



On Track Community Programs
Connecting people to their communities

Disability Service Information Kit

August 2008

A Policy is a course of action adopted and practised by an organisation. Our policies are guided by the Disability Services Standards to provide you with a quality service.

This handbook has been developed to provide you with the On Track Disability Service policies and therefore an understanding of the guidelines we work under and towards. Procedures are not included in this document to limit its size, but if you wish to view them please ask Disability Service Coordinator who will assist.

4.1 Service Access

In accordance with anti-discrimination legislation, no applicant or existing client of On Track Community Programs will be excluded on the grounds of age, gender, marital status, race, culture, ethnic background, political persuasion, HIV status, religious beliefs, sexual orientation, socio-economic status, previous psychiatric diagnosis or disability type.

3.1.1 Access to Disability Service (need complete list of partners)

On Track undertakes to provide a quality service to all individuals who are referred to the Disability Service. On Track is committed to maintaining close working relationships with the Department of Ageing Disability and Home Care (DADHC), Department of Housing (DOH) local service providers and relevant community organisations.

3.1.2 Transition Plans

Transition Plans are used to identify and ensure that accommodation, medication and support requirements will be met for each individual. When the client is new to our service, a Transition Plan is to be completed after they have been approved for our service, but prior to them entering our service. When the client is already receiving On Track services, a Transition Plan is completed after it has been identified that they are to move to another On Track disability support service.

3.1.3 Exclusion to the Disability Service

In accordance with anti-discrimination legislation, no applicant or existing client of On Track programs will be excluded on the grounds of age, gender, marital status, race, culture, ethnic background, political persuasion, HIV status, religious beliefs, sexual orientation, socio-economic status, previous psychiatric diagnosis or disability type. In line with the OH&S Act 2001. On Track will not provide supported services to clients who they assess as being a health or safety risk to themselves or stakeholders at On Track. Consideration can be given where it is felt that the client has adequate support systems in place to prevent illness or injury from occurring to themselves or others, but must be approved by the On Track Board of Management.

3.1.4 Client Information Packs

Information Packs are designed to give the client a basic understanding of their rights and obligations when using our service, it also addresses On Track's rights and obligations as the service provider. Information Packs are designed to give the client a basic understanding of their rights and obligations when using our service and addresses On Track's rights and obligations as the service provider.

3.1.5 Client Exit Criteria

On Track recognises that each client has a right to refuse or to leave a service at any time they choose, and to ask for a further assistance at any time after leaving a service, without fear of discrimination. On Track also has the right to cease to provide a service, after consultation with the client, the Team Leader, the Manager and the client's advocate/guardian (if applicable), if the service is no longer appropriate for the client.

Policy and Procedure

3.1.6 Client Code of Conduct

Objective

To ensure all clients understand and adhere to the Client Code of Conduct which includes the use of respectful language, courtesy, honesty, trust and participation in order to provide a safe and socially acceptable environment at all On Track services.

Policy Statement

On Track will ensure that:

- All persons involved with the service have the same rights and responsibilities regarding behaviour shown towards and received from clients, staff members, stakeholders and members of the public;
- Clients are made aware of On Track's expectations regarding client conduct;
- Clients are encouraged and supported to be aware of and to adhere to appropriate standards of behaviour in all situations;
- Clients are encouraged and supported to be aware of and understand their Rights and Responsibilities (4.12.2 Client Rights and Responsibilities).

Breaches of the Code of Conduct

- Any breach of the conditions below will be reported to the coordinator or the team leader of the relevant program. The following actions will be taken:
 - The coordinator will meet with the client's key worker and discuss the issue/s and the action/s required;
 - The coordinator and/or staff member will then meet with the client to discuss the issue/s and recommended action/s;
 - Breaches may result in termination from On Track support;

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- If a client displays aggressive or threatening behaviour they will be asked to leave. Security and/or police may be called to assist in removing the person from the premises;
- All clients, staff members, Board of Management members, volunteers and students have a direct responsibility to report any contraventions of the Code of Conduct directly to the coordinator or team leader.

Expectations of Clients

Clients are expected at all times to:

- Treat all persons with respect, dignity, and care
- Behave in ways that ensure the safety and wellbeing of all persons
- Be honest and open
- Have integrity
- Be accountable
- Be reliable
- Be punctual
- Be responsible and to accept responsibility
- Be open to feedback and development opportunities

Prohibited Actions

Clients must not:

- Physically, sexually, emotionally or verbally abuse any person;
- Condone, utter or practice any racist, sexist or other discriminatory remarks or actions;
- Withhold information that may be harmful to the wellbeing of any person;
- Use any communication system eg e-mail, telephone, computer in ways that are disruptive, offensive to others or harmful to morale;
- Conduct or participate in any activity that would bring disrepute to On Track;
- Be involved in any illegal activity;
- A client arrested for criminal acts which are deemed inconsistent with upholding the safety and wellbeing of any person, may have the support provided by On Track terminated if he/she is subsequently convicted of the criminal offence, or if the actions contravene the ethical conduct expected of people accountable to On Track;
- The client's support may be suspended until a legal determination is made.

Prohibited Actions Relating to Alcohol, Illegal and Legal Drug Issues:

On Track is committed to an alcohol and drug free workplace to provide a safe environment for all persons. At all times clients are prohibited from the following:

- Illegal drug or alcohol use that adversely affects performance, and/or compromises the aims and objectives of On Track and/or jeopardises the safety of any person;
- Bringing any alcohol or illegal drugs onto any On Track work sites;
- Being in an intoxicated state from the use of alcohol and/or illegal drugs in the presence of On Track personnel, while under On Track supervision (ie work experience, outings, training, etc) or at any On Track work sites.

3.2.1 Individual Plans

On Track clients accessing the Disability Service, Mental Health Service, Employment and/or Housing Service will have an Individual Plan (IP) that identifies the client's goals.

IPs are designed to achieve the following:

- Identify the needs and goals of clients that could be met by: On Track services and programs; other community and government services; individualised resources and opportunities;
- To maximise the participation of clients in determining service provision by using the IP as a flexible planning tool which can be readily adapted to suit the individual client's skills and current situation;
- To assist On Track to utilise resources in a cost-effective manner while attending to the needs of clients;
- To identify service deficiencies that will inform future planning;
- To provide a structure for professional documentation of service outcomes for each individual and increase accountability of On Track programs to its clients and funding bodies.

IPs should include:

- The client's short- and long-term goals including but not limited to the following: independent living skills; relationships – family, friends; communication skills; entertainment/hobbies/interests; education employment – voluntary or paid; personal care and development; accommodation; social skills and opportunities; finances; health and wellbeing; and community inclusion;
- The strategies or tasks required to achieve those goals;
- The time-frame of implementation;
- Those responsible for developing strategies or performing tasks in order for the client to be able to achieve their goals (client, On Track staff, community case managers, family/advocates);
- A review date.

3.2.2 Case Management and Service Coordination

The goal of case management is to work with and for the individual client to actively involve and empower them to access services that will enhance their quality of life. case management/coordination identifies the best possible package of services to meet the client's individual needs. The client is then linked to those services which are monitored and evaluated for the effectiveness of those services for the client.

3.3 Rights, Decision Making and Choice

On Track respects the rights of clients and legal guardians to be involved in decision making and will provide mechanisms, within available resources, to support and encourage that right. Clients will be encouraged to be involved in expressing their views and choosing the activities and services that are of interest to their individuality. On

Track recognises that clients are entitled to dignity of risk and will support risk in decision making so long as it does not cause harm to clients or others (OH&S), is not likely to portray a negative image to society (Social Role Valorisation), is able to be achieved within the guidelines of the funding contract, is legal and relevant to the guidelines of Duty of Care.

3.4 Privacy, Dignity and Confidentiality

Privacy is freedom from intrusion and public attention.

Dignity is treating a person with honour, respect and value that reflects their culture and society and that positively influences their sense of worth.

Confidentiality is the guarantee that written and spoken information is protected from access and use by unauthorised persons.

On Track acknowledges that each client has the right, in all aspects of their lives, to privacy and confidentiality and to be treated with dignity. This acknowledgment will be reflected by On Track services, where feasible, actively encouraging the positive representation of people with a disability and providing efficient and good quality services in the least restrictive way possible.

3.4.2 Client Files and Records

- On Track will only collect personal information that is required for the provision of service to the client.
- On Track ensures that record keeping for its clients is standardised, consistent, useful, correct and unprejudiced.
- On Track will maintain the quality and accuracy of the data on clients' written and computer files.
- Once recorded, information will be maintained in a manner that meets the requirements of relevant legislation.
- Individual clients will be able to access information maintained on them as/if required.
- Clients will be provided with information regarding their rights to access information using a format that meets their needs.

3.5 Participation and Integration

- On Track will encourage and support the participation and integration of clients into their community through employment in a way that is useful to the client and is comparable to other members of that community.
- On Track will utilise the client's IP to encourage and support him/her to develop and maintain involvement in their local community including the development of social networks.
- On Track will provide support and training to enhance the clients' participation in the community, On Track and other services.

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- On Track realises that participation in community activities and decision making procedures through employment will facilitate the integration of the client into the community.

3.5.2 Integration of Services

On Track Disability Service seeks funding opportunities to operate in-house programs and researches referral or partnership opportunities to expand client choice of programs and services. Regular internal meetings are scheduled for information sharing between each On Track service with meeting minutes being circulated to each service. These meetings include:

- Quarterly Leadership Meetings;
- Monthly Disability Service meetings attended by support staff, team leader or designated staff members and coordinator;
- Monthly Disability team meetings attended by Team Leader or designated staff members, Coordinator and Manager as required.

3.6 Valued Status

On Track will ensure that all policies, procedures and practices recognise the clients' individual abilities, competencies and contributions and respect the clients' linguistic, cultural and religious differences. On Track will maximise opportunities for Clients to develop and maintain skills, capacities and lifestyles that are valued by the community.

3.7 Complaints and Grievances

- All complaints will be accepted and considered without prejudice;
- Complainants will be treated respectfully, fully informed and supported in exercising their right to complain, without fear of discrimination;
- Decisions following complaints requiring investigation will be based on the facts presented and will maintain the rights and safety of the individuals as paramount considerations;
- All complaints will be resolved in a timely manner;
- On Track recognises the right of clients to raise issues of concern about other clients or staff members;
- The data from complaints will be recorded in a Register of Complaints and included in the strategic planning process;
- Highly sensitive and confidential information will not be included in the Register;
- If the complainant requests and if the grievance is of a serious nature, an independent mediator will be appointed;
- Information about how to make a complaint will be provided to each client at the first interview and displayed at services locations.

3.8 Service Management

Please note that Service Management has separate Policies and Procedures which can be viewed in the Corporate Services and Governance P&P Manual.

3.10.2 Duty of Care and Dignity of Risk

To ensure that On Track identifies and meets its duty of care to clients, while recognising clients' rights to make informed choices and take calculated risks. On Track will ensure that all staff members provide a standard of care in accordance with their position that ensures the best result for each client whilst respecting the client's right to choose to take risks.

On Track believes that all people with a disability have the same rights as other members of the community. The ability for a client to choose to take risks will assist her/him to enjoy the widest range of life's opportunities and experiences, in a surrounding of care, support, information and education.

3.10.6 Management of Abuse, Injury and Neglect

- On Track recognises that each Client has the right to feel secure and to live and receive services in surroundings free from any form of abuse including sexual assault, physical assault, emotional abuse and neglect.
- On Track has a duty to create an environment for its clients and staff members which is secure and where work practices aim to prevent any form of abuse or neglect. Where assault or neglect has occurred, On Track's duty lies in taking action rapidly and delicately to the allegations to protect the person/s from further harm and to offer medical and psychological support to which they are entitled as is any member society. In addition, it is On Track's duty to organise an appropriate response consistent with the following procedures as part of the duty of care obligations.
- On Track will encourage and support the client to access due process through the justice system and to take part in any investigation. It is also On Track's duty to deal with both the short and long term issues that may lead to abuse happening again to clients in any of its other services.

3.10.7 Consumer Rights & Responsibilities.

On Track supports the recognition of the client's personal worth and individuality and assists clients to exercise their rights and responsibilities. Therefore 'On Track' will:

- Provide all clients with a copy of the 'Statement of Client Rights' and will ensure the client has an understanding at the first appointment or visit;
- Display the 'Statement of Client Rights' at On Track facilities;
- Ensure staff members receive orientation and training in Client Rights and Responsibilities;

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- Be responsive to individual diversity, and receive orientation & training in the implications of differences in gender, culture, age, socio-economic status, religion, sexual orientation, disability and lifestyle;
- Ensure that client rights and responsibilities under-pin all On Track's Policies and Procedures.

Policy and Procedure Consumer Rights and Responsibilities

Objective

To ensure On Track clients are aware of their rights and responsibilities.

Policy Statement

On Track supports the recognition of consumer's personal worth and individuality and assists consumers to exercise their rights and responsibilities. Therefore On Track will:

- Provide all consumers with a copy of the pamphlet "Your Rights and Responsibilities", and will explain what it means at the first appointment or visit;
- Display the Consumer Rights Statement at each On Track location;
- Ensure all staff receive orientation and training in Consumer Rights and Responsibilities;
- Be responsive to individual diversity and receive orientation and training relating to the differences in gender, culture, age, socio-economic status, religion, sexual orientation, disability and lifestyle;
- Assume consumer rights and responsibilities under-pin all On Track Policies and Procedures.

Statement of Consumer Rights

All consumers of On Track services have the right to:

- High quality, timely and respectful service;
- Non-discriminatory service;
- Confidentiality and privacy; except in circumstances where there is a risk of serious harm to self or others;
- Be informed and to make decisions about their mental health issues;
- Consent to or refuse any service (except where legislation prevents this);
- Choose who will and will not be present at a consultation to the extent that it does not impose serious risk to the consumer or other person/s;
- Request transfer of care to another staff member;
- Have an advocate and access to family and friends;
- Remain anonymous;
- Fair and timely investigation of complaint;
- Continued access to services in a non-discriminatory manner after making a complaint;
- Refuse to take part in research and experiments;
- Refuse services from students;

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- Read their own records;
- Receive written information about their rights at the time of first contact;
- Participate in On Track planning days;
- Be consulted in the development of On Track policies that will impact upon them;
- Have their culture, gender, sexuality and religious/spiritual beliefs respected and taken into consideration when receiving services.

Statement of Consumer Responsibilities

Similarly consumers have responsibilities in using services, which include:

- Advising if unable to keep an appointment;
- Participating in planning, policy development and decision making regarding their issues;
- Following the IP developed with the worker if necessary;
- Informing the worker of significant changes in their lifestyle;
- To deal fairly with other consumers and staff and respecting the work and dignity of others;
- To attempt to minimise conflict with co-residents and people attending the Resource and Recovery Centres;
- Adherence to “House Rules”;
- Participate in reasonable treatment and rehabilitation processes.

Procedures

- Staff and management will be non-judgemental in their approach;
- They are to develop rapport and empathy with a wide range of individuals and groups;
- Adapt communication styles, manner and conduct but always demonstrate respect and promote empowerment of the individual consumer;
- Recognise and acknowledge differences of values and opinions;
- Avoid offending behaviour;
- Reflect and incorporate significant cultural practices where possible;
- Identify potentially discriminatory or culturally based obstacles;
- Develop and implement strategies to remove them;
- Create opportunities to demonstrate the contribution of difference and diversity in the community.