



Service Delivery and Policy Book



2023

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1. How to use this book

This book was written about ATLAS.



When you see the word 'we' it means ATLAS.

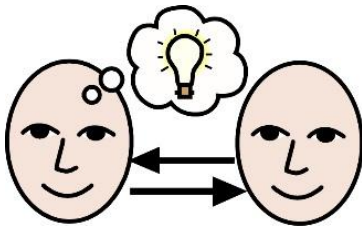
This book is written in an easy-to-read way.

Some words are written in **bold**.

We explain what words in **bold** mean.



You can get help with this book.



You can ask someone to help you understand what this book is about.



You can ask for more information at any time.



This book is written for you, because you get help from ATLAS.



This book tells you about:

- How our services run
- Our rules and **policies**

Policies are rules for how we work.

- How you can have your say

Ask us if you would like a copy of any of our policies at any time.



This book has been made so that you can use each chapter or topic separately.

2. Who Are We?

ATLAS services help people with disabilities and their families.



ATLAS has been helping people with disabilities for many years to access community-based sport recreation and leisure activities.

ATLAS provide services in the City of Greater Geraldton, the Midwest, and the Perth metropolitan area. (We will talk to you to make sure this is possible)

People who are provided supports and services by ATLAS have a disability and may receive support funding through the National Disability Insurance Scheme, or other funding mechanism.



People with disabilities can purchase fee for service supports through ATLAS.

ATLAS Spinout Wheelchair Basketball program is a cross community, fully inclusive service that does not require disability specific criteria for participation.

ATLAS provides different **services**. **Services** are things that an organisation or business does for other people. There are lots of different things ATLAS can support you to do.

This book is about some of the ways we can support you.

You can talk to us about other supports that you would like to receive.

Services cost money, which is paid for with your NDIS funds.



Your NDIS plan tells you how much money you have to spend on services.



<https://waindividualisedservices.org.au/>

3. What Do We Do?

ATLAS is registered to provide the following services under NDIS:

- Development of daily living & life skills
- Daily personal activities
- Participate in community, social and civic activities.
- Assistance in coordinating or managing life stages, transition and supports.

ATLAS services include help with



- Home and independent living
For example, learn to drive a car
 - learn to cook,
 - do your laundry.
 - create your own veggie garden.
 -



- Doing things in the community
For example, you can go
 - swimming
 - to a community group, or
 - to the gym.



- Getting work or doing work
for example:
 - be a volunteer
 - try something new, or
 - study



- learning new skills like learn to
 - play an instrument
 - use a computer, or
 - play a sport.



- having a break away.
 - travel on your own

4. Your Supports



All our supports will be tailored to you. Together, we'll help you feel more independent, while achieving your goals, being creative and having a good time.

You can decide about your support.

You can decide how you want to be supported and for how long.



<https://waindividualisedservices.org.au/>

You can ask for a change in who provides your support, and we will work to make that happen.

We want you to be happy with the people who support you.

5. Helping you to reach your goals



Goals are things you want to do in your life.

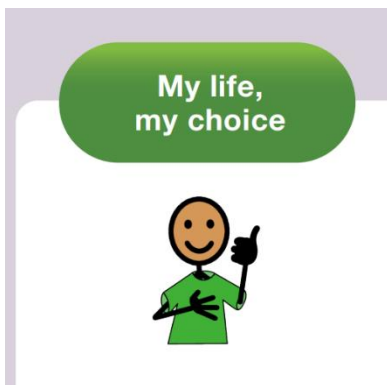
For example

- to learn something new, or
- live on your own.

We work to help you reach your goals.

You may have other important people in your life.

You can tell us if you want us to work with them to support you.



How we work with you

We will always remember that you are in charge of

- decisions about your life
- what supports we give you, and
- your plan.

6. Our promise



What we promise to do

We will ask you first if we need to

- get information about you
- keep information about you
- talk to others about you, or
- use your information in any way.

This includes using your picture.



It is very important to tell someone if you are not happy about something.

You can tell us, or someone else.

We want to do what is right for you.

7. Making an Individual support plan with Atlas



Atlas will help you make an individual support plan from the goals in your NDIS plan.



- A goal can be something you want to do
- A goal can be something you want to get.
- A goal can be a place you want to go.



ATLAS will get to know you and talk to you about what you would like to do.

We will also ask you to complete an ALL ABOUT ME which is tool that tells us all about you

The All About Me helps us to find out what is important to you.

- What you like to do
- What a good day looks like to you.
- What you like and don't like
- How we can best support you
- Who else supports you in your life



ATLAS will check in with you to see if things have changed in your **ATLAS SUPPORT PLAN** and **update it when they do change.**



WHAT WOULD YOU LIKE TO DO?

Think about what is important to you.

Think about what a good life looks like to you.

Will this choice help you live your good life?

You can talk to others to help you decide what you would like to do.



8. National Disability Standards



There are rules about how we should support people with disability.

These are called the National Disability Standards. These rules are there to make sure you are treated well, and fairly.

We must follow these rules when we support you.



Standard 1: Rights

You have the right to be treated fairly when you use disability services.



Standard 2: Participation and Inclusion

You can take part in the community and feel included when you use disability services.



Standard 3: Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals.



Standard 4: Feedback and Complaints

You can tell people what you think about the services you receive.



Standard 5: Service Access

Finding and using services is fair. You can access the services you need.



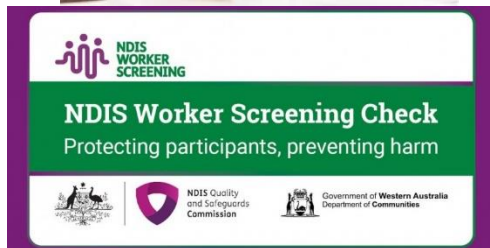
Standard 6: Service Management

Disability services should be managed well.

9. NDIS Code of Conduct



ATLAS staff must follow the NDIS Code of Conduct. These are the rules on how to behave when they provide you with support.



Atlas staff must have a NDIS Safe workers Screening check.



These things are part of the rules they need to follow to provide quality services to you. If they don't follow the rules they can get into trouble.

10. Your Rights

ATLAS looks after your **rights**.



Rights are things you can do, say or have.

You have **rights** as a person who uses ATLAS services.



You have the right to:

- Good services - services that are run well, by staff with good skills



- Respect – people being polite to you



- Say no to services not right for you



- Be safe



- Get information in a way that you understand



- Say what you want, need and feel



- Make your own choices



- Be a part of your community including work and study



- **Freedom**

Freedom means the choice to move, speak up or make choices.



- **Privacy**

Privacy means your right to keep things about you, your family and your life private.



- Have a support person or **advocate**



- An **advocate** is someone you can trust and who can help you speak up.

You have all of these rights.

ATLAS will look after your rights

This means ATLAS will:



Treat you with **respect**

- listening to you
- talking in a way you understand
- being polite to you
- seeing you as important



Keep you safe, while you are with ATLAS staff



Support you to have as much freedom and **independence** as possible.

Independence means doing things for yourself



Support you to make choices about your own life, such as who you want to be your Leisure Buddy.



Support you to act on your choices



Support you to find and use information about living where you want to live.



Support you to be able to do activities of your choice



Support you to tell **(communicate)**
What you need and what you want



Communicating means saying or showing what you need or want



Keep information about you **private**

Private means we will not share or tell information about you to anyone else without you saying we can.

Points to Remember



- **Everyone** has the same rights
- No one should take away your rights
- You can have an advocate to support you with your rights

11. Responsibilities

You may hear people say you have **responsibilities**.

Responsibilities means allowing other people to have their rights too.

This means;



- Showing respect



- Not hurting other people or things.
Being kind to others



- Obeying the law. Being honest and telling the truth



Letting us know if there is something that needs to change or improve.

- tell us if you are unsure about any aspect of our services or fees



- let us know in advance of any shifts you need to cancel or when you are unable to attend a program



- treat our staff politely and with respect — just the way you deserve to be treated.



12. Advocacy

An advocate is someone you can trust and who is on your side.

An advocate can help you keep your **rights**.



- They can help you to tell people what you want.
- They can help you to tell people what you need.
- They can help you to tell people when something is wrong.



Everyone can have an advocate to help them.

An advocate can be a family member.



An advocate can be a friend you know well.



An advocate can be a support person you know well.



An advocate can be a **professional** advocate.

A **professional advocate** is paid to be an advocate for their job.



An advocate can help you understand information. An advocate can help you make decisions.

An advocate can help you if you are not treated fairly.



An advocate can help you make a complaint.



An advocate can help you

- write a letter or
- make a phone call or
- in a meeting.

13. Giving Feedback

At ATLAS, we want to hear your feedback.

Giving **feedback** means telling an ATLAS staff member what you think about the service you got.



A compliment is when you say something good about ATLAS staff or services.



A complaint is when you say you are not happy with ATLAS service.

Complaints help us all learn how to:

- make NDIS supports and services better
- make sure NDIS providers keep NDIS participants safe



It is OK to complain.

We welcome your **feedback (compliments and complaints)** so we can make services better.



If you make a **complaint** to ATLAS, we will

- Try to fix it with you quickly!
- Listen to you and write down your complaint so we remember.



- Protect your privacy and other people's privacy.



- Be fair.

- Explain what will happen and how long it will take.

- Keep records of feedback

- When you make a complaint, we will tell you what our next steps will be and what we are doing about your complaint.



People who support you can help you to complain. This means that your family, friends or other people like an **advocate** can complain with or for you.

When You Have A Complaint, You can:

- Talk to the person you have a problem with or another and try to work it out.
- Ring ATLAS on 9956 2180

- Email us or complete an ATLAS Feedback form which is available on our website <https://atlas.asn.au/make-a-complaint/>



NDIS Quality
and Safeguards
Commission

You can call the NDIS on 1800 035 544 between 9am and 5pm, Monday to Friday.

- You can visit the NDIS website and fill out a Complaint Contact Form.



- Email; feedback@ndis.gov.au
- Put the complaint in at your local NDIS office
- Post your form to: National Disability Insurance Agency, GPO Box 700
Canberra, ACT 2601



- TTY: 133 677 The National Relay Service
- Speak and Listen: 1300 555 727
- SMS relay number: 0423 677 767
- Internet relay calls:
<https://nrschat.nrscall.gov.au>

You can use any type of communication that suits you to give feedback.

14. Serious Incidents or Complaints

Making a **Complaint** could be about a serious issue, such as **abuse** or **neglect**.



Abuse is if a person hurts you, shouts at you or calls you names, touches you without your permission, or stops you from having your rights.

Neglect is when a service doesn't help you to keep safe and healthy.



If you have been abused or neglected we want you to tell our managers.

You can have an advocate to help you tell us.

You need to tell someone you trust if you have been abused.



The police may need to be involved to help keep you safe.

If you have been abused or neglected, you can call us on
9535 5500 Or ring these advocates;



Developmental Disability WA
Phone 94207203



The Ethnic Disability Advocacy Centre
Phone: 08 9388 7455
Freecall: 1800 659 921



The Disability Advocacy Finder is a tool made available by the Department of Social Services (DSS) for the purposes of listing the contact details and locations of disability advocacy agencies
[Disability Advocacy Finder \(dss.gov.au\)](https://dss.gov.au)



People with Disability WA
Phone 9420 7279



NDIS
Phone 1800 035 544



The Police
Phone 1800 333 000.

More information

- How to make a complaint;
 - <https://www.ndiscommission.gov.au/document/806>
 - Make a complaint (Complaint Contact Form);
 - <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>
 - NDIS Complaints Management and Resolution; Rules 2018
 - <https://www.legislation.gov.au/Details/F2018L00634>
 - How to make a complaint about a provider
 - <https://www.ndiscommission.gov.au/about/complaints>
 - Compliance and Enforcement Policy V2.0 – June 2019
 - <https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/compliance-and-enforcement-policy-v2-june-2019-word.pdf>
 - NDIS Complaints management
 - <https://www.ndiscommission.gov.au/providers/complaints-management>
- <https://www.ndiscommission.gov.au/providers/complaints-management>



If you are still not happy, you can contact
WA Health and Disability Services
Complaints Office (HADSCO)



Phone 6551 7500.

15. Privacy



ATLAS respects and protects your **privacy**.

Privacy means not sharing or telling information about you to anyone else without you saying we can.

People have privacy for showering, going to the toilet, or sexual activities.

ATLAS needs to collect certain information from you, or a person you trust, so we can provide good services and understand how best to support you.

This information may include:

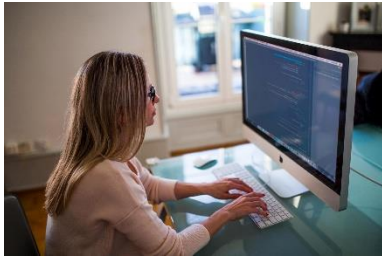
- Your name and address
- Your phone number and email
- When you were born
- Family members
- Your NDIS Plan
- Information about the supports you need
- Health information
- Information about other agencies who
- Support you





We will keep information about you private

We will make sure you can have a private place if you need to change or go to the toilet



Your personal information is kept in a file on a computer, and on a computer program call Flow Logic.



We will keep your personal information as long as we are required to do so by the law and make sure no one else sees your information when we do not need to keep it anymore.



We will not take photos or share information about you to anyone else without your **consent** or send information, photos or videos of you to other people without your **consent**.





Consent means you agree and say yes to something, consent from you (or your legal guardian) is needed for



- Big life decisions like where you live



- Getting medical help



- Finance and money decisions \$\$

We will not take photos or videos of you without your **consent**.



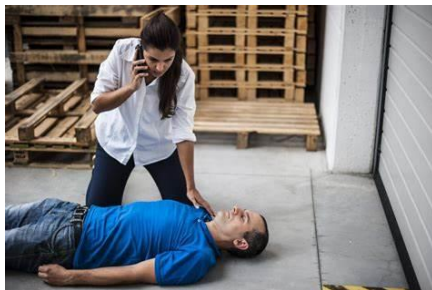
- You can see the information we keep about you at any time.
- You can make changes to your information and withdraw or change your consent at any time by letting us know.



All staff must sign a form and promise to follow this privacy policy. They will ask you if they want to share your personal information with anyone.



When can ATLAS share your personal information?



- if you or someone in the community is in danger.
- if the law has been broken
- If the law asks for it, for example court order or to notify health authorities about infectious diseases.

Atlas must write down the reason why they gave the information and keep this on your file. Atlas adheres to the Privacy Act 1988 and the Australian Privacy principles.

16. Safety

ATLAS will support you to keep safe.



We have rules in place to make sure you are safe and healthy

When people feel safe, they are not scared.

You have the right to feel safe in your home and when you go out.



Sometimes we will do things to help keep you safe; but we want you to have as much freedom as possible.

To help you keep safe, and uphold your rights, we use **safeguards**.

Safeguards are actions that help you have choices AND help you to be safe.

To help you keep safe, ATLAS



- Employs good staff who are well trained to support you
- Thinks about anything which may cause harm (risks) and works to ensure they don't happen
- Helps you and our staff to keep in touch with lots of other people who can help.



- Takes quick action if there's a problem



- Has rules that staff must obey



- Will help you get an **advocate**

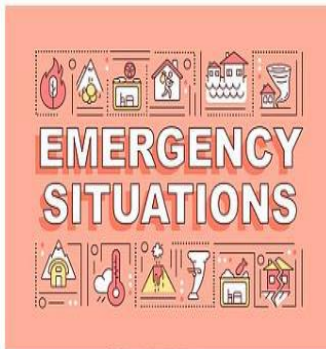
If something bad happens, we will need to report it so that we can make things better.

17. Personal Emergency & Disaster Management



This is about having a **Personal Emergency & Disaster Management Plan** to help us if there is an emergency of disaster while you are being supported by ATLAS.

An Emergency is when something dangerous happens when we do not expect it.



An emergency or disaster can be things like:

- An accident
- A fire
- A flood
- A pandemic like COVID-19.



When an emergency happens, emergency services help us. They can be fire fighters, Police, Ambulance or fire wardens in public places.

You might need help to know what to do in an emergency so you can be safe.



In an emergency, your support network or emergency services can help you. This could be your family or friends, your neighbours, ATLAS staff or a police officer, fire fighter, or an ambulance worker.



In an emergency it might not be safe to

- Stay at home
- Go back home
- Have your usual ATLAS supports.



Emergency services and ATLAS and your other supports can

- Help you know where to go
- Help you get to a safe place
- Act fast to make sure you are safe.

Do you have your own Emergency Disaster Management Plan? if you do, please provide ATLAS with a copy, otherwise we can help you create your plan for when you are with ATLAS.

Your Plan will help you be ready for an emergency or disaster and will help us to keep you safe.



An emergency or disaster may not happen, but with Your Plan, you let us and other important people know how we can help in an emergency to keep you safe and get you the support you need.



It is for you and your family and anyone you would like to help you with Your Plan (e.g., Your family, carer, or guardian).

Your Plan includes things like:



- What help you need to stay safe
- What things you need to stay safe
- Your important contacts
- The supports you receive.
- Medical and health information



Your plan will be checked every year or when things change that might affect your plan.

We help you get involved in preparing Your Plan and anyone else that you choose to help with Your Plan.



It is good to get someone else to look at your Plan and talk to them about how you can be supported if an emergency happens.

You can talk to

Someone you trust.

- Your family
- A friend
- Your ATLAS buddies.

What happens with your Plan?



You have an emergency plan and provide a copy to ATLAS.

We help you create an emergency plan

We keep a copy of the Plan in a safe place that is easy to find in an emergency.

We will also help you practice things in Your Plan

18. Speaking Up

ATLAS supports you to



- tell us your choices



- tell us what happened



- ask for help or information

You have a right to speak up in the best way that suits you.



We can support this by talking with you with signs, pictures, using a device or using an interpreter.



19. Making Choices and Decisions



You have the right to make decisions about your life.

You can make choices about the services you get from ATLAS.



You can choose who helps you to make decisions – a family member, friend, advocate or a ATLAS staff member.

ATLAS will support you to make decisions if you need help, but we won't try to make you change your mind.



We will give you information to help you make choices.

Your decisions can be written down so we don't forget.



You can change your mind when you want.

20. Your Health and Well-Being

ATLAS wants to support you to feel healthy and happy.



We keep information about your health.

So we can support you to have

- Regular health checks with a doctor
- Regular dental checks



If you have pain or feel sick, you should tell our staff so we can get help for you to feel better.

Information from a doctor or dentist may tell us

- Medication you need to take
- If you need special food
- Exercises and activities that help you to be healthy
- What treatment you want if you are at the end of your life



You can have a health plan to keep this information together.

21. Behaviour Supports



If you need support to help you feel calm and safe, we will provide supports.



These supports will be written in a Behaviour Support Plan



The Behaviour Support Plan may include things we do to support you to feel calm and make your own choices.

Sometimes we may need to do things that **restrict** or **stop** your freedoms to help you to be safe. (These are called **Restrictive Practices**)

This is our Duty of Care.



We can only use a **restrictive practice** if you or someone else could be hurt, or if it is written in your behaviour support plan and people you trust have given consent for it.

ATLAS staff will not restrict your rights or freedoms unless it's absolutely needed for everyone's safety.

22. Infection Control

ATLAS will help to stop you getting sick.

Infection control means stopping the spread of disease from one person to another.



Diseases or infections can spread by

- coughing or sneezing,



- Touching skin to skin



- Blood or other body fluids



- Not keeping yourself or your environment clean

To help you stop diseases spreading, staff will



- Wash their hands well and often



- Be careful when preparing food



- Clean up spills



- Stay home if they are sick



If there is a virus or infection about;
ATLAS staff may need to protect you
by wearing

- A mask and / or Protective clothes
- You need to stay home if you are sick too.