

# Participants Handbook information

It is our Mission to provide personalised support to individuals with intellectual/physical disabilities to achieve a safe, secure and valued lifestyle within their own home and community.

## **Who is Phoenix Lifestyle Support Association Inc.?**

**Phoenix Lifestyle Support Association Incorporated began operations on 16<sup>th</sup> December 1999 and was formed by families for people with an intellectual and/or physical disability, who reside within the Redlands Bayside Community, in southeast Queensland.**



## **Phoenix LSA:**

- Is a small boutique organisation specialising in a one-to-one support base, one support worker for every person being supported.
- Is a family centred service that actively promotes respect, tolerance, integrity, trust and acceptance for all. We believe that it is important to always facilitate choice and independence in the individuals we support.
- Provides supported independent living for a number of individuals in the Redlands, Queensland.
- Provides assistance for individuals with daily personal Support in their own homes and assistance to enable an individual to engage in community, social and/or recreational activities, on a one-to-one support basis.

The philosophy held by the Phoenix LSA Board of Management means that the association will remain a small boutique Service Provider.

Parents, siblings and friends of the individual with a disability who choose Phoenix LSA as a Service Provider are always welcome to actively participate in the individual's life.



## ***Our Vision***

We believe all people with disabilities have the right to experience an inclusive lifestyle within the community.

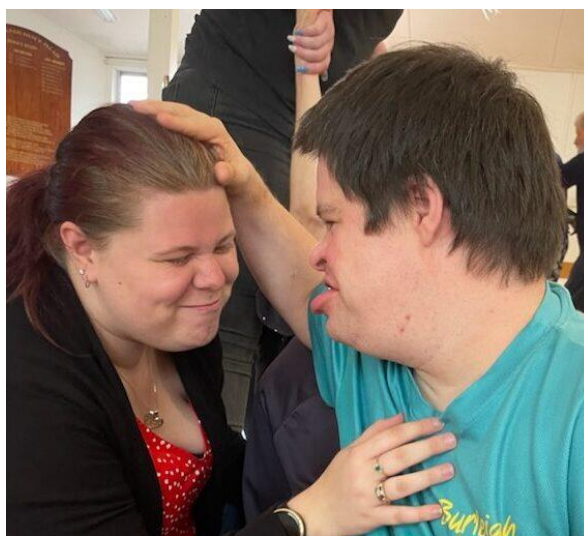
## How do I obtain assistance?

If you would like assistance or any further information, please ring either the manager, Wendy Ziegenfusz, or the Assistant Manager, Robyn Torney on **07 3829 2992** or email [phoenix@phoenixlsa.org.au](mailto:phoenix@phoenixlsa.org.au), you can also visit our website at [www.phoenixlsa.org.au](http://www.phoenixlsa.org.au).

Our staff will contact you to discuss your requirements. If Phoenix LSA is unsuitable for your support needs, our long history in the Redlands means we can refer you to other organisations that might be more appropriate.

## What Support is offered by Phoenix LSA?

- Supported independent living
- In-home assistance with self-support activities
- Support coordination.
- Access to community, social and recreation activities.
- Travel and Transportation



Phoenix LSA support allows individuals with disabilities to experience ordinary life. This support includes going out with friends on a Saturday to see a band at the local club, working as a volunteer at the local animal shelter or using a personal trainer to improve their fitness. The personalised support plan will articulate what support is provided, when it is to be provided and the cost. As Phoenix LSA is a registered provider with the NDIS, our costs are the NDIS price guide criteria. There may be other costs associated with transport and the various activities chosen in the support plan that are separate from the NDIS price guide. A service agreement detailing these costs will be discussed and agreed to prior to any support commencing.

## What are Participant Rights?

- High quality services
- Including qualified staff
- Say no to services not right for you
- Respect
- Be accepted for who you are and treated the same as anyone else
- Stay safe
- Be given information you understand
- Be supported to make your own decisions
- To be a part of your community, Including work and study
- Be supported to be as independent as possible
- Speak up and be listened to
- Have a support person or advocate
- Be able to complain safely
- Your personal information kept private
- You can ask to see your information

You have all these rights:

- Without being treated badly because of them

No matter what your background or age we need you to:

- Treat staff and others with respect
- Give us the information we need
- Remember everyone has the same rights as you
- Help our program stay safe

## About Your Human Rights

Human rights are values, or ways of being treated. Rights mean you are treated fairly, the same as everyone else. Rights mean you are safe, and able to make your own decisions about your life.

## What happens when you join Phoenix LSA?

### Registration

We will do an assessment which is when we ask you questions to find out about your:

- Support needs and goals
- Personal information
- Situation – family, life, work etc

This information helps us to work out:

- Your eligibility for programs
- How we can support you
- Whether you need a referral.

We do this to give you great support and as a requirement for funding under the NDIS.

### Support Plans and Service Agreements

People who use our services will need a Support Plan and a Service Agreement. A Support Plan tells us about you and how best to support you.

It is written with you.

Depending on which program or service you use, it might include information like:

- Support needs
- Communication
- Interests and hobbies
- Goals

A Service Agreement formalises the services being provided, and details information related to timeframes, costs and responsibilities. If you are obtaining several services, we may use separate agreements to manage any conflict of interest.



### Updating your Support Plan and Service Agreement

We will update the Plan if things change for you. You should tell us about important changes like:

- Your address or phone number
- Your caring role or Support needs If you are still coming to
- Phoenix LSA, we will review your Support Plan and Service Agreement at least once a year.

## Referral to Other Organisations

If we can't give you the supports you need, we will find other services who can. We will ask you if it's OK to give your personal information to the other services so they can contact you. This is called referral.

When providing you support coordination, we will ensure you are provided relevant information to make choices between options provided.

## Supported Independent Living

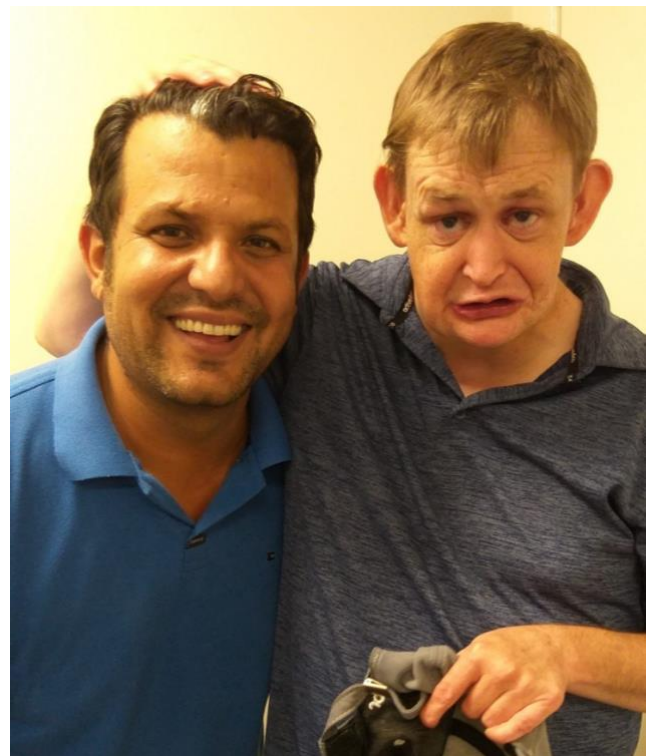
Supported independent living is one type of support to help you live in your home. It includes help or supervision with daily tasks, like personal care or cooking meals. It helps you live as independently as possible, while building your skills.

Phoenix LSA has several properties available for participants to live in. Our homes operate following standard Queensland tenancy legislation with rules developed by participants. Both the participants and their families have input into any prospective tenants.

## Support Coordination

Support Coordination helps coordinate and implement the supports defined in participants NDIS plan. Through Support Coordination we can assist you to find the right services and supports to meet your individual needs and assist you in achieving your goals. Support Coordination helps you to:

- Understand your plan and help you choose and connect with service providers
- Assisting you to explore and link with community and mainstream services and help coordinate these as required
- Talk with you and your family about any other options to be considered as the year progresses and help with developing goals for your next plan
- Increase your confidence and build capacity for greater independence



## Privacy and Dignity

Phoenix LSA values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

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

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

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

We understand that your privacy is important to you. The following information outlines how we protect your privacy, confidentiality and manage your personal information.

Before we collect personal information, we take reasonable steps to ensure that you know what the information is for. We will not use personal information for another purpose unless:

- it is related to the original collection purpose
- we believe it necessary to reduce or prevent a serious or imminent threat to an individual's life, health or safety
- there is a serious threat to public health or public safety
- it is required or specifically authorised by law, or required for the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of law.



Your personal information is used to:

- provide information about our organisation, services and supports
- process employment applications and provide offers of work
- process service applications and service requests
- send details about our activities, research or events
- undertake research or conduct surveys
- invite you to participate in our activities
- administer and manage our services and supports
- process payments
- answer enquiries and deliver services
- provide services in line with participant requests
- meet quality service requirements
- resolve complaints and other issues
- meet the regulatory requirements to operate
- report to funding and government agencies

We will ask for personal information. This is sometimes called sensitive information. We will keep your information safe. We will only share it with others with your consent. Consent means you have said we are allowed to share the information. We only share with people who need to know.

### **Feedback and Complaints**

If you have a concern about your current NDIS supports or services, it is important that you talk about it. Complaints are important—they can help us understand what is important to people with disability and improve the quality of services we provide, so your complaint can help other people too.

If you feel comfortable, you are encouraged to raise your concern or complaint with your support worker, key worker or manager first, as this is often the best way to have your issue resolved quickly.

If individuals and their families wish to make an anonymous complaint then they can do so via our website, [www.phoenixlsa.org.au](http://www.phoenixlsa.org.au).

If you feel that we have been unable to resolve your concern or complaint, then you should seek further support. You may seek support from family, a friend or an independent advocate in making a complaint.

A complaint can at anytime be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or

- TTY 133 677. Interpreters can be arranged.
- National Relay Service 1300555727 and ask to call 1800 035 544.
- Completing a complaint contact form on the NDIS Quality and Safeguards Commission Website. (A link to this form can be found on Phoenix's website)

In addition to the NDIS Commission, complaint services in Queensland include:-

- Queensland Police Service
- Crime and Misconduct Commission
- Queensland Ombudsman
- Office of the Adult Guardian
- Public Trustee
- Commission for Children and Young People and Child Guardian
- Office of the Health Ombudsman
- Queensland Civil and Administration Tribunal

### **Incident Management**

During the process of service delivery, different types of events will occur that may affect participants. Events may have a positive, negative, or neutral influence on a participant. Some of these events will meet the definition of a 'participant incident' within the meaning of this guide and therefore fall within the scope of this guide.

Once an incident has occurred, the health, safety and wellbeing of the participant and other involved parties is paramount. An appropriate incident response is critical.

*This stage covers both the immediate response after an incident is identified or disclosed, as well as the ongoing support for the participant.*



### **Immediate response**

This involves ensuring the immediate safety, health and wellbeing of the participant and other involved parties, obtaining medical attention, notifying Queensland Police and other emergency services as appropriate, preserving evidence, accessing specialist victim and support services as required and contacting the nominated key support person.

Phoenix LSA will record the incident in line with our procedures, carry out an investigation and implement actions to prevent this occurring again.

In some cases we are required to report to the NDIS commission who will provide further support and investigation if required.



### **Ongoing support**

These responses involve supporting the participant's wellbeing by ensuring a safe and secure environment, whilst also providing and managing any rehabilitation, counselling or other support they may need in the future in response to the incident.

We will also provide Advocacy services if required. If you'd like help finding an independent advocate, speak to one of our staff. Alternatively, you can use Askizzy for a disability advocate. <https://askizzy.org.au/disability-advocacy-finder>

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Patrons: Mrs C. Santagiuliana, Former Mayoress  
Dr. M. Robinson, Member for Oodgeroo  
Ms Kim Richards, Member for Redlands