

getting started

participant
information booklet



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1. welcome to inclusion melbourne

Inclusion Melbourne is a unique not for profit organisation that assists people with an intellectual disability to create highly individualised and flexible lifestyles based on their needs & interests.

Our vision is for people with intellectual disability to live in inclusive communities, where everyone has the same opportunities to participate in community life and be a valued member of that community.

This information booklet is designed to provide information to help you understand our services.

If you require further information, don't hesitate to contact Inclusion Melbourne at anytime.

Website: www.inclusionmelbourne.org.au

Email: includeme@inclusion.melbourne

Phone: 03 9509 4266

2. about inclusion melbourne

As a community based registered National Disability Insurance scheme (NDIS) provider, we have a proud history of providing supports to people with an intellectual disability.

Inclusion Melbourne was formed in the late 1940's as Gawith Villa, where a group of families with revolutionary ideas came together to find an alternative to the institutional care that was the only option being offered at the time.

Inclusion Melbourne's transformation from the old day service model to personalised services commenced in the early 1990s, placing the organisation ahead of the sector for disability support, and as a leader under the current NDIS climate.

Today Inclusion Melbourne provides a range of personalised services to adults in the areas of support coordination, direct support, community visitation, volunteering and specialities in learning and training courses.

Through best practice research and innovation, Inclusion Melbourne provides leadership to both state and federal governments in policy development and sector reform.

There is a lot of heart in our organisation, and we readily share our values, seeing the potential in a person's future.

We aim to join with you in shared vision of the future and a 'good life'.

Inclusion Melbourne is deeply committed to evidence-based practice, equality and community inclusion. This includes:

- ▶ Commitment to the self-advocacy of the people we support over and above competing interests, with all claims of guardianship carefully investigated and scrutinised
- ▶ Deep respect for the abilities and personal attributes of the people we support, including: age, political interests, cultural background, faith or religious affiliation, sexual orientation and gender identity (including relationship status, sexual expression, and LGBTIQA+ identity), mental health, and other attributes.
- ▶ Careful application of practice models such as Person Centred Active Support, Positive Behaviour Support, Social Role Valorisation, and Supported Decision Making.



PCAS PBS SDM



3. our services

You are the central focus in the journey. You direct us in deciding the type and degree of support services you require.

We partner with you and your significant others, along with other community related and health organisations; to imagine, design and work towards a good life.

We facilitate relationships and environments where you feel valued, included and safe.

We offer a number of support services, provided by our specialised teams.

1. NDIS Readiness and pre-planning (Fee for Service) – Inclusion Designlab and Support Coordinators
2. Support Coordination - Support Coordination team
3. Direct Support - Personalised Support team
4. Training - Inclusion Training team
5. Community Support/volunteer worker support – Community Support team

Below is an overview of each of our services.

3.1 NDIS Readiness and pre-planning

The initial goal planning meeting with the NDIS is the start of a lifelong relationship with the NDIS. It is critical you receive the right funding to purchase the services you need.

Our pre-planning service is designed to empower you, your family and supporters to gain the skills and knowledge to actively and confidently engage in an initial NDIS goal planning meeting and subsequent annual reviews.

Inclusion Melbourne's pre-planning process has some options available to help you prepare. These include:

- ▶ An NDIS group-based information session – with sessions scheduled periodically each year
- ▶ A Pre-planning meeting and the completion of a person centred planning workbook and goal planner. The pre-planning meeting is approximately 2-3 hours and is facilitated by Inclusion Designlab. The outcome of the pre-planning meeting, by promoting deep thinking about realities and possibilities, is to document goals and aspirations and identify supporting evidence.
- ▶ Supporting evidence may include our GP Statement of Evidence form or other health/therapist reports.
- ▶ Completion of a Supports Intensity Scale (SIS) assessment. The SIS measures the supports a person needs to complete daily tasks, participate in the community and be independent. This is completed by Inclusion Designlab and is charged directly to service users.
- ▶ Understand your NDIS plan and goals
- ▶ Present you with a number of providers who match your NDIS plan funded support requirements
- ▶ Connect you with appropriate services and activities that you choose, to live a good life
- ▶ Increase your capacity for independence in the short and long term
- ▶ Ensure you are getting the most out of your approved NDIS plan
- ▶ Assist you to prepare for future NDIS plans (the annual NDIA Plan Review)
- ▶ Establish service agreements and to ensure services are meeting your needs
- ▶ Direct you through the steps required for set up of the myGov and NDIS Participant Portal
- ▶ Build your confidence and skills to manage and coordinate services and budgets

3.3 Personalised Supports

Personalised Supports involves designing a unique and individual approach to assisting you to move towards the goals and life you desire. This means there is no “One size fits all” approach to supporting you to achieve your goals. We work together with you and those who care about you to help imagine, design and begin to live the life you desire.

Inclusion Melbourne’s Personalised Supports have some key parts to how it works. These include:

- ▶ A shared vision of the good life you wish to work towards
- ▶ Unique and individual supports to assist you to build that good life
- ▶ Creating opportunities to meet others and develop friendships

3.2 Support Coordination

We aim to build your ability and confidence to manage and coordinate your services and work out the best way to use your NDIS funding.

Our friendly Support Coordinator works with you through providing information and practical support to:

- ▶ Supporting you to take on and be recognised for valued roles in your life and community
- ▶ Supporting you to live your life in the community with the supports you require
- ▶ Recognising your individual strengths, skills, passions, interests and individual support needs

To support you we have dedicated Community Inclusion Officers and Direct Support Professionals who work with you and your supporters to:

- ▶ Establish your individual personalised plan
- ▶ Enhance your capacity towards greater independence
- ▶ Increase potential for reduction of future paid supports by enhancing the capacity of the community to support and include you
- ▶ Network within your community
- ▶ Source valued roles which includes work experience, volunteering, paid employment, recreational activities and education
- ▶ Work collaboratively with direct support professionals
- ▶ Ongoing monitoring of activities and opportunities

3.4 Training

Inclusion Training is a registered training organisation (RTO) offering a range of nationally accredited qualifications and pre-accredited courses for individuals with an intellectual disability as well as for those working in or wishing to be newly trained to work in the disability sector.

Inclusion Training's uniqueness is based on:

- ▶ Flexible arrangements, allowing students to learn at their own pace

- ▶ Small class sizes, providing a more individualised approach to learning
- ▶ Variety of training methods (blended learning) = on campus, online and community- based learning activities
- ▶ Personalised open day, to view our learning environment, with the option to trial classes first
- ▶ To those with an intellectual disability, support is offered on campus from a disability support worker and volunteer tutors
- ▶ Small classes, individualised content and qualified trainers.

3.4.1 Qualifications on offer are:

- ▶ 22294 VIC Certificate I in Initial Adult Literacy and Numeracy
- ▶ 22293 VIC Course in Initial Adult Literacy and Numeracy
- ▶ 22301VIC Certificate I in Transition Education
- ▶ 222471VIC Course in Initial General Education for Adults.
- ▶ CHC33015 Certificate III in Individual Support - Disability

3.5 Community Support

Our Community Support team can help find a volunteer who has similar interests and passions to you, to support you to engage, learn and access a range of leisure activities and specialised support

3.5.1 Leisure Buddies

Inclusion Melbourne's Leisure Buddies service links a carefully screened and trained volunteer with an adult NDIS participant. Buddies can share interests, goals and activities and develop a real friendship. Buddies meet regularly; this may be weekly or fortnightly, on weekday evenings or weekends, depending on

their goals and what suits both buddies. Volunteers and participants are in turn regularly supported and guided by a Community Support coordinator.

3.5.2 Tutor

Volunteer tutors can assist students who are undertaking training at one of our RTO classrooms in Malvern East or Sunshine. All volunteer tutors are guided in their role by qualified teachers/trainers to best support the student in their own unique learning style. Classes are held from Monday to Friday during term time

3.5.3 Counselling

As and when required, Community Support services match an NDIS participant with a volunteer Counsellor who is trained and qualified to provide confidential, supportive, strengths-based counselling on an individual basis. The participant will benefit from being supported to reach goals relating to specific psychosocial needs such as improving mental, social and emotional wellbeing, developing self-esteem, and fostering independence and healthy relationships

4. eligibility for services

To be eligible for IM's support services you must be:

- ▶ Be 18 years of age or over
- ▶ Be assessed as having an intellectual disability
- ▶ Be registered as a participant with the National Disability Insurance Scheme (NDIS)
- ▶ Have an NDIS approved plan with the right funding for our services
- ▶ Be confident Inclusion Melbourne is the right service for you to meet your needs.
- ▶ You have agreed to share any relevant information with the service that may help us to support you.
- ▶ Be happy to follow the policies of the service. These will be explained to you before you begin.

5. accessing services

Contact us by phone or email.

An Inclusion Melbourne representative will ask you some key questions about your eligibility and the services you are interested in accessing.

You will then be referred to appropriate manager or the team leader, who will organise a meeting with you to discuss the requirements to access services in detail.

6. service agreement

You will be required to sign a service agreement with each service you choose to purchase with Inclusion Melbourne

Your service agreement will include details about:

- ▶ the services you will receive
- ▶ how much it will cost
- ▶ how you will pay for your services
- ▶ your responsibilities
- ▶ Inclusion Melbourne responsibilities
- ▶ Terms of Business
- ▶ Consent to sharing information to other providers
- ▶ Consent to having your photo taken
- ▶ Consent to receive services and agree to work within Inclusion Melbourne Policies and procedures

7. policy and procedures

Inclusion Melbourne policies and procedures explain the 'why and how' we provide services to you.

The following policies and procedures are relevant to you as a service user and will be explained at the time of signing a service agreement:

- ▶ Service Charter, that includes privacy and complaints and feedback
- ▶ Participant Health and Wellbeing
- ▶ Freedom from Abuse and Neglect
- ▶ Cancellations Policy & Procedure
- ▶ Conflict of interest
- ▶ Service Users Fees and Charges
- ▶ Absence and illness
- ▶ Incident reporting

7.1 Reporting and the NDIS Quality and Safeguards Commission

As an NDIS Registered Provider, Inclusion Melbourne has a number of important obligations to assure the quality and safety of our service users.

These obligations are mandated and monitored by the NDIS Quality and

Safeguards Commission. They include:

- ▶ Maintenance of a quality system that meets the NDIS practice standards with annual auditing of our services by an NDIS Quality and Safeguards Commission registered auditor.
- ▶ Mandatory worker screening and ensuring that staff and volunteers comply with the NDIS code of conduct
- ▶ Ensuring all service users understand their right to make a complaint to the NDIS Quality and Safeguards Commission
- ▶ Maintenance of a robust incident reporting system to record, analyse and respond to all incidents. In addition that we report any incidents to the NDIS Quality and Safeguards Commission when:
 - An NDIS participant is harmed during support delivery.
 - Anytime an unauthorised restrictive practice (any form of chemical, mechanical, physical or environmental restraint or use of seclusion) has been used by an Inclusion Melbourne worker that is not authorised in a person's NDIS Commission-registered Behaviour Support Plan.
- ▶ To report the implementation of any authorised restrictive practices as part of a service users registered positive behaviour support plan

For more information about the NDIS Quality and Safeguards Commission, see information for NDIS Participants on their website

www.ndiscommission.gov.au/participants

8. contact us

For more information about NDIS support services and other funded services

Mail: Inclusion Melbourne,
PO Box 8093, Armadale VIC 3143

Enquiry Line: 03 9509 4266

Email: includeme@inclusion.melbourne

Website: www.inclusionmelbourne.org.au

9. attachments

In addition to this Getting Started guide, participants should take a look at our key policies, listed below. To obtain a copy of these, contact as at:

includeme@inclusion.melbourne

1. Participant Health and Wellbeing
2. Freedom from Abuse and Neglect
3. Cancellations Policy & Procedure
4. Codes of Conduct
5. Service User Fees and Charges
6. Absence and illness
7. Incident reporting

10. your rights

You have many rights as someone who is supported by Inclusion Melbourne.



- ▶ To have your rights and responsibilities clearly explained to you, including how to act on them.
- ▶ To have your support options clearly communicated to you.
- ▶ To make choices with the full support of Inclusion Melbourne and to include family, friends, and your circle of support in this process.
- ▶ To ask questions and have your own views – and to have these respected and acknowledged.
- ▶ To have full control over all of your private information including limiting access to others.
- ▶ To be supported to pursue interests, opportunities and relationships that provide fulfilment and enrich your life.
- ▶ To have the expenditure of your NDIS plan transparently and accountably communicated to you
- ▶ To be in a safe environment, free from abuse and neglect.
- ▶ To have your relationships valued and maintained and to participate in your community utilising natural supports that respect your independence.
- ▶ Ensure that at all times, your unique abilities and attributes will be respected and valued, including your cultural heritage, beliefs, gender, sexuality and lifestyle choices.

our vision

We will support you to do the things you want to do. It's your choice!



Our vision at Inclusion Melbourne is to provide people with intellectual disability the opportunity to live, work and thrive in inclusive communities – where everyone has the same opportunities to participate in community life and to take their place in society as respected citizens.

Our role, as a disability support provider, is to encourage and enable people to achieve and maintain a valued quality of life. We support people to live a fulfilled life, to participate in activities based on their own needs, wants and interests, and to develop meaningful friendships within the local community.

your responsibilities

You have responsibilities when you are supported by Inclusion Melbourne.



- ▶ To respect the rights, views and diversity of all people associated with Inclusion Melbourne and to treat others with dignity and courtesy.
- ▶ To respect and care for the environment around you whenever you are being supported by us.
- ▶ To advise us if your circumstances change so that we can offer you the highest quality support; particularly your health, living arrangements, family, finances, aspirations or support needs, particularly regarding your NDIS plan and finances, your health, living arrangements, family, aspirations or support needs

- ▶ To work with us transparently and collaboratively to resolve conflict within our complaint and feedback processes.
- ▶ Alert Inclusion Melbourne if there are any issues with NDIS invoicing.
- ▶ To tell us when you don't like something about our service.
- ▶ To tell us if there is anything you don't understand.
- ▶ To tell us when you are feeling unsafe or when your safety has been compromised.

about inclusion melbourne

You can choose what you do every day, where to do it, and who to do it with.



Inclusion Melbourne works with people with intellectual disability, their families and carers, to develop a fully-personalised community-based support plan that authentically meets their needs and desires.

Unlike other disability day services, Inclusion Melbourne is not centre-based; the people we support do not select activities from a list, follow a group schedule, or stay in a centre.

We are leading the way in promoting the inclusion of people with disability in the community.

quality of service you can expect

Here is what you can expect from us when we work with you.



At Inclusion Melbourne we believe the most important thing we can offer is support to help you live life your way.

- ▶ We will seek to understand your

strengths, dreams and aspirations.

- ▶ We will plan with you to work out the best ways to meet your needs and achieve your goals.
- ▶ We will support you to be informed, involved and in charge.
- ▶ We will support you to locate and access activities that meet your available funding and resources.
- ▶ We will continue to work alongside you to make sure your activities and support arrangements meet your evolving interests and needs.

our values

We believe in being open and honest. We believe in you doing what you want to do in your local area.



Integrity

To consistently act on sound moral principles.

We will act with integrity by:

- ▶ Being respectful
- ▶ Doing what we say we'll do and being open about how we do it
- ▶ Being honest about what we can and cannot achieve
- ▶ Acting in a manner that is deserving of your trust
- ▶ Having skilled, competent and professional employees

Potential

The inherent ability or capacity for growth.

We will see the potential of all persons by:

- ▶ Believing that everyone has the potential to keep achieving more

- ▶ Ensuring that everyone has equal opportunities for development
- ▶ Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

A single person regarded as a unique personality, distinguished from others by special qualities.

We will embrace individuality by:

- ▶ Acknowledging uniqueness and accepting differences in a non-judgemental manner
- ▶ Using a person-centred approach to meet the unique needs of each person
- ▶ Supporting people to make choices that build the lives they want
- ▶ Working with people in unique and personalised ways
- ▶ Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

A significant connection existing between people and communities.

We will foster relationships by:

- ▶ Being honest with each other
- ▶ Supporting and encouraging each other
- ▶ Connecting people with their community and nurturing new relationships
- ▶ Working together to solve problems
- ▶ Listening to each other to achieve mutual understanding
- ▶ Strongly believing that together people create better lives.

11. feedback and complaints

we're listening

Talk to us if you are worried about anything.



If you are a person we support, a family member, carer, supplier or member of the wider community and would like to provide us with feedback on any aspect of our work, we want to hear from you. Whether you have a suggestion, compliment, concern or complaint, you can be sure that your feedback is welcome and will be addressed fairly and with professionalism. Our support staff are empowered to work with you to address matters 'on the ground' as they happen, which means that you can always expect a dynamic and prompt response to your concerns.

suggestions and compliments

You can call, write or use the computer to speak with us.



To make a suggestion or compliment you can:

- ▶ Talk or write directly to the staff member OR
- ▶ Talk or write to the relevant manager OR
- ▶ Send an email to: feedback@inclusion.melbourne or go to our website: www.inclusionmelbourne.org.au/about-us/contact-us and complete the feedback form and submit.

concerns and complaints

Try to talk to your usual support person first. If you are still unhappy, then speak with a manager.



If you wish to express a concern or complaint, you may do so openly or anonymously.

To express a concern or make a complaint:

1. First, speak or write to the staff person who provides the service.
2. If you are not satisfied with the response you receive, talk to the relevant manager.
3. If you don't know the relevant manager or are not comfortable doing this, please complete and lodge the attached form.
4. You can also complete this form online at: www.inclusionmelbourne.org.au/about-us/contact-us

We will always listen and take what you say seriously. We will look into what you say.



In response, we will:

- ▶ Listen to your information
- ▶ Deal with any information quickly, consistently and seriously
- ▶ Investigate your concerns
- ▶ Refer issues that may be best dealt with by others (such as police, ombudsman, public advocate, etc.)
- ▶ Keep you up to date on how your concern is being handled
- ▶ Comply with all aspects of the Commonwealth Privacy Act 1988, the

Australian Privacy Principles under that Act, the Victorian Health Records Act 2001 and the Health Privacy Principles under that Act.

our continuous improvement process

We are always looking to get better at everything we do.



Inclusion Melbourne is committed to providing you with the highest quality services. Your feedback helps us to improve our service to meet your needs. The flowchart below shows how our continuous improvement process works.

how to give feedback

You can send us your notes in 3 ways



In person: Hand your completed form directly to a staff member

Email: feedback@inclusion.melbourne

Mail: PO Box 8093, Armadale VIC 3143

external services

If you are unhappy with the way Inclusion Melbourne has handled your complaint or concern, you can contact the following external agency:



If you are dissatisfied with the way Inclusion Melbourne has handled your complaint or concern, you can contact the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission.

Tel: 1800 035 544

TTY: 133 677

Mail: NDIS Quality and Safeguards Commission
PO Box 210, Penrith NSW 2750

Email: contactcentre@ndiscommission.gov.au

Website: www.ndiscommission.gov.au

we welcome your feedback in relation to any aspect of our services.

Email or go on our website if you want to say thank you or tell us something.



Send an email to feedback@inclusion.melbourne

Or

complete the feedback webform on our website www.inclusionmelbourne.org.au/about-us/contact-us

12. privacy and confidentiality

protecting your information

We want to protect your information and keep it private.



Inclusion Melbourne is committed to protecting all personal and health information that we collect, hold and use in accordance with the Commonwealth Privacy Act 1988, the Victorian Information Privacy Act 2000, the Privacy Principles under those Acts and the Victorian Health Records Act 2001 and the Health Privacy Principles under that Act. Below are details of the approach we take to collect, use, hold, protect and disclose personal and health information.

collection, holding and use of personal and health information

The information we collect from you is used to support you better.



We collect, hold and use personal and health information where necessary to process applications, provide relevant services and plan for appropriate support and service delivery. Some personal information concerning the people we support is collected and used to assess the amount and type of support appropriate to the individual's needs.

The information we collect from you is used to make Inclusion Melbourne better.



We also collect and use personal information and feedback to improve our services, communication and internal processes (such as planning assessments, risk management, product and service reviews, research, staff training, accounting and billing) and to identify and inform you of supports that may be of interest.

We collect information about our members and volunteers and other companies that we work with.



We also collect, hold and use information about members, suppliers, volunteers and others and do not share this with third parties without permission unless where required or permitted by law.

disclosure

We may share your information with other people, services and government to help you or to make sure that you receive support.



Inclusion Melbourne may disclose your personal and health information to third parties where necessary to provide services, plan for service delivery and facilitate employment and volunteering. This may involve disclosure to contractors and other care providers. We may also disclose this information to the Commonwealth or Victorian Governments or their agencies, in accordance with the provisions of relevant laws. Inclusion Melbourne does not disclose personal and health information to overseas parties.

Anyone we share your information with has to protect your privacy too and they can not share your information with anyone else.



Wherever practical, we expect that any third party to whom personal or health information is disclosed is aware of our obligations under the Privacy Act and the Health Records Act and that they agree to be bound by these obligations. All contractors engaged by Inclusion Melbourne must sign a confidentiality agreement.

If we ever want to share your information for some other purpose, we will ask your permission first.



We will only disclose your personal and health information to third parties where this is for the purpose for which you have provided it to us (for example, to facilitate the delivery of services to you) or for reasons closely related to that purpose and where that disclosure would be reasonably expected by you. Other than for these purposes, we will only disclose your information after obtaining your consent or where required or permitted by law.

protection of information

We make sure we store your information securely, so no one else can see or use it without permission. If we don't need it anymore, then we will destroy it.



Inclusion Melbourne has security measures in place and all personnel who handle personal and health information have a duty to protect it from unauthorised access, use or disclosure. When information is no longer required to be maintained by Inclusion Melbourne, it is destroyed appropriately. These measures apply to the handling of all complaints and feedback in accordance with the organisation's policies and procedures.

accuracy, access and correction of information

We will always try to keep your information correct and up-to-date. If you want to see your information, you can ask for it.



All reasonable steps will be taken to ensure that all personal and health information held by Inclusion Melbourne is accurate, up-to-date, complete, relevant and not misleading. On request, in line with the Australian Privacy Principles and the Health Privacy Principles, an individual will be provided with access to personal or health information held about them and given reasonable opportunity to correct any inaccuracies or out-of-date, misleading or irrelevant information. A request for access or correction can be made to the Privacy Officer by emailing: includeme@inclusion.melbourne



67 Sutherland Road, Armadale, VIC 3143

T. 03 9509 4266 | E. includeme@inclusion.melbourne | W. inclusionmelbourne.org.au

 Inclusion Melbourne Inc. |  InclusionMelb