

Participant Handbook



Supporting children and families to thrive



1 Elizabeth Street
PO Box 172
Mornington, VIC, 3931

Phone:

03 5975 1820

Email:

admin@bialapeninsula.org.au

Website:

www.bialapeninsula.org.au

Follow us on:



Open Monday to Saturday



Our Vision

Our children with disabilities are active participants in all aspects of family and community life during the early years and into the future

Our Purpose

Biala provides safe and nurturing learning environments through high quality programs, therapies and support services for children with additional needs, their families and the community.



Our Values

At Biala we value:

Respect

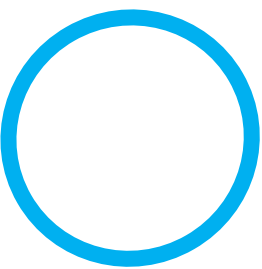
We have respect for the children and their families, for each other and for our colleagues in the wider community.

Excellence

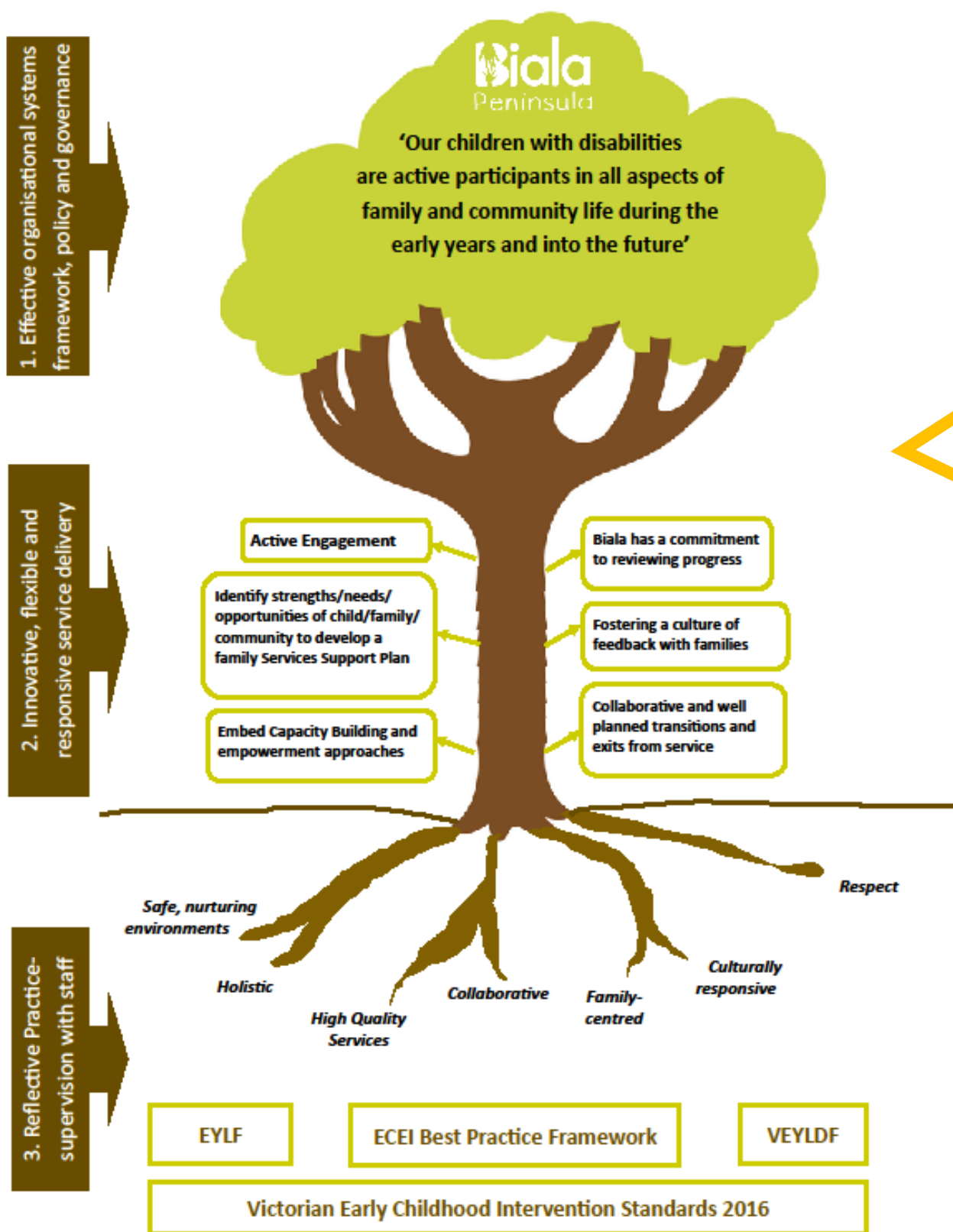
We are committed to continuous quality improvement.

Integrity

We act in a fair, honest, non-discriminatory and dignified manner whilst promoting an inclusive, caring environment.



Biala Peninsula - Service in Action



Service Provision

Beginning our service

Welcome to Biala!

Now that your child is enrolled at Biala they will be placed on an allocations list.

We will identify the staff and programs which will provide the service to you and your child.

The therapist/educator will call you to arrange an appointment to commence services.

At times we may not have a therapist available immediately. If so, you will be added to our waitlist for that service. We will contact you to let you know about your progress each month.

While on the wait list, you can access all available Biala wrap-around services such as counselling, parent support programs and sibsclub.

Changing programs

People's needs change.

Biala supports your right to choose the services you want the most, and to change the service you are receiving.

Tell us if you want to change the type of services you are getting.

Tell us if you want to work on different goals.

Tell us if there are services or programs you want that we are not providing.

Biala staff will work with you to change the services you receive, whenever we can.

Each participant will be given sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review, and exit.

Continuity of Service

We are committed to providing our clients with consistent and continuous support.

If there is a change to the way you are funding or would like to fund supports from Biala please let us know.

If you receive a new NDIS plan or NDIS plan extension, Biala will continue to provide services unless you advise us to discontinue. This may mean that we will seek payment from you or your current plan if you have exhausted all funds from the previous NDIS plan.

Rights and Responsibilities

Your rights

You can expect Biala to:

- Listen to you
- Understand what is important to you
- Work with you to make decisions about how services will be provided
- Keep accurate records of services provided
- Work with you to work out problems quickly
- Review services with you when needed
- Give you adequate notice when there is a change to a scheduled appointment
- Give you information about our complaints process

Your responsibilities

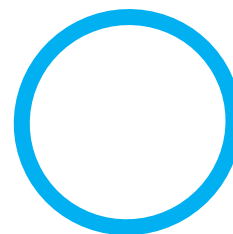
Biala can expect you to:

- Tell us everything we need to know about you
- Tell us about the other supports you use
- Tell us when things in your life change
- Come to appointments on time
- Let us know if you can't make it to an appointment
- Let us know if you are upset or worried about services at Biala
- Talk with us calmly if you are upset
- Let us know if you need to end a Service Agreement
- Let us know immediately if an NDIS plan is suspended or replaced by a new NDIS plan or if the participant stops being a participant in the NDIS
- Provide a safe, clean and tidy space in your home for Biala staff to visit and work in.

Conduct and Bearing of All Parents & Visitors

It is expected that all parents and visitors will:

- Treat our staff and other families with fairness and respect, refraining from indecent, threatening or abusive language.
- Follow health and safety practices as required.
- Comply with all lawful regulations, rules or procedures of the organisation.
- Notify Biala Peninsula of any circumstances or situations which may impact on the service we provide to your child which includes, but is not limited to any legal or court decisions and/or family living arrangements.
- Work collaboratively with Biala Peninsula toward the goals identified for your child.
- Follow any reasonable direction from a member of staff.
- Avoid discrimination, harassment or intimidation of staff and other families.
- Behave responsibly by not damaging, stealing, modifying or misusing property.
- Behave responsibly by not possessing or being under the influence of drugs or alcohol.
- Adhere to all conditions under the agreed contract of service agreement.



Biala Peninsula reserves the right to exclude visitors and/or cease service should the terms outlined above and in this handbook are breached.

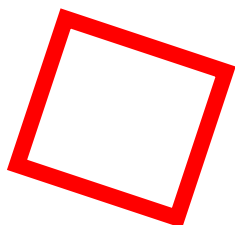
All about Communication

Advocacy

Biala is committed to supporting the best outcomes for our clients and families and recognises the important role of advocacy in supporting best outcomes.

Biala is committed to developing a culture which supports and promotes the use of advocacy across settings and situations.

Including supporting our families to advocate for themselves, providing information, training and encouragement to support this to occur, advocating on their behalf where appropriate and being open to clients and their families engaging advocates in their dealings with Biala.



Translating and interpreting

Biala will help you get information in your first language.

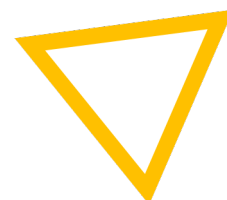
You have the right to access Translating and Interpreting services as needed.

We can call the Translating and Interpreting Service (TIS). They can interpret over the phone.

We can book an interpreter to attend any sessions or meetings

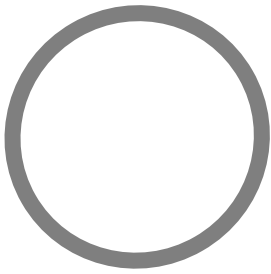
You can call the TIS whenever you want to call us, or call other services.

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All about Communication

Asking for help



Everyone has the right to be safe, and to be heard.

Are you being hurt? Is someone you know being hurt?

Biala can listen to you and help.

You can talk to:

Your key worker/therapist

Any other staff member

Our leadership team or CEO

If the person you talk to doesn't listen, find someone else who can.

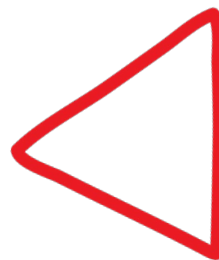
Biala wants to ensure that you have freedom of expression at all times.

Telehealth options

We are proud to offer support services from our staff via telehealth.

This can include a combination of consultations via video calls, telephone calls or written home programs for parents or carers to carry out with their child at home, with the guidance and support of a therapist or therapy team.

Please speak to our staff if you are interested in any of these options in addition to face to face services or as an option on their own.

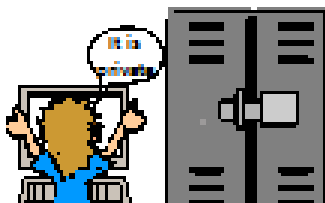


Information Privacy

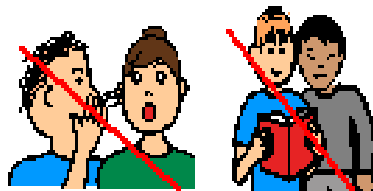
Biala needs to collect information about you.

Biala will:

- *Keep that information safe and private.*



- *Not share it with anyone else.*



- *Ask you first if we want to share information with others.*



- *Sometimes share information with DHHS, if the law tells us we have to.*

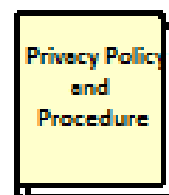


You can:

- *Obtain a copy of any information we have about you, at any time. Just ask us.*



- *Please see our Information Privacy Policy and Procedure for more information*



Feedback and Complaints

When you are not happy

Biala wants to provide the best service possible.

You have the right to complain if you are not happy with our service:

Please tell us. We will try to fix the problem or make it better.

1. In the first instance the relevant professional staff working with the participant is to be contacted.



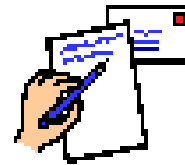
2. If the participant wishes to give the provider feedback, the participant can talk to CEO on telephone 03 5975 1820



3. Email: ceo@bialapeninsula.org.au



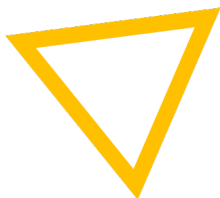
4. Post: 1 Elizabeth Street, Mornington 3931



5. If the participant is not happy with the provision of supports and wishes to make a complaint, the participant can talk to CEO on 03 5975 1820, email: ceo@bialapeninsula.org.au , Post: 1 Elizabeth Street, Mornington 3931

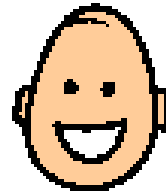


6. If the participant is not satisfied or does not want to talk to this person, the participant can contact the NDIS Commissioner on 1800 035 544 or TTY 133 677 or visit the website www.ndiscommission.gov.au



Feedback and Complaints

When you are happy



- Biala wants to provide the best service possible.
- Telling us what we are doing right will help us to keep doing it!
- If you are happy with our service, please let us know:

➡ You could email your feedback:

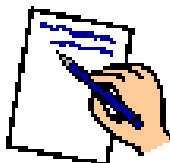
admin@bialapeninsula.org.au



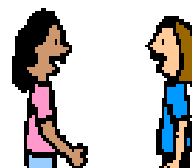
➡ You could call 03 5975 1820



➡ You could write it down



➡ You could just chat to us



Feedback and Complaints

Biala Surveys

Biala wants to keep improving.

We ask for feedback, annually at least.

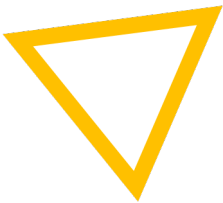
We email a survey to all families asking for their opinions, experiences, and suggestions.

Please let us know:

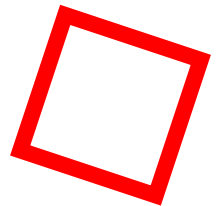
- *What you have liked the best about our services.*
- *What you don't like.*
- *Which services we don't provide that you would like us to.*
- *Any other feedback to help us improve or expand our services to suit your needs.*

We value your feedback.

Thank you for helping our service to grow and better support your needs.



Transitioning on from Biala



Biala's primary age range is children 0 - 12 years.

When children are approaching their 12th birthday, they will be assisted to transition to other age appropriate services.

You have the right to leave our service if you choose.

You will need to give us one month's notice or arrange a mutually agreed upon time frame to confirm leaving our service.

We can provide reports or handover for the next service you are attending if you ask us to, but we will need to charge for our therapists' time to do this.

We would really appreciate your feedback regarding why you are leaving our service. This will help us to keep improving what we do.

Thank you for your time at Biala. We wish you well.

Human Rights & Responsibilities

Biala Peninsula recognises all people have human and legal rights which should be respected at all times.

Biala Peninsula promotes and protects those rights as an integral component of each and all of its services. In line with the Victorian Charter of Human rights Biala recognises the rights freedoms and responsibilities that reflect the four basic principles, Freedom, Respect, Equality and Dignity

FREEDOM

- ✓ freedom from forced work
- ✓ freedom of movement
- ✓ freedom of thought, conscience, religion and belief
- ✓ freedom of expression, self-determination and decision-making
- ✓ to own and use your own things e.g., land, possessions
- ✓ the right to liberty (freedom) and to be safe



RESPECT

- ✓ right to life, e.g., receive proper medical treatment
- ✓ families and children should be protected and looked after
- ✓ enjoy your culture, practise your religion and use your language.
- ✓ to be presumed innocent until proven guilty



EQUALITY

- ✓ recognition and equality before the law
- ✓ to take part in public life
- ✓ diversity of family arrangements
- ✓ sexual orientation or gender identity
- ✓ have the right to raise concerns and make complaints
- ✓ have the right to vote



DIGNITY

- ✓ protection from torture and cruel, inhuman or degrading treatment
- ✓ privacy and reputation
- ✓ to be treated with respect and dignity
- ✓ to take time, weigh up risks and seek advice in decision-making
- ✓ children should be treated appropriately so that safety and well-being are maintained



Incident Management

All incidents (not just reportable incidents) are recorded to ensure appropriate response and to take steps to prevent such incidents from happening again.

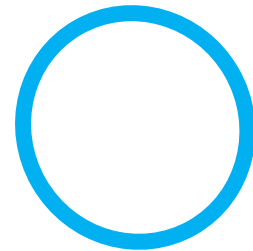
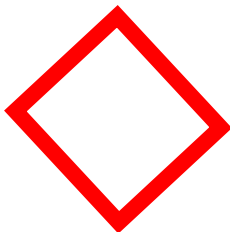
Per NDIS requirements, Biala's incident management system covers:

Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability;

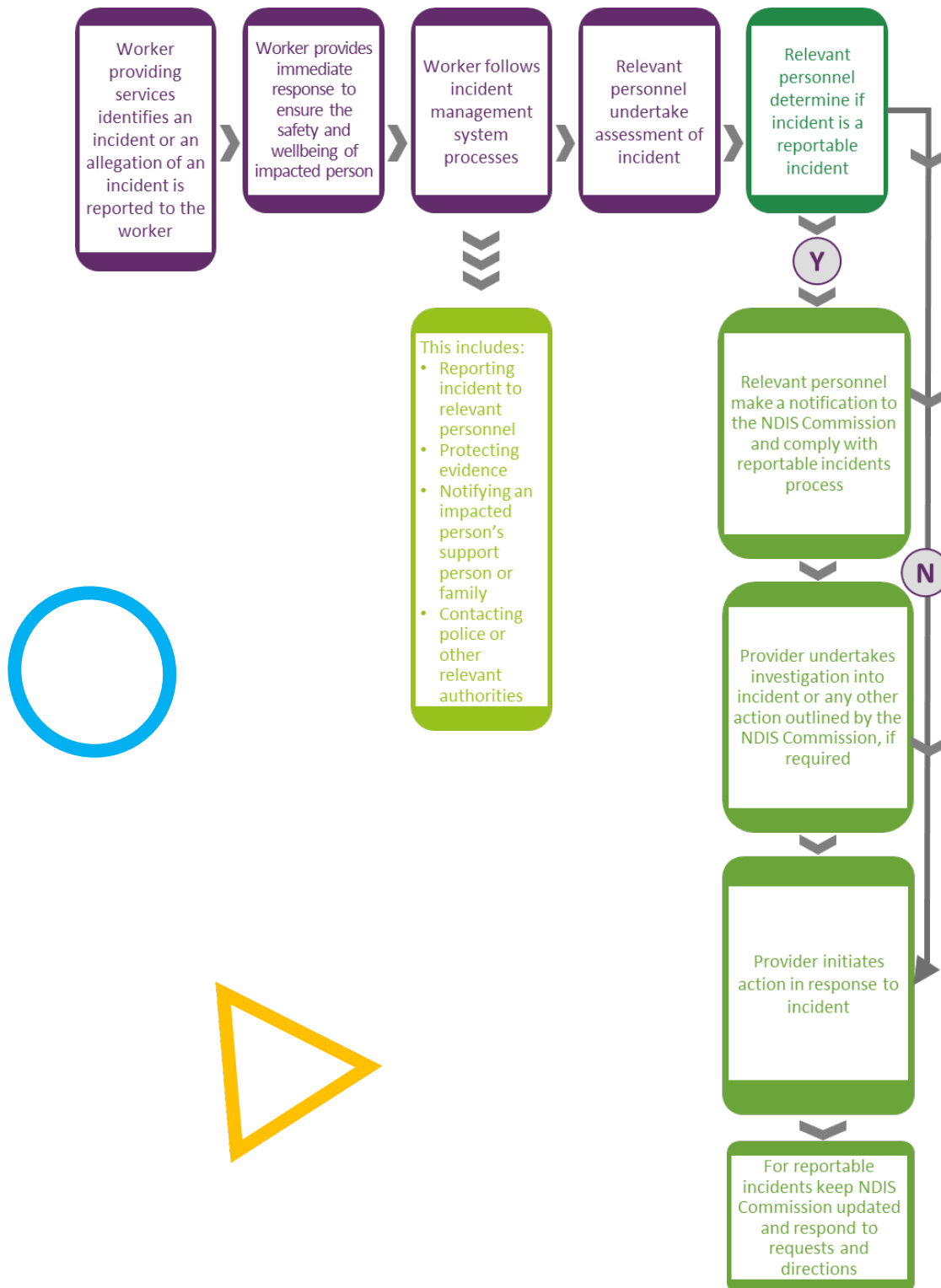
Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person, and

Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability.

The diagram on the following page shows the key steps in managing incidents

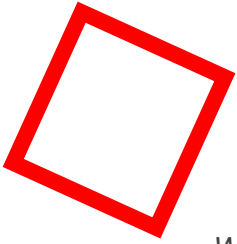


Incident Management



Safety

Safety in your home



Biala takes safety seriously—both for you and our staff.

When our staff are at your home, that becomes their ‘workplace’.

Biala is required by law to ensure a safe workplace for all staff.

We will ask all families some questions about safety, including questions about smoking, weapons, pets and access.

Please see our OH&S policy and our Home Visit Safety procedure for more information.

Please let us know:

- If you or your child is sick
- If you get new pets
- If repairs or building work is happening in your home
- If new people move in or other changes happen in your household

While Biala staff visit, please help us by:

- Not smoking
- Keeping all animals outside (unless otherwise mutually agreed)



Safety at Biala

Biala Peninsula have a variety of policies and procedures in place to help keep children and their families, staff volunteers and visitors safe.

You can help us maintain safety by reporting any concerns you have to staff or administration.

We ask that you refrain from smoking in the grounds and building or within 3 meters of the entrance gate. (As per government legislation)

Child Safety

Child Safe

Biala is committed to ensuring the safety of children engaging with our service at all times.

- *Biala has a plan to encourage a safe environment and culture*
- *Staff will help to keep children safe at all times, following our Code of Conduct.*
- *All Biala staff have passed the necessary checks and registrations before they are employed.*
- *All Biala staff know what they can do if they are worried about a child's safety. We have policies and procedures to follow.*
- *We help children to be involved in our service and listen to their ideas, where appropriate*
- *Give you easy-to-understand information*
- *Fix any mistakes we make or concerns you may have*
- *Do what we say we will do*

Please see our Rights and Responsibilities policy and procedure for more information

Child Safe Standards

Biala strives to create a safe, nurturing, and supportive environment for all children accessing our services.

The Child Safe Standards support our work with children and families.

Your responsibilities

During sessions:

These may be when we visit you at home, when you attend our centre or venues we meet at in the community.

Please stay with your child on the premises, when there is only one staff member.

Our staff always act to keep your child safe; the child remains your responsibility in the building until they are signed in and returns to your responsibility when you sign them out. Any other children who accompany you to Biala must remain under parental supervision at all times.

Aquatic sessions - when at the pool:

Please stay actively supervising your child, and be able to intervene at all times, if necessary.

Our staff act to keep your child safe, but you remain responsible at all times.

Health and Medical

Anaphylaxis

Biala staff are trained in the management of Anaphylaxis.

Biala try to minimise the chance of an Anaphylactic reaction occurring.

We aim to reduce the presence of products in our centre that might trigger a reaction.

We ask you to be aware of food and products you bring in to the centre

An approved Anaphylaxis Management Plan must be provided for any child attending our centre who has a known allergic or anaphylactic reaction.

An EpiPen must also be brought along every time your child with Anaphylaxis attends a session. You must give the EpiPen to a staff member.

Please refer to our Anaphylaxis policy and procedure, and our Emergency Management Plan, for

Other Medical Conditions

An approved plan must be provided for children with known medical conditions, including:

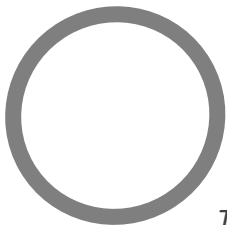
- Epilepsy
- Asthma
- Allergies

Please see our Policies and Procedures folder in the main Reception for more information.

Medication

If your child requires medication during a session, you must provide the medication in its original container, including the instruction label.

All medication must be written down on a medication record sheet and discussed with relevant staff.



Immunisation

Biala is a Registered Children's Service.

This means we must keep a copy of your child's immunisation record on file, and immunisations must be up to date.

Please help us to keep our records up to date.

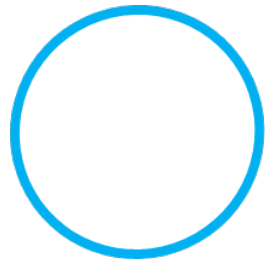
Please see our Children's Services policy and Immunisation procedure for more information.

Eligibility

Biala's primary age range is children 0 – 12 years. When children approach their 12th birthday, they will be assisted in transitioning to other age appropriate services.

You can access Biala programs by utilising various funding streams:

- *National Disability Insurance Scheme (NDIS)*
 - *Medicare*
 - *Privately funded*



Private Health

If you are accessing Biala's Services by paying privately you may be entitled to a rebate from your health fund.

Please contact your health fund for entitlements.

HICAPS automatic payment is available for some health funds

Fees

Biala fees and charges are set by

***NDIS Price Guide
(updated each year)***

Medicare rebates are available

Rebates vary depending on the type of plan you have. For further information, please speak to our administration team.

For any other funding streams the price is consistent with the NDIS Price Guide.

Consultants working out of Biala rooms, set their own fees.

