



The Parkside Foundation

## YOUR SUPPORT TEAM

Your Parkside support team comprises many people including coordinators, team leaders and program officers. If you call our administration office they will put you in touch with the most appropriate person – phone 62436044.

The CEO of Parkside is Belinda Smith and the General Manager for Disability Services is Kylie Green.

## INFECTION CONTROL

Parkside will undertake a strict cleaning regime to reduce spread of infection. In the interests of health and safety of everyone at Parkside you are requested not to attend Parkside if you are unwell. If you come to Parkside and are unwell, you may be sent home.

## WORK HEALTH AND SAFETY

Parkside will provide a safe workplace and environment. Our centres comply with regulations. If we are supporting you in your own home, we will need to do an assessment of your home.

**THE PARKSIDE FOUNDATION PTY LTD**

Email: [enquiries@parkside.org.au](mailto:enquiries@parkside.org.au)

11 Tullah Road Mornington TAS 7018

Phone (03) 6243 6044 | Fax (03) 6105 0509

## PARTICIPANT HANDBOOK

*Welcome to The Parkside Foundation.*

*This booklet has been developed to provide you with information about Parkside and support options available to you.*

*It provides guidance about your rights and responsibilities, information on how we protect your privacy as well as helpful contact numbers in case you need them.*

*We will fully explain the services available to you and this booklet is for you to keep as a reference when required.*

*If you have questions at any time, please feel free to contact us.*



Our Vision, Mission and Values are the foundation of the Parkside philosophy. It ensures we are all working together toward the same goals.

#### OUR VISION:

To live a full life with purpose

#### OUR MISSION:

To ensure that Parkside Foundation is the first choice of service provider for Tasmanians living with disability and the first of choice for Tasmanians seeking aged care.

#### OUR VALUES:

To listen to those we support and to each other  
To respect the families and those closest to the people we support  
To deliver results to reach the goals of those we support

We strive to provide the highest quality, personalised services that are family-oriented, responsive and adaptable.

We value each person and treat people with respect, honesty, equality, dignity, choice, privacy and confidentiality.

We work in partnership with a range of organisations to maximise outcomes for these people.

## SERVICE AGREEMENTS

The NDIS recommends having a written service agreement so participants and providers are clear about what each part has agreed to and what supports are going to be provided and claimed for. Parkside will provide you with a Service Agreement along with a Schedule of Supports which will outline the supports to be delivered and the costs.

## DOCUMENTS REQUIRED

To ensure your safety, appropriate support and to meet requirements of the National Disability Insurance Scheme and the NDIS Quality and Safeguards Commission, Parkside are required to have certain information about you. Parkside will talk to you about the documents we need to have.

## SUPPORT FEES

Your support is covered by your NDIS Plan and will be outlined in your schedule of supports and are available on our website. You may incur some additional costs depending on your program choice. Parkside will let you know the costs associated with the programs you choose.

## CANCELLATION OF SUPPORTS

Your Schedule of Supports has information about how much notice you need to give if you are going to cancel support. If you cancel supports you may be charged if you do not let us know.

### To cancel a support

During normal business hours (8.30 – 5.00) phone - 6243 6044.

After hours, phone the on-call number - 0407 245 528.

***Please do not text.***

***Do not leave a message on the office answering machine.***

## CHOICE AND CONTROL

Parkside will assist you in choosing how you receive your support. Where your needs change, we can change with you. If you wish to move to another provider we will help you to make that transition.

## CULTURAL DIVERSITY

Parkside has a culturally rich and diverse support team. If you have particular cultural requirements during your time with us, please talk to your support team to see what can be arranged.

## SUPPORT OPTIONS

We will work with you to develop a plan of support that meets your preferences and assists you to achieve your goals.

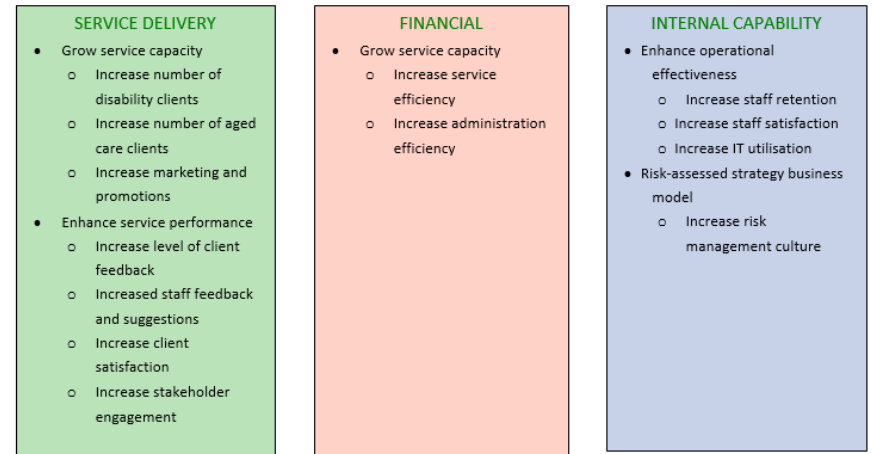
We offer a wide variety of supports including, but not limited to

- Individual support
- Centre based support
- Social and community participation
- Life skill development programs
- Short term accommodation
- Out of hours programs
- School holiday programs
- Online platforms

Programs are always being developed to meet the diverse requirements of participants. Let us know if you have a particular interest and keep up to date with what we are offering via our Facebook posts and website.

## STRATEGIC PLAN

We are working towards the following goals as part of our current strategic Plan



## ORGANISATIONAL HISTORY

Parkside Leisure was first established in 1995 to support people with disabilities access their community. As the organisation continued to evolve and broaden the scope of its services to include aged care support, the name was changed to The Parkside Foundation. Support is provided in a wide range of settings to people who are frail aged, people with dementia, people with a disability and their carers. The age of people using our service ranges from young people to older people of retirement age. We deliver a variety of programs and services across Southern Tasmania.

Parkside has a board of 5 directors who are responsible for the governance of the company.

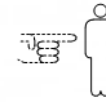
## SERVICE USER RIGHTS

*The Disability Services Act (Tasmanian) 2011 outlines the principles in respect of persons with disabilities. The Aged Care Act 1997 - Schedule 2 User Rights Principles 2014 and the National Disability Insurance Scheme Act 2013 define the rights of care recipients*

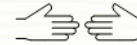
Based on the above, The Parkside Foundation endorses the following rights for people with disabilities, older people and carers who use our services:

1. The right of respect for their human worth, dignity and privacy and the same human rights as other members of society.
2. The right to make, direct, implement and actively participate in the decisions which affect their lives.
3. The right to realise their individual capacities for physical, social, emotional and intellectual development and to participate in community life as they wish.
4. The right to services which will support a reasonable quality of life taking into account their lifestyle, cultural, linguistic and religious preferences.
5. The right to receive services in a manner which results in the least reasonable restriction of their rights and opportunities.
6. The right to be given enough information to make an informed choice.
7. The right to choose the services and most appropriate care that best meets their needs from the available options.
8. The right to a copy of their written care plan/personal profile and to access a copy of the personal information Parkside holds about them (in accordance with the National Privacy Principles).
9. The right to choose a person to speak on their behalf for any purpose, including the right to change that person at any time.
10. The right to refuse a service without future prejudice.
11. The right to pursue any grievance in relation to services including the right to: adequate support to enable them to pursue a grievance; and pursue the grievance without fear of discontinuation of services or recrimination from any person who may be involved in or be the subject of, the grievance.

## WHAT TO DO IF YOU ARE NOT HAPPY AT PARKSIDE



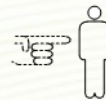
If you are not happy about something that is happening at Parkside



You can ask someone to help you



You can talk to the person you are not happy with



You can talk to the Service Manager



You can talk to the CEO



You can talk to the Board of Directors

You can also talk to **Advocacy Tasmania** - phone 6224 2240, **Speak Out Inc.** – phone 6231 2344 or the **NDIS Commission** - phone 1800 800 110. For more information on the NDIS Commission, see your Participant Welcome Pack which you were given at your initial assessment.

## COMPLIMENTS COMPLAINTS AND COMMENTS

At Parkside we value comments, compliments and complaints relating to all aspects of our service and support delivery. It is an opportunity to evaluate and improve our service and to ensure you have the service you expect and are entitled to. We want to know what we are doing well and what we need to improve. A Feedback Form is available at our website [www.parkside.org.au](http://www.parkside.org.au) or from the office alternatively you can provide direct feedback by emailing [enquiries@parkside.org.au](mailto:enquiries@parkside.org.au)

From time to time Parkside will send you a survey to hear what you think.

**Feel free to contact your service team at any time to discuss any aspect of your support.**

## ADVOCACY

If you have a problem and you need help to discuss it, there are advocacy groups to help you or to speak on your behalf. Parkside have given you information on this at the time of your initial assessment.

## PARKSIDE STAFF

Our support staff are selected on the basis of skill and experience. We also try to match your requirements to the support worker to ensure mutual compatibility. If there are concerns, please tell your Service Coordinator so we can improve our service to you by resolving any issues. All our employees have Working With Vulnerable People Checks, first aid and other qualifications as required.

### Code of Conduct and Confidentiality

All employees of Parkside are required to sign an Employee Code of Conduct and Declaration of Confidentiality. Employees must also abide by the NDIS Code of Conduct.

Employees must ensure the confidentiality and privacy of clients, families, carers and of fellow employees. Confidential information (including computer records) must be stored in a secure manner and must not be removed or transferred from a work location without the authorisation of the relevant Service Manager or CEO.

The NDIS Code of Conduct lists the following seven elements to which your support worker must abide:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. 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
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct.

## PRIVACY

Under the Privacy Act 1988 and Personal Information Protection Act 2004, you have a right to access information Parkside holds about you. If you wish to exercise this right you should contact Parkside's Privacy Officer (CEO). We will only collect information relevant to you and your support.

## MANDATORY REPORTING

Parkside have a legislative requirement to report a suspected case of abuse or neglect. In such cases Parkside must report and are not required to gain your permission.

## ADMINISTRATION OF MEDICATION

Support Workers are not permitted to administer medication without specific training and authorisation. They can prompt, remind or assist in a practical way without handling medication. You will need to provide doctor's orders and medication in original packaging or Webster packs if it is to be administered by Parkside employees.

## MONEY HANDLING

Support Workers are not permitted to handle the client's money in any form. They can prompt and assist with a money transaction when in the community. Where it is essential to handle money, authorisation is required and a strict protocol must be followed.

## RIGHTS AND RESPONSIBILITIES

### Parkside responsibilities:

- Review your service after 4 weeks and then every 6 months
- Work with you to provide support agreed to in the description of supports
- Consult you on decisions about how your support is provided
- Listen to your feedback and resolve problems quickly
- Treat you with courtesy and respect
- Keep clear records on services and provide a record of supports on request
- Protect your private information and respect your confidentiality
- Provide support in accordance with the organisations Policies and Procedures
- Invoice you for any fees you need to pay
- Support you in a safe environment

### Your responsibilities

- Work with Parkside and give them information they need so services and supports can be provided to meet your needs
- Let Parkside know if you have any concerns about the service or support being provided
- To be courteous and respectful to Parkside staff
- To give Parkside the required notice if I wish to cancel this agreement
- Provide a safe environment for home support
- Use your NDIA funds for the support provided to me
- To pay a fee if you fail to let Parkside know you don't need support and to pay for additional costs NOT covered in my NDIA plan
- Pay Parkside for any damage I cause to the property of Parkside or their employees
- Let Parkside know if my NDIA Plan is replaced by a new plan or I stop participating in NDIS.