



# Client Handbook



# Welcome

As a valued client of Footsteps Community Services. This information booklet has been designed to give you a summary of information that is relevant to our policies and procedures.



Other ways you can find out about Footsteps and our services include:

*Phone:* 0467 374 123

*Email:* [admin@footstepscs.com.au](mailto:admin@footstepscs.com.au)

*Address:*

67 Nyngam Street, Acacia Ridge Qld 4110



## **VISION STATEMENT**

To spread the power of optimism

## **MISSION STATEMENT**

Footsteps Community Services will help to enforce the societal commitment to take care of each other, especially those who have been marginalised and made vulnerable.

## **OUR VALUES**

Compassion

Advocate

Resilience

Empowerment

As an organisation we are passionate about providing support services that empower individuals to achieve person centred goals in a holistic manner. We specialise in providing these supports to the most vulnerable in our community.

We do not perceive labelled conditions as negatives, we view them as unique strengths and an opportunity to develop and enhance the individual's abilities.



# Our Services



Positive Behaviour Support Plans



Individualised Therapy



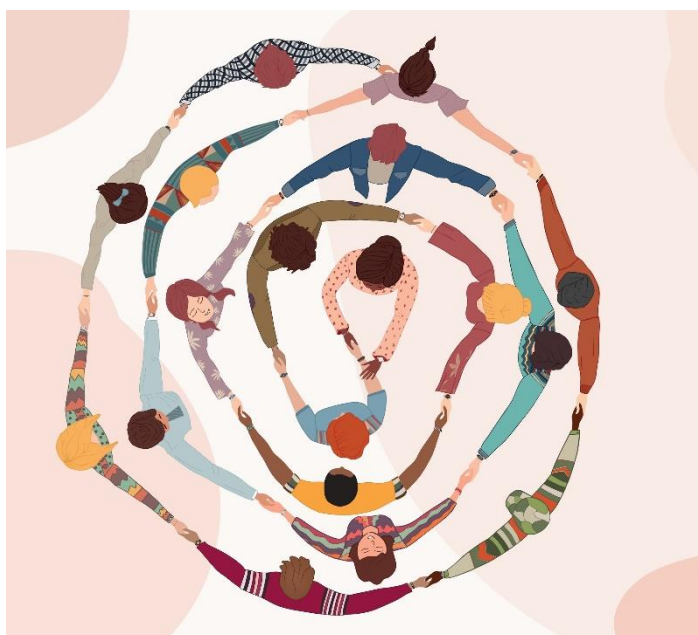
Support Coordination



Community Nursing



Short Term Accommodation



# Rights & Responsibilities

## YOUR RIGHTS

- Make your own choices about your life and future.
- Respect and dignity.
- Professional, competent services that match your needs.
- Privacy and confidentiality.
- Feel safe and free from physical, sexual emotional and/or verbal abuse.
- Where Footsteps is unable to support you, assistance to access other services and support provided to you.
- Be advised of any changes to services or supports.
- Make complaints and /or appeal decisions.
- Have an advocate of your choice involved in the provision of services to you.
- Have access to your personal records within the guidelines of the National Privacy Principals.
- Discontinue the service or request to see another staff member from Footsteps Community Services

## YOUR RESPONSIBILITIES

- Respect the privacy of others including other clients, staff, and volunteers.
- Treat others with dignity.
- Respect the rights of others.
- Provide Footsteps with all the necessary information to achieve a suitable service for you.
- Honour agreements made with Footsteps.
- Advise us of changes in your support requirements.
- Take responsibility for yourself and results of any decisions you make.
- Ensure your home is a safe and healthy place for service staff when they visit.
- Give reasonable notice to Footsteps if a service needs to be cancelled or recommenced or if the start time needs to be varied.



# Our Responsibilities

## Managing Conflicts of Interest

Footsteps Community Services (FCS) manages conflict of interest which may arise from time to time due to conflictual duties between different groups of registration FCS is registered for, specifically between support coordination and service provision.

This is done by ensuring clear separations between the services we provide as well as ensuring that employees delivering your chosen services always act in your best interest.

While you might have chosen to receive multiple services from the organisation, we remind you that you can always choose a different service provider.



## Emergency, Crisis and Continuity of Services

Exercising your dignity of risk FCS will work with you to foster your independence. You will never be penalised for exercising your dignity of risk.

However, FCS has a duty of care to you which means that we might have to negotiate with you how you receive certain services or attend some activities.

Footsteps Community Services will always strive to provide you with continuity of service within the limitation of your funding and while ensuring your safety and that of our staff. This includes planning with you how we support you in times of crisis or when an emergency occurs.

# Feedback

Footsteps welcomes and values your feedback on our services. This ensures the services you receive are good. If you would like to provide feedback or make a complaint, you can contact us via: Writing to us, sending us an email, or speaking to us.

## **What happens when you complain?**

We want you to make complaints and give feedback without fear.

Your services will not be affected if you make a complaint.

You will not be made to feel bad because you gave negative feedback.

Your personal information will not be shared with anyone without your consent.

## **How does Footsteps handle complaints?**

Footsteps reviews all our feedback and complaints within 2 days to make improvements.

We manage complaints fairly and want to reach good results for you.

We will provide you updates as we resolve your complaint.

## **How do you make a complaint?**

We regularly ask for feedback through:

Phone calls, Surveys, and Service Review meetings.

You can also write, email or phone us.



If you need help to make a complaint, we will support you. You can also ask a family member, friend or advocate to help you make a complaint.

If you do not want to discuss your concern with Footsteps or are unable to resolve the matter, you can contact the following organisations:

- NDIS Feedback and complaints phone 1800 800 110
- Department of Communities, Disability Services and Seniors Phone 1800 080 464 or visit their website at [www.qld.gov.au/contact-us/complaints](http://www.qld.gov.au/contact-us/complaints)
- Commonwealth Ombudsman Phone 1300 362 072

If you are deaf or have a hearing or speech impairment, or need an interpreter we can help you.



# Privacy & Confidentiality

We will use your personal information to help us provide the best services and supports.

We will keep your information private. Although sometimes might need to tell other people about you because they give you support you need. You need to give consent for us to tell other people your personal information. Consent means you say 'yes'.

To make sure we know who these people are, we get you to complete a confidentiality and consent form with us during your intake.

Our record keeping practices comply with our information security policy, privacy policy and the Australian Privacy Principles Guidelines Privacy Act 1988. If you would like to see these full policies, please let us know!

**Privacy** means that any person has the right to have their personal information to not be told or shown to anyone.

**Confidentiality** means that there is a duty to keep your personal information private and protected.

## **What happens if someone has accessed your personal information without your consent?**

When someone has accessed your personal information without our permission and without your consent, this is called a data breach.

### **If a data breach happens:**

We will tell you what happened and the actions we take to make sure you will not be harmed.

We will find out why it happened and how we can improve the way we handle your personal information.

We may have to report this to the government.

This will not affect the services we provide you.





# Advocacy & Decision Making

Advocacy is acting, speaking, or writing to promote and protect the human rights and welfare of a vulnerable person or group of people. An advocate could be a parent/ guardian, close friends & family, it is someone who will help make the best decision for you.

Advocacy services for people with disability in Australia are funded by The National Disability Advocacy Program (NDAP) which ensures there is no cost for participants or service providers to access advocacy services. Their information and advice line is 1800 818 338.

During Footsteps' intake process, our Team Leader will discuss what an advocate is and whether the participant has one.

If the participant does have an advocate it is listed on the intake form and their details such as name, relationship, contact details etc is listed. Another section of this document is whether the advocate has consent to sign document such as service agreements.

Decision making is all about what **you** want. You have the right to be respected and treated like other people.

Our job is to provide support in a way that makes you feel safe and comfortable.

If something makes you feel unsafe or uncomfortable, you can say no.

You can ask questions if you are unsure or want more information at any time.

You have the right to withdraw or limit consent at any time by writing to Footsteps.



# Risk Management

Risk management involves identifying and managing risks. This includes a wide range of risks including risks to the organisation's operations, to workers and to you as a participant. Risks are inevitable but risk management aims to reduce the chance of a particular event from happening. If it does happen, risk management helps to reduce its impact. Footsteps Community Services will conduct home risk assessments and activity risk assessments.



# Infection Control

Infection prevention and control aims to reduce the risk of clients contracting contagious infections. Infectious agents can be transmitted during interactions with other people such as clinicians, therapists, behaviour practitioners, clients and visitors. Footsteps has implemented a strict Infection control policy which aligns with the Australian Guideline for Prevention and Control. Policies include the use of appropriate PPE.

These Guidelines uses evidence-based research which strengthens our approach to Risk Management.

# Incident Management

Footsteps has policies and procedures around incident management. An incident is any event or circumstance that resulted, or could have resulted, in unintended and/or unnecessary harm to a person, or damage to property, as well as anything illegal and any event which deviates from our policies and procedures.

We are committed to ensure the rights of people with disability are upheld and supported.

We aim to provide a high standard of duty of care and to ensure the safety and well-being of each participant using our services, our employees and members of our community.

## **Organizational responsibilities when responding to incidents**

When responding to an incident it is Footsteps' responsibility to:

- immediately respond to an incident to ensure the safety and wellbeing of participants and others at risk report to police (if appropriate)
- contact relevant support services e.g. sexual assault support services (if appropriate)
- preserve evidence of the incident
- notify relevant next of kin, family or guardian (as appropriate)
- plan and undertake actions to provide ongoing support to those affected by the incident
- document key actions undertaken in an internal incident report
- record incidents in an internal Incident register.
- report serious incidents to the NDIS Commission

All serious incidents or alleged incidents which result in harm, abuse, exploitation etc to an NDIS participant and occur in connection with NDIS supports and services are reported to the NDIS Commission. Footsteps adheres to the NDIS expectations and guidelines in their Management of Reportable Incidents.

# Abuse, Assault, Neglect Preventing & Responding

Every person has a right to live a life free from the fear of violence, abuse, harm, neglect and exploitation regardless of their gender, age, disability, background or any other characteristic. We are committed to ensuring the safety and wellbeing of all participants we provide supports and services to.

Any alleged, suspected or act of abuse, neglect or exploitation is a serious reportable incident. It must be reported to the NDIS Commission, police, and any other relevant authority.

Footsteps has the responsibility for ensuring that all employees and volunteers are aware of, trained in, compliant with and implement the policies on preventing and responding to the abuse, neglect and exploitation of people using our services. In addition, Footsteps staff and volunteers are trained to recognise and minimise the occurrence or recurrence of abuse, neglect and exploitation of people using services. Training is also provided to all employees and volunteers about mitigating potential critical incidents; and fully and accurately reporting critical incidents within required timeframes.



# Cancellations

Where a service is cancelled within 48 business hours of the service time, a cancellation fee will be charged at full cost.

# Ceasing Services

Should you wish to cease your services with Footsteps Community Services you may do so by giving a minimum of 1 weeks' notice that you no longer wish to receive the services.

# NDIS Code of Conduct

The NDIS Code of Conduct promotes safe and ethical service delivery by setting out expectations for the conduct of both NDIS providers and workers.

The Code of Conduct requires workers and providers who deliver NDIS supports to:

- Act with respect for individual rights to freedom of expression, self-determination and decision making in accordance with relevant laws and conventions.
- Respect the privacy of people with disability.
- Provide supports and services in a safe and competent manner with care and skill.
- Act with integrity, honesty, and transparency.
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.

# Your Help!

## Community Engagement

If you would like to participate in the governance of the organisation please contact our board via email on:

[jay@footstepscs.com.au](mailto:jay@footstepscs.com.au) or [kerry@footstepscs.com.au](mailto:kerry@footstepscs.com.au)

This includes participating in our service development and contributing to our policies/procedures.

Our Board sets the vision for Footsteps and has a strong governance function, this means maintaining a governance and risk framework, approving policies and evaluating risk to ensure Footsteps meets its obligations and goals.

Our Directors Jay and Kerry are both directly involved in service delivery respectively as CEO and Director of Positive Behaviour and Nursing.



To ensure Footsteps can provide the services you need we have a table (below) outlining different criteria.

If you have any questions regarding this, please contact us.

Footsteps Services Available							
NDIS Registration	Service	Criteria					
		Complex mental health needs	Active use of drugs and alcohol	In crisis and emerging needs	Acute mental health phase	Complex medical needs	Mobility
0118 – Early Intervention Supports for Early Childhood. 0128 – Therapeutic Supports.	Individualised Therapy	Yes, services available.	With own AOD counsellor.	Services assessed on a need basis.	With own support and plans in place.	Yes, services available.	Yes, services available.
0110 – Specialist Positive Behaviour Support. 0118 – Early Intervention Supports for Early Childhood.	Positive Behaviour Support	Yes, services available.	With own AOD counsellor.	Services assessed on a need basis.	With own support and plans in place.	Yes, services available.	Yes, services available.
0106 – Assist-Life Stage, Transition. 0132 – Specialist Support Coordination.	Support Coordination	Yes, provided for complex support coordination.	With own AOD counsellor.	Services assessed on a need basis.	With own support and plans in place.	Yes, services available.	Yes, services available.
0107 – Assistance with Daily Personal Activities. 0115 - Daily Tasks/ Shared Living. 0116 - Innovative community participation. 0117 - Development- Life Skills. 0125 - Participate Community. 0128 - Therapeutic Supports.	STA/ Respite	Service not available.	Service not available.	Service not available.	With own support and plans in place.	Must be able to self-administer.	Must be able to self-transfer.
0114 – Community Nursing Care.	Community Nursing	Yes, services available.	With own AOD counsellor.	Services assessed on a need basis	With own support and plans in place.	Yes, services available.	Yes, services available.



# Contact us

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