



**Hobart
City
Mission**
Caring since 1852

Disability Services

PARTICIPANT HANDBOOK



Welcome.

We want to ensure your time with us is a positive experience.

This booklet is designed to let you know a little about Hobart City Mission and what it means to be part of our organisation as we work with you to achieve the life goals important to you.

We discuss the way we work and what you can expect from us, what we need from you and what you can do if you aren't happy with our service.



Who is Hobart City Mission?

We are a well-recognised and highly regarded not-for-profit organisation, generously supported by donors and volunteers. We've been around for a long time, supporting the people of Southern Tasmania for over 167 years.

We offer a wide range of programs designed to empower people no matter their circumstances, enabling them to participate in the life of their community with dignity, self-reliance and a sense of purpose.

Hobart City Mission meets people where they are, when help is needed most. We don't shy away from the struggles of our community, providing emotional, physical and financial support with care, understanding and compassion.

" We see the person, not the disability. You have your own goals and we are here to help you meet them "

Our vision

Creating compassionate, resilient and connected local communities.

Our mission

Guided by Christian values, Hobart City Mission brings together people who give and people in need, through the provision of client focused, holistic and innovative services.

Our values



Honesty

We are honest, ethical and transparent, and this will build trust, with clients, staff and supporters.



Respect

We respect you so you will respect yourself.



Teamwork

We work together as a professional team to accomplish the outcomes that we strive to achieve.



Innovation

We seek to find solutions where none seem to exist, to assist those in need.



Passion

We are inspired to assist those in need regardless of circumstance and stature.

Disability Services

Hobart City Mission is an accredited provider for the National Disability Insurance Scheme (NDIS), providing a wide range of services to people living with a disability.

We work in accordance with the standards set out in the *NDIS Practice Standards* (www.ndiscommission.gov.au) and closely follow the *NDIS Code of Conduct*. This ensures we are doing a good job. If NDIS finds we are not doing the right thing, they can take away our registration and stop us from providing NDIS services.

It's important you know what you can expect from us. The information in this booklet is designed to provide you and your families with an understanding of the way we work and the policies which guide our service.

It explains the standards which underpin our work, your rights and responsibilities as an NDIS Participant as well as the rights and responsibilities of Hobart City Mission. It outlines what we do to protect your rights, health and safety, consent and privacy, and the opportunities we provide for advocacy, feedback and complaints – all the things we believe are necessary to form a respectful partnership between us.

At the back of the booklet we've also included a list of the national NDIS Policies which guide everything we do. If you would like to see a copy of any policy at any time, please ask us.

How We Work

We are committed to enriching your quality of life and supporting your development.

We support you to live with dignity and increased independence through having choice and being treated with respect.

We help you with:

- daily personal activities and tasks, such as shopping, preparing meals, paying bills
- building and maintaining relationships
- pursuing personal interests
- opportunities to participate in community and social activities
- supported independent living, whether in group, shared or one on one situations
- any other support relevant to your individual needs.

Trust and respect are important to us and form the basis of our partnership with you. We will listen to you and be responsive to your changing needs and wishes. We work with you and the people important to you, to build a trusting relationship.

Our Practice Standards

We work under the standards set out in the Australian Government's NDIS Practice Standards, which you can find at www.ndiscommission.gov.au.

National standards ensure that Hobart City Mission has a responsibility to provide Participants with high quality support and care, incorporating our underlying values and beliefs.

RESPECT FOR PRIVACY

We sometimes need to collect personal information from you so we can provide you with the appropriate level of service. Mostly this information comes from you, but sometimes we collect it from family members, your carers, stakeholder or advocates, and only if you have agreed to this.

We have rules in place to ensure your personal information will not be shared with anyone without your permission (except where required by under the Privacy Act and or mandatory reporting).

We are legally bound to ensure any information we collect from you is kept confidential. Further information about privacy can be found In the *Privacy, Consent and Confidentiality* section of this booklet.

RESPECT FOR YOUR RIGHT TO SELF-DETERMINATION

We support your right to be able to choose and to have control. **Your** support plan should reflect the things **you** want to achieve.

Communication is a basic need and everyone's right. Communication between us is important. We recognise that people communicate differently so we make it possible for you to have a say and be heard.

We will work with you to understand what's important to you as we develop your plan together. Where it's appropriate, we encourage input from your family, stakeholders, advocates and/or guardian. Your plan will be regularly updated to include any changes as needed.

UNDERSTANDING DIVERSITY

We treat all participants fairly. We understand there are lots of differences between people and that everyone has different needs. Hobart City Mission will not tolerate discrimination based on race, religion, gender, disability, national origin, culture, language, values and beliefs or sexual orientation.

We have **zero tolerance towards discrimination, harassment and vilification** and we commit to investigating any allegations in a confidential manner.

ACTING WITH INTEGRITY, HONESTY AND TRANSPARENCY

We will act with integrity at all times. We commit to delivering a service to you based on honesty and transparency. You will be listened to and understood.

We will act on any concerns you raise about the quality and safety of our support. You can ask for your support to be reviewed at any time.

You can stop using Hobart City Mission as your support service at any time and we will assist you to change services if you decide to leave us.

QUALITY, SKILL AND COMPETENCE IN SERVICE DELIVERY

The quality of the support we provide depends on the skill and competence of our workforce. Hobart City Mission selects and trains staff who reflect our values in the way they work. We expect our employees to be respectful, to understand your needs and to support your choices.

Tasmanian legislation requires us to conduct a number of pre-employment checks before we employ someone. A national Disability Worker's Screening Check will be introduced in 2021 as part of the new NDIS Quality and Safeguarding Framework. This will give greater protection to people with a disability who require support services.

Our staff are required to adhere to the *NDIS Code of Conduct* and to maintain and develop their skill level through training and continuous improvement.

www.ndiscommission.gov.au/workers/ndis-code-conduct

YOUR HEALTH AND SAFETY

The safety of everyone is vital. We take seriously our responsibility to protect the health, safety and wellbeing of participants and employees, as well as any visitors to our offices.

We develop a Risk Profile and Management Plan for all identified risks based on your lifestyle, health, safety and wellbeing. We review this with you regularly. If we need to, we will work with other providers and services to identify and manage risks, hazards and injuries.

We encourage and support you with good nutrition and exercise through education and informed choices.

We can support you to attend medical appointments.

We will ensure that you can easily identify the support workers we have employed to work with you.

It's important we work together to make things as safe as we can. We need you to tell us about any incidents, risks or hazards you know about so we can take action.



MANAGING INCIDENTS

We have a high standard of duty of care and our organisation works towards continuous improvement. But sometimes incidents do occur. We commit to responding to any incident in a timely fashion and with fairness.

Our incident management system is set up to investigate, record and resolve all incidents. We write up any reports in accordance with legislation and NDIS requirements. We ensure that all parties involved are given the opportunity to present their side of the story and to comment on any adverse findings.

MANAGING MEDICATION

Medication can be in the form of tablets, capsules, drops, lotions, sprays, ointments, inhalers or adhesive patches. It can be either prescribed by a doctor or off the shelf.

It is vital that your medication is given to you safely and responsibly and according to your requirements. It must be stored and disposed of responsibly in line with current legislated standards.

If you require your support worker to administer medication, they must pass accredited training in medication management, including first aid, before they can do so. **Our employees will only give medication approved by your doctor or other health professional.** They must follow Hobart City Mission's policies and procedures which are based on the Tasmanian Government's Medication Management Framework.

PREVENTION OF VIOLENCE, NEGLECT AND ABUSE

We take all reasonable steps to prevent any form of abuse, neglect and/or violence. **We take all reports of any form of abuse or suspected abuse, violence or neglect very seriously. We define abuse as being either physical, sexual, emotional or financial.**

If you have any concerns or suspect that abuse, neglect or violence may be happening, please discuss this with anyone from Hobart City Mission, a loved one or someone you trust.

You can also report to:

- The NDIS Commission **1800 03 55 44**
www.ndiscommission.gov.au
- The National Disability Abuse & Neglect hotline **1800 880 052**
or send an email to hotline@workfocus.com.

If you are at immediate risk of harm or if you think someone else is not safe, call the police on 000.

We will keep this information strictly confidentiality, but if needed, *please be assured police will be notified.* We are mandated to report notifications of abuse to the NDIS Commission and Tasmanian-based funding bodies.

In handling any reports of abuse or suspected abuse, our focus is on supporting the alleged victim. We will provide information on their options, encourage them to make their own decisions and respect their choice of an independent advocate.

We will make every effort to prevent further contact between the alleged victim and the person committing the abuse/suspected abuse, based on what is in the best interests of the alleged victim.

SAFEGUARDING CHILDREN

Hobart City Mission is especially committed to safeguarding children and young people from abuse and neglect. We abide by the Children, Young Persons and Their Families Act 1997 and the principles of the Australian Childhood Foundation's *Safeguarding Children and Young People Standards*. All staff we employ to work with children and young people under 18 must have a Tasmanian Government *Working With Vulnerable People* registration.

We develop and maintain a child-safe culture across all our organisation's activities, services and programs. We promote child safety and ensure we have effective processes in place to act on allegations of child abuse and neglect. This includes any other organisations and businesses we partner with.



RESTRICTIVE PRACTICES

Restrictive Practice refers to any intervention or practice that has the effect of restricting the rights or freedom of movement of a person with a disability with the aim to protect that person or others from harm. Restrictive practice is usually applied where a Participant has complex behavior support needs.

We avoid the use of restrictive practice, but sometimes this isn't possible. In this case, we would always choose the least restrictive option. Our staff work with Participants to increase their freedom and independence as much as is possible. We use Positive Behavior Support specific to the needs of some of our clients to avoid restrictive practices.

Any decision to use a restrictive practice will be based on consultation and the development of a Behaviour Support Plan. It will take the wishes of the Participant into account, their best interests and safety, as well as the safety of other people.

If a restrictive practice occurs in an emergency, this is reported to the NDIS Commission and the Tasmanian Senior Practitioner. It is also investigated by senior staff in our organisation.

If any employee is found to have breached our policy on Restrictive Practice, that employee will be disciplined.

We are committed to providing a supportive environment free from any practices which punish people or impact on their human rights and we will always follow the laws in place to protect people with a disability.

More information can be found on the NDIS website:
www.ndiscommission.gov.au/participants/your-rights/behaviour-support

Person-Centred Support

YOU are at the centre of the service we provide to you.

This means:

- you are in control of your own plans
- we encourage you to make the decisions which impact your life
- we listen to you and consult you
- we are responsive to your needs
- we support you to engage with your family, friends and community as you choose
- we work to maximise independence in your daily life activities
- we support you to be mentally and physically active
- we encourage your feedback.

Above all, we want you to feel included and play an active role in decisions about the support we provide.

YOUR RIGHTS AND RESPONSIBILITIES

We respect your right to human dignity at all times.

We acknowledge that people living with a long-term physical, mental, intellectual or sensory disability face many barriers to full and equal participation in society. We support the protection and full enjoyment of your rights and fundamental freedoms under the United Nations Conventions and Australian and Tasmanian laws.

As an NDIS participant you have the right to:

- **be safe**
- **be respected**
- **receive good quality services**
- **achieve your goals.**

As an NDIS participant you also have **responsibilities**. We want to work together to achieve your goals, so we need you to:

- **let us know** if there is something that needs to change or improve
- **tell us** if you are unsure about any aspect of our services or fees
- **let us know** in advance of any shifts you need to cancel or when you are unable to attend a program
- **treat our staff** politely and with respect—just the way you deserve to be treated.

CANCELLATIONS

You must let us know if you need to cancel any of our services at any time. If you do not let us know, we will still have to charge you for the service, as per the NDIS Price Guide, as we still need to pay our staff.

We need you to notify us in advance of any cancellations:

- for a support period of less than 8 hours, we need 2 clear business days' notice
- for a support period of 8 hours or more, we need 5 days' notice.

If there is an unusually high number of cancellations, we will discuss this with you to try to understand what the cause might be. We will also work with you to find a solution where we can.

TRAVEL

If we need to pay a support worker for the time they spend travelling to support you, or for any travel during the time the worker is supporting you, we need to claim those travel costs from you. We can do this by invoicing you or, if applicable, claiming it from your NDIS plan.

REPORTS

At times we are expected to write reports to you and to the National Disability Insurance Agency (NDIA). We need to charge you for the time it takes to write these reports.

PROTECTING YOUR PROPERTY AND MONEY

We respect your right to have your money and your personal property protected.

Where possible, we encourage you to have full control of your funds. We support you to manage your money by learning the skills of budgeting, shopping and paying your bills. If you live in a shared house, there will be a housekeeping account that everyone contributes to and this is used to pay for things used by everyone in the house, such as groceries, electricity, water, etc.

We will help you to keep your personal property safe by maintaining a register of your possessions. This will be updated and checked every six months.

If our employees are required to help you manage your finances, we will ensure there is a rigorous system in place for daily monitoring and regular auditing by a senior staff person.

We encourage you to have additional support and an advocate if needed.

Participation and Inclusion

It's important you are supported to do the things in your community you want to do and to join in the activities you choose.

We work with you to ensure you feel included in decisions about how you connect with your community and to have relationships with the people you choose.

This means:

- we provide you with information, training and support to participate in things of interest to you, such as employment, education opportunities (e.g. TAFE), sporting facilities, social and recreational clubs, cultural and/or spiritual organisations
- we try to make sure that the information we give you about what is available, any access or entry conditions including costs, is provided to you in easily understood terms and is up to date
- with your consent, we build and maintain links with other providers and community services to minimise any barriers to you participating and achieving your goals
- we monitor your safety and wellbeing while participating in community activities.



SELECTING YOUR SUPPORT PROFESSIONALS

When we support you, our main objective is to match you with support workers whose interests and preferences are similar to yours. If you have specific needs which require daily support and/or monitoring, we make sure our employees understand those needs and are appropriately trained to meet them.

Where possible, we include you in selecting the person who will work with you. If they are providing you with personal care, you can choose a female or a male worker.

We encourage you to meet with your support worker before they start working with you. This enables you to be introduced to the new person working with you at the same time as a familiar staff person is with you. *You need to ask us for this to happen, as this is at additional cost, allowable under NDIS funding rules.*

If you have complex support needs, e.g. very limited communication or specialized medical or behavior support needs, we can provide a **Shadow Shift**. This means your new support person works alongside someone who is familiar to you, before they start supporting you on their own. Shadow shifts are also an additional charge to you and we are only able to provide a restricted number.

If you let us know you do not wish to be supported by a particular employee, we will agree to that request. However, if you ask us for lots of changes, it's important we work with you to understand where the problem may be.

CHANGING YOUR SERVICE PROVIDER

Sometimes a Participant may choose to transfer from Hobart City Mission to a different service provider and this could be for a range of reasons.

We respect your right to choose to stop using our support services at any time. Your guardian may also choose to stop using our services. If you do choose to transfer to a different provider, you are welcome to request to return to our service at any time.

We also reserve the right to stop providing support to you. We would take this step after consultation with you or your advocate or guardian. Stopping services to you would only be under very limited circumstances, such as our organisation no longer receiving funding for the service or if we judge that our service is no longer meeting your needs.

It might also happen if you place yourself or our employees at risk which we judge to be unacceptable or unmanageable, but this would be as a last resort.

We will assist you with assessing and managing any risks associated with leaving our service and transferring to another. We will provide you with information about other providers who may be available to help.

We will give you and/or your representative the opportunity to provide feedback if you choose to leave us.

NOTICE REQUIRED

We ask you to provide us with at least 28 days (4 weeks) notice before you leave us. If you are in supported accommodation, you must give 90 days' notice.

MAKING THE MOST OF YOUR NDIS FUNDING

We work with you to ensure you are gaining the best outcomes from the funding available to you under your NDIS plan.

As a registered provider, we are bound by the NDIS Rules and Price Guide in the rates we charge you and the activities we claim for. *You can help us manage costs by being aware of the information above about shadow shifts and icebreaker services.*

ADVOCACY

Hobart City Mission respects your right to have independence and to participate in decisions affecting your life. We support you to make informed choices, to take risks and to learn from new experiences in an environment where you feel safe to do so.

You may choose to involve another person to help you make decisions and to understand what is happening. This person is your advocate and they can represent you at any time. You may choose a member of your family, a friend, or someone from a service who provides an advocate to act on your behalf. If needed, we can support you in choosing an advocate.

You may choose to have an advocate present during meetings or assessments, when developing your plan, or for communicating with us including for feedback or complaints. We accept and respect an advocate representing your interests.

Privacy, Confidentiality and Consent

We value and respect the right to privacy, confidentiality and dignity of you, your family and our staff.

From time to time we need to collect information from you and this is only done with your consent. We require your personal information to help us develop, monitor and evaluate your support plan and to provide the best level of service for you,

Our employees must sign a Confidentiality Agreement when they commence working for us. This means they are not allowed to disclose information you give us in confidence. We have rules in place to make sure your personal information is not shared unless you have consented to this and our policies and processes regarding personal information follow the law.

Any information which can identify you is for use by our staff only. It is stored and controlled securely and is not made available to outside agencies. You are able to request access to this information or to correct or update your information at any time.

YOUR FAMILY

We encourage you to keep in touch with your family but we respect your wishes if you choose not to. We respect your right to privacy and confidentiality in your personal relationships, such as family members. We will ensure that personal matters between you and your family are kept private and confidential. If there are things you don't want even your family to know about you, we will also respect that.

EXTERNAL USE OF PERSONAL INFORMATION

We take all possible steps to protect your personal, sensitive and health-related information against loss, misuse, unauthorised access, modification or disclosure.

Your personal information will not be disclosed to any third parties without your permission, except where this is required under the *Privacy Act*.

As your support provider, we have a responsibility to report to funding bodies, for example. In such cases you are not identified personally.

NOTIFIABLE DATA BREACHES SCHEME

This scheme has been set up to protect people whose personal information has been accidentally or deliberately released without their authority or has been lost.

Under the Commonwealth Government's *Privacy Amendment Act*, we must notify both you and the Privacy Commissioner when a data breach involving your personal information is likely to result in serious harm.



CONSENT

When you sign a service agreement with us, you give us permission to collect the personal information we need to provide support to you and to report to the funding agencies.

If we are required to release information to other people, including other service providers, we ask you first and we will not release that information without your permission.

We are obliged to meet all NDIS standards. This includes providing their auditors with access to records and contact information so they may contact you about the service we provide to you. You can request that the auditors do not gain access to your information by contacting our office or speaking to one of our managers.

We may take photos of you from time to time to show your daily activities and achievements in your support plan, or to share in our family newsletters or other documents. You give us consent to do this when you sign your Service Agreement, but you can let us know if you do not wish photos of you to be used in this way.

We will not use your picture or information for any purpose, such as our website or brochures, unless we have your specific consent to do so.

INCAPACITY TO CONSENT

If you do not have the capacity to give us your consent based on the information you are given, we will assist you to find a service that can help you to make an informed choice, such as a guardian or advocate.

Feedback and Complaints

It's always OK to speak up. You can tell us if you're unhappy with our services or if you feel unsafe. We welcome feedback, complaints, suggestions or compliments from you, your carers, family members and friends, your advocate and our employees.

We listen to your problems and complaints and try to fix them. You can contact us any time with questions and your family, friends and carers can too. It's always OK for them to let us know if you're not happy or safe.

Whenever you have an issue or a concern, we encourage you to provide feedback. Feedback helps us to improve our services. You can make a complaint to us, or the NDIS Commission, without being fearful of retaliation or being disadvantaged. You can do this anonymously if you prefer.

We make every effort to investigate any concerns you may have promptly and transparently and we will keep you up to date with progress and outcomes.

HOW CAN I GIVE FEEDBACK?

We try to make it easy for you to give us feedback or to make a complaint. There are several ways you can do this:

- talk with the person you have been working with if you feel comfortable
- talk with other members of our staff
- phone us on 6215 4200 and ask to speak with someone who can guide you through the complaints process
- send a letter to Hobart City Mission, 50 Barrack Street, Hobart TAS 7000

The person helping you can give you information on the best way for you to go about giving feedback or making a complaint.

We will work with you and the people most important to you to respond to you in the most appropriate way. Once we receive feedback, a manager will gather all the information required to help determine an outcome. They may need to contact you to provide additional information so that a fair outcome can be reached.



HOW WE HANDLE YOUR FEEDBACK OR COMPLAINT

If it appears there is a high risk of harm, abuse or neglect, we take action straight away.

- we will contact you within one business day to let you know we have received your complaint
- we contact you or your representative within 2 business days to discuss your feedback and to help us better understand it
- we work with you to decide how to respond within five days of the complaint being made
- we aim to resolve your complaint within 21 days of receiving it, but more complex issues may take longer
- we will keep you informed about the progress of your complaint at every stage
- we will let you know when a decision has been made. You can ask for the reasons for the decision to be given in writing.



WHAT HAPPENS IF I'M NOT SATISFIED WITH THE OUTCOME?

If you are not happy with how we handle your complaint or the outcome we have reached, you can ask for a review of the decision. You can do this by:

- asking for a manager or a supervisor to look at your complaint and how it was handled
- ask that your complaint be escalated to a Senior Manager of our organisation
- contact an advocacy agency to request a review on your behalf
- contact the NDIS Quality and Safeguards Commission

We have provided contact details for Advocacy agencies and the NDIS Quality & Safeguards Commission at the back of this booklet.

We look forward to supporting you to achieve your goals and being a part of your life going forward.

Support

Advocacy Tasmanian Inc.....	1800 005 131
Speak out Advocacy Service	6231 2344
Association for Children with Disability.....	6231 2466
National Disability Insurance Scheme	1800 800 110
NDIS Quality and Safeguards Commission	1800 035 544

Hobart City Mission Key Contacts

Senior Manager, Disability Services— Annette	0458 000 996
Operational Manager, Disability Services— Rhiannon	0434 821 408
Coordinator, Disability Services— Matt.....	0409 071 387
Hobart City Mission Head Office.....	6215 4200

For more information



50 Barrack St, Hobart TAS



Monday – Friday: 8.30am to 5.00pm



info@hobartcitymission.org.au



www.hobartcitymission.org.au



(03) 6215 4200



@hobartcitymission

Registered NDIS Provider

ABN: 45880587855



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