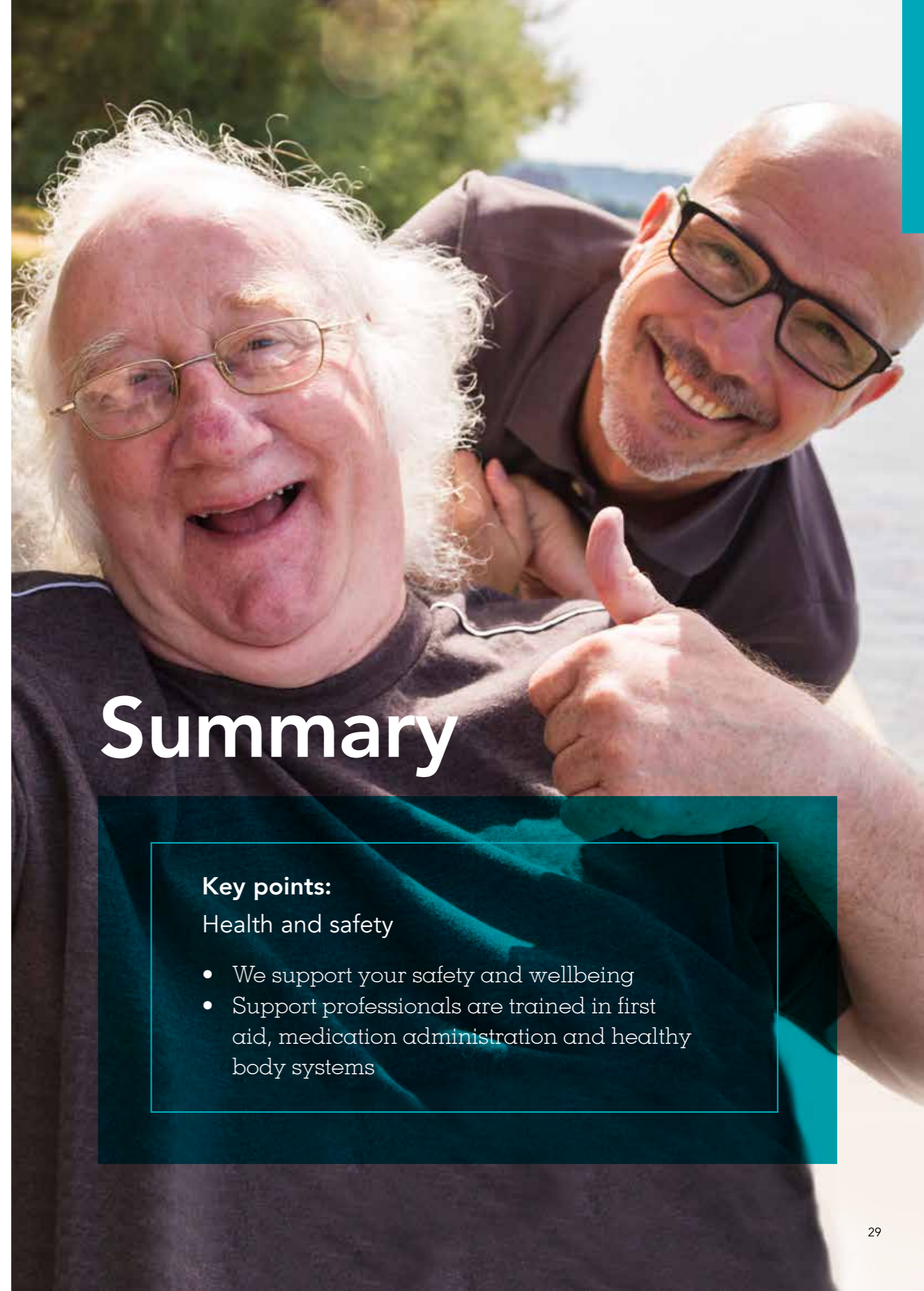
Support professionals are trained in medication management including first aid, healthy body systems and medication administration processes.

Complex care

In certain cases such as when a complex health care plan needs some special medication to be given, extra training must be completed before employees can administer medications.

In some cases, some medication may need to be given by a trained medical person such as a nurse.

If you want to administer your own medication, we can support you to do this but we may need to check with your doctor first.



Summary

Key points:

Health and safety

- We support your safety and wellbeing
- Support professionals are trained in first aid, medication administration and healthy body systems



Equipment and belongings

We do our best to look after any equipment or belongings such as communication devices, mobility aides and clothes that you bring into our service.

We service our equipment regularly. If you have equipment that needs servicing such as hoists and wheelchairs, please work with us to make sure they are serviced regularly.

Please also make sure all your equipment and belongings are clearly labelled with your name on them. Please be aware that it is your responsibility to look after your own personal items and you will need to make sure valuables (such as iPads, phones and jewellery) are kept in a safe place such as a locked drawer. We encourage you to have insurance to cover any expensive or valuable items in case they get broken or lost.



Emergency procedures

Sometimes there might be events that make you unsafe like a fire where you live, a really bad storm or a flood or an illness that is spreading in the community. In these emergency situations, you will need a plan to make sure you are safe.

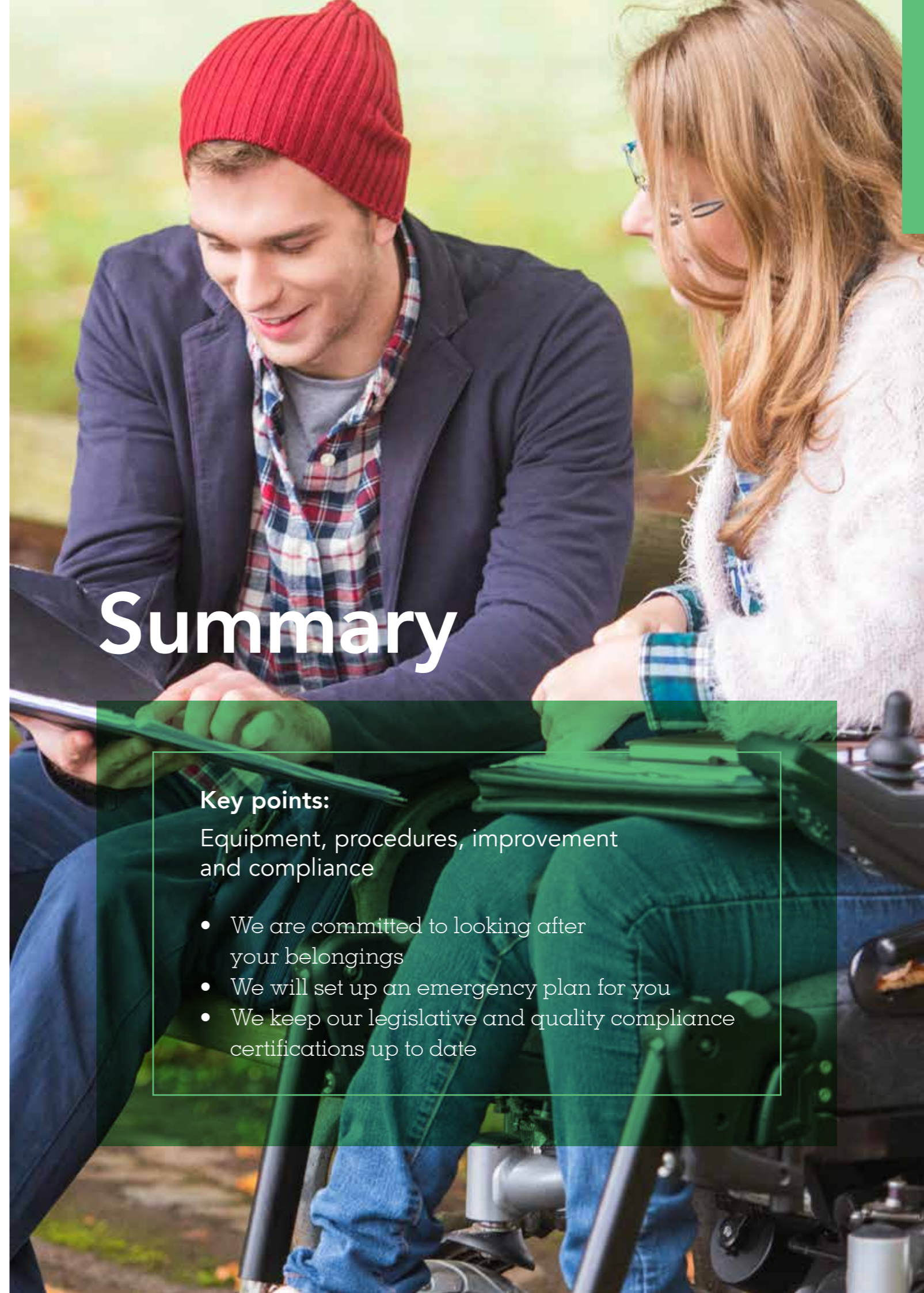
We have emergency safety systems in all our locations which are regularly checked. We have an emergency and disaster management policy which says we will work with you to develop your own emergency plan and procedures. This will be done when you first start receiving supports from us. You will also be involved in practice fire and evacuation drills so you understand what to do if the situation ever happens.

Continuous improvement

We are always working to improve our services. We call this continuous improvement.

We have a process in place to use your feedback for continuous improvement. Incident reports, results of audits and many other things also help us to get better at what we do.

We always try to work in ways that make sense and are considered the best ways of working to make sure that you are happy, safe and well.



Quality compliance

We are focused on making sure the services we provide, meet legislative and quality compliance requirements.

To achieve this, we have the following certifications:

- NDIS Quality and Safeguarding Standards
- Attendant Care Industry Standards 2018
- The Australian Childhood Foundation's Safeguarding Children
- Standards related to safety of young people.

We work to make sure our services match what the NDIS expects of all disability organisations. For that reason, we update our policies and processes regularly when new standards and legislation come into place. We can share documents with you when you request it.

Summary

Key points:

Equipment, procedures, improvement and compliance

- We are committed to looking after your belongings
- We will set up an emergency plan for you
- We keep our legislative and quality compliance certifications up to date

Contacts for advocacy and complaints

All states

Advocacy Agencies

www.askizzy.org.au/disability-advocacy-finder

NDIS Quality and Safeguards Commission

www.ndiscommission.gov.au

Phone: 1800 035 544

TTY: 133 677

Tasmania

Guardianship and Administration

www.publicguardian.tas.gov.au/

Phone: 1800 657 500

Email: guardianship@tascat.tas.gov.au

Victoria

Community Visitors Scheme

www.publicadvocate.vic.gov.au

Phone: 1300 309 337

TTY: 1300 305 612

Public Advocate

www.publicadvocate.vic.gov.au

Phone: 1300 309 337

TTY: 1300 305 612

Disability Workers Scheme

www.vdwc.vic.gov.au

Phone: 1800 497 132

New South Wales

Community Visitors Scheme

www.ageingdisabilitycommission.nsw.gov.au/about-us/official-community-visitors

Phone: (02) 9407 1831

Email: OCV@adc.nsw.gov.au

Disability Advocacy

www.da.org.au

Phone: 1300 365 085

Email: support@da.org.au

Trustee and Guardianship

www.tag.nsw.gov.au

Phone: 1300 109 290

Queensland

Public Advocate

www.publicadvocate.qld.gov.au

Phone: 1300 653 187

Email: publicguardian@publicguardian.qld.gov.au

Community Visitors Scheme

www.publicadvocate.qld.gov.au

Phone: 1300 653 187

Email: publicguardian@publicguardian.qld.gov.au

South Australia

Community Visitors Scheme

www.communityvisitorscheme.sa.gov.au/home

Phone: 1800 606 302

Email: cvs@sa.gov.au

Guardianship

www.agd.sa.gov.au/legal-rights/guardianship

Phone: (08) 8207 1555

Disability Advocacy and Complaints

www.dacssa.org.au

Phone: (08) 7122 6030

Email: admin@dacssa.org.au

Northern Territory

Community Visitors Scheme

www.cvp.nt.gov.au

Phone: 1800 021 919

Email: cvpprogramadc@nt.gov.au

Disability Advocacy Services Inc.

www.das.org.au

Phone: (08) 8953 1422

Email: admin@das.org.au

Guardianship and Administration

www.publicguardian.nt.gov.au

Phone: 1800 810 979

Email: public.guardian@nt.gov.au

Western Australia

Guardianship and Administration

www.sat.justice.wa.gov.au/G/guardianship_and_administration.aspx

Phone: (08) 9219 3111

People with Disability Advocacy

www.pwdwa.org


Phone: (08) 9420 7279


Email: info@pwdwa.org






Possability

 1300 067 067

 possability.com.au

 @PossabilityAus

Lifestyle Solutions

 1800 634 748

 lifestylesolutions.org.au

 @LifestyleSolutions