



Chrysalis Accommodation

'Your human rights are at the heart of everything we do'

Participant Handbook



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Introduction

Welcome to Chrysalis Accommodation. This handbook is a guide created for you, so you can learn more about the disability services that are available to you and how we can assist you. 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

About Us

Service Manager

Tanya Denny

Address

Suite 306, 6 Parkview Drive, Sydney Olympic Park, NSW, 2127

Phone

1300 995 135

After Hours Contact

0409 871 866

Email

Tanya.Denny@chrysalistherapeutics.com.au



Our Vision

Our vision is to be a high quality NDIS provider who keeps the human rights of the people we support at the heart of everything we do. **Chrysalis Accommodation** aims to provide person-centred support for with a disability of all ages. Chrysalis Accommodation believes that the people we support should have choice and control over their lives. We want to help people reach their potential, to recognise their own resilience and build their capacity to connect with community, family, and friends. Chrysalis Accommodation utilises evidence-based approaches for Supported Independent Living, In-Home Support, Everyday Living Support, Behaviour Support, and other Supported Care models. We work from a trauma informed person-centred strength-based framework and are committed to assisting adults and children with psychosocial, behavioural, and mental health challenges to live their best life according to their unique cultural and diverse needs.

Our Mission

Mission statement: Our mission is to provide an individualised trauma informed client-centred approach to supported living that is respectful and empowers the people we support to reach their full potential. Chrysalis Accommodation will engage in ongoing review and quality control to ensure we have the flexibility to provide for our clients' changing needs for emotional and social wellbeing and quality of life.

Our Values

Your Human Rights are at the heart of everything we do.

Our values are based on the United Nations human rights framework. We believe that no adult or child living with disability should be left on the sidelines. We do this by empowering the people we support to experience the same rights as all citizen to feel valued and respected. Chrysalis Accommodation has developed a model of care that combines the skills set of a multi-disciplinary team to enhance the lives of people living with disabilities, mental health, and behavioural challenges. Chrysalis Accommodation supports the rights of LGBTQI people, and people with disabilities from diverse cultural or religious backgrounds. Chrysalis is committed to upholding the rights of Aboriginal and Torres Strait Islander peoples to close the gap on in the areas of health, education, and access to disability support services. We also believe that if one of our citizens is disenfranchised by discrimination, then that diminishes us all.



Our Services

Chrysalis Accommodation offers Disability Services (under NDIS) including:

- Supported Independent Living
- Medium term accommodation
- Short term accommodation
- Support Coordination

Access and Entry Requirements

To be eligible for our services the participant must

- Meet the NDIS criteria for the service they are referred for
- Hold an NDIS plan that identifies the services provided.
- Listed services in the participant's NDIS plan are included in our registration groups.
- Have funds available in their plan to pay for services.



Our Terms

Staff or worker Includes management, employees, contractors, other service providers, or where relevant, organisational volunteers.

Participant Includes the clients or participants, their representative or their visitors. It may also include, where relevant, members of the public or volunteers who may be impacted by our services or activities.

Workplace or environment Includes wherever our services are delivered such as, in a participant's home, during transport or within community activities, public spaces or other facilities.

Service Includes all aspects of the services and activities we deliver, or are associated with, under or related to the participant Service Agreement and Support Plan.

We, us and our Means the legal entity who is, and highest authority or management of the service provider and includes both singular and plural meanings of these terms.





About the Service

Data Security/Archiving Participant Files

Data is held securely in online cloud storage. It is regularly backed up to ensure security. All participant's files are kept for a period of seven (7) years. Records for the participants from an Aboriginal or Torres Strait Island background must be kept indefinitely.

Participant Access to Leave

Services may be suspended at the request of the participant for any reason and at any time, with notice, as detailed in the Service Agreement. You may request the suspension of services as per the terms of the Service Agreement. Participants who are funded under the NDIS program and leave Australia, have up to six weeks "grace period", before the NDIS review their need to continue the service.

Participant Access to Personal Records

You or your appointed advocate/guardian can access personal information we hold about you.

You can do this verbally or in writing. Chrysalis Accommodation will provide you with such information as soon as possible and usually within seven (7) days. **OR**

The process to access your records is as follows:

- ▶ You, or your appointed advocate/guardian, can request verbally or in writing, to access your information
- ▶ The Team Leader confirms the request within 48 hours from the time of the request.
- ▶ The Team Leader will provide information regarding the release of this information to the participant within seven (7) working days.
- ▶ Where consent is obtained to release the participant's file to the participant, the Team Leader is available to assist the participant in understanding the information and to explain the terminology.
- ▶ A reply to the request for information will be provided within two weeks from the original application.
- ▶ Documentation is only released with the consent of the Director

On advice from our legal representative, access to a participant's record may be denied. This denial will be discussed with the participant, family and advocate should this situation arise.



Participant Assessments and Support Plan

Support Plans are undertaken in a collaborative approach with yourself and all relevant parties. You are the focus of this plan, with all aspects designed to meet your needs, interests, and aspirations as the focus. Assessments must be undertaken before the commencement of the Chrysalis Accommodation service; the Team Leader or their delegate conducts all assessments face to face with you and/or their representative. Below is the process that will be undertaken.

- ▶ We conduct all assessments face-to-face with you and/or your representative/advocate.
- ▶ Any access or entry requirements are discussed with you.
- ▶ Assessment will make sure that you are informed of the opt-out provision if you do not wish to share your information to meet government requirements.
- ▶ Assessment interview time/s are arranged by telephone. Your representative will be issued an invitation to be present if required or desired.
- ▶ If it is identified that you have communication needs, the Team Leader will make the necessary arrangements to ensure these needs are considered. For example, an interpreter and information in the participant's language are sourced for participants who are culturally and linguistically diverse, or if you have needs such as vision impairment, hearing loss, we will ensure we make the necessary arrangements for the required service.
- ▶ The assessment process is explained to you. Information on the collection and use of information, privacy, information sharing, and confidentiality considerations and advocacy is also re-communicated at this time.
- ▶ Completed assessments are reviewed by the Service Manager Tanya Denny. Areas of independence and identified needs form the basis of discussing your care.
- ▶ We ensure that you are happy with your Support Plan so you sign off on this plan; then we will conduct assessments in the future to ensure your support needs are met.
- ▶ We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list personal goals and aspirations, unique skills and strengths and promote independence.

Our staff will collect information during their work with you. Data will be placed in your records, so we have evidence-based information to ensure the service delivery meets your current needs, interests, and aspirations. We will conduct assessments in the future to ensure your needs continue to be met.



Developing your support plan is a consultative process between all relevant parties. Once the support plan has been determined and you are happy, then you can sign off on the support plan. A copy of the support plan will be issued to you. To ensure we continue to meet your needs, we will review your support plan regularly, so your supports are relevant for your requirements. Reviews will occur weekly/fortnightly/monthly.

- A re-negotiation of your agreement with us can occur when you have a change in your needs or circumstances that can include:
- your support worker or representative change
- request an increase or decrease in the number or type of services
- You have the option to opt out of giving information, but you are required to inform our organisation if you wish to opt out when asked to provide information.





Communication with participants

Following our initial assessment of your communication needs, we will offer written, verbal, and translated options for communication with you.

Participant Assistance with Medication

The Team Leader will speak with you and complete an assessment regarding your medication needs. Where we have concerns about your ability to manage your medication safely, a Self-Administration of Medication assessment must be completed.

If assistance is required with medication, we require you to hold all oral medications in a Webster Pack (or other multi-dose-controlled medication packs) as per the participant's requirements.

Gifts

The Management Team recognises that participants on occasion, like to give gifts to staff. If a participant wishes to give a gift, it is preferred that it is something that can be shared by all staff, for example, flowers or chocolates. Money is not to be offered to staff under any circumstances.

Interpreter Services

If you are from a non-English speaking background, we will engage an interpreter should you require translation services. The engagement of interpreters is done only with your permission.

The interpreter is required to document in your notes stating that they were present for any meetings with you. Telephone interpreter services will be used in crisis/emergencies.

Smoking

The Team Leader will request that those participants, who smoke, refrain from doing so while care staff are performing their duties. Chrysalis Accommodation Support Services is committed to a safe workplace for its employees.



Management of Budgets, Statements and Fees

Your package is to pay for disability support and support management. The package enables you, to make choices of the type of disability support the funds are spent on, who provides it and where it is provided. Thank you for choosing us as part of your package.

We will keep you informed of the cost of the services being provided. We are open with our fee structure. Upon commencement of your services, we will give you a clear statement of your fees. Fees may be changed during your service delivery, but you will be informed of this increase 2 weeks in advance. We will provide a monthly statement to you that will explain all fees. Changes in the NDIS Price Guide will be automatically adjust fees.

We will inform you of:

- Fees chargeable,
- The methods for payment of fees,
- The budget or amount of money you can spend,
- Methods for payment of fees. These include direct debit, cheque or money order and do not include cash payments to care staff or at the Chrysalis Accommodation Office.

Where NDIS is assisting participants in managing their service, Chrysalis Accommodation will work with NDIS to support our participants.

Re-negotiating an Agreement

When your needs or circumstances (including those of your support worker or representative) change, or where you request an increase or decrease in the number or type of services, a re-negotiation of your agreement with us may be required.

Participant Authority to hold key/s

If our staff are required to hold your house key or have access to a coded box, the "Authority to Hold Key" form will be filled out by the Team Leader and yourself on admission to the program or when the need arises. When you no longer wish for us to hold your key or know your house code, a "Withdrawal of Authority to Hold Key" form will be completed.



Participant Transport

All participants may need transport, and we discuss this during our initial meeting. We will determine the most appropriate transport services to meet your needs and if this is required as part of your package or as an additional service.

Alternately if need for transport, Chrysalis Accommodation can provide these services where you require this as part of your package or as an additional service.

Transition and Re-entry

Your needs and interests may change during your time with our service, and there may be a need to transition to another provider. We will assist and support you during this process. We will work, with your consent, with other services to ensure that the transition is smooth and meets your needs.

If you exit our service, and wish to return, then you will need to:

- ▶ Meet the requirements of the program to access funding, including prioritisation.
- ▶ If unable to return when required due to availability, you will be placed on a waiting list and contacted once a position becomes available.
- ▶ Undertake a risk assessment looking at the risk relating to staying and leaving
- ▶ Undertake Screening and Comprehensive Assessment.
- ▶ Agree to the conditions of the program.
- ▶ Pay the relevant fees.





Withdrawal from the Service.

Should you wish to cease services please contact our support services immediately to discuss this with the Service Manager Tanya Denny.

We may stop providing services to you where you have not met your participant responsibilities or if any activity deems to be in breach of duty of care to the person accessing the service.

You will never be excluded from a service due to a 'dignity of risk' choice.

In all cases, we will speak with you and discuss the reasons for any withdrawal of service. Where you agree, we will support you to find another service provider.

Wills

Chrysalis Accommodation staff are not permitted to advise participants regarding making or changing their Will, and they are not allowed, to witness any legal document, including Wills.

Wills will not be stored by this service. If you do not have a representative, the Public Trustee can be arranged to manage your Will.

Service Agreement & Support Plans

On entry to Chrysalis Accommodation a service agreement will be developed with you, your family or advocate (if required). This service agreement will list the schedule of supports, the responsibilities of Chrysalis Accommodation and your responsibilities as a participant/participant advocate. It will also detail payments, changes to the service agreement (if required) and cancellation policy (if relevant).

The Support Plan, which you will create with your Chrysalis Care Team will have a person-centred and individualised approach. We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list personal goals and aspirations, unique skills and strengths and promote independence. The Support Plan will be monitored weekly and reviewed monthly.



Your Rights

As an individual using our support services, you have many rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights and in achieving your goals. Chrysalis Accommodation adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

You have the right to:

- Have access and supports that promote, uphold, and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination, and decision-making.
- Access supports that respect your culture, diversity, values, and beliefs.
- A service that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation, or discrimination.
- Receive supports which are overseen by strong operational management.
- Access services which are safeguarded by Chrysalis Accommodation well-managed risk and incident management system.
- Receive services from workers who are competent, qualified and have expertise in providing person-centred supports.
- Consent to the sharing of information between providers during the transition.
- Opt out of giving information as required by NDIS.

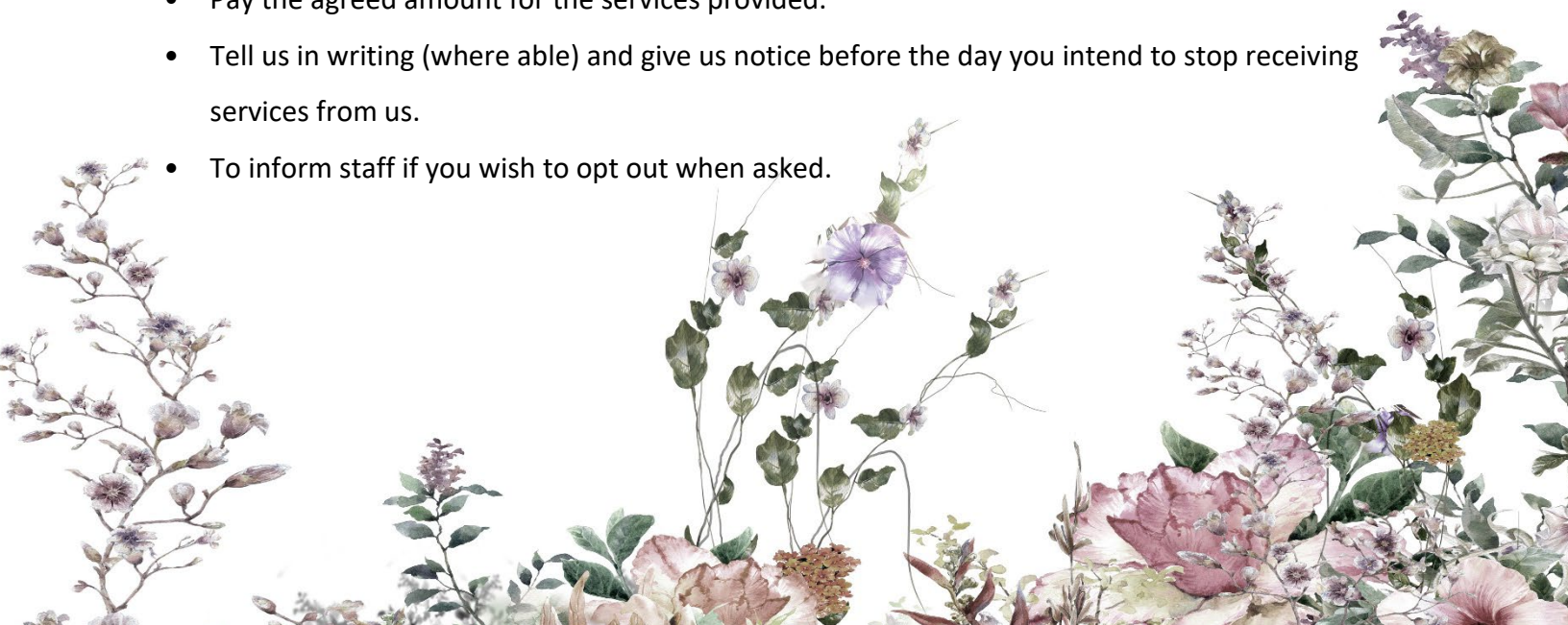


Your Responsibilities

As an individual using our support services, there are a few things that we ask of you. The information below explains the responsibilities you have when using our services.

We ask that you:

- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs
- Accept responsibility for your actions and choices even though some decisions may involve risk.\
- Tell us if you have problems with the care, and services you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your own health and wellbeing as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours' notice when you will not be home for your service
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Ensure pets are controlled during service provision.
- Provide a smoke-free working environment.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice before the day you intend to stop receiving services from us.
- To inform staff if you wish to opt out when asked.





Our Responsibilities

Chrysalis Accommodation will:

- ▶ Provide the supports that meet your needs at the preferred times.
- ▶ Review the provision of supports monthly with you
- ▶ Communicate openly, honestly, and promptly.
- ▶ Treat you with courtesy and respect.
- ▶ Talk with you on decisions about how supports are provided.
- ▶ Listen to you for feedback and any problems which may arise.
- ▶ Give you 24 hours' notice if there is to be a change in a scheduled appointment to provide support.
- ▶ Keep your personal information private.
- ▶ Keep you safe and ensure the safety of others.

Chrysalis Accommodation has policies and procedures that are built on human rights. Where allegations of abuse, neglect, violence, exploitation, or discrimination are made, Chrysalis Accommodation employs a Zero Tolerance policy.

ABUSE – A Safe Environment

Chrysalis Accommodation recognises the right of participants to feel safe and to live in an environment where they are protected from assault, neglect, exploitation, or any other form of abuse.

We will encourage and support any person who has witnessed the abuse of a participant or, who suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution. The reporting process includes any kind of abuse such as financial, emotional, social, psychological, sexual, physical abuse or neglect.

Reports from witnesses and participants can be made immediately to whomever you wish to report to including a staff member, a family member, a friend, the Service Manager Tanya Denny. If you would like to speak with anyone outside of Chrysalis Accommodation, you can also contact the Department as listed under "Complaints".



Chrysalis Accommodation acknowledges that prevention is the best protection from abuse and neglect and recognises its duty of care obligations to implement prevention strategies that include suitable recruitment and screening protocols for identifying potential risks.

We recognise that prevention strategies will include the employment of skilled staff who respect the rights of participants and who are aware of current legislation and policies about abuse and neglect. Such staff will assist participants and their families or guardians in accessing complaints mechanisms and in raising any concerns they have about service provision.

Where abuse, harm or neglect has occurred, Chrysalis Accommodation will respond quickly, considerately, and effectively to protect the participant from any further harm, ensuring they have access to any required counselling, and medical, and/or legal assistance.

Where allegations of abuse, neglect, violence, exploitation, or discrimination are made, participants are advised to have an advocate present.

Family Assistance

Chrysalis Accommodation encourages and will support families to maintain contact with you. With your permission, your family is very welcome to contact us for information and support. Your family or advocate can be involved in planning the services that you will receive through your person-centred planning meeting.

We can help your family by:

- ▶ Communicating in a way they can understand.
- ▶ Providing information about available services including those offered by other agencies and by us.
- ▶ Helping to build trust and respect between staff members, families, and you.
- ▶ Providing them with the opportunity to take part in the planning of service delivery.
- ▶ Creating opportunities to develop links with families.
- ▶ Assisting them to access counselling and support services.
- ▶ Providing them with access to effective complaint procedures.
- ▶ Assisting them to access advocacy services where available.



Continuity of Support

Your Team Leader will arrange schedules to ensure that you know who is attending to their needs and supports, and pair you with workers who hold appropriate skills and knowledge. Your requests such as workers who speak the same language, are from the same culture or meet specific criteria are matched, where possible.

Staff are allocated to a participant on a regular basis to allow for predictability and provide continuous support. All supports are linked to the participant's plan and demonstrate consistency with their preferences and needs.

What will happen if your worker is absent?

- ▶ Chrysalis Accommodation will contact staff with relevant qualifications as a suitable replacement
- ▶ Where possible, provide a staff member who has worked with you previously and is aware of your requirements.
- ▶ Where possible, advise you of replacement staff and
- ▶ Gather feedback on a replacement staff member.
- ▶ Replacement staff are required to be sensitive to your needs and ensure that care is consistent with your expressed preferences





Your Rights

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people who provide support to you, respect your rights, and will speak out for you if your needs are not being met.

You can ask anyone you know well and trust to be your advocate.

- ▶ a member of your family or a friend you can trust.
- ▶ a person from a formal advocacy service.

If you want someone to act on or speak on your behalf, we will help you find an advocate by providing a list of Advocacy Services, there are forms available for completion once you have decided on your advocate. You can change your advocate at any time.

Chrysalis Accommodation will:

- ▶ With your permission, provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest.
- ▶ Work closely with your advocate and involve that person in the planning of services that will be provided for you.
- ▶ Ensure its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

Chrysalis Accommodation will ensure that your advocate is invited to:

- ▶ Consultation meetings.
- ▶ Person-centred planning meetings and reviews.
- ▶ Any other relevant meetings or conferences.

We encourage to you bring your advocate to your initial meeting, so your voice is heard during the assessment and planning processes. This input will ensure that we provide you with a person-centred support plan. Your advocate is welcome to any meeting or to speak on your behalf. If you change your advocate, we ask you to please inform us, so we can update your information and ensure that we talk to the correct person.



When can you use your advocate?

- ▶ Any time you wish to communicate with us.
- ▶ At initial consultation.
- ▶ During interviews and reviews.
- ▶ During service delivery.
- ▶ When you have a complaint.
- ▶ When you wish to give feedback.

Your advocate with your permission will be provided with all the information they need to ensure that we and any other service providers are acting in your best interest this including working closely with your advocate and involve that person in the planning of services that will be provided for you.

Chrysalis Accommodation will always allow the advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by us, your advocate will be informed of the complaint process and of agencies that have a responsibility to make sure that we do our job correctly.

Consent

When you give consent, you are giving your permission or saying that it is 'OK' for a particular thing to happen. Consent gives you a choice to determine if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt, you should ask Chrysalis Accommodation or your advocate for help.

Chrysalis Accommodation will ask you to sign a consent form, especially if this is consent for the release of your personal information.

You can withdraw your consent at any time. The withdrawal of consent means that if you have given consent to take part in a particular program as part of your person-centred plan, and then discover that you do not like the program, you can say that you no longer want to participate in that program.



Chrysalis Accommodation will need your consent to:

- ▶ be able to read the information that service providers have about you and for us to provide any information about you to other service providers, your family or advocate
- ▶ collect data relating to you for funding bodies
- ▶ ask people to attend your person-centred planning meeting
- ▶ carry out any training programs or behaviour change programs that it may want to put in place for you
- ▶ assist you to see a doctor or a dentist
- ▶ give you medication.

Usually, we will ask you to sign a consent form, especially if this is consent for the release of your personal information or this will be documented in your Support Plan. We will always ask for your permission and explain to you the reasons for accessing your information. If you are at all unsure you should ask your advocate for assistance.

If you feel that you are unable to give consent about issues in your life, then we can talk to your family or advocate. If you do not have family that can make decisions for you, we will help you to make an application to the court or other statutory bodies for the appointment of a Guardian to help you make those decisions.





What is a Guardian?

A Guardian is usually a person who has been legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from the Office of the Public Advocate.

Privacy Statement

Chrysalis Accommodation complies with the applicable privacy legislation and has systems for the collection, use and disclosure, quality, security, accuracy, and correction of personal information relating to you as our participant. The privacy and dignity of participants will always be maintained. All participants will be asked to sign the Privacy Agreement to gain consent regarding the collection, use and disclosure of your information, to comply with the Privacy Act 1988.

This information is in our Privacy and Confidentiality Policy and is detailed within a section in the Participant Service Agreement.

The Privacy Officer can be contacted several ways, as listed below:

Your Privacy Officer is the Director: Tanya Denny

Address: Suite 306, 6 Parkview Drive, Sydney Olympic Park, NSW, 2127

Phone: 1300 995 135

Email: Tanya.Denny@chrysalistherapeutics.com.au

Requests for access to the personal information we hold should be made in writing to the Service Manager Tanya Denny.

Where a person believes that a breach of this policy or the Privacy Act has occurred, a written complaint should be made to the Privacy Officer.

If you do not receive a response from the Team Leader within 30 days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) through:

- ▶ The online Privacy Complaint form
- ▶ By mail: GPO Box 5218, Sydney NSW 2001
- ▶ By fax: +61 2 9284 9666
- ▶ By email: enquiries@oaic.gov.au.



Critical Incidents

While we hope that Critical Incidents do not occur, if they do, then we are prepared to support and assist you by following correct procedures to deal with any critical participant incident.

A critical incident is classified as an event (or alleged event) that occurs because of, or during the delivery of services directly provided, and has caused or is likely to cause significant negative impact to your health, safety, or wellbeing.

We will engage with the required authorities to support you during this time.

Critical participant incidents may include (but are not necessarily limited to):

- ▶ The unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault, and indecent assault) that occurs as a result, or during the delivery, of services
- ▶ Allegations of serious unlawful or criminal activity or conduct involving an employee, a subcontractor or volunteer that has caused, or has the potential to cause, serious harm to participants
- ▶ An incident where a participant assaults or causes serious harm to others (including employees, volunteers, or contractors), as a result, or during the delivery, of services
- ▶ A serious fire, natural disaster, accident, or another incident that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a significant threat to the health and safety of participants.





Incident Management

Chrysalis Accommodation has established procedures that identify, manage, and resolve incidents which include:

- ▶ Completion of an Incident Report that identifies and records the incidents
- ▶ Staff report all incidents to the Service Manager Tanya Denny
- ▶ The Team Leader is responsible for reporting incidents that are reportable incidents to the Commissioner.
- ▶ Chrysalis Accommodation will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- ▶ Support and assist participants who may be affected by an incident.
- ▶ Team Leader will review the incident with the affected participant.
- ▶ Chrysalis Accommodation will collaborate with the person to manage and resolve the incident.
- ▶ Incidents will be reviewed, and amendments made to reduce the risk of recurrence.

Complaints and Feedback

Your feedback allows us to supply you with high-quality services continually. We will actively seek input from you. Feedback may be through written or online surveys or through conversations with you or anonymously. We would like feedback on:

- ▶ Quality of care.
- ▶ Consistency of services.
- ▶ Support workers.
- ▶ What is working for you?
- ▶ What needs to change to assist you.
- ▶ What you like and what you do not.

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint as a serious issue. No matter what happens, our staff members are not allowed to react badly to your complaint; this means they are not allowed to retaliate or hurt you in any way.



You, as a participant, can make a complaint if you are not happy with a staff member or the services offered. Several people may be able to raise a concern or make a complaint on your behalf. These could include:

Once a complaint has been received a staff member at Chrysalis Accommodation will be appointed to investigate and find a resolution to the complaint. The Team Leader will write a letter to you to let you know that the complaint has been received. This letter will give you a date by which Chrysalis Accommodation expects to have the complaint resolved.

The complaint will then be investigated, and a plan to resolve it will be developed. You will be told about this plan and will be able to tell us what you are feeling about it. You can let us know if you are happy and if you no longer have a complaint or that you are not satisfied with the outcome.

If you are not happy with the response from Chrysalis Accommodation about your complaint, you can take it to another agency such as:

OMBUDSMAN – DISABILITY SERVICES

Commonwealth Ombudsman

Telephone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: ombudsman.gov.au

NDIS Complaints

Email: feedback@ndis.gov.au or

Telephone: 1800 800 110.

Complete an online intake form

[https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-](https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form)

[formhttps://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form](https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form)





Networking

We will engage with your networks and community to ensure that you have various opportunities to be involved in activities and areas of interest. We will access networks such as religious groups, local ethnic communities, or groups that you wish to engage with. We believe that it is essential that you to be part of your community, so we will work with you to ensure that this occurs.

Legislation and Standards

Chrysalis Accommodation is operated in keeping with current legislation and standards. For a copy of all the legislation that applies to your service, please contact us. The primary legislation and standards that cover your service are:

- ▶ National Disability Insurance Scheme Act 2013
- ▶ Disability Act and Regulation
- ▶ National Disability Insurance Scheme Practice Standards and Quality Indicators 2018

Risk Taking

You have a right to participate in lawful activities that may involve a degree of risk. If the risk is considered dangerous or detrimental to you, a "Risk Indemnity" form will need to be signed by you or your representative.

Continuous Improvement

We aim to provide you with a high-quality service that meets your needs. To undertake this, we need you to let us know how we can maintain and improve our services. You can do this by giving us feedback or making a complaint. Our collaborative and person-centred approach means that Chrysalis Accommodation will respond to your information to improve the services provided.



Work Health and Safety

Under the *Work Health and Safety Act 2011*, we have a duty under the law to make sure that our staff can work with you in a healthy and safe environment. Some things you can do include:

- ▶ Notifying our staff of any unsafe conditions in your home
- ▶ Participating in safety assessments of your home
- ▶ Helping with fixing any hazards found in your home through our safety assessment
- ▶ Ensuring your pets are controlled during service provision
- ▶ Providing a smoke-free working environment
- ▶ Providing a workplace for staff that is free of racial, sexual, physical, or emotional abuse
- ▶ Treating our staff with dignity and respect
- ▶ Telling our staff if you are unwell or cannot do things the way you usually do them
- ▶ Telling our staff if your doctor has diagnosed you with a short-term infectious illness
- ▶ Providing cleaning equipment that is suitable and well maintained
- ▶ Providing safe cleaning products
- ▶ Ensuring your mobility equipment and the other items you need to live independently in your home are available, well maintained to enable us to provide care safely.

We will conduct a safety check during our first service and discuss any risk we identify with you. The safety of the service will be reviewed with you on an ongoing basis in accordance with occupational health and safety legislation.





NDIS PRACTICE STANDARD AND QUALITY INDICATORS (an abbreviated version)

Rights and Responsibility for Participants

- ▶ Person-centred Supports
- ▶ Individual Values and Beliefs
- ▶ Privacy and Dignity
- ▶ Independence and Informed choice
- ▶ Violence, Abuse, Neglect, Exploitation and Discrimination

It is important to us that you know and understands your rights. We are here to support you and to provide guidance and assistance in any choices that you make.

People with disability have the right to respect, dignity and full participation in society.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions.

It is your right to try new things and, we will assist you to do so while ensuring that you are treated fairly and independently.

You have the right to talk freely and express your thoughts, opinions, and choices. We will listen to you and support the choices you make, and we will include your family and support workers when you want them to be involved.

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.

We will support you and help you to take part within the community of your choice and promise to work with you, your family and support workers if you so choose.

Chrysalis Accommodation will respect your cultural background and understand the needs and requirements that may come with it.



Governance and Operational Management

- ▶ Governance and Operational Management
- ▶ Risk Management
- ▶ Quality Management
- ▶ Information Management
- ▶ Feedback and Complaints Management
- ▶ Incident Management
- ▶ Human Resource Management
- ▶ Continuity of Supports

It is important to us that you feel free to tell us what you think about the services we offer, and we will listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, whether it is good or bad. We will welcome it, without discrimination or negative consequences.

You can seek support from another person, whether that means a family member, support worker, advocate, or the Ombudsman. Whatever the issue, we will do everything to solve the problem for you and to improve our services. We appreciate your feedback and opinions about our services and will make improvements based on your feedback.

Chrysalis Accommodation have excellent staff and training, continuous improvement of services, correct working processes, clear communication between the staff and participants. These are all key to our service management.

We will always endeavour to meet services standards and maintain excellent service management by working closely with our participants to strengthen our systems and to ensure positive results from any problems that may arise.

We have management who possess the skills and experience to monitor the effectiveness of the organisation's policies and procedures and make changes as needed.

The Provision of Supports:

- ▶ Access to Supports
- ▶ Support Planning
- ▶ Service Agreements with Participants
- ▶ Responsive Support Provision
- ▶ Transition to or from the Provider



Chrysalis Accommodation will support the choices about what you want to do and set your own goals. We will offer guidance and help you to recognise your strengths and weaknesses, so you may learn and develop skills to help you achieve your goals and set even more.

We will work fairly with you as an individual irrespective of age, gender, cultural background, or sexuality.

Chrysalis Accommodation is here to assist anyone enquiring about our services. We will support and advise if needed or make a referral to an alternative service if required. You have the right to seek and find the service you need and have access to the support you require.

Chrysalis Accommodation will provide any assistance needed for anyone to participate actively and meaningfully, and we can develop connections within the community to help you do this.

The Support Provision Environment:

- ▶ Safe Environment
- ▶ Participants Money and Property
- ▶ Management of Medication
- ▶ Management of Waste

Chrysalis Accommodation will ensure that you are always safe in both your physical and emotional environment. Staff are trained in how to keep you safe and to report any risks or potential risks. We will work with you and your representatives regarding payment of fees. Ensuring that all information is clear and accurate.

Those who require medication, we will supply staff that are trained in managing your medication.

We will manage waste in a sustainable manner such as recycling and water management.

