
participant service information



your best
life

Welcome

Thank you for choosing AnglicareCQ's Lifestyle Support team for the services and supports you want to live your best life.

This booklet contains information about our organisation, the Lifestyle Support program and our Disability Services. The better informed you are, the better you are able to exercise choice and control over service provision.

You are the best person to tell us about how we can assist and support you. Our focus is to build and maintain your independence and to support you to achieve your dreams and goals.

We undertake to:

- listen to your story and hear your voice,
- respond to your individual needs & preferences,
- be respectful of who you are, and
- support you to feel safe, confident and valued.

We are committed to providing high-quality, safe and compassionate services to our participants. Be assured that every aspect of our service delivery aligns with the National Disability Insurance Scheme (NDIS) Quality and Safeguards Framework.

If you have specific communication and sensory needs, these contacts are on p14. Please talk with us about your needs and we will assist. We can also assist with translator services if you are unsure about or not confident in English. You are also invited to have a friend or relative assist you to talk with us.

We look forward to working with you, providing the services and supports you choose, and supporting you to live your best life.

Please be in touch with us any time.

Best regards

Your Lifestyle Support Team

www.anglicarecq.org.au | 1300 769 814 | ndis@anglicarecq.org.au

our vision

Working with people to make the best of their lives

our mission

We work to create thriving communities and empowered people.

We work within Central Queensland communities and with individuals of all ages, all backgrounds, all beliefs, and all walks of life.

We will:

- Listen support, empower, research and advocate
- Support proactive solutions
- Remain locally based and locally focussed

Our values

RESPECT



We respect the intrinsic worth of every person, value differences, celebrate uniqueness and invite contribution.

Where respect is shared, trust is gained, and dignity upheld.

COMPASSION



Through our understanding and empathy, we encourage and support each person on their own journey. Through the lens of compassion, we give hope. With hope, people can be empowered to achieve their goals for their own life.

INTEGRITY



We are honest, trustworthy and accountable.

We take responsibility for our actions. We strive to do the right thing each time we face a difficult decision

JUSTICE



We advocate for the removal of unjust structures, promote opportunity and the fair distribution of resources.

SHARED PURPOSE



Our shared purpose gives meaning to our actions. We look to break the cycle of disadvantage and are determined to complete what we set out to do. We actively seek collaboration with other organisations and individuals to create thriving communities and empowered people.

our service catalogue

Working with you to live your best life is what it is all about. We support people with disability of all ages and needs, in their homes and the community, with quality-assured services.

Generally, this involves matching you with an experienced support worker who will assist and support you in your home, your community and further afield.

Our people live and work in your local community and have strong links with the community. You will benefit from their local knowledge, broad range of skills and, in many cases, lived experience.

Our Services are all about giving you the opportunity to live the life of your choice.

Domestic Assistance

- ✓ light house cleaning
- ✓ making the bed
- ✓ laundry & ironing
- ✓ light gardening

Support Coordination

- ✓ Connect with services
- ✓ Implement NDIS plan
- ✓ Problem solve issues

Eating well

- ✓ planning meals
- ✓ safe & hygienic food preparation
- ✓ grocery shopping

Life Skills Development

- ✓ making good decisions
- ✓ planning & organising
- ✓ budgeting

Community & social participation

- ✓ Assistance with shopping
- ✓ Catch up with friends
- ✓ Play a sport/Join a club
- ✓ Attend appointments & professional services

Personal Care Support

- ✓ bathing/showering
- ✓ personal hygiene
- ✓ dressing/undressing
- ✓ taking medication
- ✓ grooming



our commitment to you

- We will provide you with **individualised supports** in a safe and competent manner with care and skill. You can be assured your dignity, values, cultural and religious beliefs are respected.
- We will surround you with experienced support workers who are fully accredited and screened.
- Our priority is to hear **Your Voice**. We will talk with you about your needs and preferences. You will be at the centre of all decision making and will have control over the “who, what and when” of your service delivery.
- We acknowledge your right to have an advocate or **support person** to assist you when you talk or meet with us. This can be a family member, a friend, or a professional person. These people can help you to make choices and have your say.

You can change your mind about who your support person is by providing us with a new nomination.

- Your safety and wellbeing are our priority. We will undertake regular safety audits and risk assessments. Where it is necessary, we will work with you to develop and implement a personal *Safety Plan*.
- We are committed to maintaining your privacy. So that we might provide you with the very best service, we do need to gather and hold personal and medical information about you. Sometimes it is necessary to share this information with other people or agencies.
 - You have a say in what happens to your information.
 - You may ask to access your information (records) at any time.
 - You can choose not to share some of your information or to restrict access to your records.
 - You may change or cancel your consent at any time.



your commitment to us

You will always

- treat your support worker(s) and other team members with courtesy and respect. Inappropriate behaviour towards staff, participants and others is not acceptable.
- let AnglicareCQ know when you are not comfortable with your support worker(s) and/or have any concerns about the quality of any service received. This can be done confidentially and without risk of retribution.
- take reasonable steps to ensure a safe environment for the people who provide services in your home and advise AnglicareCQ of any hazards or risks.
- keep AnglicareCQ informed about your availability and give the required notice to change or cancel a scheduled service.
- notify AnglicareCQ about any change to your health and/or circumstances so that a review of your Activity Plan and Service Agreement might be actioned.
- share, with your support team, important information about your health and wellbeing, e.g. medication summaries, assessment documents and/or behaviour support plan.



all about you

At AnglicareCQ, we work hard to truly understand who you are so that, together, we can design services and supports that will assist you to live your life your way.

We value and respect your choices. We listen and we act.

- We will always include you (and where appropriate your family, carers, advocates and guardians) in planning and decision making.
- Your individualised Activity (Support) Plan will reflect, given availability and flexibility of our resources, your choices and preferences.
- We will give you a copy of your individual Activity (Support) Plan.
- Your individual Activity (Support) Plan will be reviewed at least annually, or sooner if your circumstances, needs, or preferences change significantly or you ask for a review.
- We will work closely with you, where identified as appropriate, to design strategies to minimise risk for yourself, AnglicareCQ staff and the public.

AnglicareCQ supports the promotion, protection and full and equal enjoyment of all human rights and fundamental freedoms and promotes respect for inherent dignity. Key principles include:

individuality	Everyone's differences are recognised and respected
choice	The right of individuals to make informed choices, and take responsibility for their choices and related risks is supported
privacy	Information and activities are kept confidential
independence	Individuals are empowered to do activities for themselves and their dignity treated in a respectful way
inclusion	People are supported to participate in all aspects of community that they choose and to be viewed as valued and equal citizens

advocacy services, advice, resources

Sometimes we need help making decisions. Being heard and having the confidence to speak up is not always easy. Advocacy means “standing beside” someone or standing up for someone’s rights.

AnglicareCQ is committed to the principles of respecting and protecting the legal, human and consumer rights of individuals and their right to services.

If you need someone to help you, we may encourage you to use an advocate of your choice to negotiate on your behalf. This may be in relation to access, reviews, complaints or any other communication between you and us.

For further help, you may contact:



Queensland Advocacy Inc

T: 1300 130 582
E: qai@qai.org.au
www.qai.org.au

ADAAustralia

T: 1800 818 338
E: info@adaaustralia.com.au



Disability Advocacy Network Australia (DANA)

www.dana.org.au

Office of the Public Advocate

T: 07 3224 7424
E: public.advocate@justice.qld.gov.au



Capricorn Citizen Advocacy

T: 07 4922 0299
www.capca.org.au

Office of the Public Guardian

Community Visiting & Advocacy
T: 1300 653 187
E: publicguardian2publicguardian.qld.gov.au
www.publicguardian.qld.gov.au





your privacy

AnglicareCQ collects personal and sensitive information about our participants. We are bound by the Privacy Act 1988 which sets out principles – the Australian Privacy Principles concerning the protection of your personal information.

The primary purpose for collecting your personal information is to help us to provide appropriate services as well as to perform work such as planning, funding, monitoring and evaluating our services.

All identifiable personal information is for use by AnglicareCQ staff only. All staff sign a Confidentiality Agreement when they start work with us, and this document is indefinitely binding.

We will not use or share your personal information with anyone outside AnglicareCQ without your consent unless we have concerns for your safety, or we are required or authorised by law.

CONSENT

When you give consent, you are giving permission or saying that is alright for something to happen.

AnglicareCQ needs your consent to:

- access information that other services or people have about you,
- provide information to your family, your support person or your advocate,
- share information to with your health professionals.

By giving your personal and sensitive information, you are consenting to our using this information in accordance with the principles outlined in our *Confidentiality & Privacy policy*.

At any time, you can change your consent or request to have personal information that is no longer accurate or out of date changed or deleted.

Contact us if you have any concerns or problems with the personal information we hold. If you have questions regarding our *Confidentiality and Privacy Policy*, need to change or delete information, please contact us:

1300 769 814 | ndis@anglicarecq.org.au



mandatory reporting

There are occasions where we must act, sometimes without involving you in the decision-making process. Our *Risk Management Policy and Framework* together with our *Incidents policy, procedures & guidelines* inform our actions in the event of an incident involving a participant

PREVENTING AND RESPONDING TO ABUSE, NEGLECT, EXPLOITATION, DISCRIMINATION (HARM)

AnglicareCQ takes any report of harm or suspected harm very seriously. Where you become aware of, or suspect, abuse you should make a report to us. Our staff must report any suspected harm promptly. We will maintain strict confidentiality according to professional and legal obligations

The safety and best interests of the person who is the subject of the suspected or alleged harm is our primary concern. We will focus any interventions on ensuring safety and protection from harm.

The matter can be escalated to the Police and/or the Office of the Public Guardian.

The Public Guardian's role is part of the framework of human rights protection in Queensland and is to protect the rights and interests of vulnerable adults. The Public Guardian's charter includes investigating allegations of abuse, neglect or exploitation.

In cases where the harm is alleged or takes place in connection with the delivery of AnglicareCQ services or supports, the matter will be reported to the NDIS Quality and Safeguards Commission.

IN THE CASE OF EMERGENCY

We will call Emergency Services, where:

- Someone is seriously injured or in need of urgent medical help,
- Life or property is being threatened,
- A serious accident or crime has been witnessed.

Every effort will be made to inform the person(s) nominated in your Activity Plan as an emergency contact.

Should you have a medical condition(s) where there can be a rapid deterioration, we will follow the *Medical Emergency Management Plan* you (or your representative) have supplied.

REPORTABLE INCIDENTS

We are required to report to and follow up with the NDIS Quality & Safeguards Commission and other authorities such as the Police, all serious incidents involving a participant in connection with the provision of services or supports.

A reportable incident means:

- the death of a participant,
- serious injury of a participant,
- abuse or neglect of a participant,
- unlawful sexual contact with or assault of a participant,
- sexual misconduct committed against or in the presence of a participant, including grooming of a person for sexual activity,
- the use of an unauthorised restrictive practice.



quality + safeguards

NDIS PRACTICE STANDARDS

Our people, work and services are governed by the NDIS Practice Standards and monitored by the NDIS Quality and Safeguards Commission.

The Practice Standards specify the quality standard to be met by registered NDIS providers, like AnglicareCQ, when providing supports and services to participants. The Practice Standards, together with the NDIS Code of Conduct, build your awareness of quality service provision you can expect from AnglicareCQ.

The Standards cover:

- rights of participants and responsibilities of providers,
- governance and operational management,
- the delivery of supports, and
- the environment in which supports are delivered.

NDIS CODE OF CONDUCT

This applies to every AnglicareCQ team member working with you to achieve your goals.

A person covered by the Code of Conduct must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions,
- respect the privacy of people with disability,
- provide supports and services in a safe and competent manner, with care and skill,
- act with integrity, honesty and transparency,
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability,
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability,
- take all reasonable steps to prevent and respond to sexual misconduct.

feedback + complaints

We are interested to hear **Your Voice** to find out what you think, how we're doing and where we can improve. We will be flexible and provide you support in whatever way possible to do this.

We are open to receiving your feedback or concerns about:

- the quality of our service delivery/participant care,
- the behaviour and conduct of our staff,
- potential non-compliances or breaches of legislation,
- our policies and procedures,
- breaches of an individual's privacy or rights,
- our facilities or properties, or
- a general concern or compliment not mentioned above.

Providing negative feedback or making a complaint will not in any way have negative consequences for you and the services you are currently receiving.



feedback@anglicarecq.org.au | 1300 769 814

You can also take your concerns to outside bodies:

NDIS Quality & Safeguards Commission

T: 1800 035 544

W: www.ndiscommission.gov.au

Office of the Health Ombudsman

PO Box 13281

George Street

BRISBANE Q 4003

T: 13 36 46

Queensland Ombudsman

GPO Box 3314

BRISBANE Q 4001

T: 1800 068 908

W: ombudsman@ombudsman.qld.gov.au



communication

Many people who access our services have communication support needs. We always try to respond in a way that best suits your needs.

This could mean using pictures, large print, an iPad, slowing down the conversation and other ways.

If you are not comfortable with the English language, we can assist by connecting you with a translation service.

If you have specific sensory needs, we can also assist with the services and resources available at:

Auslan Services

T: 1300 287 526

E: admin@auslanservices.com

www.auslanservices.com

Qld Blind Association Inc

T: 07 3848 8888

E: info@qldbblind.org.au

www.qldbblind.org.au

Able AUSTRALIA

T: 1300 225 369

www.ableaustralia.org.au

contacting us

Our offices are located throughout Central Queensland. Our team members live and work in your community and can offer local knowledge and connections. You are invited to be in touch with your local office during normal business hours:

Monday to Friday, 8:30am – 5:00pm (excl public holidays)

ROCKHAMPTON	07 4837 5300	160-164 Musgrave Street North Rockhampton QLD 4701
BILOELA	07 4995 4400	79 Kariboe Street Biloela QLD 4715
EMERALD	07 4897 0200	44 School Lane Emerald QLD 4720
GLADSTONE	07 4970 6100	50 Young Street Gladstone QLD 4680
LONGREACH	07 4568 9700	15 Pelican Street Longreach QLD 4730

your lifestyle support team

SCHEDULING	07 4970 6104 0436 816 798	E: scheduling@anglicarecq.org.au
SERVICE COORDINATOR	07 4378 5366 0436 606 878	E: ndis@anglicarecq.org.au
MANAGER	07 4837 5393 0429 487 557	E: ndis@anglicarecq.org.au

www.anglicarecq.org.au | 1300 769 814 | ndis@anglicarecq.org.au