

# Possability

**Working together:  
Our policies and practices**

**Nurturing  
potential.**

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# Welcome

Thank you for choosing Possability.

We have more than 30 years' experience working with people with disability to develop their skills and confidence, live the lives they choose and achieve their goals.

Possability provides services tailored to meet individual needs and wishes. We aim to provide the very best service and hope your experience with us is positive and rewarding.

**If you have any questions relating to this booklet or your services, please contact your Possability representative:**

Name .....

Phone .....

Email .....

## About this booklet

This booklet explains the rights of Possability Participants and carers, and what we are doing to protect those rights. It includes a summary of our policies that are designed to protect Participants and be responsive to their changing needs and wishes.

This booklet is also a guide for Participants and families on our processes and expectations to ensure that your time with Possability is a positive experience for everyone. It is up-to-date at the time of printing. The latest version is available on our website at [possability.com.au/resources/publications/](http://possability.com.au/resources/publications/).

**Please keep this booklet so you can refer to it again.**

# How we support Participants

We support Participants to exercise choice, live with dignity and respect, and increase independence while:

- › Getting involved in their local community
- › Pursuing personal interests
- › Building relationships with others
- › Developing healthy lifestyles by being mentally and physically active
- › Maximising independence in household and daily activities such as shopping, preparing meals or paying bills.

We are committed to enriching people's quality of life and supporting skill development. We provide flexible, consistent and reliable support services that are responsive to the individual's needs and express wishes.

Our practices are based on research and evidence-based best practice to promote the best possible outcomes.

These practices include providing responsive person-centred support, active support and ensuring participation in decision-making processes.

Participants are encouraged and supported to make decisions and give feedback in relation to:

- › The management of the organisation and its services
- › The recruitment, induction and training of new employees
- › The development and review of policies and procedures.

## Person-centred support

Possability is committed to a person-centred philosophy of service delivery. This means we ensure that Participants (and where appropriate, their families, carers, advocates and guardians) are in control of their own plans and are encouraged to make decisions that affect their lives.

We listen to, consult with and support Participants to live in their communities as they choose.

# Participation and inclusion

Possability works to ensure Participants are active and feel included in decisions about their support.

## Community participation and inclusion

Possability supports each Participant to make decisions about how to connect with their communities. We provide information, training and support for community participation in areas such as employment, social and recreational clubs, adult education facilities (e.g. TAFE), sporting facilities, and cultural/spiritual organisations.

We actively seek information about local community supports and services available to enable people to achieve their goals and minimise barriers to participation and inclusion.

We will do everything in our power to ensure the safety and wellbeing of Participants while accessing or participating in community-based activities.

## Choice of Support Professionals

Possability works with Participants to find Support Professionals that are compatible with their interests and preferences. Where possible we include Participants in employee interviews. Participants can also request to meet new Support Professionals prior to them providing support services.

Where a Participant does not wish to be supported by a particular employee, we will adhere to their request. However, if there is an unusually high number of requests to change staff, we will work with you to understand the root cause of the issues.

Please also note that we have limitations in the number of Shadow Shifts we can charge for. Where we incur costs of employee wages, we will need to invoice for them. For more details refer to 'Shadow shifts' on page 25.

## Community education about participation and inclusion

We undertake activities to help the community understand the issues and needs relating to different disabilities. This contributes to removing barriers to full participation and inclusion.

We use feedback from Participants and their families to help understand their needs to participate in the community. We make this information available to local planners (e.g. councils) to improve Participants' safe access to community facilities.

## Employee training

Possability recruits, trains, and develops a skilled and respectful workforce that will give the same opportunities and choices to people with a disability as experienced by other people in the community.

We train employees to understand, respect and support the interests and skill development of Participants. They are required to adhere to the NDIS Code of Conduct.

## Disability Worker's Screening Check

Possability currently conducts a number of pre-employment checks before employing someone. With the introduction of the NDIS Quality and Safeguarding Framework, a national Disability Worker's Screening Check will be introduced in the near future. This scheme will strengthen existing pre-employment screening to better protect people with disability who access our services.

When implemented, the National database will have a register of cleared and excluded workers from all states and territories to enable national portability of clearances. It will also support national ongoing monitoring of the criminal history records of workers with clearances.

## Participants in the criminal justice system

We actively seek meaningful connections with the community for people at risk of entering or leaving custody. We will support those Participants to develop their interests and activities, while assisting them to meet the requirements of legal orders that may be in place for the safety of themselves and/or others.

# Overview of Participant rights

Possability respects the rights of people with a disability. We embrace the principles and rights outlined in the United Nations Conventions, Victoria's Charter of Human Rights and Responsibilities, and Australian and state laws.

People who have long-term physical, mental, intellectual or sensory impairments can face many barriers that hinder full participation in society on an equal basis with others. We support the promotion, protection, and the full and equal enjoyment of all human rights and fundamental freedoms, and promote respect for inherent dignity.

## Possability's guiding principles include:

- › Acceptance of people with disabilities as part of human diversity and humanity
- › Full and effective participation and inclusion in society
- › Respect for dignity, autonomy, independence and difference
- › No discrimination, violence, abuse, neglect or exploitation
- › Equality of opportunity; equality between men and women, values and beliefs
- › Respect for the capacity and identity of children with disabilities.

## Anti-discrimination

Possability does not tolerate discrimination based on race, religion, age, national origin, language, sex, sexual orientation, disability, values or beliefs. We treat all Participants fairly and in a non-discriminatory manner. This applies to our referral and intake processes as well as service delivery.

We do not tolerate harassment or vilification. We consider such behaviour to be unacceptable. We investigate and address allegations of discrimination, harassment or vilification promptly and in a confidential manner.



# Participant responsibilities

To help us to work together harmoniously we ask that you:

- Tell us if there is something you would like to change with your services or improve
- Let us know if you are unsure about how your services are provided and/or what fees apply
- Be polite to our staff and treat them with respect
- Let us know in advance if you need to cancel a shift or cannot attend a program (see Cancellations on page 26 for further details).

# Participant consultation and engagement

Communication is one of the most basic needs and rights of all people. We recognise that everyone communicates differently, and therefore provide alternative approaches for everyone to be able to have a say and be heard.

We support Participants' rights to choice and control, and offer opportunities for input into decisions about their lives and goals.

By consulting inclusively, we enhance people's participation skills and their ability to receive and share information.

We use inclusive consultation, through a number of strategies, to influence decisions about our services.

## Individual meetings

Feedback from Participants is welcome at any time. Participants can also request a meeting with service planners or a member of the client engagement team to provide feedback or raise an issue. Minutes are taken at these meetings and a copy is provided to Participants and/or their family members or guardians where appropriate.

In these meetings the issues raised can be further explored and Participants are encouraged to work out how they wish to proceed.

Possible outcomes could include:

- Providing feedback to the service supervisor for action
- Referral to a Resident Meeting or Consumer Forum
- Referral to an independent advocacy agency.

## Resident Meetings

Another avenue for consultation and engagement is through Resident Meetings. These meetings are an opportunity for Participants to raise, discuss and resolve issues, and share information and ideas.

Resident Meetings are held at each supported accommodation site at least every eight weeks, led by a Client Engagement team member or an independent facilitator.

Site employees support Participants to create an agenda before each meeting but are not involved in the meetings. Items for discussion may include things like holidays, upcoming events, housekeeping issues, household purchases, employee or service delivery issues. The facilitator may also add items to the agenda, such as updated Possability information or policies for review.

Any issues that are not Participant-specific or cannot be resolved at the meeting are referred on to the next Consumer Forum. Where needed, issues raised at the meeting are passed on to the responsible service supervisor for action. The facilitator will let Participants know the outcomes of any issues raised at the next scheduled meeting.

## Consumer Forums

Consumer Forums give Participants another opportunity to discuss matters of interest and raise concerns about service delivery, employees and other issues. They also help people to develop skills and confidence, and participate in decision making about how services are provided across the organisation. These forums are held at least four times a year and are organised by an independent advocacy group.

The forums strengthen the line of communication between Participants and Possability's Board of Directors. The advocacy group works with Participants to help them prepare reports to present to Possability's Board. Consumer Representatives are elected each year by their peers and present a Consumer Report in-person to each board meeting during their term.

# Feedback and complaints

Possability welcomes, and takes seriously, all complaints and feedback from Participants, carers, advocates, family members, friends, employees and other service providers.

We encourage you to make a complaint or provide feedback whenever you have an issue or concern. You may make a complaint to us or to the NDIS Commission. Making a complaint or providing feedback can be done without fear of retaliation, disadvantage or of services being discontinued. This includes being able to make an anonymous complaint.

To support this, we have a clear, documented complaint process in place for receiving, responding and resolving complaints in a fair, efficient and confidential manner. If required, we will assist and support you to make a complaint or provide feedback to either our organisation or to the NDIS Commission.

We regularly discuss with Participants that it is their right to make a complaint and that complaints and feedback help us to make our service better. The complaints process is outlined on the following page.

We also provide complaints information for people from culturally and linguistically diverse backgrounds.

When we do receive a complaint, we make every effort to address it in a timely manner. We manage and investigate complaints in an open and accountable way and keep Participants up-to-date with investigation outcomes.

We also provide complaint management training to our employees to ensure they are knowledgeable about the complaint and feedback process and to enable them to support Participants as required.

# Complaint process

## 1. Making a complaint

Complaints may be raised online through our website, at a Resident Meeting, with your Consumer Representative, at an individual meeting with a Planner or through an independent advocate. You may also call reception at any of our offices and ask to speak with a member of the Quality Department who will document a complaint on your behalf and will guide you through the complaint process.

## 2. Gathering information

Once a complaint has been made, a supervisor or manager will gather all relevant information and will determine the outcome or the decision. If the complaint was not made anonymously, you may be contacted to provide additional information to assist with determining a fair and appropriate outcome.

## 3. Client feedback

When a decision has been made, this information will be conveyed back to you. You can ask for reasons for decisions to be provided to you in writing.

# Decision reviews

If you disagree with the outcome from a complaint, you can ask for a review of the decision.

Options for decision reviews include:

- Requesting an internal review of decisions made
- Contacting a senior employee member - this should initially be the Senior Manager in your region, and escalating to the General Manager, State Operations or Chief Executive Officer if you are still not satisfied with the outcome
- Contacting an advocacy organisation
- Contacting the NDIS Quality and Safeguards Commission, which is an independent Commonwealth body.

We are happy to provide contact details for these people upon request.

# Incident management

Possability aims to ensure the safety and well-being of every individual using our services, our employees and members of our community.

We foster a culture of continuous improvement with a high standard of duty of care and a proactive approach to preventing incidents.

If an incident does occur, we will promptly and appropriately respond to the incident in an equitable, objective and fair manner. We record all incidents and report and investigate incidents in accordance with legislative and organisational requirements. We also ensure the principles of procedural fairness are maintained by providing those affected with an opportunity to present their side of the story and to comment on any adverse views.

Possability maintains an incident management system to support recording, managing and resolving incidents. Employees receive training in the incident management process and can provide you with access to the full Incident Management policy at any time by request.

# Preventing and responding to abuse

Possability takes all reports of abuse or suspected abuse, very seriously. If Participants or family members become aware of, or suspect abuse, they are encouraged to report it to us. Employees must report suspected abuse immediately. We maintain strict confidentiality according to professional and legal obligations and in accordance with Possability's Preventing and Responding to Abuse policy and Incident Management policy.

As a service provider, we are required to report notifications of abuse to the NDIS Commission and state-based funding bodies.

Our focus is on supporting the interests of the alleged victim.

We will make every effort to prevent further contact between the alleged victim and alleged perpetrator, including possible relocation of one party, based on the best interests of the alleged victim.

We focus interventions on ensuring safety and protection from violence and abuse.

We will provide the alleged victim with information about their options, and encourage and support them to make their own decisions. If the alleged victim is unable to make their own decisions, we will ensure their views are still considered.

We will respect an alleged victim's choice of an independent advocate.

In the case of potential criminal offences (such as theft, violence, assault, threats, intimidation or harassment), and other situations where appropriate, we report the incident to the Police and/or pursue legal recourse.

## Safeguarding children

Possability takes seriously its responsibility to deliver a support environment that is caring, nurturing and safe and we are committed to safeguarding children and young people from abuse and neglect.

In support of this commitment we have implemented the Australian Childhood Foundation's *Safeguarding Children and Young People Standards*.

The principles of these Standards aims to:

- Promote the safety of children
- Prevent child abuse
- Ensure organisations and businesses have effective processes in place to respond to and report allegations of child abuse.

Implementation of the *Safeguarding Children and Young People Standards* has assisted our organisation to develop and maintain an effective child safe culture across all of our activities, programs and services.



# Restrictive practices

Restrictive practices involve the use of interventions and practices that have the effect of restricting the rights or freedom of movement of a person with disability.

There are different kinds of restrictive practices:

- Mechanical Restriction
- Physical Restriction
- Chemical Restriction
- Environmental Restriction
- Seclusion.

Possability is morally, professionally and legally committed to providing an environment for Participants that is the least restrictive possible and free from any practices that punish people or impact on their human rights.

We use Positive Behaviour Support and other evidence-based approaches to avoid restrictive practices. Decisions or actions that involve restrictive practices affecting a Participant will involve consultation, taking into account the wishes of the person, their best interests and safety of themselves and others. This will be undertaken, so far as practicable, with regard to the intellectual capacity of the

person with disability. Restriction of the freedom of decision and action of Participants will be avoided as much as possible, and if at all, to the smallest extent that is practicable.

Any planned use of restrictive practices follows the requirements of the NDIS Quality and Safeguards Commission and the relevant state-based requirements including the need to have an approved Behaviour Support Plan. If a restrictive practice occurs in an emergency the matter is reported to the NDIS Commission and the relevant state authority and is investigated by a Senior Manager at Possability. Where employee actions are assessed to have breached policy, that employee will be subject to disciplinary action.

# Health and safety

Possability is committed to protecting the health, safety and well-being of Participants, employees and visitors to our offices.

We assess and manage risks for Participants by:

- › Assessing their lifestyle, health, safety and wellbeing
- › Developing a Risk Profile and Management Plan for all identified risks and reviewed regularly with Participants.

We provide employee training and have processes in place to ensure a safe working environment for all people at Possability sites and in the community.

Employees will work with Participants to assist and encourage a healthy lifestyle. Good nutrition and exercise is encouraged through education and informed choice.

Employees can support Participants to attend medical appointments.

# Medication management

Possability has a strong focus on ensuring Participant medication is stored, administered and disposed of in a manner that is safe, responsible and meets relevant legislative requirements.

Medication is defined as including prescribed and non-prescribed medication in the form of tablets, capsules, drops, ointments, lotions, sprays, inhalers and transdermal patches.

Employees required to administer oral or topical medication will have completed accredited training and deemed competent in medication management including first aid, healthy body systems and medication administration processes. In certain cases such as when a complex health care plan identifies complex administration and delivery systems, additional training must be undertaken before employees can administer specific medications.

Employees will only administer approved medication as directed by the Participant's health professional and are required to follow organisational policies and procedures that are aligned to the state's Medication Management Framework.

# Advocacy

Possability actively supports Participants' right to advocacy. People with a disability have the right to actively participate in decisions that affect their life. 'Advocacy' refers to a person or group speaking, acting or writing on behalf of a disadvantaged person or group to promote, protect and defend their welfare and justice.

We advise people of their right to have an advocate and regularly remind them of this option. Participants can request an independent advocate to represent them at any time. A family member, carer, friend or an advocacy service can act as an advocate. Participants may choose to have an advocate present during planning processes, assessments, making complaints, meetings or for any other communication with Possability. We accept and respect advocates representing the interests of the Participant.

Where someone is unable to independently request the services of an advocate or may need support to do so, a Possability employee can refer them. Information about advocacy agencies and contact details will be provided to you and explained at intake, formal assessments and reviews.

# Privacy and confidentiality

Possability collects personal and sensitive health information about Participants and is legally bound to ensure that it is kept confidential. The primary purpose for collecting personal information from Participants is to help us provide appropriate services as well as perform functions such as planning, funding, monitoring and evaluating our services.

## Internal use of personal information

Access to Participants' information is securely controlled. Participant information stored electronically, is password protected and may only be accessed by employees with the appropriate level of access. Information stored in hardcopy is kept in a safe, locked place in our offices and only people who need access to the information can look at it. Participants are able to access personal information held about them, and may ask us to correct their personal information at any time. We usually collect personal information directly from Participants. However, we sometimes collect personal information from a third party such as family members, carers, volunteers, employees, trustees,

authorised representatives or from a publicly available source.

Information is only collected if you have agreed to such collection or would reasonably expect us to collect your personal information in this way, or if it is necessary for a specific purpose. All identifiable personal information is for use by Possability employees only and is not made available to external agencies, unless consent has been provided.

All employees sign a Confidentiality Agreement when they start work with Possability, and this document is indefinitely binding. Our employees are not allowed to disclose information that is given in confidence. Employees must respect the privacy and confidentiality of Participants at all times in their interaction with other employees and people outside the organisation. They should not share private information outside the organisation unless required for service purposes and with written agreement.

## Notifiable Data Breaches (NDB) Scheme

The purpose of the NDB scheme is to protect people whose personal information has been released without their authority or is lost. Under the Privacy Amendment Act, Possability must notify the Privacy Commissioner of the Office of the Australian Information Commissioner (OAIC) and any affected individuals when a data breach involving personal information is likely to result in serious harm.

## External use of personal information

Where Possability does have responsibility to report on Participants, for example, to funding bodies, we use de-identified information. Personal information will not be disclosed to third parties without your permission, except where allowed or required under the Privacy Act. We take steps to protect all personal, sensitive and health related information held by Possability against misuse, interference, loss, unauthorised access, modification and disclosure.

## Families

Possability protects a Participant's right to privacy and confidentiality concerning their personal relationships, such as with family members. We encourage Participants to keep in touch with their family but will also respect a person's wishes if they choose not to see their family. Employees will ensure that personal matters between the Participant and their family are kept private and confidential.

# Participant consent

Before providing a service, we seek a Participant's consent to collect the personal information we need to provide the service and to report to funding agencies. This consent is provided when signing a service agreement.

Possability is obliged to meet the standards and requirements of the NDIS and other accreditation bodies, which includes providing auditors with access to records and contact information so they may contact you about the services we provide. You can request that we do not make your records and contact information available to our auditors by advising the supervisor of your service or contacting our offices.

If we need to release information to other people or service providers, we will seek consent and will not release information unless we have permission.

We might take pictures of you for use in your support plan, to document daily activities and achievements, and to share in Possability's client/family newsletter and other communications.

This consent is provided when signing a service agreement, unless you let us know that you do not wish your picture to be used for these purposes.

We will not use your picture or information in marketing materials, such as brochures or the website, unless we gain your specific approval to do so.

If a Participant does not have the capacity to give informed consent, we will assist them to access other services that can help them to make informed choices and decisions. This includes accessing formal guardianship and advocacy services.

# Protecting property and money

Possability respects Participants' right to have their personal property and money protected. Where possible, we encourage Participants to have full control over their funds. We promote independence by supporting Participants to learn skills in money management, budgeting, shopping and bill-paying. We educate Participants in keeping their property safe.

For Participants living in a shared house, a housekeeping account is used for common expenses. The housekeeping account is used for the payment of regular bills such as groceries, electricity, phone, etc.

We also support Participants to keep track of their property by maintaining a register of their possessions. This register is audited and updated annually.

Where employees are directly involved in supporting Participants to manage their finances, we ensure the security of their money through a rigorous financial monitoring and auditing system. Financial records are checked by support staff daily and on a monthly basis by managers. They are also checked from time to time by external auditors.

We encourage Participants to seek additional advocacy and support if required.



# Making the most of your NDIS funding

Possability endeavours to work with you to make sure that your NDIS funding is spent in a way that provides the best outcomes in line with your NDIS plan.

We abide by the NDIS rules in terms of what activities we claim for and charge at the rates outlined in the NDIS Price Guide. The latest copy of the NDIS Price Guide is available on our website at [possability.com.au/ndis/service-prices](http://possability.com.au/ndis/service-prices) or the NDIS website.

You can help us manage costs by being aware of the following NDIS billing rules that guides what we can charge. This information is correct as at the date of publication of this booklet.

## Shadow shifts

The NDIS allows us to charge for 'Shadow shifts' to introduce a new worker to a Participant before they start providing support independently. However, this only applies to Participants with complex individual support needs such as very limited communications, behaviour support needs and medical needs.

Providers are restricted on how many hours they can claim as Shadow Shifts.

## Ice Breaker Service

At your request, we can provide a service where you get the opportunity to be introduced to and work with a new Support Professional alongside a familiar staff member. This service is available at the discretion of the Participant. It is separate to the Shadow Shift and is charged at the relevant standard service rate.

## Cancellations

Notice must be provided for cancellations, otherwise we will charge for the service (as per NDIS Price Guide). This reflects the costs associated with cancellations for a service provider.

Notice periods are:

- 2 clear business for supports under 8 hours
- 5 days for services of 8 hours or more.

If there is an unusually high number of cancellations (or no shows), we will work with you to try to understand the cause and to identify potential solutions.

## Travel

We need to claim travel costs from a Participant if we are required to pay a worker for time spent travelling to support them. Upon Participant agreement, this might include:

- Travel to a Participants support
- Travel while supporting the Participant.

Travel costs can be claimed from your NDIS plan, where applicable, or we can invoice you directly.

Details of who will be invoiced are contained in your Support Schedule.

## NDIA Reporting

Where we are expected to provide reports to you and the NDIA, we will charge for the time taken to write the report.

# Continuous improvement

Possability has a strong focus on continuous quality improvement. We have a cyclic approach to managing continuous improvement that involves planning, doing, checking (gathering feedback and input) and taking action. This enables us to achieve the following objectives:

- To identify and meet the needs and expectations of Participants and stakeholders in an effective and efficient manner
- To achieve, maintain and improve overall organisational performance and capabilities.

Continuous improvement mechanisms include the use of quality policies, quality objectives, internal audit results, analysis of data, corrective actions and regular management reviews of the quality system.

# Quality compliance

Possability has a strong focus on ensuring the services we provide, and the governance of our organisation, meet legislative and quality compliance requirements.

To achieve this outcome, Possability maintains the following certifications: Attendant Care Industry Standards 2013; the Australian Childhood Foundation's Safeguarding Children and Young People Standards. Certification to the Attendant Care Standards 2013 will be upgraded to the 2018 Standards in late 2019.

To comply with the NDIS Quality and Safeguarding Framework, Possability will also be audited against the NDIS Practice Standards in 2020.

# Transferring service provider

There may be a number of reasons why a Participant may transfer from Possability. Either the Participant/guardian or Possability may choose to stop services. Possability respects a persons' rights to choose to decline or leave a service provided by us at any time (unless leaving the service contravenes a lawful order). Any Participant who decides to leave a service is welcome to request further services at any time.

Possability reserves the right to stop providing a service to an individual. Such a situation would only occur after consultation with the person and/or their person responsible or guardian. This situation could occur if the service is no longer provided or funded, or no longer appropriate for the Participant and no longer meets their needs. It might also occur if the Participant (or their associates) placed themselves, other Participants, or employees at unacceptable levels of risk, and where such risk could not be minimised to a manageable level within the resources available. We only cease a service in such circumstances as a last resort.

We will consult with the Participant, family, advocate or guardian about any concerns they may have about risks associated with the exit. We will assist a person to leave a service by providing information about other service providers who may be able to help. We will assess, manage and keep records of any identified risks associated with the exit, discharge or transfer of a Participant to another agency.

Participants and their representatives will be offered the opportunity to provide feedback prior to or after leaving the service.

## Notice required

For some Participants there is a requirement to give Possability notice before transferring or exiting a service.

Participants are required to provide Possability with at least 28 days' notice to end their service. Supported accommodation Participants must provide 90 days' notice.

# Reference list

**Policies and procedures outlined in this Booklet are aligned to the following legislation and standards:**

- › Anti-discrimination Act 1991 (Qld)
- › Australian Privacy Principles
- › Child Wellbeing and Safety Act 2005
- › Commission for Children and Young People Act 2012
- › Commonwealth Disability Services Act 1986
- › Disability Discrimination Act 1992
- › Disability Discrimination Act 1992 (Qld)
- › Disability Services Act 1992
- › Disability Services Act 2006 (Qld & Vic)
- › Freedom of Information Act 1991
- › Guardianship and Administration Act 1986 (Vic)
- › Guardianship and Administration Act 2000 (Qld)
- › Guiding Principles for Medication Management in the Community 2012
- › Human Rights and Equal Opportunities Commission Act (Commonwealth) 1986
- › National Disability Insurance Scheme Act 2013
- › 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

## Further information

For further information about our policies or procedures

call: **1300 067 067**

or email: **[info@possability.com.au](mailto:info@possability.com.au)**



Nurturing  
potential.

1300 067 067

[www.possability.com.au](http://www.possability.com.au)

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