



**Participant
Handbook**

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This Handbook



This handbook tells you about My Goal Australia provides.

It tells you about:

- Our rules and policies
- What we do at My Goal
- How to solve problems

Policies are the rules that tell our staff how to do their work.



This handbook is for **participants** at My Goal.

Participants are people with disability, who come to My Goal.

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

We use pictures to explain some ideas.

Why we do what we do

We Believe

Every person with a disability can and has the right to, be an active participant in the community and to make their own choices

We Focus

On providing you with wrap around and collaborative approach to support. We believe that all people with a disability and participants of the NDIS deserve to achieve their goals in life!

We are passionate

In providing you with opportunities to maximise your capacity and quality of life. By assisting you to make informed choices, exercise control and maximise your independence through your supports.

We work to understand people with autism, from their perspective.

We focus on supporting you to make decisions about your life and exercise your rights. We support you in recognising your individual needs, wants and aspirations and work with you to build on your strengths.

Our Approach and Values

My Goal is committed to providing the highest quality service for participants by supporting and enhancing your independence. By offering variety, enthusiasm and aiming to make each day a step toward achieving your *goals* and dreams.

Respect and Recognition

We treat everyone with courtesy and are respectful and responsive in our dealings with others.

We encourage independence and acknowledge people's gifts.

We support each other in all endeavours.

Integrity

We behave with honesty, accountability and reliability.

We care for others and for ourselves.

The decisions we make are transparent and we follow through agreements we make with each other.

Why we do what we do

Innovation

We are creative in our delivery of services to and in our community.

We put people at the centre of their own lives and work with them to expand their dreams and aspirations.

Professional Excellence

People receiving our services are the driving force behind all decisions we make.

We use resources in the most effective and efficient manner.

We are dedicated to high standards of practice and promote opportunities for professional development for all our employees.

Our commitment to you

- ✓ We will communicate your rights to you, in a way that you understand.

- ✓ We will listen to you so that we can provide the best supports and services for you.

- ✓ We know that the NDIS can be complex and we will take the time to help you understand.

- ✓ We will always deliver supports that best fit your individual needs to achieve your goals.

- ✓ We will communicate with you in a way that you understand and best suits your needs.

- ✓ We will keep you updated and communicate important information to you.

- ✓ We will work with you, we will seek your feedback on what's not working or what we can do better to help us improve the services we provide.

- ✓ If there is anything we can't do, we will explain why.

- ✓ We will help you access and understand other resources available to you.

About My Goal

Our services

My Goal offer Supported Independent Living Accommodation and community participation services to both standard and high intensity participants.

When



Supported Independent Living

Supported Independent Living is our core business focus, we provide our participants live in 24-hour care, across various locations across Lake Macquarie, Maitland and Port Stephens.

What

We specialise in delivering SIL to people with complex behavioural needs with support arrangements at care ratios of 2:1, 1:1 and 1:2.

Our staff would you to assist with daily living tasks, encouraging you to be an independent as you can. Some daily tasks may include:



Meal preparation



Cooking



Grocery Shopping



Cleaning



Washing Up



Personal Hygiene

We work across two models being a sleep over model and awake model.



The Sleepover Model is where staff work 3pm-10pm for example, sleep over and clock back on for shift at 7am or as required by participants.

The Awake model is where staff are rostered 11pm-7am for example and stay awake during the shift to support our high intensity behaviour support participants and do welfare checks throughout the night..

Community Participation



We provide day support/ day programs to participants 7 days a week, as required. We provide flexibility catering for the needs and wants of each participant.

Our program is based on your interests. Interests are the things you like to do and learn about. You can tell us what:



- What you enjoy doing
 - Skills you'd like to learn.
-

Contacting us



Phone 1800 4 MY GOAL (1800 469 462)

Address My Goal Administration Office
34 Main Road, Boolaroo NSW 2284
[Click to view map](#)

Email mygoal@mygoalaustralia.com.au

Website www.mygoalaustralia.com.au

Other Locations The company supports people with a disability and their families in the Local Government Areas of Lake Macquarie, Newcastle, Port Stephens, Maitland and Cessnock.

Our Standards and Policies

Good practice for providing supports and services



My Goal Australia is committed to following the NDIS Practice Standards and the National Standards for Disability Service (NSDS).

My Goal complies with all the standards set by the Australian and state governments to make sure you receive a quality service from us.

These standards ensure:

- Individual rights are respected,
- Quality and safety,
- Services are delivered competently

It includes things like:

- Access to supports
- Risk Management
- Expected qualifications and competencies of employees
- Complaints systems
- Effective and inclusive governance
- Implementing behaviour support plans

Your Rights and Responsibilities

Your Rights:

You have rights as a participant of our disability program. Some of these rights are to be:

- Treated with respect
- Consulted and supported to make decisions
- Given information in a way that you understand
- Told about changes to your supports
- Sensitive information kept private
- Able to complain



Your Responsibilities:

We need you to:

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



Your privacy and confidentiality



We treat all information given to My Goal by yourself or your parents/advocate as confidential.

We will not provide your personal information to anyone else without your consent, except when we have to by law.

We only record and keep information directly relating to your ability, interests and limitations in regard to your service and support requirements.

We take the time to sit and go through any consent forms My Goal may require, ensuring that we communicate it in a way that you understand, before asking you to sign off on consents.

With your consent, My Goal may use the information you provide to refer you to other services.

Decision making and choice



We will help you to make informed decisions.

This means we can give you information about your decision. We can talk to you about it. We will not make personal decisions for you.



We want you to make decisions during your day-to-day activities, here at My Goal, like:

- What you eat for lunch
 - When you eat lunch
 - What activities you want to do.
-

Safeguarding the people we support

My Goal is committed to providing an environment free from abuse, neglect and exploitation of the people we support.

Our staff considers the safety, protection and wellbeing of all people involved in My Goal's services of fundamental importance.

Staff have a duty of care to ensure that reasonable steps are taken to prevent any harm and to promote the wellbeing of all individuals in our service.

Our Violence, Abuse, Neglect, Exploitation and Discrimination Policy upholds My Goal's intention to promote ethical, respectful, and safe service delivery which meets legislative requirements and achieves positive outcomes for the people we support across all Human Rights Principles and conventions, as well as relevant state and national legislation.



**NDIS Quality
and Safeguards
Commission**

Health and wellbeing



We must keep you safe and healthy when you are with us. Here are some of our rules to keep you safe and healthy.

Injuries and incidents



Tell our staff straight away if something happens to you or someone else that:

- Hurts you or someone else
- Breaks or loses something



All staff at My Goal are trained in First Aid.

This means they can help with simple injuries, or to look after you until an ambulance arrives.



If someone is hurt, we might call an ambulance.

One of the staff will look after everyone else and make sure they are calm. You need to do what the staff ask.

How we handle incidents

While My Goal is committed to safeguarding the people, we support at all times, there are occasions when an incident may occur.

An incident is an event where:

- An accident occurs that hurts, or nearly hurts or causes distress to someone and/or
- Someone hurts, nearly hurts or causes distress to another person.

If an incident does happen, we follow the following steps:

- **Respond** - we check everyone is okay and provide first aide or seek medical assistance where needed.
- **Report** - We write an incident report, and communicate with other people as required (e.g. Police, government, NDIS Commission etc.)
- **Investigate** - We look for why the incident happened and what we can do to stop it from happening again.
- **Analyse** - We act to fix any problems from the incident and put in place changes to make it better
- **Support** - We offer support such as counselling to those involved.
- **Check** - We regularly check the changes we put in place are still working.

Safety at My Goal



We have a duty of care for your safety.

Duty of care means we must keep you safe at My Goal.

We follow laws and policies to keep My Goal safe.

We do regular safety checks. Sometimes we may say no to something if we think it is dangerous.



If you notice something unsafe, please tell staff.

Feedback and complaints

My Goal treats complaints seriously, sensitively and in a timely manner, having due regards to procedural fairness, confidentiality, and privacy.

It is very important to us to know that both you and your family/carer are happy with the program and the service received.

Your feedback is important to us and provides an opportunity for us to further refine and develop our services.

We welcome your feedback and are committed to resolving the matter for the person or people concerned where practical.

All feedback and complaints are treated with confidentiality and stored subject to applicable privacy laws.

How can I give My Goal my feedback?

There are many ways to give us feedback including:

- As a first step you are encouraged to speak to the person you have the problem with, if you don't feel comfortable doing this or don't get any satisfaction then,
- Call the Executive Manager – Belinda Kidd (0407 486 899).
- Email us at myfeedback@mygoalaustralia.com.au
- Contacting us through our social media channels and filling in an online feedback and complaint form
- Or by leaving a review on *Clickability* which is an Australian disability service directory that features ratings and reviews from the people who use the services. It is a platform for people to share their experience of different services. Click the link <https://clickability.com.au/listing/my-goal-australia/> or click the button marked 'phone review' to arrange a call back.

Making a complaint



If you are not happy with our services, you can tell us. This is called a complaint. We deal with all complaints fairly and equally.

To make a complaint you should:

- Talk to a staff member, or
- Write a letter or email to us
- Talk to the Client Services Manager or Human Resources Manager.



We will listen to you. We will not punish you for making a complaint. You will still be able to use our services if you make a complaint. We will try to improve things or explain why things must be that way. You can find more information about making a complaint in your Service Agreement.

You might need help to make a complaint. You could ask:

- Family or friend
 - An advocate Ask us if you need help to find a support person.
-

Using an advocate



What is an Advocate? An individual advocate is someone who supports you with speaking up. They may speak on your behalf.

They will:

- listen to you
- give you information for an informed Decision.
- act on what you want by:
 - writing letters.
 - attending meetings etc.

The Disability Advocacy Finder is a web-based application developed to assist people with disabilities, carers and families to search government funded disability advocacy agencies.

How do I know what programs I will receive and be involved in as a new participant?

Within My Goal we support person centred approaches. This puts the person at the centre of decision making about the service and support they receive. We get to know the dreams and aspirations that the person has, who and what is important to them and what may be important for them regarding support and needs. As part of the getting to know you process, we meet with those important people for input, if given permission, and may do a series of assessments to determine where the persons strengths are and if there are gaps in their skills and/or knowledge. This process leads to the creation of everyone's Person-Centred Plan and the goals to be achieved at My Goal. The agreed activities are then documented in a weekly timetable which is provided to participants and carer's so everyone knows what is happening, when it is going to be and what is needed on that day. This weekly schedule is updated and redistributed each time activities change.

What are PCP'S

PCP stands for the Person-Centred Plan. This is a living document that records the information gathered in the getting to know you process. It will change over time and it provides an action plan that sets out participant's goals, strategies for achieving these goals, persons responsible and the timeframes that the goals are to be achieved.

We have PCPs because:

- It provides a basis on which to determine what participants will do It is a legal and funding requirement and a measure of service quality
- It's a way of determining goals and making them happen
- To ensure we are providing the best possible support to the participant with their hopes, dreams and goals in mind

What is a PCP Officer?

A Person Centred Planning Officer is focussed on providing a person centred approach to assist with planning and achieving goals and to maximise service choice and facilitate opportunities to all participants equally, fairly and maintain a culture of teamwork, respect, trust and cooperation where participants, their families and staff (paid and unpaid) are supported and can develop and evolve through effective leadership, education and training. It is the role of the PCP Officer to ensure staff remain focused on assisting participants to strive to continue achieving their goals and maintain their freedom.

What are our expectations?

For the program to be successful we require a commitment from our participants and their family to work towards and support us in the achievement of the goals identified.

Some of the things we expect are:

- If the participant cannot attend their program on a scheduled day, they're to call the office on 1800 469 462 and let us know. All attendance is reported to the funding body (National Disability Insurance Scheme - NDIS).
- To ensure the good health of all people at the My Goal, we request that if your son/ daughter/ person in care is ill please keep them at home so that cross infection can be avoided.
- That the participant arrives at the program to start on time and picked up at the appropriate time.
- If the participant cannot attend that they are to call the My Goal office on 1800 469 462.
- All participants are treated as adults and are expected to act accordingly. All staff members are to be treated with respect. Any issues with the program, other participants or staff members are to be brought to the attention of the Director or the grievance procedure is to be followed.

Important contacts and information

Welcome to the service and we look forward to a successful and fulfilling partnership...

We are a registered and recognised **NDIS** Provider

My Goal Australia Pty Ltd

ABN 92 615 102 817

Phone 1800 469 462

Mobile On call (after hours- cancellation of supports)
0407 898 907

Email Client Account Manager (Clare Graham / Vicki Gibbons)
clients@mygoalaustralia.com.au

Enquiries clients@mygoalaustralia.com.au

Feedback Fill in feedback form on website

Make a complaint

- Call **1800 035 544** (free call from landlines)
- Complaint contact form www.ndiscommission.gov.au
- National Relay Service www.relayservice.gov.au then 1800 035 544
- Translating and Interpreting Service 131 450
- Further information is available at <https://www.ndiscommission.gov.au/participants/complaints>
- For more information refer to the NDIS Complaints Brochure <https://www.ndiscommission.gov.au/document/1671>