

INCLUSION SERVICES AT THE Y

SERVICE USER HANDBOOK

Our email: info@yinclusion.org.au

Our website: [The Y Inclusion Services](#)

Our facebook pages: [Inclusion Services at the Y](#)
[YCampJourneys](#)

Our phone: 1300 69 9622

YMCA (the Y) Whittlesea is a registered NDIS provider

Provider number: 4050002055

The Y acknowledges the Traditional Custodians of Land throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures; and to elders past and present.



Welcome to Inclusion Services at the Y

The Y is a passionate organisation that delivers support, services and programs that are truly person centred. We empower people with a disability by providing them with opportunities to participate in a variety of inclusive and innovative program of their choice. We enhance socialisation, self-development, independence, self-esteem, and motivation which enable everyone to live to their full potential. We provide the foundation for people to help them achieve their goals and empower people to lead dignified lives.

The Y is committed to creating opportunities for people with a disability to be healthier, happier, and connected to their community.

We understand that everyone has different interests and needs so we have programs and service that cater for all abilities and interests. Our staff will talk to you about how the Y can best work with you to achieve your goals.

This handbook is a guide created for you so you can learn more about our programs and services at the Y. Find out all you need to know about us, what we do, the services we offer and most importantly how we will work with you to meet your needs to the highest standards.

What supports we provide

Our website [Inclusion Services at the Y](#) provides you with up-to-date information about program and support options.

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Vision and Mission

We aim to build inclusive, connected communities by providing experiences and community access that foster strong social connections, with the aim to build capacity that increase your engagement and independence beyond your time at the Y. We promote the Y values, happier, healthier, and connected community.

The Y's Purpose

At the heart of our work is our purpose - our combined efforts to live and tangibly demonstrate that **"We believe in the power of inspired young people"**.

We Believe

- **Fun** – a basic right that if met improves quality of life, health and general longevity
- **For Everybody** – wherever the Y operates these programs can be accessed
- **Community** – we are always part of the community, never shut off or isolated
- **Affordable** – your ability to contribute will not block access
- **Flexible** – We embrace individuality, and we will help to build a program that works for you

Meeting Individual Needs

Our aim is to provide accessible programs/ services that meet your individual needs, choices and requirements as well as helping you to be as independent as possible. We will ensure you feel safe and free from discrimination when you receive our services.

Our staff are skilled in supporting you to work towards your identified goals.

Before attending our program/ services, we will gather all required information from you so that we can understand your specific support requirements and identify your personal strengths to develop an approach tailored to your interests and personality.



Joining our service

We endeavour to get you connected to programs/ supports as soon as possible. The expected timeframe from enquiry to service provision is estimated to be 3-4 weeks, which allows us to request and receive back information, perform all necessary assessments, train, and allocate suitable staff.

Collecting your information Communication

It is imperative that we get to know you so that we can provide quality supports. In order to do so, we will meet with you from time to time in order to complete assessments, review support plans or for other reasons at your or our request.

You can expect to receive most correspondence via email or over the phone. If you have a preference, please inform our management team.

Please note that communication via email and phone is strictly between client and management and not to take place between clients and support workers.

Staffing and volunteers

In delivering some of our support we may use volunteers alongside our staff. We will let you know when we use volunteers.

All attempts are made to provide services at times that best suit you and with the same staff worker. There will be occasions when this will not be possible or where services may change. You will be advised of these changes.

Staff always endeavour to arrive on time, however at times this may not be possible due to unforeseeable circumstances such as an emergency or heavy traffic conditions. Please be patient if staff are late on the odd occasion as they are not responsible for circumstances beyond their control.

All requests for changes to services must be made by contacting office staff.



Your relationship with the Y.

The Y has responsibility to:

- Provide the services that you have asked for. Support you to find another provider if we are unable to meet your needs.
- Employ people who are appropriately trained, qualified and/or experienced to meet your specific support needs.
- Explain things to you and take time to answer your questions.
- Include you (and your network) in all decisions about your supports.
- Encourage you to provide feedback or make a complaint and fix any problems.
- Ensure your privacy is always respected, including storing any information about you securely.
- Provide the highest quality support and complying with relevant certification.
- Provide you with a quote for services you are interested in.
- Provide accurate and timely invoices and statements for your supports as applicable.
- Complete risk assessments to determine best support needs possible.
- Obey all the rules and laws that apply. This includes the *National Disability Insurance Scheme Act 2013*.

Your responsibilities when dealing with the:

- Talk to us about the supports that you want and how you want to receive them.
- Be polite and respectful to the staff who work with you.
- Let us know straight away if you have any problems.
- Tell staff about any changes to your health and/or medication.
- Call the office if you can't attend the program/ support as cancellation notice periods apply (cancellation fee may apply).

- Let us know if you want to end the Service as stated in your Service Agreement.
- Tell us if your NDIS Plan changes or if you stop using the NDIS. It is your responsibility to monitor your budget.
- You provide a safe environment for all staff.
- You respect staff regardless of their cultural or religious background.
- You refrain from asking staff to do tasks that are not agreed to.
- You inform us of any changes of circumstance/ household such as, a family member moves in or out of your home.

Your Service Agreement

A Service Agreement will be developed between you and the Y. This written agreement sets out what supports will be provided and how they are delivered.

When making a Service Agreement, we encourage you to attach a copy of your NDIS plan. This will help us deliver the right supports, in the right way, and link supports to your goals.

Your Service Agreement will include:

- The supports provided
- The cost of those support, all costs are based on the NDIS Price Guide.
- How, when and where the supports will be provided.
- How long the supports will be provided.
- Your responsibilities - such as letting us know if you need to cancel a session.
- Our responsibilities under the service agreement - such as working with you to deliver your supports in the right way.
- How you or the Y may change or end the Service Agreement.
- How to deal with any problems or issues.
- References to organisational policies for your record.

Feedback and Service Reviews

While utilising services at the Y, it is important that you tell us as soon as possible if you have any issues or concerns so we can work on fixing these for you. We are here to ensure that you have a positive and fun experience when using our services and engaging with staff.

After camps and holiday programs we do a service review, where we ask for your feedback specifically about the program you have attended. This also happens within WRAP and Home and Community Support Service throughout the year.

Annual feedback

Once per year we send out a general feedback survey asking for feedback. You can tell us anything positive or negative about your time with us. We use the feedback to make improvements to our programs and to make sure we have done all we can to meet your needs.

Y Values at work

Acknowledging diversity

We acknowledge that diversity is an important part of what it means to be Australian. We are supportive of and sensitive to diversity in our communities, including cultural, religious, gender or sexuality, and we will facilitate any requirements you may have. Please discuss any requirements with our staff.

Privacy, dignity, and confidentiality

The Y is committed to maintaining the privacy of all individuals according to the legal requirements relating to how we collect, hold, use, disclose, correct, transfer and dispose of information.

We manage personal and sometimes sensitive information in accordance with the 13 Australian Privacy Principles identified in Schedule 1 of the Privacy Act 1988 (Commonwealth); the Adoption Act 1984 (Vic); and the Health Records Act 2001 (Vic).

Hardship support

Open Doors is an initiative that provides full or partially subsidised access to Y Whittlesea programs or services for young people (**30 years and under**) in need within our community. For further information follow the [Open Doors](#) link.

Freedom from abuse and neglect

Participants, families, staff, and volunteers have the right to be free from physical, sexual, emotional, verbal and any other forms of abuse, harassment, and assault. Any allegation of abuse, assault or neglect are treated seriously and may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where this maybe be occurring, please discuss it with a staff member.

Compliments and complaints

We encourage feedback and comments about the services we provide. Whether a compliment or complaint these will be treated with appropriate confidentiality, sensitivity, support and follow up to address the feedback.

Your feedback will be handled with care and attention.

If you feel that a complaint you have raised has not been supported or dealt with appropriately you can seek further support from the NDIA or the NDIS Quality Safeguards Commission. The contact details are provided in this handbook.

Child Safe Standards

The Y is a child-safe organisation. Policies and procedures are in place and actively reviewed to ensure the safety of children and young people in our care.

We are a proud partner of the Australian Childhood Foundation and provide training to all staff and volunteers.

The Y recognises the importance and necessity of ensuring that our vulnerable participants- people with a disability are safe within our services and programs. Our programs and services consist of children, young people and adults, we have also developed internal process/ safeguards to support service user in a 1:1 situation.

[Safeguarding children at the Y](#)



At the Y we:

- Recognise that all children and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe.
- Consider any form of abuse, (emotional, physical, sexual abuse or neglect) as intolerable under any circumstances.
- We acknowledge it is our legal, moral and mission-driven responsibility to protect children and young people from harm and to ensure that any incidents of suspected child abuse are promptly and appropriately dealt with.
- Understand we have a responsibility to ensuring that appropriate policies and practices are in place to minimise, if not eliminate, the risk of abuse of children and young people who participate in our services and programs

Advocacy

Advocacy plays a vital role in ensuring the rights and interests of people with a disability are respected and achieved. An advocate 'stands beside' a person with a disability to help them make their own decisions and communicate effectively.

You have the right to use an advocate to speak/ act on your behalf and the Y will support this.

Policy and Procedures

All relevant Policy and Procedures are available to you on our website, this ensures you always have the most up to date information available to you. If you would like any further information or a printed copy our program coordinators would be happy to help

[Link to Policy and Procedure on website](#)

Positive Behaviour Support

Positive behaviour support is an approach that is responsive to individual's needs. It requires a thorough understanding of a person to determine the best ways to support them.

Least restrictive strategies must always be tried by following the Positive Behaviour Support framework.

Risk

The Y is committed to ensuring the supports provided to you are delivered safely and to your individual needs.

We have to comply with the NDIS Practice Standards, meaning we must meet requirements to do everything in our power to keep you safe by identifying any risks and using strategies to minimise any potential harm to you.

We do this by:

- Working with you, your authorised decision makers, and care team to identify your individual support needs and how services can be delivered safely
- Having appropriately trained staff who are familiar with your needs
- Conducting risk assessments of all service delivery locations.
- Supporting you to make an informed choice to ensure your right to dignity of risk.
- We have clear organisational policies and procedures which guide us on how we manage organisational risk
- We take incidents seriously and listen to your concerns and feedback to ensure that we always strive to be better and improve the safety of services you receive

First Aid

All staff (and volunteers) are first aid trained and will follow clear instructions about what to do if a medical or other emergency arises.

Incident reporting

The Y is required to report all incidents involving or impacting participants and/or staff that occur at the service or during service delivery. We review these internally and access if they need to be reported externally to the NDIS Commission or other agencies.

Smoking

No one is permitted to smoke inside a Y venue, vehicle, or the outdoor areas of the venue except in a designated smoking area.

Medication

If you need medication administered during our services, you **MUST** have a Medication Purpose Form and a Medication Treatment Sheet signed off by a doctor. We are not allowed to administer medication without this form.

We must have an up-to date copy of this on file. Any over-the-counter medication (such as Panadol, Zyrtec, etc.) and any PRN (as required) medication. We will record any medication administered on a Medication Administration Record.

All medications **must** be in a Webster Pack (or have prescription/ pharmacy label) on the bottle Pharmacist issued medication, such as lotions, creams or asthma inhalers, must be supplied in its original container and be clearly labelled with your name, current dosage, and frequency information and medication expiry date.

Liquid medication must be provided in the original container or other suitable pre-measured dosage container and be clearly labelled with your name, current medication dosage, and frequency information and medication expiry date.

Any over the counter medication must be provided in the original packaging with your name and dose/frequency details clearly marked.

Attachment 1 - What support ratio do you require while at the Y

This information is a **guide only** to assist you in thinking about what support ratio you require while receiving supports at the Y. We can cater for all different support ratios however some programs/ supports are limited in ratio options. Please contact us if you have specific needs.

1:1 support ratio

- Participants who use a manual or electric wheelchair and need assistance.
- Needs full assistance with personal care such as showering, toileting and brushing teeth and full assistance with dressing.
- Has special requirements during mealtimes and needs assistance to eat.
- Requires full assistance and constant supervision in the community.
- May display behaviours of concern.
- May have limited social skills.

1:2 support ratio

- Requires prompting or some assistance with showering, toileting and brushing teeth.
- May require prompting to pick appropriate clothes and get ready for the day.
- May need supervision or help eating or using cutlery.
- May need staff to look after spending money and help with daily living choices.
- Requires closer supervision in the community and on outings.
- May display some mild to moderate behaviours of concern.

1:3 support ratio

- A person who is independent in all areas of personal care including toileting, showering, and brushing teeth (may just require some assistance or prompting).
- Can eat independently, make drinks for themselves, and has good communication/social skills.
- Understands road rules, social settings and can stay with the group on outings.

1:5 support ratio

- You are independent in your personal care, showering, toileting and grooming
- You are independent at mealtimes and know to avoid foods that you are intolerant to
- You can follow instruction from Leaders
- You have an understanding of road safety and will stay with a group when out in the community

Attachment 2 - If you are not happy with our service, it's Ok to complain!

Step 1: If you have any concerns, please speak with our program coordinators, program directors to discuss. You can reach the coordinators/ directors on 1300 69 9622.

Step 2: If you don't want to talk to this person, or if your problem is not being fixed you can contact the General Manager – Inclusion Services, Annette Jurisch on 1300 69 9622
annette.jurisch@yinclusion.org.au

Step 3: If you don't want to talk to anyone at the Y about your concern you can talk to the National Disability Insurance Agency or the NDIS Quality and Safeguards Commission. Contact information is provided below:



Where to go

- "I'm not happy with an NDIS funded service"
 - The NDIS Commission
 - Call 1800 035 544
 - Visit www.ndiscommission.gov.au
- "I'm not happy with an NDIA action or decision"
 - NDIA or Commonwealth Ombudsman
 - Call 1800 800 110
 - Visit www.ndis.gov.au or www.ombudsman.gov.au
- "I'm not happy with a service provided by another agency or body"
 - Your state or territory complaints body
 - Find links on our website
 - Visit www.ndiscommission.gov.au
- "I'm at immediate risk of harm, or have concerns about a person's wellbeing"
 - Call 000 immediately

Who can make a complaint

Anyone can make a complaint.

This includes NDIS participants, other people with disability, friends, families, carers, advocates, workers etc.

If you need to make a complaint about your NDIS funded services:

- Complaint contact form www.ndiscommission.gov.au
- Call us 1800 035 544 (freecall from landlines)
- National Relay Service www.relayservice.gov.au then 1800 035 544
- Translating and Interpreting Service 131 450

If you need to speak up, speak to us.

How to make a complaint about your NDIS service

Your rights. Your supports. Your control.

NDIS Quality and Safeguards Commission

NDIS Quality and Safeguards Commission

Attachment 3 - NDIS Quality and Safeguards Commission

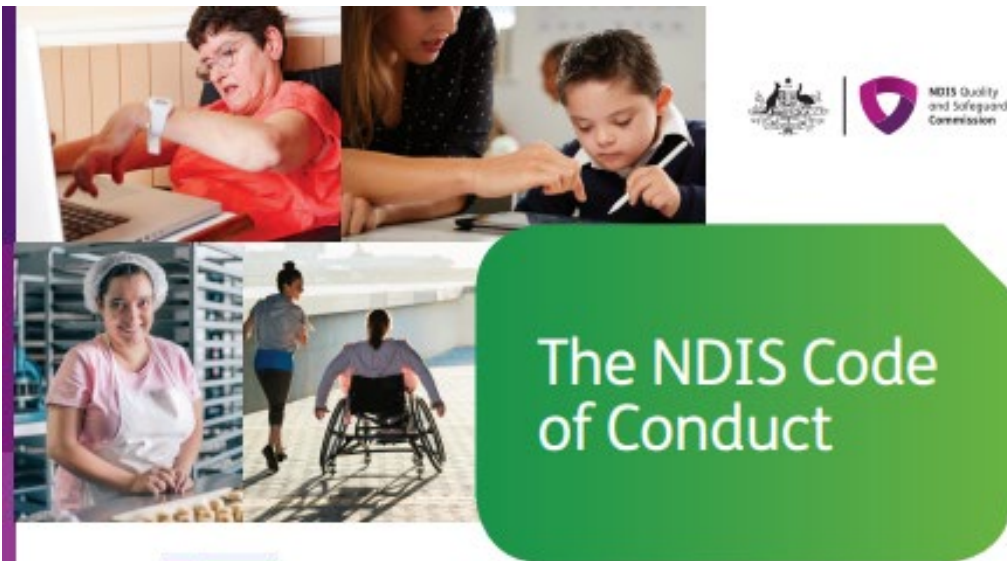
The NDIS Quality and Safeguards Commission (the NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS services and supports, investigates and resolves problems, and strengthens the skills and knowledge of providers and participants.

NDIS Practice Standards:

1. Rights and Responsibilities, inc:
 - Person – centred supports
 - Individual values and beliefs
 - Privacy and Dignity
 - Independence and informed choice
 - Violence, Abuse, Neglect, Exploitation and Discrimination
2. Provider Governance and Operational Management, inc:
 - Risk Management
 - Quality Management
 - Information Management
 - Feedback and Complaints Management
 - Incident Management
 - Human Resource Management
 - Continuity of Supports
3. Provision of Supports, inc:
 - Access to supports and Support Planning
 - Service Agreements with Participants
 - Responsive Support Provision
 - Transitions to or from the provider
 - Safe environment
 - Participant Money and Property
 - Management of Medication

For further information and resources visit: <https://www.ndiscommission.gov.au/>

Attachment 4 – The NDIS Code of Conduct



The NDIS Code of Conduct

The NDIS Code of Conduct applies to all NDIS providers and workers (including employees and contractors).

What does the Code require?

Anyone providing supports and services to people with disability must:

- | | |
|--|---|
|  <p>Respect the rights of the person
Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions.</p> |  <p>Respect privacy
Respect the privacy of people with disability.</p> |
|  <p>Deliver services competently
Provide supports and services in a safe and competent manner with care and skill.</p> |  <p>Act with integrity
Provide supports and services with integrity, honesty and transparency.</p> |
|  <p>Prevent violence, neglect, abuse and exploitation
Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability.</p> |  <p>Take action on quality and safety
Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.</p>  <p>Prevent sexual misconduct
Take all reasonable steps to prevent and respond to sexual misconduct.</p> |

If you witness any activity that breaches the NDIS Code of Conduct, either at your organisation or at another provider, you should report it to the NDIS Commission. Your report will help us take direct action to protect the safety of people with disability.

To report a possible breach of the NDIS Code of Conduct call 1800 035 544.

For more information about the NDIS Code of Conduct, visit the NDIS Quality and Safeguards Commission website at www.ndiscommission.gov.au

Attachment 5 – Service Deliver Cycle

Enquiry	<ul style="list-style-type: none"> • Website information • What the Y do • How can I join the Y
Intake	<ul style="list-style-type: none"> • Providing information to us • We assess needs and risk initially including transitional needs • Once all forms required have been return, you will receive welcome letter and can enrolled in specific programs. Some program may require further information prior to attending
Program delivery	<ul style="list-style-type: none"> • Service agreement made and goals set up • Enrolment/program access • During and after program / service delivery extended risk assessment after increased knowledge of participant and after incidents/ feedback review • Plans and risk updated in Lumary
Annual review	<ul style="list-style-type: none"> • Annual reviews completed via email or by phone. • Opportunity to provide feedback • Information reviewed <ul style="list-style-type: none"> -general information -List of risk -BSP or give FYI that we do not have a BSP -document to support -medication list
Exit and transition	<ul style="list-style-type: none"> • Support any requirements to assist with transition • With permission provide information • Where possible provide opportunity to give feedback

Version:	Description of Amendment	Amended by	Approver and date	Release Date
10.0	Addition of NDIS Code of Conduct poster, removed staff contact numbers	Annette Jurisch	Annette Jurisch 25/07/2023	25/07/2023
9.0	Revamped handbook with clearer understanding of service. New formatting	Annette Jurisch	Annette Jurisch 01/02/2020	01/02/2022