

**enc**4**mpass**  
community services

**SUPPORT SERVICES HANDGUIDE**



October 2022

# from the CEO

Welcome,

My name is Elaine Robb and I am so pleased that you have decided to become a participant at Encompass.

It is our job to support and guide you to be who you want to be and live the life you want to live.

You can help us by telling us when we are doing what you need us to do, and also telling us if we have not got it right.

I hope you say hi to me if you see me and I'll be sure to say hi back to you.

**Your Vision is Our Vision, Whatever it takes!**



I acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture, and I give my respect to the elders past, present and emerging.



Encompass welcomes all people of the LBGTQIA+ community regardless of gender identity or sexual orientation.

## Encompass Community Services Contact Details



### **Geelong Administration Office**

*79 Gheringhap St, Geelong. Victoria 3220*

### **Wyndham Administration Office**

*Shop 1/5 Wedge St, Werribee. Victoria 3030*



1800 943 055



[www.encompass-cs.org.au](http://www.encompass-cs.org.au)



[supportservices@encompass-cs.org.au](mailto:supportservices@encompass-cs.org.au)

### **If you need translation services you can contact:**

Translation and Interpreting Service (TIS) 131 450



You can ask for help to read this hand guide. A friend, family member or support person may be able to help you.

If you need to access another version of this Hand guide, please contact Encompass to discuss how we can meet your individual communication needs.

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## **Encompass Vision, Mission & Values**

### **Vision**

- Your vision is our vision, whatever it takes

### **Mission**

- Promote the value of more people with disabilities in all forms of employment to employers and the economy
- To lobby government at all levels to create legislation and provide funding, as much as they can manage, not as little as they can get away with
- Change government policies to make support for people with disabilities more accessible and flexible where it is most needed
- Raise awareness and educate those in all sectors of our community including police, the courts, welfare systems, educator, the public
- To commit to the principles of person- centred excellence in disability services
- To utilise technology to its best and fullest to achieve our vision and mission
- Create achievements in our sector

### **Values**

**Impatience** - to achieve our goals and create positive change

**Stubbornness** - to not give up on things we believe

**Frustration** - to not be complacent with things that should change

**Conflict** - that comes from wanting things to improve

**Pushiness** - when there is much to be gained

**Inexperience** - because we keep trying new things and pushing boundaries

**Outspokenness** - to not accept the unacceptable

**Oppositionality** - to agitate for change

## Encompass Participant Code of Conduct

### **Purpose**

Encompass Community Services is committed to ensuring the rights of people with a disability are always upheld and advocated for, advancing clients' rights in all service functions; and the reciprocal responsibilities expected of clients during service delivery.

### **Scope**

Encompass Community Services Policy and Procedure on Clients Rights and Responsibilities supports behaviour consistent with the code of conduct. This policy applies to all Encompass staff, volunteers, contractors as well as existing clients, their family members, carer/s and other supporters.

If you would like to obtain a copy of this policy, please contact a member of our Participant Engagement team, and they will assist you.

## NDIS Code of Conduct

### **The code of conduct requires workers and providers who deliver NDIS supports to:**

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people who live with a disability
- Provide supports and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against exploitation, neglect and abuse of people with a disability
- Take all reasonable steps to prevent and respond to sexual misconduct

A full copy of the NDIS Code of Conduct Guidance for workers is available from the NDIS Quality and Safeguards Commission at

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



## **What you can expect from being a participant**

**In providing you with Supports, Encompass Community Services will:**

- Always treat you, your family and anyone who you choose to speak up for you, including your nominee, with respect and courtesy.
- Work with anyone you choose to advocate on your behalf.
- Consult with you on decisions about how your support is provided to you.
- Communicate with you about your support regularly. You can include any other person you wish to be involved in this communication.
- Keep track of your progress, goals and report this back to you.
- Provide opportunities for you to be involved in the review of your supports.
- Keep up to date records on the support that Encompass Community Services provides to you; and keep these records private and confidential in line with the provisions of the Privacy Act and any other relevant legislation.
- Keep up to date records on how your funding is being spent. You will be able to view this on the National Disability Insurance Agency Participant Portal.
- Give you access to your file within 48 hours (2 business days) of your request.

**Encompass Community Services will ensure that our support staff:**

- Are flexible with your support as your needs change over time.

- Have appropriate training so they can support you to achieve your goals.
- Follow policies and procedures to ensure Support Staff understand how to support you well; including the right to an advocate, the right to privacy and dignity, the processes for accessing records, feedback, complaints, appeals and allegations, and the right to be free from abuse, neglect, violence, and preventable injury.
- Respect your cultural, religious, and spiritual needs, age, gender and your sexual orientation and/or identity.
- Will listen to your feedback to improve the way we support you.
- Will provide access to an interpreter service if required.
- Staff will have a NDIS worker screening check clearance and Working with Children's Check and any other clearances required.
- Have completed Mandatory Child Reporting and Cultural Diversity training.

### **Intake**

You will be given the opportunity to discuss your service needs and goals with a member of our Intake team.

They can assist you in finding the right supports.

During this discussion we shall -

- Discuss what services Encompass can support you with and determine if Encompass has suitable support for your needs. (If not we can offer suggestions of where you may be able to find them in your local area).
- Discuss both participant and service expectations.
- Show and discuss with you what forms you will need to complete and why.



- Give you this hand guide to take home, and discuss the information on each page, such as Privacy, Complaints and Advocacy.
- Discuss your Service Agreement with you, and you can ask any questions about it.
- Discuss your rights as a participant and information surrounding the exit process.
- Discuss any additional support requirements such as a Behaviour Support Plan or medical plans, for example - if you have asthma, and if you require a support team.

**You will be required to complete the following forms to access our services -**

- Intake application
- Consent and release of information form
- Consent to media release
- Participation in Audit process
- Acknowledgement of receiving this hand guide
- Service Agreement

If you need help with this process, we can assist you.

If you would like to make changes to your supports at any stage, please contact a member from our Participant Engagement team, and they can assist you in making those changes, including when those changes will occur.

**If you would like more information for current NDIS price guides, please go to this link below.**

<https://www.ndis.gov.au/media/4349/download?attachment>



## **Cancellation of Services**

You have the right to cancel services.

Encompass is a NDIS registered provider and due to this, we are required to follow the NDIS guidelines surrounding cancellation of services.

If for any reason Encompass Community Services Support staff are unable to attend a supports/activity, we shall:

- Contact you as soon as possible and advise you of the cancellation and the reason the supports/activity must be cancelled.
- Reschedule your support/activity for another time that is convenient to you and Encompass Community Services

### **Encompass Recreation and Travel**

For circumstances outside of Encompass Community Services control (eg. COVID-19 lockdown) the following will apply:

#### **Participation fee:**

This amount will vary depending on the support/activity/accommodation cancellation terms as given from the provider. Encompass will provide you with the details including a breakdown in non-refundable amounts.

#### **NDIS:**

Encompass will charge 10% of the total amount that would have been charged to recover the time and work spent on the planning and preparation for the activity. Encompass will provide you with the details including a breakdown of the charges.

### **Extended Trip**

#### **Participation fee:**

Any cancellations within 4 weeks of the departure date will result in the participation fee being non-refundable.

This is due to accommodation and activity costs being pre-booked and paid on your behalf. Encompass Community Services will endeavor to fill your spot and if successful a reimbursement will then apply.

#### **NDIS:**

For any cancellations within 10 business days, we are unable to offer a refund of the NDIS.

## **Weekend Trip**

### Participation fee:

Any cancellations within 2 weeks of the departure date will result in the participation fee being non-refundable.

This is due to accommodation and activity costs being pre-booked and paid on your behalf. Encompass Community Services will endeavor to fill your spot and if successful a reimbursement will then apply.

## **Day Activities**

### Participation fee:

If for any reason you are unable to attend a scheduled activity, please note we may not be able to offer a refund of the participation fee.

This will be dependent on each activity. Encompass Community Services will endeavor to fill your spot and if successful a reimbursement will then apply.

## **TAC/WORK SAFE**

If you cancel within 48 hours of the rostered supports, you may be required to pay the cancellation fee (100% of supports) if your TAC/WORK SAFE provider does not pay charge.

## **Costings**

### **Group Based Supports**

The new arrangements introduced from 2020-2021 remove the worker to participant ratio and instead allow providers to claim against the appropriate 1:1 support line item. This means Encompass will be able to accurately apportion time spent with a group and among the members of that group. Encompass can also claim for non-face-to-face supports rather than having an allowance for non-face-to-face supports built into the price limit.

### **Non-Face-To-Face Support Provision**

Time spent writing reports and daily journal notes for co-workers and other providers about the participant with skill development.

Time spent researching skill development opportunities for the participants to gain skills pertaining to their personal goals.

### **Capital Centre Costs**

Encompass can claim a capital allowance when it delivers group-based supports in a centre under the new pricing arrangements, where appropriate, in addition to the cost of the support worker.

The capital allowance was formerly within the price limit and will now be a separate line item.

### **Provider Travel**

If Encompass staff are required to travel to pick up participants from a resident's address, Encompass may also claim for the time taken by staff to travel to the participant prior to the support commencing.

### **Activity Based Transports**

Where Encompass provides transport to somewhere where there will be funded supports provided by the transport provider

Depending on your funding from National Disability Insurance Agency and the types of Support Services you need, you may be required to pay an additional cost for some activities.

### **Late Stay / Early Arrivals**

If you arrive at Encompass prior to or after scheduled hours of arranged support, you may be charged for the cost of this additional support.

If you request Encompass staff to stay late or arrive early other than scheduled hours of arranged support, you may be charged for the cost of this additional supports and the charges incurred.

### **Additional Supports**

Additional Supports that you request may be accommodated (dependent on staff availability) and charged according to the NDIS Support Catalogue rates.

### **Extra Costs**

Encompass Community Services and the Support Staff will discuss this with you.

Examples include entry fees, parking costs, travel costs, activity costs and meals etc.

If the National Disability Insurance Agency includes funding to cover these costs in your plan, Encompass Community Services will pay this cost for you and claim the funds from the provider portal.

If you do not have this type of funding included in your plan, Encompass will provide you with an invoice.

### **Establishment Fee-For-Personal Care/Community Access**

This fee applies to all new NDIS participants in your first plan where you receive at least 20 hours of personal care/community access support per month. This payment is to cover non-ongoing costs for providers

establishing arrangements and assisting participants in implementing your plan.

## **Exiting**

The decision to discontinue our service of support may be made by you as the participant, or by Encompass Community Services. A member of our Participant Engagement team will be able to work with you to assist you with the exit process.

Our team members will provide appropriate assistance to ensure that you are able to locate alternate services and achieve a smooth transition.

We shall continue to support you throughout your time at Encompass, as well as during your transition exiting our services.

### **What are some reasons that could mean discontinuation of supports?**

- You have made the choice that you no longer want or need our supports.
- The NDIS or your Support Coordinator advises our supports are no longer required.
- We are not able to provide a suitable level of supports for your individual needs.

### **There may be some changes that have occurred in your personal circumstances that prevent you from being able to receive supports such as -**

- Significant changes in living arrangements.
- Ongoing medical concerns/ illness.
- An agreement is not reached with regards to the supports being offered.

### **Other examples of exit from supports may include:**

- Displays of violence towards Encompass staff and / or other participants.

- Failure to stay connected as requested, despite our efforts to maintain contact
- A continued absence from services without reasonable explanation
- Changes to your NDIS funding

## **Re-Accessing our Services**

You are welcome to apply to re-access our services by following our Intake application process.

Our ability to provide services will be dependent on eligibility criteria and our capacity to provide the requested service

### **Privacy & Confidentiality**

Encompass request that you sign a written authorisation or consent form to engage in our Services.

Encompass understands that your privacy and confidentiality is important.

Some of the many ways we help to protect these for you are:

- All participants seeking support services will be given a document to sign for consent and release of information. This helps you to control what is shared, how it is shared, and most importantly why it is being shared.
- All your personal information is electronically stored under password protected files, only authorised Encompass Community Services staff have access to them.
- Any paper files relating to you and the services you are receiving are stored in lockable filing cabinets.
- You will only be required to provide information that is relevant to your service needs.
- Consent can run for the length of you supports with Encompass Community Services however, you are welcome to alter your choices at any time.
- We recognise your rights to privacy and confidentiality as a participant and will only release information to other bodies with

your permission. This might be needed if you are very ill and you need a paramedic or doctor; or as part of an audit.

- You have the right to ask to see your file anytime, however, you need to give Encompass 48 hours' notice.

Please speak to a member of our Participant Engagement team for more information or to view our policy surrounding this.

### **Making a Complaint at Encompass**

It is ok to speak up about your concerns, provide feedback and make a complaint if you have a problem or are unhappy.

You also have the right to withdraw your complaint at any time, or, if you would like for it to be kept confidential. If you would like to provide Encompass with your feedback or concerns, the steps below can help guide you.

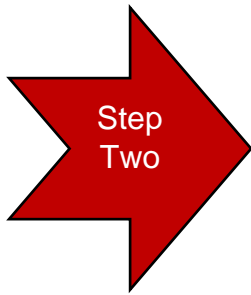


- You would like to provide feedback or make an informal complaint to Encompass

You can provide this information either -

- *In person to staff at Encompass or to your support person*
- *Making a phone call to Encompass*
- *Writing a letter to Encompass*
- *Writing an email to Encompass*
- *Submitting a feedback/ suggestion form into the Feedback/ Suggestion Box at any one of our Encompass locations*
- *Completing the online Feedback form which is located in the 'Contact Us' section on our website*

You will receive acknowledgement of your feedback or concern and further information surrounding the next steps.



- If your feedback or concern is a formal matter, or, you feel your initial request has not been resolved, you can register an Official Complaint.
- Your official complaint will be completed onto a Making a Complaint form (formal)
- You can request to meet with a senior staff member to discuss your complaint and seek to resolve it
- If you feel your concern has still not been resolved, or heard, you can request to speak directly with the CEO of Encompass



- If you feel that you need further supports and are not getting the outcome you desire, you can raise your concerns directly with the NDIS Quality and Safeguards Commission by calling them on **1800 035 544**.

Encompass supports the rights of our participants to express, or have expressed on their behalf, grievances relating to the organisation and/or employees within our organisation.

We are committed to ensuring our participants are always encouraged and supported to raise concerns and have issues resolved without fear of retribution, in a timely, fair and confidential manner.

There are some other options to help you have your complaint resolved if you feel it is not happening in the first 3 steps at Encompass.

### Supports for a complaint

Contact the NDIS Quality and Safeguards Commission on **1800 035 544** if you need further supports in resolving a complaint.



NDIS Quality  
and Safeguards  
Commission



### **You are not happy with an NDIS funded service**

Contact the NDIS Commission if you are not happy with an NDIS funded service on 1800 **035 544**, or you can visit their website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### **You would like to have a decision or action reviewed**

Contact the NDIA or Commonwealth Ombudsman if you are not happy with a decision or action on **1800 800 110**, or you can visit either websites at [www.ndis.gov.au](http://www.ndis.gov.au)  
[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### **You are not happy with a service provided by another agency or body**

Contact your state or territory complaints body if you are not happy with a service provided by another agency or body. To find the links most suitable to your individual needs please visit the NDIS website at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### **In an emergency**

If you are at immediate risk of harm, or have concerns about a person's wellbeing you need to **call 000 immediately**.

## **Incident Management**

Encompass Community Services adheres to the incident reporting guidelines in line with the NDIS requirements.

### **If an incident occurs:**

- Staff will immediately respond to the safety of the participants and staff, apply appropriate first aid, or get medical assistance. Staff will also contact their Encompass Manager to alert them of the incident

### **Steps of support:**

- Staff will offer support to the participant(s), and in the case of a serious incident counselling should be offered to the affected participant (s)
- Staff will notify your family, carers and/ or guardians of the situation

### **The investigation process:**

- Following the incident, staff will work with their Manager and/ or Compliance team to complete an assessment for the following areas-
  - Could the incident have been prevented?
  - Was the incident managed and resolved?
  - What further actions need to be taken to prevent similar acts occurring, or to minimise their impact?
  - If any other persons or bodies need to be notified of the incident

### **Report findings to participants:**

- A copy of any report findings will be given to participants
- A copy of the incident report will be offered to participants, their family members, carers and/or guardians if consented upon request.

### **Liability and Indemnity**

Encompass is covered by Liability Insurance.

While you are engaging in our services it is your responsibility not to damage Encompass Community Services property.

If you do cause any damage or loss you must reimburse for any loss or damage suffered to Encompass Community Services.

## **Advocacy**

**At Encompass we understand that it is important to be supported in all areas of life.**

If you feel you need advocacy supports, please find a list below that are available across Australia.

### **VALID**

<https://www.valid.org.au/>

(03) 9416 4003

130 Cremorne Street, Richmond VIC 3121

**NDIS Quality and Safeguards Commission**

<https://www.ndiscommission.gov.au/participants/disability-advocacy>

1800 035 544

**National Disability Advocacy Program**

(Australian Government- Department of Social Services)

This website will help you find supports closest to your area

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/national-disability-advocacy-program-ndap>



**Where will you find  
Encompass Community Services  
On the web and on social media?**



[encompass-cs.org.au](http://encompass-cs.org.au)



[facebook.com/EncompassCS](https://facebook.com/EncompassCS)



[instagram.com/encompasscommunityservices](https://instagram.com/encompasscommunityservices)



[linkedin.com/company/encompass-cs](https://linkedin.com/company/encompass-cs)