

# INCLUSION SERVICES AT THE Y

## SERVICE USER HANDBOOK

Our email: [info@yinclusion.org.au](mailto:info@yinclusion.org.au)

Our website: [The Y Inclusion Services](http://The Y Inclusion Services)

Our facebook pages: [Inclusion Services at the Y](http://Inclusion Services at the Y)

Our phone: 1300 69 9622

YMCA (the Y) Whittlesea is a registered NDIS provider:

4050002055- YMCA Whittlesea Inc  
4050161246-YMCA Whittlesea Youth and Community Services

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.



## 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.

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

## What supports we provide

Our website [Inclusion Services at the Y](#) provides you with up-to-date information about program and support options as well as all relevant [Policy and Procedure](#) are available to you on our website, this ensures you have the most up to date information available to 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.

## Joining our service

It is imperative that we get to know you so that we can provide quality supports.

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

Before services can commence, we will gather your personal information and discuss your needs with you either in person or on the phone to establish the services to be provided.

We will contact you from time to time to complete assessments, review support plans or for other reasons at your or our request.

## Communication

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

## Advocacy

Advocacy is essential for upholding the rights of people with disabilities. Advocates support individuals in decision-making and communication. You have the right to an advocate, and the Y will help you with this.

## Feedback and complaints

To ensure that you have a positive experience while 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. All feedback is treated confidentiality, sensitivity, with support and follow up to address feedback.

If you feel that a complaint has not been supported or dealt with appropriately you can seek support from the NDIA or the NDIS Quality Safeguards Commission.

Feedback helps us make improvements to our supports and are available throughout the year and in our annual general feedback survey.

## Our 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.

Your Service Agreement will include:

- The supports provided
- The cost of those support, all costs are based on the NDIS Price Guide.
- How and when 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.
- The Y's responsibilities under the service agreement.
- 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.

## Our staffing team

**Selection and Experience:** Our staff are carefully chosen based on their experience, including lived disability experience, to ensure they can best support people with disabilities. We focus on providing staff with the right skills and qualities to deliver high-quality care.

**Service Times and Staff Consistency:** We aim to provide services at times that suit you and strive to send the same staff member each time. However, there may be occasions when changes are necessary, and if this happens, we will inform you in advance.

**Punctuality:** Our staff make every effort to arrive on time, but sometimes unforeseen circumstances may cause delays.

**Ongoing Training:** All our team undergo continuous training to stay up to date with best practices to ensure a high standard of support.

**First Aid and Emergency Procedures:** All staff and volunteers are first aid trained and are prepared to follow clear instructions in the event of a medical or other emergency.

## The Y has responsibility to:

- Provide support that you have asked for or support you to find another provider.
- Employ people who are appropriately trained, qualified and/or experienced.
- 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 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 for your supports as applicable.
- Complete risk assessments to determine best support needs possible.
- Obey all the rules and laws that apply.

## Your responsibility is to:

- Talk to us about the supports that you want and how you want to receive them.
- Be polite and respectful to the staff.
- 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.
- 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.
- Monitor your plan to ensure there are funds available to pay for services.
- Provide a safe environment for all staff.
- Respect staff regardless of their cultural or religious background.
- Refrain from asking staff to do tasks that are not agreed to with the Y
- Inform us of any changes of circumstance and all requests for changes via the office.

## Y Values

### Acknowledging diversity

We acknowledge and support that diversity is an important part of what it means to be Australian. 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) & Health Records Act 2001 (Vic).

We will ensure you feel safe and free from discrimination when you receive our services.

### Hardship support

[Open Doors](#) is a Y initiative that subsidised access to the Y's programs or services for young people (**30 years and under**) in need within our community.

### 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.

The Y is a child-safe organisation with policies and procedures in place ensure the safety for all.

The Y recognises the importance and necessity of ensuring that our vulnerable community are safe within our services and programs so we have developed internal process/ safeguards to support service user in a 1:1 situation.

### [Safeguarding children at the Y](#)

## Positive Behaviour Support

Positive Behaviour Support is a responsive approach that requires understanding an individual's needs and prioritizing the use of least restrictive strategies within its framework.

### Risk

To ensure the supports provided to you are delivered safely and to your individual needs we identify any risks and use strategies to minimise any potential harm.

We do this by:

- Working with you, and your 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.
- Helping you make informed choices while respecting your right to take risk
- We take incidents seriously and listen to your concerns and feedback.
- Report incidents externally to the NDIS Commission or other agencies.

### Medication

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

This includes 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 original 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.

### **Managing Conflict of Interest in NDIS Support Coordination**

The Y ensures that any conflicts of interest in providing NDIS support coordination are declared and risks to service users are minimized.

All employees act in the best interests of service users, empowering them to make informed choices. Staff will not restrict or influence decision-making, and will be offered various provider options,

### **The difference between Support Coordination and Specialised Support Coordination**

#### **Support Coordination helps you:**

- Understand and use your NDIS plan.
- Connect with service providers and supports.
- Organize and manage the services you need.
- Resolve any issues with your supports.

**Who it's for:** Participants with less complex needs who need help coordinating their supports.

#### **Specialist Support Coordination:**

Specialist Support Coordination is for participants with more complex needs. It helps with:

- Managing complex situations (e.g., behaviors, mental health).
- Creating specialized support plans.
- Working with professionals to ensure your safety and well-being.

**Who it's for:** Participants with high or complex needs who need expert help to manage their supports.

## 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.

### 1:4 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](mailto: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](http://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](http://www.ndis.gov.au) or [www.ombudsman.gov.au](http://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](http://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](http://www.ndiscommission.gov.au)
- Call us  
 1800 035 544 (freecall from landlines)
- National Relay Service  
[www.relayservice.gov.au](http://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

December 2020

## Attachment 3 – 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><b>Respect the rights of the person</b><br/>Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with relevant laws and conventions.</p> |  <p><b>Respect privacy</b><br/>Respect the privacy of people with disability.</p>                                                                                                                                       |
|  <p><b>Deliver services competently</b><br/>Provide supports and services in a safe and competent manner with care and skill.</p>                                                                             |  <p><b>Act with integrity</b><br/>Provide supports and services with integrity, honesty and transparency.</p>                                                                                                           |
|  <p><b>Prevent violence, neglect, abuse and exploitation</b><br/>Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability.</p>    |  <p><b>Take action on quality and safety</b><br/>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><b>Prevent sexual misconduct</b><br/>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](http://www.ndiscommission.gov.au)

## Attachment 4 – Service Delivery Cycle

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