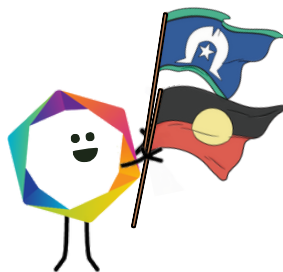

PARTICIPANT HANDBOOK



REGISTERED NDIS PROVIDER NUMBER 405 003 6215
ABN 35625740329 ACN 625740329

People Options Power

This handbook outlines how Liberty offers you services under the NDIS guidelines as well as details of your rights and responsibilities. We provide information on how we can work collaboratively on your NDIS plan and goals and how we manage privacy and confidentiality.



We acknowledge the Aboriginal and Torres Strait islander peoples and their land, seas and waters of the country we work, love and live, is unceded. We are committed to reconciliation and to learn on our journey together.



Liberty Disability Services believes in true diversity and welcome all people of all abilities, race, gender, sexual orientation, age, religion and intersectionalities. We believe everybody has the right to be themselves.



Liberty Disability Services

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“HI I’M LADDIE,
LIBERTY’S
FRIENDLY FACE
AND MASCOT.
WELCOME TO
LIBERTY
DISABILITY
SERVICES”

LADDIE
THEY/THEM
MASCOT





ABOUT US

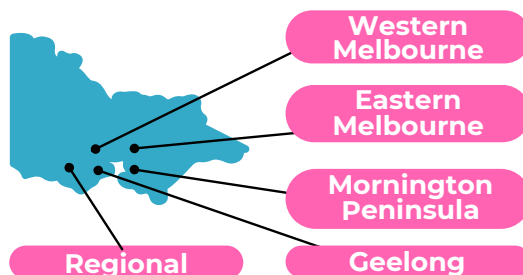
"WE PRIDE OURSELVES ON BEING AN INCLUSIVE, ORGANISATION THAT EMBRACES DIVERSITY..."

ELLE COOPER
SHE/HER
DIRECTOR



Liberty Disability Services is a Disability provider supporting people with disabilities, working with you, for you. Based in Geelong, Victoria and operating across the state. We are a registered National Disability Insurance Scheme (NDIS) Provider and offer self managed services for TAC, Worksafe and Medicare participants.

Liberty Disability Services is proudly lead by 3 women - who have diagnosed disabilities and have family members with disability. Our culture centers on true diversity embracing open minds, with many team members having our own disabilities, strengths and experiences providing a professional but personal level of care.



Our Contact Details



03 5275 8627



www.libertydisabilityservices.com.au



info@libertydisabilityservices.com.au

Head Office

1-3 Agra Street
Norlane, 3214

Offering face to face services in multiple locations across Victoria and telehealth Nationwide.

VISION & MISSION

Our Vision is to be a people-focused organisation, motivated by supporting and empowering people with disabilities to embrace what makes us all different and work towards positive outcomes. To achieve this, Liberty's Mission is to provide quality individualised and transparent services with compassionate care to all who seek our services.

Participants engaged with Liberty Disability Services will be empowered by the support of a dedicated team member to assist you to implement and manage your NDIS Plan and work collaboratively and holistically with a care team of your choice to ensure your best interests and NDIS goals are being met.



Liberty Disability Services



We can engage with families, therapists and carers to ensure you access all the supports you require, collectively supporting your care team to work on achieving goals. As an organisation committed to inclusion and diversity, Liberty Disability Services' welcomes new and existing Non- NDIS participants to contact us and see if we are able to support you too.

OUR SERVICES

- **Support Coordination-** assisting identify, connect with and engage suitable supports to work towards achieve your goals and develop a more functional lifestyle
- **Plan Management-** the financial management of your NDIS plans
- **Psychology-** For NDIS funded and Private clients, we can guide you to support your mental health goals
- **Housing and Tenancy Assistance,** to support you to obtain and retain suitable accommodation
- **Psychosocial Recovery Coaching** mental health support empowering you to build capacity and independence
- **Respite Services** providing support and accommodation for a short time away from your usual home
- **Group Programs-** social and therapy groups for adults and kids
- **Community Mentors-** community access, personal activities & care, daily living and life skills with a professional, positive and fun role model



PEOPLE
FOCUSED

DIVERSITY

QUALITY

THE WHOLE
PICTURE

**"YOUR VOICE
IS WHAT
MATTERS,
NOT OURS..."**

KATHIE DENNO
SHE/HER
DIRECTOR



SERVICE QUALITY Our responsibilities

We pride ourselves on delivering high quality services and continuously work to ensure we meet compliance with the Victorian Disability Act 2006, the NDIS Quality and Safeguards Commission Practice standards and Code of Conduct. These are a set of standards that ensure that disability services provide the highest quality services professionally, ethically and honestly. The Core modules are the foundation of how we work.

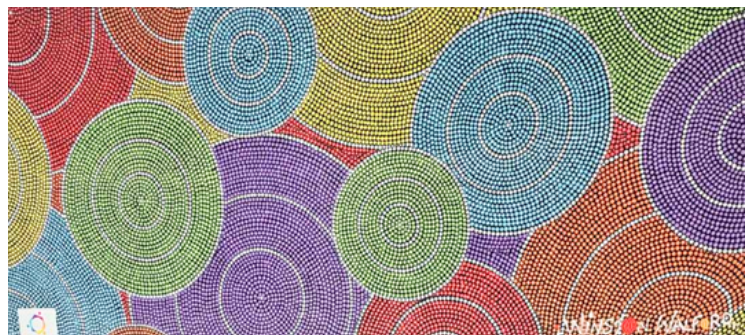
Core modules

Rights and Responsibility for participants

- Person-Centred supports
- Individual Values and beliefs
- Privacy and Dignity
- Independence and informed choice
- Freedom from Violence, Abuse, Neglect, Exploitation and Discrimination

Provider Governance and operational management

- Governance and Operational Management
- Risk Management
- Quality Management System
- Information Management
- Feedback and Complaints management
- Incident Management
- Human resources management
- Continuity of Supports
- Emergency Master management



Liberty Disability Services

The provision of Supports

- Access to supports
- Support Planning
- Service Agreements with participants
- Responsive support provision
- Transition to or from a provider

The support provision environment-

- Safe environment
- Participant money and property
- Management of medication
- Mealtime management
- Management of waste

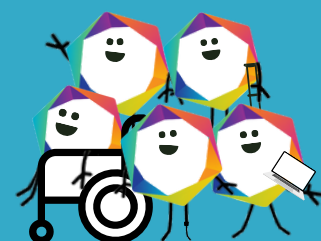


More modules that guide our process'

- High Intensity Daily Personal Activities
- Early Childhood Supports
- Specialist Support Co-ordination
- Verification Module

For more information visit the NDIS website and download a copy of the NDIS practice standards and quality indicators

Liberty Disability Services is committed to delivering services in compliance with the standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate participant and other stakeholder feedback. For more information on the standards and our policies, visit our website.



YOUR RIGHTS

**"WE FOCUS ON
EMPOWERMENT
THROUGH
CHOICE &
CONTROL..."**

AMANDA
GLASSON
SHE/HER
DIRECTOR



Liberty Disability Services respects and fully commits to upholding the rights of all people, and especially us with disabilities. We are also committed to ensuring you, our participants, are aware of your rights and responsibilities and can be confident in exercising them.

When you interact with Liberty Disability Services, you will:

- be respected and treated with dignity;
- have choice and control over your service delivery and have your autonomy and independence supported
- receive high quality, safe and personally relevant services
- have services provided by appropriately qualified staff
- be assured that your personal and health information is kept private and confidential
- be provided with all the information you need to make informed decisions and be supported to have a person of your choice support and advocate on your behalf
- be supported by an interpreter or translator if required and
- be encouraged and supported to pursue any complaints about our service provision.

**You can download a
copy of Liberty Disability
Services' full participant
charter on our website
[www.libertydisabilityser
vices.com.au](http://www.libertydisabilityservices.com.au)**



Liberty Disability Services

DIVERSITY & PARTICIPATION

All aspects of Liberty Disability Services' promotes your choice to actively participate and be included in the community.

We support you to develop and maintain your independence, problem solving, social and self-care skills that's appropriate to you, being considerate of age, developmental stage, cultural background, or other intersectionalities.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity
- employing and developing a diverse and culturally competent team
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) services to support holistic service delivery and
- using a strengths-based approach in identifying your individual needs and life goals, particularly in relation to recognising the importance of family, extended and chosen family, kinship, cultural, spiritual, language and community ties.



INTERPRETING & TRANSLATION

The delivery of safe, high-quality services relies on effective communication. Where required interpreters and translators are funded by the NDIS and can be organised by Liberty Disability Services to support your interactions with us.

ADVOCACY

Liberty Disability Services fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, the following organisations can assist you:

Office of the Public Advocate

Phone: (03) 9603 9500

TTY: (03) 9603 9259

National Disability Advocacy Program (NDAP)

Use the Disability Advocacy Finder at <https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>

Victorian Advocacy League for Individuals with Disability (VALiD)

Phone: (03) 9416 4003, Freecall (rural callers): 1800 655 570

Email: office@valid.org.au

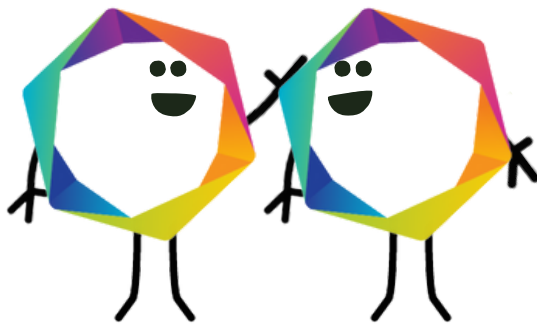


Liberty Disability Services

PRIVACY & CONFIDENTIALITY

Liberty Disability Services values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation.

We will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.



Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a team member.

**A copy of Liberty Disability Services'
Privacy Statement can be
downloaded from our website
www.libertydisabilityservices.com.au**

YOUR RESPONSIBILITIES?

Whilst we support you to reach your goals, you have responsibilities too, these include:

- Inform us about how you wish your supports to be delivered and if you have any concerns
- Work collaboratively with our team, treating us with courtesy, dignity and respect, free of rudeness and aggression.
- Update us in a timely manner if your NDIS plan and personal information changes
- Take responsibility for payments and terms within our service agreement.
- Provide reasonable notice for cancellations or changes, and notify us if you choose to exit or no longer participate in NDIS
- Be actively involved in any decision making process and the complaints process to seek a fair resolution
- Maintain a safe home environment for home visits
- Allow Support Workers to use your telephone in an emergency.
- Advise us and provide a copy of any orders that might relate to the provision of services, e.g. Powers of Attorney, child custody or guardianship orders.
- Advise us if you are under the influence of any alcohol or drugs; including any prescribed Chemical Restraint medications within a Behaviour Support Plan as we cannot proceed with shifts that day.
- Implement your Safety Plan in the event of a crisis as LDS is not a Crisis Management Service.



Liberty Disability Services

FEEDBACK, COMPLIMENTS & COMPLAINTS

Compliments, complaints and other forms of feedback provide Liberty Disability Services with valuable information about participant satisfaction and an opportunity to improve upon all aspects of our service.

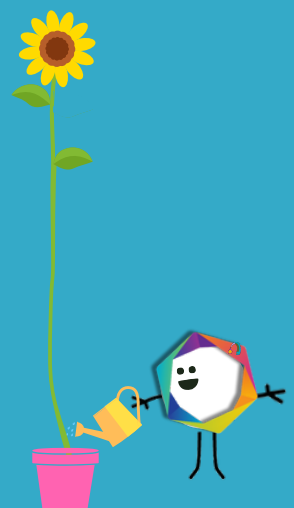
We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- directly with a team member, either verbally or by submitting a completed Feedback and Complaints Form;
- by email to: info@libertydisabilityservices.com.au;
- by phone on: (03) 5275 8627; or
- in writing to: Liberty Disability Services, 1-3 Agra Street, Norlane Vic 3214;

Feedback and Continuous Improvement

In addition to the above, Liberty Disability Services is continually seeking feedback on how we can improve the services we provide. This is done through surveys, requests for feedback by team members after you interact with us and involving participants and other stakeholders in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas to a team member.





Complaints

We encourage anyone with a complaint to speak directly to a Liberty Disability Services staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 24 hours, it will be escalated to Liberty Disability Services' Management Team as a grievance.

You can use Liberty Disability Services' Feedback and Complaints Form to formally lodge your grievance. This can be done with the assistance of a team member if you wish.

Your complaint will be formally acknowledged within two working days and a team member will keep you updated regarding its resolution. Liberty Disability Services aims to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement.

NDIS participants purchasing products and services have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Consumer Affairs Victoria provides information and advice and, in some cases, dispute resolution services for customer disputes under the ACL. In addition to Consumer Affairs, you can also contact the Australian Securities and Investments Commission (ASIC) if you have concerns regarding consumer protection in relation to your finances.

Any concerns NDIS participants have in relation to a service they receive from Liberty Disability Services or any provider is to be voiced to the NDIS Quality & Safeguard Commission. A step - by - step guide on how to do this is included at the back of this handbook.



Liberty Disability Services

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Liberty Disability Services' Director, or alternatively through any of the following agencies:

NDIS Quality & Safeguards Commission

Phone: 1800 035 544

Online: www.ndiscommission.gov.au

Australian Human Rights Commission

Phone: 1300 656 419

Online: humanrights.gov.au

Commission for Children and Young People Victoria

Email: childsafes@ccyp.vic.gov.au

Phone: 1300 78 29 78

Office of the Commissioner for Privacy and Data Protection

Phone: 1300 666 444

Online: <https://ovic.vic.gov.au/>

Victorian Ombudsman

Phone: (03) 9613 6222 or (rural callers) 1800 806 314

Online: www.ombudsman.vic.gov.au

Office of the Public Advocate

Phone: 1300 309 337, (03) 9603 9500 or TTY: (03) 9603 9259

Online: <https://www.publicadvocate.vic.gov.au/>

Phone: 1300 735 135

Online: www.ibac.vic.gov.au



ACCESSING OUR SERVICES

We aim to provide accessible services to you that are safe, engaging and responsive to your support and communication needs.

Access to services is based on need, service capacity, the best interests of the person wishing to use our service and any potential impact on existing participants.

Anyone wishing to access our services is able to self refer, have their support coordinator contact us or have the NDIS send us a request for service directly at the time of your plan meeting.

We will work with you and your supports to assess your needs and develop and agree upon a Service Agreement. This will be completed during an intake meeting prior to supports commencing.

Once you are a participant, we will review the provision of your supports every 6 months with you and your supports. Flexibility will be provided in regard to the timing of review assessments, based on your needs and wishes, and you can request a review at any time



Liberty Disability Services

Service Refusal

We will accept your choice if we offer you a service and you choose not to accept.

Liberty Disability Services may refuse to offer a person services where:

- they do not meet our eligibility requirements;
- we do not have the capacity to cater to additional participants; or
- we do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.

EXITING OUR SERVICES

All participants have the right to exit Liberty Disability Services at any time and a decision to do so will not prejudice future access to the service. You must give us at least 2 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

All participants exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide assistance and resources to support people exiting or changing services. This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternative services.

Clients who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a Liberty Disability Services team member.



SERVICE TERMINATION

Liberty Disability Services may terminate a participant's services when:

- they are unwilling over a period of time to work towards agreed goals;
- other people using the service, team member or the person themselves are at risk of harm;
- financial requirements are not being met;
- severe incompatibility with other participants using the service is displayed; or
- dramatic health changes require significantly increased levels of care or a service model not provided by Liberty Disability Services.
- team member safety is at risk and after exercising all possible avenues to resolve concerns; we will have no option but to cease services

FEES & CHARGES

Fees and charges for our services are in accordance with the current NDIS price guide and subject to change as new pricing is released.

The Service Agreement contains detailed information about the services we will provide you and when fees must be paid. This must be agreed upon by you before services can commence.

Liberty Disability Services will provide you with regular invoices and statements to assist you to manage payment for our services. If you have difficulty paying your fees for any reason, we encourage you to discuss this with a team member so that mutually acceptable payment arrangements can be put in place.



Liberty Disability Services

CANCELLATIONS

We understand things happen, we ask you to let us know as soon as possible, here are our cancellations notice periods. If you would like more information on cancellations, you can ask for our policy and procedure.

The cancellation policy is currently 48hrs.

If you notify Liberty Disability Services 48hrs ahead of scheduled shift or appointment commencement - no charge cancellation is processed.

If you notify Liberty Disability Services inside 48hr of scheduled commencement - charged cancellation is processed.

If you have to cancel the shift we will try to reallocate your worker to another shift - unfortunately if we can't you will be charged for the shift.

Can we clean up? Do your shopping? Collect some medicine? Create some resources?

We will not charge you for a shift if we do not have to pay the staff member.

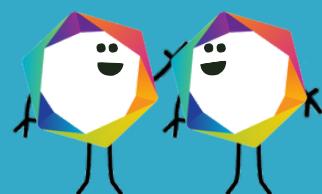
INCIDENT MANAGEMENT

What is an Incident?

An 'incident' can include anything that has gone wrong or nearly went wrong or an event that has happened in relation to the provision of our services that has, or could have caused harm.

How We Manage Incidents

We will report any incident that occurs while providing supports or services to NDIS participants. Incidents are documented within twenty-four (24) hours of the incident happening using our 'Incident Report Form'. Some incidents are more serious than others. Reportable incidents include those that have, or are alleged to have, caused death, serious injury, abuse, neglect, or any restrictive practice to a person with disability. These types of incidents are reported to the NDIS Commission by Liberty Disability Services within twenty-four (24) hours of the incident.





Liberty Disability Services will arrange, for the necessary support and assistance to anyone affected by the incident. If you are affected by the incident, you may need information regarding speaking to an independent advocate and getting strategies to take care of your ongoing safety and wellbeing after the incident.

Every Incident is thoroughly investigated by Liberty Disability Services, focusing on improving outcomes for any person that is affected by the incident. We also use this information to improve our services.

Anyone affected by the incident will be included in the handling and resolution. This includes taking into consideration your views about whether the incident could have been prevented, how well the incident was managed and what could be done to prevent similar incidents from happening again.

Copies of our Incident Management and Reportable Incidents System policies and procedures are available for viewing by NDIS participants and their advocates

FREEDOM FROM HARM, ABUSE & NEGLECT

When visiting our office or taking part in our services, you have the right to be free from harm and any form of abuse or neglect. Liberty Disability Services treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a Liberty Disability Services team member.



Liberty Disability Services

Liberty Disability Services employs skilled team members who respect the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services. All team members undergo an NDIS worker screener check as part of a comprehensive criminal history screening and other mandatory checks prior to employment.

OCCUPATIONAL HEALTH & SAFETY

Liberty Disability Services is committed to providing services in a safe and healthy environment. Occupational Health and Safety (OH&S) is the responsibility of all Liberty Disability Services stakeholders – including staff, volunteers, participants, families, carers and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when visiting our office or participating in our services.

Where services are provided by us in your home, we expect that you, or the owner of the premises, will take responsibility for your safety and the safety of our team working there. As far as practicable, please ensure that the premises is safe for our team members and meets all relevant building regulations or legislation. If you cannot perform or arrange for appropriate safety checks, this service can be included in your care plan or arranged with another service with our support.

COMMUNITY PARTICIPATION & INCLUSION

Liberty Disability Services is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community. We work closely with a range of organisations to support you and encourage you to speak to a team member if you have any specific needs or goals that could be met by another organisation.



The NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS funded services and supports.

If you need to speak up about your NDIS funded service – speak to us.

Raising a complaint with us can also lead to better services for everyone.

What complaints can you raise

Concerns about the quality and safety of supports and services.

We take complaints about whether an NDIS funded service has been provided in a safe way and to an appropriate standard.

You can also complain about how an NDIS provider has dealt with your complaint.

If you are concerned about how you will be treated, you can make a confidential complaint.



We handle complaints about NDIS services nationally with the exception of WA, which will be available from 1 December 2020.

Making a complaint

We encourage you to try to talk directly to your NDIS service provider first to resolve a complaint. All registered providers must have an effective complaints management system. If you do not feel comfortable speaking to the provider or are not satisfied with the result of your complaint, please contact us.

Our complaint service is free, completely independent of the NDIS and confidential if needed. We promise to listen respectfully to your situation in full and discuss steps going forward.

In resolving an issue, we may:

- Request information to clarify the issues
- Help you communicate with an NDIS provider
- With your consent, speak to the NDIS provider
- Communicate responses from an NDIS provider to you.

You may withdraw your complaint at any time.

An issue may be referred to conciliation or investigation. Conciliation helps everyone to understand the issues and to reach an agreement on how an issue can be resolved.

An investigation may be conducted if serious compliance issues or risks to people with disability are raised in the complaint.

What complaints we don't take

- Complaints about the NDIA
 - NDIS plan access
 - NDIS participant plans
- Please direct these to the NDIA.

If you're unsure who to contact, contact us and we can help direct you.

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
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



NDIS Quality and Safeguards Commission

Your rights. Your supports. Your control.

If you need to speak up, speak to us.

How to make a complaint about your NDIS service

Your rights. Your supports. Your control.



Liberty Disability Services

PEOPLE. OPTIONS. POWER

Liberty Disability Services Client Charter

Liberty Disability Services respects and fully commits to upholding the rights of all people, including those with disabilities. Liberty Disability Services is also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

Liberty Disability Services is required to comply with Victorian and national disability legislation. We are also guided by the United Nations Convention on the Rights of Persons with Disabilities, which state that people with disability should enjoy the same human rights and fundamental freedoms as any other person.

What you can expect from us

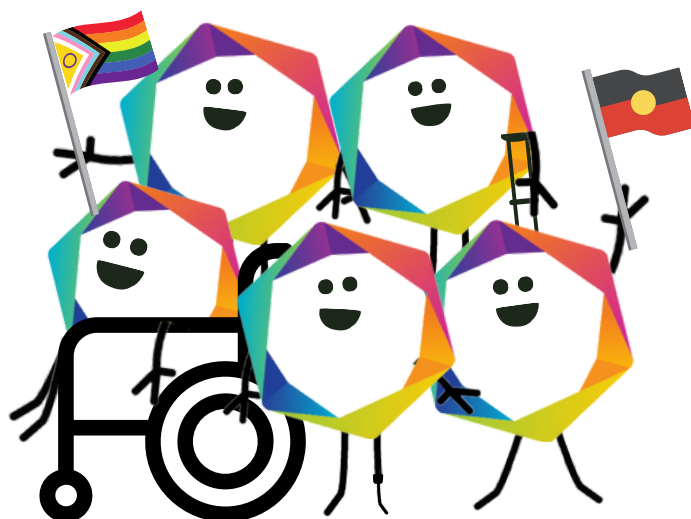
We work for you, with you, As part of our service to you, we will:

- Inform you of and uphold your rights and responsibilities;
- Treat you with courtesy, dignity and respect;
- Treat you fairly and without discrimination;
- Give you information about our services and associated costs, as well as other service options, within and outside Liberty Disability Services;
- Involve you in decisions about your service, as well as our programs and policies, and support you to make informed choices;
- Provide services that take into account your lifestyle, cultural, linguistic and religious background and preferences;
- Protect your personal information and only use it for the right reasons;
- Support you to provide us with feedback on our service, including complaints;
- Promptly address enquiries and complaints about the care you are receiving;
- Support you to connect with other services, including advocates, interpreters and translators, if needed;
- Support you to have a person to speak on your behalf for any purpose; and
- Provide safe and appropriate services that are culturally relevant and that support you ongoing needs and goals

How you can help us

- As our client we ask you:
- Provide us with information that will help us best support you;
- Tell us if things change or you cannot keep an appointment or commitment;
- Act respectfully and safely towards other people using the service, and towards our staff and volunteers;
- Provide us with feedback about our service and how we can work better,
- Promptly pay the agreed fees associated with your services; and
- Tell us early as possible if our services are not required.

More information on your rights can be found on our website.



LIBERTY DISABILITY SERVICES

For more information about these services
please **call us on (03) 5275 8627**
visit our website **www.libertydisabilityservices.com.au**
email to **info@libertydisabilityservices.com.au**

Our opening hours are
9:00am to 5:00pm
Monday to Friday.

REGISTERED NDIS PROVIDER NUMBER 405 003 6215
ABN 35625740329 ACN 625740329