

Possability

Working together:
How we work with you



**Nurturing
potential.**

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About this book

Possability

This book is about Possability and you as a resident.

It tells you how we work with you to make sure we always understand your needs.

We have written it in an easy to read way.

We use pictures to explain things.



You can ask for help to read this book.

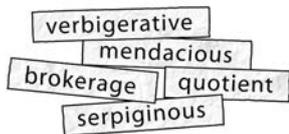
A friend, family member or support person may be able to help you.



Some words in this book are hard.

The first time we write a hard word it is in **purple**.

We write what the hard word means.



Keep this book so you can read it again.

If you have any questions contact:

Name (House Supervisor) _____

Phone _____



Welcome

Welcome to Possability!

We work with lots of people with disability in Victoria and Tasmania.

Our services are specially designed for your needs.
We want to help you reach your goals.

We want to give you the very best services.
We want you to be happy with our services.





We know that your needs can change.

This book tells you

- › How we make sure we give you the support you want and need
- › About your rights as a resident with Possability
- › What we do to protect your rights



We want you to be happy with our service.

This book tells you and your family how we will work with you to make this happen.



1. How we work with you

We will support you to be more **independent** and live the way you want.

Independent is when you do things by yourself.

We will help you:

- › Get out in the community
- › Learn daily living skills like shopping and cooking
- › Make friends
- › Lead a healthy life

We always ask you what services you want.

We make sure you have your say about our services and how we can get better.





We use person centred support

Person centred support means you choose the support that suits your needs.



We support you to make your own decisions about your life.



We talk to you about what you want.

We listen to what you tell us.



Being included

Taking part in your community

Possability helps you to do the things you like to do.

Like:

- › Play sports or go to sporting events
- › Find people and groups who share your interest
- › Take part in religious activities
- › Do education and training



Educating the community

We know that people want to work and do things out in the community.

Sometimes this is hard.

Sometimes people are not given a chance.

Possability talks to businesses and government.

We think business and government can help people be more part of their community.

Please tell us about any problems you have in the community.

If you have any ideas about how things could be better, let us know.





Our employees

Possability employees will always treat you with **respect**.

Respect means talking to you nicely.

Respect means listening to you.

Respect means treating you right for your age.

Our employees are good at working with people.

We train them to give you the services you need.

We also train our employees to help you learn new skills.

You can help us hire the right people

We want our employees to be the best kind of people to work with you.

Sometimes we will ask you and our other Participants to help us choose new Possability employees.

For example, you could help us interview people who want to work with Possability.

In an interview you will be able to ask some questions.

And then you will be able to help us decide who should get a job with Possability.



Your support profile and plan

Your **support profile and plan** will help you plan the choices you make about your life.

A **support profile and plan** is all about you.

It is a written plan that lets the people who support you know what you want to do.

If we know what you need and want, we can give you better support.

You can choose who you would like to be involved in making your plan.

We will have a meeting and put together your plan as a team.

2. Your rights



Your **rights** are very important to us.

Rights are part of the law.

They tell you how you should be treated.

Everyone has the same rights.



Possability will always respect your rights.

You have **the right to be treated the same as everyone else.**

We promise to do everything we can to make sure you are always treated fairly and that you are never abused.



You have **the right to be as independent as you can be.**

We will help you learn the skills you need.

We will support you to make your own choices.



You have the **right to privacy.**

We will make sure you can be alone when you want to be alone.



We will make sure that you can keep your own things safe.



We will make sure no one sees information about you unless it is really necessary.

You have **the right to take part in decisions about your own life.**

- › We will make sure you can always say what you want to say
- › We will help you find an **advocate** if you want one

An **advocate** is a person you can trust to help you make hard decisions.

An advocate is on your side.



You have **the right to be a part of your community.**

- › We will support you to do things that interest you



- › We will encourage you to have a good social life

3. Your responsibilities

These are the things we expect from you and from all residents.

- › Please let us know if you need help with something
- › Please be polite to our employees and treat them with respect

You can also help us get better at what we do.

- › Tell us if there is something you don't like about our services

You will never get in trouble for complaining.

We will always try to make things better.



4. We treat you fairly

You have the right to be treated fairly.

It does not matter what **disability** you have.

It does not matter what **country** you are from.

It does not matter what **religion** you follow.

It does not matter how **old** you are.

It does not matter what **language** you speak.

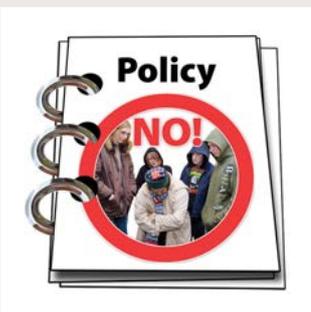
It does not matter whether you are **gay** or **straight**.

Possability will always treat you fairly.

We will not allow you to be bullied or abused.

If someone has treated you badly, please let us know.

We will always make sure the abuse stops **right away**.



5. Have your say

It is very important that you have a say about your services.

That is why we often talk to you about your ideas and any problems you have.

We know that everyone has a different way of speaking out. We want to make sure we hear you.

This is how we will do that:

We talk to you

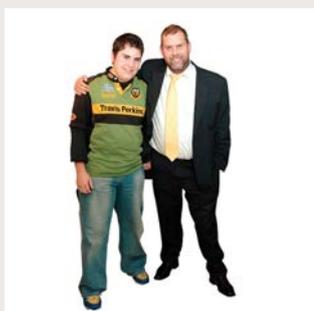
We will meet with you from time to time.

You can tell Possability if you are happy with the services you are getting.

You can also tell us about any problems or worries that you have.

We will help you find the best way to sort out those problems.

If you like, your family or your guardian can come to these meetings too.





Resident meetings

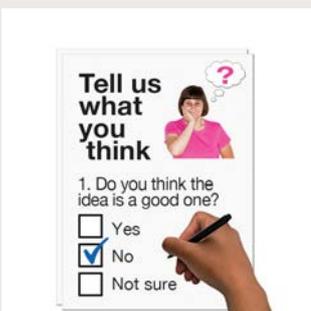
Resident meetings are meetings of all the people who live in a share house or unit.

You will have a chance to talk to others about your ideas and about any problems.

For example, people can talk about problems with things that need fixing around the house.

Or you could talk about having a social event.

At these meetings, you can also talk about any problems that you need Possability to sort out.



Consumer forums

Consumer forums are another way to help us hear what you want to say.

Consumer forums are meetings that are run by an outside advocacy group.

At these meetings you can talk about things that matter to you.

You can also talk about any problems you are having with Possability.

Possability can then fix those problems.

Community Visitors

You can also raise issues with **Community Visitors**.

Community Visitors are volunteers who visit houses like yours in Victoria.

They check to make sure you are treated with respect and are receiving good support.

They also talk to residents to see if you have any issues or concerns.

Surveys

We also do **surveys** to find out what you and your family think about our services.

These surveys ask you questions about things that matter to you.

You can answer whatever you like on these surveys.

You don't have to put your name on the survey.

6. Complaints

It is OK to make a **complaint**.

A **complaint** is when you say you are not happy with something and you want it fixed.

It is OK to make a complaint!

At Possability there are people who listen.

You will never get in trouble for complaining.

We take your complaints seriously.

We always try to fix the problem quickly.

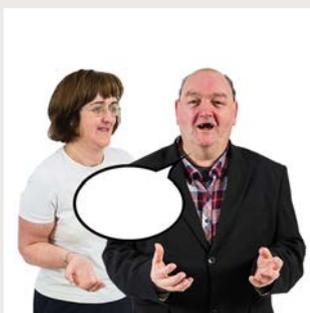
You can complain if you do not like something that we do.

You can complain if something is making you unhappy.

Your family members or your advocate can also complain for you.

Tell us when we do a good job or when you are really happy about something too!

Hearing both your complaints and when we do a good job helps us to make our services better.





How do you complain?

You can complain to:

- › Your support worker
- › Your House Supervisor
- › Your Service Planner
- › At consumer forums
- › At a resident meeting
- › Your advocate can also complain for you.

What happens when I make a complaint?

When you complain about something, one of our employees will listen and write down notes.

They will then look into the problem and try to do something about it.

Sometimes they will have to talk to their supervisors to work out what to do about the problem.

We will always tell you what we decide to do about the problem.

If you do not think we have fixed the problem, you can:

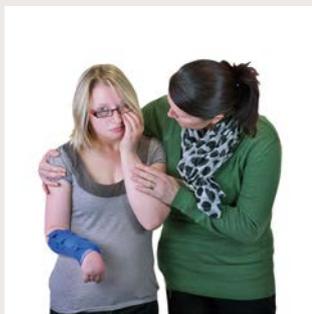
- › Talk to a senior manager about the problem
- › Talk to an advocate about the problem

7. Stopping abuse



Possability does everything we can to make sure no one is abused.

If you or a member of your family think someone has been treated badly or abused, please tell us so we can do something about it.



Our employees must also tell us if they think someone has been abused.

The most important thing for us is to look after anyone who has been abused.

We will also give you information about different things you can do to stop the abuse.



We may have to report abuse to the Police.



Looking after children

Looking after the safety of children and young people is very important to us.

We train our staff carefully.



We follow strict rules to make sure children are safe and are not abused.

8. Restrictive Practices



Sometimes people can get very angry and upset.

Sometimes they can not stop themselves.

This can be scary for them and for other people.

Restrictive practices are things that people or services might do to try to keep people safe if they behave in a dangerous way.

Restrictive practices can take away people's rights or freedom to move around so:

Possability only uses restrictive practices if there is **no other choice**.

When people are upset we always try to understand why and help them.

We look at lots of other ways we can support people so they feel ok.



Sometimes we might have to use restrictive practices for the safety of people.

For example:

Peter was upset. He broke a window.

Peter kept hitting the window.

There was lots of broken glass.

Staff were worried that Peter would cut himself.

Staff took hold of Peter's shirt and pants from behind and made him go outside.

They did this to get Peter away from the broken glass.

Staff later reported that they used a restrictive practice to the Office of Professional Practice.



The Office of Professional Practice is part of the Victorian government.

They help services providers work out ways **not** to use restrictive practices.



There are **very** strict rules about when anyone can use restrictive practices.

Possability **always** sticks to these rules.

9. Your health and safety



Your health and safety is very important to us.

The health and safety of our employees and our visitors is important to us.



We make sure our buildings and offices are safe places to live and work in.



Your health

Possability encourages you to lead a healthy lifestyle.

We give you information to help you make good decisions about your health.



We make sure we understand any health problems you have.



If you have lots of health care needs, we can prepare a **health care plan** with you.

A **health care plan** helps you do everything you can to stay healthy. It helps you make good choices about your health.

We can go with you to see your doctor if you want.

10. Your medication



Possability helps make sure you get the medication you need when you need it.



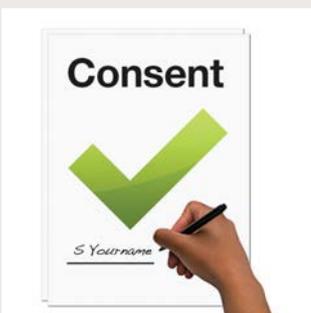
Our employees are properly trained in how to give medication.

There are rules they have to follow.

They will keep your medication in a safe place.



They will only give you medication that a doctor has ordered.



We will never give you medication without your permission.

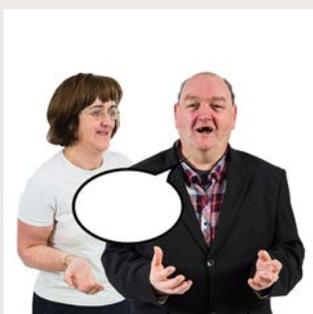
11. Using an advocate



You have the right to make your own decisions.

Sometimes people need support to make hard decisions.

This is where an **advocate** can help.



An **advocate** is someone who can help you speak up. They will make sure you are always listened to.



Your advocate could be a member of your family, a carer or a friend.

There are also advocacy agencies.

There is a list of some of these on page 34.



Our employees can help you find an advocate.

Your advocate can be with you whenever you are talking to Possability. You can ask your advocate to speak for you at any time.

12. Consent



Possability will ask you if it is OK before we do some things. This is called asking for your **consent**.

If you give **consent** it means you are saying yes to what is being asked.



For example, we may need information about your medication so we can support you take it safely.

It might help if we can talk to your doctor.

We will ask for your consent before we talk to your doctor.



If you can't make a decision on your own about giving consent, we will make sure you get the help and advice you need.

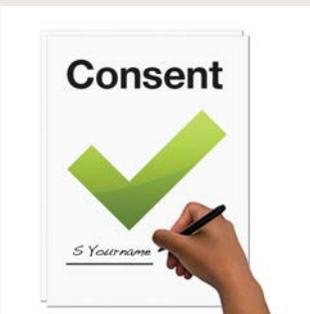
For example, we can help you get advice from a guardian or from an advocate.

13. Your information and your privacy



If we need information about you, we will ask **you** first.

If we need to get information **about** you from family members, carers, or others, we will ask for your consent first.



We ask you to sign a consent form when you start with Possability.

If you change your mind just let us know.



Sometimes we might have to give information about you to someone outside Possability.

We will tell you why.

We will ask for your consent first.



We will keep information about you in a locked file in our office or computer.

Possability employees can only see your information if they really need to.

Possability employees must respect your privacy.



You can always look at the information we have about you.

If there are any mistakes in the information, you can ask us to change it.

Our employees also write down **file notes** when they finish their shifts.



A **file note** is when a worker writes something in a book or on a computer about their time working with you.

These file notes make sure the next shift knows what support you need, for example you may want to go shopping.



Your family

We will help you keep in touch with your family.

If you do not want to see your family, we will obey your wishes.



We will always keep information about you and your family private.

14. Looking after your property and money

It is important to keep your property and money safe.

Employees at Possability can help you look after the things you buy.



We can help you write a list of your things so you can keep them safe.

We will keep a copy of this list in case any of your things are lost or damaged.



We can teach you how to keep a **budget**.

A **budget** helps you plan what you are going to spend your money on.



We can support you to pay your bills.

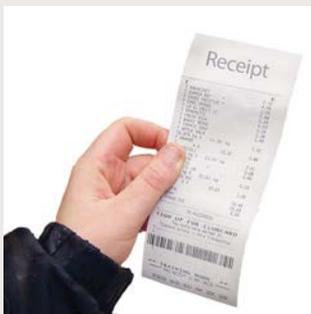
We can support you to do your shopping.





In each house there is a **housekeeping account**. The **housekeeping account** is a bank account used to pay **regular bills**.

Regular bills are things like rent, power, phone, and repairs.



If you need your support staff to help you with your money or buy things for you, they will be very careful with your money.

Our employees must keep records of how they spend your money.



These records will be checked by supervisors and by a bank outside Possability.



It is a good idea to ask an advocate to help make decisions about your money and property.

An advocate is someone you trust.

15. Changing to another service

You or your guardian can decide to stop using our services at any time.

If you stop using our services, you can come back to Possability again whenever you like.

Sometimes Possability may have to stop our services to you.

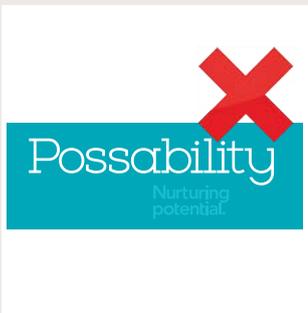
For example, we may not be able to give you the services that are right for you.

We will always talk to you and your guardian before we stop our services.

If you stop using Possability's services, we will help you find other agencies that may be able to help you.

If you get funds through the National Disability Insurance Scheme (NDIS), you must let us know 28 days before you stop using Possability.

If you are in a shared house or unit you must let us know 90 days before moving services.



16. Rules and laws we have to follow



There are rules about how we support you.

Some of these rules are laws. Some of the rules are called **standards**.

Standards are how the government say a service should be run. Standards also say how a service should treat you.

Here is a list of the rules and laws:

- › Australian Privacy Principles
- › Child Wellbeing and Safety Act 2005
- › Children Youth and Family Act 2005 (Victoria)
- › Commission for Children and Young People Act 2012
- › Commonwealth Disability Services Act 1986
- › Department of Health and Human Services Restrictive Intervention Guidelines 2012 (Tasmania)
- › Disability Act 2006 (Victoria)
- › Disability Discrimination Act 1992
- › Disability Services Act 1992
- › Freedom of Information Act 1991
- › Guiding Principles for Medication Management in the Community 2012
- › Human Rights and Equal Opportunities Commission Act (Commonwealth) 1986
- › National Disability Services Standards 1993
- › New Drugs, Poisons and Controlled Substances Regulations 2017
- › Privacy Act 1988
- › Tasmanian Disability Services Act 2011
- › Tasmanian Guardianship and Administration Act 1995
- › The Convention on the Rights of People with a Disability 2008
- › The Universal Declaration of Human Rights 1948
- › Victorian Guardianship and Administration Act 1986

17. More information



Please get in touch with one of our employees if you would like to know more about us and the services we can offer you.

Call us: **1300 067 067**



Or send us an email: **welcome@possability.com.au**

18. Advocacy agencies



Guardianship and Administration Board / Advocacy

Phone: 1300 309 337

Email: opa_advice@justice.vic.gov.au

www.publicadvocate.vic.gov.au

Association for Children with a Disability

Phone: 03 9880 7000

freecall: 1800 654 013 (rural callers)

Email: mail@acd.org.au

www.acd.org.au

Citizen Advocacy

North East (Melbourne)

Phone: 03 8407 3684

Email: neca@citizenadvocacy.org.au

www.citizenadvocacy.com.au

East (Melbourne)

Phone: 03 9877 7990

Email: office@meda.org.au

www.meda.org.au

Disability Services Commissioner

Phone: 1800 677 342 (complaints hotline)

Email: complaints@odsc.vic.gov.au

www.odsc.vic.gov.au

NDIS Commissioner (from 1 July 2019)

Phone: 1800 035 544 Monday – Friday
(freecall from landlines)

www.ndiscommission.gov.au

The Community Visitors Scheme

(Office of the Public Advocate-OPA)

Phone: 1300 309 337
(Monday to Friday from 9am to 4:45pm)

Email: OPA_Advice@justice.vic.gov.au

[www.publicadvocate.vic.gov.au/our-services/
community-visitors](http://www.publicadvocate.vic.gov.au/our-services/community-visitors)

Ombudsman Victoria

Phone: 1800 806 314

Email: ombudsman@ombudsman.vic.gov.au

www.ombudsman.vic.gov.au

VALID (Advocacy)

Phone: 03 9416 4003

Email: office@valid.org.au

www.valid.org.au

Action on Disability within Ethnic Communities (ADEC)

Phone: 1800 626 078

Email: info@adec.org.au

www.adec.org.au

A decorative graphic consisting of numerous light purple, semi-transparent rectangular bars of varying lengths and orientations, radiating from the left side of the page towards the right, creating a sunburst or fan-like effect.

Nurturing potential.

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