



## **Participant Handbook**



**Information for service users**

**Telephone: 5523 5999**

**50 Lalor Street, Portland, Victoria 3305**

## **This Handbook has the following information in it:**

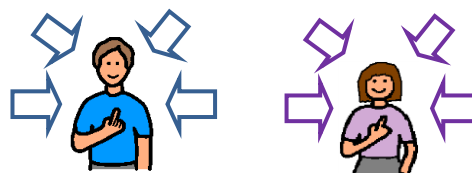
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**Vision:**

People of all abilities are able to actively participate as valued members of our community.

**Mission:**

Kyeema Support Services' mission is to:



*Support and empower individuals to make* **choices** *to enrich their lives.*

- ◆ Deliver quality services driven by the goals and needs of participants and families and underpinned by strong ethical standards.
- ◆ Act with respect, integrity and transparency.
- ◆ Demonstrate strong organisational leadership and advocacy.
- ◆ Empower service users, staff and volunteers to achieve their full potential.
- ◆ Promote community partnerships.
- ◆ Remain proactive and responsive to change



In all its activities Kyeema is committed to compliance with the Disability Act 2006 the NDIA Act 2013 the Child Safe Standards and the NDIS Practice Standards.

**About This Handbook:**

This handbook will help you to understand some of the things that happen at Kyeema. You are able to ask your support workers, managers, advocates, or others to help you if you have any questions



### ***Kyeema Managers:***

Julie Amor	Chief Executive Officer
Gay Kelly	Corporate Services Manager
Robyn Meade	Finance Manager
Bernie Stiles	Supports Manager
Jacinta Brown	Support Coordination Manager
Daniel Currie	Seawinds Nursery Manager
David Maclean	Windward Industries Manager Green Fingers Gardening Services



### ***Board of Management:***

Kyeema is guided by a group of people who volunteer their time.

They are responsible for ensuring Kyeema follows its mission.

*There is a Chairperson who runs the meetings and others who are Board Directors*



### ***What does Kyeema do?***

Kyeema supports people from pre-school to old age.

It provides individual support, group activities and supported employment.

Kyeema also provides short term accommodation (overnight respite).

### ***Supported Employment businesses are:***

❖ ***Windward Industries*** - Work is at Portland Aluminium and 50 Lalor St, Portland.

Windward undertakes process work, light manufacturing and recycling for Portland Aluminium and other contractors.

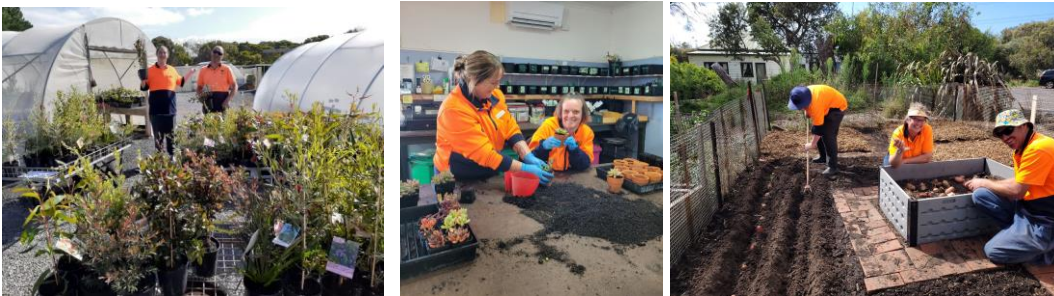
Jobs include: Cleaning Racal helmets, laundering cotton loop gloves, assembling components, sorting. Windward workers also do car washing and cleaning.



### ❖ ***Seawinds Nursery - 191 Wellington Rd, Portland***

Seawinds grows plants for wholesale - thousands of trees, grasses and shrubs.

Employees do nursery/horticultural tasks including: growing seedlings, pricking out seedlings, taking cuttings, striking cuttings, pot washing, tree-planting and general garden duties.



### ❖ ***Green Fingers Gardening Services - based at 50 Lalor St, Portland***

Green Fingers Does mowing, trimming, pruning, weeding and garden maintenance work for members of the local community.



### ***Group Activities***

Kyeema provides ***Group Activities*** for children and adults.

A choice of recreation, life skills, personal development and health and wellbeing activities.



## Life Skills - Cooking, shopping, money handling, gardening



## Education and Lifelong Learning



## Health and Wellbeing Activities



## Community and Citizenship Activities



**Individual Support** also includes

- Personal Care
- Assistance with home care
- Assistance with gardening

### ***Who can receive a service from Kyeema?***

People who receive a service from Kyeema must:

- Live in the Glenelg Shire
- Make their own way to work or programs, with the help of family or taxis.
- Have a disability
- Have funding from the National Disability Insurance Scheme (or other such as TAC or Funds in Court) - to pay for disability service hours

Kyeema does not discriminate. This means people are entitled to a service regardless of disability, age, sex, race, religious beliefs, or cultural background.

To take part in any of Kyeema's services people must:

- Discuss with Kyeema what sort of service they want.
- Sign an agreement about the sort of service

It is possible to use many different Kyeema programs. For example you might work but you can still do a social activity or have individual support to meet goals.

### **How do I get started with Kyeema?**

To receive the funding to use Kyeema's services:

Contact the National Disability Insurance Scheme on 1300 800 110

**or**

The NDIS Local Area Coordinators on 1300 242 696

Work:

To be employed at **Seawinds, Windward or Green Fingers** you must be an NDIS Participant, although you may have a "come and try" by arrangement with the Managers to see if you like it.

Contact Kyeema on (03) 5523 5999 and we will help you.

### ***When does the service stop?***

People exit Kyeema if:

- They decide they no longer need the service
- They believe another service would be more suitable
- Their service program period has ended
- Their funding ceases

People may be asked to leave Kyeema services if:

- They become abusive or aggressive either verbally or physically towards others in activities or at the work sites
- They steal from Kyeema or people at Kyeema or they damage property or equipment on purpose
- They work at one of the employment sites but refuse to follow their Employment Assistance Plan

### ***What if I want to leave?***

If you feel another service provider would suit your needs better:

- Talk to a team leader or manager so they can help you find another provider
- Kyeema can provide you with a list of other service providers and support options, and will help you make contact with other services if you wish
- It is your choice and no one at Kyeema will have a problem with that

### ***Rights and Responsibilities***

The law says we all have rights. Kyeema agrees we all have:

- the right to be treated with dignity and respect
- the right to make choices about the way our lives are run
- the right to privacy
- the right to be safe
- the right to be supported in a good way that keeps us happy and healthy



***If someone is not treating you well, speak up about it! That is also your right.***

Kyeema acts to prevent abuse and neglect and to protect the human rights of everyone who receives a service from us.

We respond to all concerns.

**Speaking Up is  
important!**

You have a **responsibility** to help other people have their rights protected too. That means:

- speak kindly to people
- other people may have a different opinion and that's OK
- never hurt another person
- other people's things belong to them

**You have the right to speak up if you have a complaint.**

Speaking up about problems is very important. If you have any complaints about how you are treated at Kyeema please tell us.

We will be happy if you tell us about your concerns. Speaking up helps improve our service and that's good for everybody.





## These are the steps you can take if you have a complaint

1. Talk to a Support Worker or a Team Leader.  
[You can have an advocate with you if you want](#)
2. If the problem is not worked out, you can talk to a Manager or Kyeema's CEO, Julie Amor on 03 5523 5999  
[You can have an advocate with you for this too.](#)
3. Here are the community disability advocates. Iain McDonald and Jen Merrett will listen to you and support you in speaking up if you need help.



**Iain McDonald**  
**Phone:**  
**0417 231 666**

**Jen Merrett**  
**Phone:**  
**0409 046 250**



If a problem still exists, some other people who can help are:

- For those with NDIS funding. Contact the NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.

The website is [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) and there is a [Make a Complaint](#) button.

- South West Advocacy (03) 5561 4584
- The Complaints Resolution & Referral Service on 1800 880 052.
- National Disability Abuse & Neglect hotline

*Phone:* 1800 880 052 (*free call*)

*TIS:* 13 14 50 *NRS:* 1800 555 677

*Website:* <http://www.disabilityhotline.net.au/>

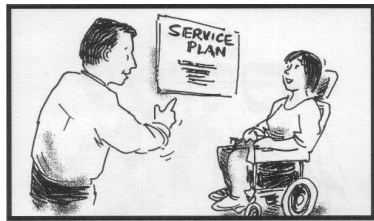
- Legal Advice hotline website: <http://www.justanswer.com>



**Your opinion is important:** Each year Kyeema asks people whether they are happy with the service they get from Kyeema. People can fill in a questionnaire or speak to an advocate about Kyeema.

## ***How will Kyeema meet my individual needs?***

Support Plans and Employment Assistance Plans.



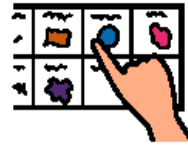
The services provided by Kyeema are centred around people's individual needs in the following way:

- A Support Plan is developed at your NDIS meeting. This is your 'plan of action' which will detail the goals you want to achieve.
- Kyeema works with you to achieve these goals. Changes can be made if you are not satisfied with the things you are doing to meet your goals.
- Supported employees at the work sites and people who use other NDIS activities have a key worker or Team Leader. The key worker or team leader helps with NDIS Plan reassessments and support planning.
- Support Plans are reviewed at least every year. You can ask for a review if things change a lot before the review is due.
- Employment sites will develop employment goals with you after you have started work. This lets people know what you need help with and also what you want to achieve at work.



## Who makes the decisions?

You will make the decisions about where you would like to work and /or what activities you would like to take part in.



- Kyeema can provide advice and a list of choices to help you make decisions using the right information.
- Kyeema will take into account your current skills, experience, interests and health when helping you with your employment or program choices.
- Kyeema believes you have the right to make your own decisions.
- There may be times when the employment site, program or activity you prefer does not have a place for you yet. Kyeema will help you to choose something different while you wait for your first choice.

## What if I need help to make decisions?

Kyeema team leaders and managers can give you information that may help you make a decision.



You can have an advocate, carer or family member to help you make a decision.



Your advocate, carer or family member can join in meetings with Kyeema staff.

## ***Policies and Procedures:***

Kyeema runs by rules that are called policies and procedures. We base these policies and procedures on government Acts and on guidelines about things such as safety and your human rights.



## ***Disability Standards:***

Kyeema works within Disability Standards set by the NDIS. This means Kyeema agrees to provide high quality service for people.



## **What sort of information will Kyeema take about me?**

You will be asked for information that is necessary for Kyeema to support you to safely take part in activities or employment.

This includes name, address, age, type of disability and other information such as what you like or dislike, what your interests are, whether you have health issues we need to know about.

We also like to know what your cultural background is if that matters to you – for example if someone's identity is Aboriginal or Torres Strait Islander we support them in being in touch with their culture where possible. We also respect religious differences and any other things that are important to you.

## **What about my privacy?**

All private information about you is kept locked in Kyeema's filing system or on computers that are protected with passwords.



Information about your employment or the programs you are involved in is discussed between staff who work with you. Sometimes it is necessary to discuss your health and wellbeing.

You will be able to choose which available staff you would like to have help you with personal needs.

Any personal information will only be released with your permission. You will be asked to sign a consent form every couple of years.

You have the right to ask an advocate to help you if you have any concerns about your information.

## ***Can I see the information Kyeema keeps about me?***

Yes, ask any Manager or worker about this.

You can have a meeting to look at your file and talk about what's in it.

Kyeema also uses a program called Carelink+ for rosters and shift notes.



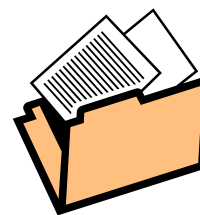
## ***Can I correct anything that is not right?***

Yes, you have a right to correct anything. We want to get it right too.



### ***Can I take my file with me?***

No, the records belong to Kyeema, but copies can be made of parts. A Manager will help you with this.



### ***Why is it important to give Kyeema correct information?***

- So we can provide services that suit you best.
- Because we work with government departments that need accurate information

**Quiet Space:** If you are in a group and need time away from others, speak to a support worker and they will try to help.

### ***Will Kyeema listen to my ideas?***

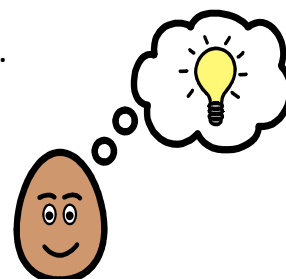
Support Planning discussions give you a good chance to talk about your ideas.



You are always invited to give your ideas about improving our service. Anyone is welcome to phone or drop in and speak to the CEO or Supports Manager about improving the service.

Kyeema has a consumer group called the Speaking Up Advocacy Group that meets each week, which is usually attended by community advocate. Ideas from the meeting can be passed on to the staff and to the CEO.

Kyeema supports people to attend regional advocacy meetings called All Abilities Advocacy.



Service users are involved in the Occupational Health and Safety Designated Work Groups for workplace inspections and attend Occupational Health and Safety Meetings.

## How much will I be charged for services at Kyeema?

People attending Kyeema activities are required to pay a small fee to cover the cost of general program expenses, transport, art & craft supplies, stationery, printing, tea, coffee, milk. These fees are published in a pamphlet called Pay as You Go Fees.

### Extra Expenses

- Activities offered by other organisations often require you to pay a fee e.g. Riding for the Disabled (RDA), TAFE classes, WorkSkills (e.g. cooking), Neighbourhood House activities.

When activities are offered that require you to pay some extra, you will be advised of the cost.

### ***Transport costs***

When participants have community access, recreational outings and trips for special events Kyeema needs to charge transport costs for fuel, wear and tear and eventual replacement of our vehicles.

The NDIS does not give Kyeema funding to cover this.



Most adults have a periodic payment from the NDIS to help pay for transport. It is paid into the participant's bank account each fortnight.

### **Transport for group activities**

Group activities during after hours, weekends and school holidays are pay as you go activities, this cost includes a contribution to travel (if applicable). Day Activities and Special Activities list transport costs for activities, these can be paid by participant/carer or if paperwork is complete through the NDIS plan if available.

### **Transport for individual support**

1. Participants receiving individual support that requires the use of a vehicle will be asked to pay a travel fee to cover the amount Kyeema pays to staff for the use of the worker's own car. Please refer to the Participant Transport costs for Kyeema Services (CCF-22) for current charges.
2. Individuals travelling out of town for an activity will all need to be charged a travel contribution. We will use a discounted price per kilometre for long trips such as Warrnambool and Geelong and will use a set price so that people will know exactly how much this will cost. It is best to use a Kyeema car for those trips as we cannot discount travel when staff use their own car.

### ***How Kyeema will charge for transport***

- Where people have a transport allocation in their NDIS Plan that says “The NDIS will pay my service provider directly for these supports” Kyeema will bill the NDIS for transport.
- Kyeema will bill most participants directly, as the NDIS Transport Periodic Payment goes into the participant’s private bank account. The bill will go to State Trustees for those who use that service for their financial management.
- Where participants use a lot of transport they may find the NDIS Periodic Payment does not cover all their travel. This will then be a direct expense the NDIS expects people to pay from their own funds.
- Participants may set limits on the number of kilometres used during the weekly activities and this will be passed on to staff. This will help with budgeting.
- People in group activities where a fee is already charged to cover costs will not be asked to pay more for transport.

### ***Travel to and from Kyeema programs:***

You will need to arrange and pay for your own transport to and from most Kyeema activities, to Ameeyk House (107 Hurd Street) and to and from the employment sites. The Taxi company provides a bulk discount for the morning and afternoon trips when the taxi is shared with others.

Most people are eligible for a taxi concession card and travel allowance. Kyeema will refer you to people who can help apply for a taxi card and or travel allowance.

**Short Term Accommodation (overnight respite) fees:** There are no fees attached to this for people with NDIS funding as the participant’s NDIS funds pay for food and accommodation.

### ***Other General Information***

You will need to bring your own lunch and morning tea to employment sites and Day Activities, unless you have been told otherwise.



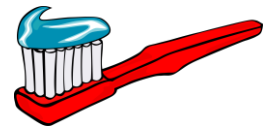
**Drinks:** Kyeema supplies tea, coffee, sugar and milk at employment sites and other activities.

**Medication:** All medication must come in a blister pack and with a correctly filled out medication form.



**Personal items:** You will need to supply your own personal hygiene items such as toothbrush, toothpaste, sanitary supplies and continence supplies etc.

Seawinds, Windward and the Lalor Street facility provide a cupboard/locker for your personal belongings.



### **If I am unwell what happens?**

Kyeema support workers have a responsibility when a person is unwell. They will assist in whatever way they can, and help to organise for the person to go home. If this is not possible the sick person will be looked after away from other people.



If you cannot come to an activity you are booked into please let Kyeema know, as this saves your NDIS money being wasted. If you don't let us know, we have to charge your NDIS funds because we have the staff organised and have to pay them for the shift.

### ***Working at the employment sites***

People working at Kyeema's employment sites are employed under the Supported Employment Services Award 2010.

An award gives guidance about how much people can be paid, the hours of work, what types of leave you are entitled to e.g. annual leave (holidays), sick leave, long service leave, family leave etc.

Conditions are the same as other people in the general work force have. For example safety is important and people have rest breaks in the day.

Wages are paid directly into people's bank accounts once a week.



### **How are wages assessed?**

Wages are calculated using Greenacres Wage Assessment Tool.

People are paid an hourly award rate depending on how much work they can get through compared to someone in the mainstream workforce.

Wage assessments take place on an ongoing basis, so if productivity improves as a person learns, wages can increase.