

Bethany Care Ltd

Service User Information Pack

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ADVOCATE GUIDELINES

Service user advocates undertake a specialized role in representing the service user's interests. It is therefore desirable that nominated advocates be aware of the responsibilities inherent in the role.

What is Advocacy / who can be an advocate?

Advocacy is the process of standing alongside an individual who is disadvantaged, and speaking out on their behalf in a way that represents the best interests of that person. If a service user of Bethany Care has asked you to be their advocate, this means they would like you to act on their behalf. You may be a family member or friend of the person, or a member of an advocacy service.

Responsibilities as a service user advocate

Being an advocate may mean your attendance or involvement could be required during assessments and reviews of the service user's personalised plan, or should the service user want a representative to communicate or negotiate with us on his/her behalf regarding access to their personal information; lodging a complaint; or any issue related to our service performance. We ask our service users to complete a "Notification of Support Person/Advocate Form" when they wish to appoint or change their advocate. Service users are free to change their advocates whenever they wish, however, whenever a change occurs another nomination form is to be completed.

Definitions

Advocate	An advocate is a person who, with explicit authority, represents another person's interests.
Informal Advocate	A friend or family member who is nominated by a service user as their personal advocate.
Systems Advocate	An organisation or professional advocate who can act for a disadvantaged individual or group of individuals in an institutional setting.
Legal Advocate	A nominated advocate whose role has legal status, for example holding an Enduring Power of Attorney.

Checklist for advocates

As an advocate of a service user we ask you to be aware of the following and to ensure that:

- the service user has given written authority for you to act on his/her behalf
- you inform us that you are acting as the service user's advocate
- you always act in the best interests of the service user
- the service user is aware of any issues and developments in relation to the services they receive
- the service user is kept informed of any developments in relation to the issue/s where you are representing their interests, and that any decisions will be made by the service user
- you encourage the service user to provide feedback to you about the services they are receiving
- you advise the service about any changes in service user circumstances and any concerns about changing service user needs
- you are prepared to relinquish the role of advocate should the service user wish this
- you avoid representing them in circumstances where there may be a conflict of interest, and
- you do not act as an interpreter for the service user while acting in an advocacy role.

Thank you for acting as an advocate for our client.

END

CLIENT RIGHTS & RESPONSIBILITIES

Bethany Care is committed to upholding the legal and human rights of each person with a disability.

Your rights as a Bethany Care Client

- Be treated with genuine respect & courtesy
- Have your needs assessed
- Be informed and be part of the decisions made about your care
- Receive quality services
- Have the right to make a complaint
- Have someone represent you (refer to an advocate of your choice)
- Have your privacy and confidentiality respected and to access all personal information we keep about you

Your responsibilities as a Bethany Care Client

- Treat staff and other clients with respect and courtesy
- Provide a safe work environment for staff and help them to provide you with services safely – for example, by not smoking while staff are present
- Take responsibility for the results of any decisions you personally make

END

PRIVACY & CONFIDENTIALITY

Bethany Care is committed to respecting and protecting the privacy of our users. Below are some of the main points that summarise our Privacy & Confidentiality policy. The full policy is available on request.

Policy Statement

- Bethany Care is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them. We want our clients to have confidence that we take these responsibilities seriously.
- Specifically, we will:
 1. Bethany will only collect information relevant to our business functions,
 2. take reasonable steps to ensure information is accurate, complete and up to date,
 3. help clients engage the services of advocates to help you access their information,
 4. not disclose client information to third parties without prior client or advocate consent, unless required by law
 5. Support its client's rights to amend the data held about them if they feel it is incorrect.
 6. Take all reasonable steps to protect the security of the personal information from, loss, unauthorized access, use, modification or disclosure; and any other misuse
 7. Take all reasonable steps to dispose of client information when appropriate
 8. Support your right to complain if you are unhappy with how your private information is being handled

Data Collection

- Bethany will only collect information relevant to its business functions. It will not collect irrelevant, or more information than is necessary.
- Personal address details are recorded to keep in contact with clients and their advocates. Name and address details will not be disclosed to third parties without the client's prior consent, unless required by law.

The Use of Advocates and Representatives

- If you wish to engage the services of advocates to help you access your information, Bethany can help. We can speak directly to your chosen representative on your behalf and explain the process.

Data Disclosure

- Bethany supports your right to see what personal information, including health information, is held about you. Generally, clients and advocates can gain access of the personal information held by Bethany upon request.
- The collected information is shared with staff members of the Bethany team on a 'need to know basis'.
- Collected information will not be disclosed to third parties without prior client or advocate consent, unless required by law.

Information Will Not Be Disclosed Where:

- The release of such information would pose a threat to life or health of any individual
- Bethany reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety
- giving access would have an unreasonable impact on the privacy of other individuals

END

DOCUMENTATION REVIEW

Bethany Care is committed to the principle that Client files are an important source of information about clients, their health, social and treatment needs. Information in client files will be complete, accurate and relevant.

Review Process

- Every year Bethany will contact families to arrange interviews where important personal documentation can be collaboratively verified and updated.
- This important process must be completed as without it, Bethany will not be able to provide the best possible care.

General Policy

- Client files are an important source of information about clients, their health, social and treatment needs. Information in client files will be complete, accurate and relevant.
- Client files are used to enhance safety and continuity of care by the accurate recording of client details and history.
- The protection of client privacy and confidentiality is a guiding principle in the collection, use and storage of client information.
- The client file management system is systematic, compliant with legislation and quality standards, informative and protects the interests of the client and Bethany Care.
- It aims to ensure client files are effectively established, reviewed (every 12months), maintained and retained.

Retention & Disposal of Client Files

- Client files will be securely stored for a period of 7 years after the client has ceased receiving services from Bethany Care.

Security of Client Files

- All client documentation is to be kept securely with consideration given to physical, technical and administrative security safeguards.

COMPLAINTS & DISPUTES

To help us continually improve our services, it is important for clients and their advocates to speak up about their concerns. We view all complaints positively and regard them as valuable opportunities for continuous improvement. Any complaints will be listened to and managed with respect for the rights of all people involved. Our procedure aims to provide a proactive approach to complaints and disputes. Clients and their representatives should have no fear of retributive action when raising complaints.

What is a Complaint?

- A complaint is “an expression of dissatisfaction with any aspect of the services provided by Bethany (this includes the actions of an employee or volunteer).

Who May Complain?

- In general, any person may make a complaint to Bethany. They may be made by clients, family members, friends, advocates or other representatives. Members of the public, including neighbours may also make complaints. An employee of person otherwise engaged by Bethany may also make a complaint.
- You can make your complaint in person, by phone, letter or email, or you can ask someone to assist you.

When Can I Expect a Response?

- Bethany is committed to assessing your complaint or concern and resolving it in as quickly as possible. From the time your complaint is received, we will endeavour to contact you to acknowledge your complaint within the next 24 hours (or next business day should the complaint be made on the weekend). At the latest all complaints will be resolved within 14 days. More complicated issues may take a little longer.

Our Commitment to out clients

- We will provide every opportunity for you to seek the support of a family member or other representative during the complaints process.
- Your feedback will be considered in a confidential manner and only be discussed with the people directly involved.
- A compassionate Bethany Staff member will handle your concern or complaint. Where necessary, Bethany will assist with writing the complaint up and will check with you that the details have been recorded accurately. We will gather information about your concern to help us work out how best to handle your issues.
- Our staff will talk with you about what will happen next. They will discuss the options for resolving your concern with you and you will be involved in any decisions that need to be made.
- Your complaint will be dealt with as quickly as possible and Bethany will keep you informed about progress. Some complicated issues may take a while to resolve.
- We will consider how your complaint can be used to improve the services we provide.
- Clients and their representatives should have no fear of retributive action when highlighting complaints. Staff are aware there are severe penalties for such misconduct. This includes disciplinary or other appropriate actions (e.g. official warnings, dismissal).

How to Lodge a Complaint

- A complaint can be made by phone (55018070), written submission, email, or verbally during conversation with Bethany staff.

Bethany will always encourage and assist people to raise their concerns directly with the service in the first instance. However, a client wishes to pursue external avenues for complaint, below are options which may be of assistance.

External Avenues for Complaints

1) Department of Communities phone: 13 QGOV (13 74 68)* TTY: 133 677 email: disabilityinfo@disability.qld.gov.au	2) Queensland Aged & Disability Advocacy email: info@qada.org.au phone: 1800 818 338 (freecall) or (07) 3637 6000 web: http://www.qada.org.au/
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Helpful Steps to Consider When Making a Complaint

There are some simple steps you can take to help us manage your complaint or concern more effectively;

- 1. Talk to someone you trust** - It can help to clarify your issues if you speak about your feelings with someone you know and trust. We encourage you to contact and involve any family member or independent member of your choice to assist you through the complaints process. If you would like us to contact a representative on your behalf, we would be happy to assist.
- 2. Act quickly** - You should inform us about the issue as soon as possible.
- 3. Make it clear** - Set out the order in which things happened including dates, descriptions of incidents, phone calls, letters or meetings. It will also help if you give us an idea of what action you would like us to take.

END

HEALTH SAFETY & PERSONAL WELLBEING

Bethany is committed to client participation (as fully as possible), in decision-making, choice of activities and events in daily life. As a Bethany service user your health and well-being is of paramount importance to us. The following information will help you understand how we will protect and preserve your health and well-being at Bethany.

Policy Statements

- Bethany views its duty of care regarding safety issues extremely seriously, and is committed to comply with all applicable current legislation in this area.
- Bethany will ensure its service locations are risk assessed and subject to regular monthly safety inspections to ensure a safe environment for all.
- Bethany is committed to ensuring its staff are adequately trained in First Aid and CPR and comply with the State Government requirements for criminal history screening both for people with disability and also blue cards for safe working with children.
- Bethany will always consider the health and safety impact of its decisions and activities
- Hazard identification, risk assessment and risk control represent the foundation of Bethany's Health & Safety management system.
- Our Health & Safety management system is based on a continuous improvement principle.

Reporting of Accidents and Incidents

- Bethany Care is aware that accidents and incidents will happen from time to time, especially given the nature of work in this sector. Bethany Care believes in swift reporting and investigation of accidents and incidents. Investigation is required to assess why the incident has happened and to identify preventative measures to minimise reoccurrence. It also aids continuous improvement.
- All employees are required to report accidents and incidents immediately using the RIF (Record of Incident and Grievance form)
- The Assistant Manager has special responsibility to investigate all accidents and incidents.
- Monthly team meetings will be used to discuss any accidents and incidents that have been observed during the course of work.

END

CHILDREN & YOUTH

Bethany is committed to uphold the protection of children from harm, abuse and exploitation in its service areas.

Statement of commitment

- Bethany supports the rights of children and young people and is committed to providing a safe and supportive service environment directed at ensuring their safety and wellbeing.
- We are committed to an organisational culture which upholds the protection of children from harm, abuse and exploitation.
- In order to support this commitment Bethany is dedicated to our child and youth risk management strategy which has policies and procedures in place to effectively address the safety and wellbeing of children in our care.
- This policy is based upon the following principles:
 - The safety of children is the paramount consideration
 - Children are the most vulnerable members of our society. The presence of a disability increases this vulnerability factor.
 - Children need to know and believe that they have the right to feel and be safe at all times
 - Children are entitled to basic human rights regardless of special needs, cultural, or socioeconomic factors
 - Children are people in their own right deserving of respect, care and protection
 - Children are entitled to the support of a person to act as an advocate on their behalf.

Staff and volunteers must

- Take all reasonable steps to protect children from abuse
- Listen and respond to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- Report all allegations of abuse and neglect to using the procedure outlined in the Bethany document “Human_Rights_Reporting_POP”
- Use language that is encouraging, respectful, use positive words and a pleasant tone of voice
- Children should be adequately supervised at all times. Ensure as far as practicable that adults are not left alone with a child.
- Examples of appropriate physical contact with a child at Bethany may include, assisting with an injury or illness, protecting a child from harm, to avoid an accident, or demonstrating a skill or providing an instruction as part of a learning activity.
- Where practical an explanation about what physical contact will occur and why should be provided.
- Promote the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
- Promote the safety, participation and empowerment of children with a disability (for example, during personal care activities)

Staff and volunteers must not

- develop any ‘special’ relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical (for example inappropriate sitting on laps. Sitting on laps could be appropriate sometime, for example while reading a storybook to a small child in an open plan area)
- do things of a personal nature that a child can do for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
- use inappropriate language in the presence of children. For example, insults, criticism, name-calling, bullying, swearing, yelling, racist and/or sexually suggestive comments or jokes are considered inappropriate.
- express personal views on cultures, race or sexuality in the presence of children
- discriminate against any child, including because of culture, race, ethnicity or disability
- have contact with a child or their family outside of our organisation without our child safety officer’s knowledge and/or consent (for example, no babysitting). Accidental contact, such as seeing people in the street, is appropriate
- Engage in inappropriate physical contact, for example, violent or aggressive behaviour such as hitting, kicking, slapping, pushing, kissing or touching of a sexual nature.

LEAST RESTRICTIVE ALTERNATIVE

Bethany is committed to client participation (as fully as possible), in decision-making, choice of activities and events in daily life in relation to the services received. Our procedure aims at a balance between the principles of duty of care and least restrictive alternatives that don't unduly limit the ability of service users to make decisions or take responsibility for their actions.

The least restrictive alternative

This principle recognises the rights of our clients to enjoy a lifestyle, which is the most supportive, and the least restrictive of their freedom. This contrasts with the more restrictive option of allowing people with an intellectual disability to become and/or remain dependent on others.

The least restrictive alternative stresses:

- That special intervention in a person's life should be limited to the minimal extent required by their disability.
- That the provision of more services or supervision than is necessary discourages the developing independence of an individual.
- The dignity of risk: neither the physical nor social environment should provide any more safeguards or social constraints than are necessary.

Dignity of risk

Bethany staff have a duty of care to act in a way that does not expose clients to an unreasonable risk of harm. However, we will not shield our clients from every risk of daily living. We will take prudent (i.e. "wisely cautious") risks that will encourage a person to develop skills, confidence, judgment and self-esteem.

The degree of assistance given will be based on careful evaluation of a person's skills and behaviours. Bethany Care recognises that too much assistance denies a person the opportunity to test, to a reasonable degree, their skills and abilities.

Examples of the Principle in Action

The following examples illustrate the way in which the least restrictive alternative can be applied.

- It is more restrictive to have a client dependent on another person when environmental cues could be used. For example, a pre-set alarm clock or reminder telephone calls could enable a person to get out of bed on time.
- It is more restrictive to have a staff member or parent "control" the daily routine or finances of a client rather than seeking ways for the person to acquire freedom over aspects of their own life.
- It is more restrictive for a staff member to carry a client's money instead of the person carrying their own wallet/purse and being assisted in using it.
- It is more restrictive for a staff member to perform a client's banking rather than assisting the person to undertake the transaction.
- It is more restrictive to make decisions on behalf of a client at an a-la-carte restaurant instead of taking the person to a smorgasbord where non-verbal decisions can be made.

END

HUMAN RIGHTS ABUSE & NEGLECT

Bethany is committed to upholding the legal and human rights of each person with a disability and taking clear action to prevent and / or respond to allegations of abuse and neglect.

Rights of people with an intellectual disability

- Bethany operates on the principle that people with disabilities have the same human rights as other members of society and should be empowered to exercise their rights (Disability Services Act 1992).
- People with an intellectual disability have rights both as citizens of Queensland and as service users. Without effective personal assistance, many clients will lack the means to exercise their rights. Assisting clients to realise their rights is a complex and challenging task.
- Bethany staff will try to balance their responsibilities to a person and available resources against the person's rights and freedoms. Client's rights are the primary consideration.
- Commitment to upholding the rights of people with an intellectual disability shows respect for people as equals. It also assists the maximum development of the potential of clients.

Basic human rights

- People with disabilities have the same basic human rights as other members of society and should be empowered to exercise their rights.
- All human beings are equal in dignity and rights. Clients of BETHANY services are "people first", regardless of their disability.
- A central role for Bethany staff is to assist clients with an intellectual disability to exercise their rights and assume their civic responsibilities. In some situations, clients may need an independent advocate.
- Because of their disability, many people with an intellectual disability are at risk of being labelled, abused, exploited, neglected and oppressed. Staff are expected to safeguard clients' rights and protect clients from abuse or exploitation.

Abuse & Neglect

- Each client has the right to be free from physical, sexual, verbal and emotional abuse and neglect. Any human rights breaches must be reported directly to the organization.
- Our services and information aims to support these rights in such a way that is appropriate taking into account the disability and the person's cultural background.
- Bethany is committed to prevention of all forms of abuse and neglect. We take allegation cases extremely seriously and will not hesitate to take appropriate action where necessary, in order to protect service users and their families.
- Where instances of abuse are identified, we will not hesitate to refer to appropriate key stakeholders (e.g. Queensland Police Service, Child Safety Services, Adult Guardian).
- If a person making a report or allegation is unsatisfied with Bethany's response, or does not feel they are able to approach us, they may refer the matter to:
 - **the Queensland Police**; 000 for emergencies, 131 444 for non-emergencies.
 - **the Office of the Adult Guardian**; 1300 653 187, adult@publicguardian.qld.gov.au
 - **a community visitor**; 1300 653 187, adult@publicguardian.qld.gov.au
 - **the Public Advocate**; +61 7 3224 7424, public.advocate@justice.qld.gov.au
 - **the Ombudsman**; 1800 068 908, ombudsman@ombudsman.qld.gov.au
 - **the Public Trustee**; 1300 360 044, clientenq@pt.qld.gov.au
 - **the National Disability Service Abuse and Neglect Hotline**; 1800 880 052, hotline@workfocus.com
 - **Department of Communities**; or, where appropriate, 13 QGOV (13 74 68) disabilityinfo@disability.qld.gov.au
 - **the Queensland Crime and Corruption Commission**. (07) 3360 6060
 - **Child Safety Services Centres**; 1300 703 762

END

CHANGING NEEDS, ASPIRATIONS & CHOICES

Changing Needs

- It is reasonable to assume that our client's needs, aspirations and choices will change over a period of time. As such, Bethany has a system in place designed to accurately identify, record and respond to these needs in a flexible manner.
- Being aware of our clients changing needs and aspirations as they emerge has many benefits. The information can help devise future service strategies and is a vital component of progressive personalised care plans.
- Bethany is committed to providing opportunities for service users to make informed decisions and choices on a day-to-day basis according to their individual needs. We aim to incorporate flexible service delivery options, wherever possible, which reflect the ever-changing needs and choices of service users.
- Bethany will aim at a balance between the principles of duty of care and least restrictive alternatives that don't unduly limit the ability of service users to make decisions or take responsibility for their actions.
- Bethany will facilitate access (where possible and within available resources) to other support required by clients in order to adequately represent their needs views, interests, choice and rights.

Identifying Changing Needs

Our client's changing needs can be identified in a variety of ways. The following list details some common examples.

- Verbal conversations with the client, advocate, or family – clients or their representatives may directly state a changing need, aspiration or choice.
- Observation – Personal carers may observe a client especially enjoying a particular activity.
- Formal annual review – During the annual personalised plan review, the Assistant Manager (AM) will ask the client and their representatives to impart their vision and goals for the coming year.
- Feedback forms – Distributed once a year, clients may comment on all aspects of service delivery. There is also space for other comments to be recorded.

SERVICE EXIT PROCEDURE

Group Attendance Respite e.g. NRG Days on Tuesday & Thursdays

1. Exit request initiated by the client, family or their representative. This could take the form of verbal notification and should include exit reasons.
2. If deemed appropriate, the will arrange an exit interview in an effort to address any client concerns or issues.
3. Interviews may take place over the telephone if a face to face meeting is not possible.
4. Bethany will advise the relevant notice period. Participants for this program are usually paid in advance of access. In this instance, no refunds will be paid where less than 2 weeks notice is given.
 - In instances where the withdrawal is a result of Bethany's incapacity to deliver support, the period of notice required will be subject to review. This may mean a shortened notice period at the discretion of the Service Manager.
5. Bethany will calculate any appropriate refund amounts and advise the client / family / advocate. A hardcopy of the calculation will be given if required.
6. The client will be referred to another suitable service if appropriate.

Service: ALSP (Adult Lifestyle Support Package)

7. Exit request initiated by the client, family or their representative. This could take the form of verbal notification.
8. An exit interview time will be arranged to discuss the client's changing needs with the Assistant Manager.
9. Interviews may take place over the telephone if a face to face meeting is not possible.
10. If, following discussions at the exit interview, the client / family / advocate wishes to continue their planned withdrawal, Bethany Care would advise the notice period. The Personalised Support Plan completed by the client / family / advocate clearly states that 12 weeks notice must be received. This stipulation is required to enable smooth transition via Disability Services Queensland processes.
 - In instances where the withdrawal is a result of Bethany's incapacity to deliver support in accordance with the Disability Services Queensland Adult Lifestyle Support Plan, the period of notice required will be subject to review. This may mean a shorter notice period than the usual 12-week requirement.
11. The client / family / advocate to then record their verbal notification in writing within 7 days and forward copies to both the organization and Disability Services Queensland PO Box 8338, Gold Coast Mail Centre Q 9726.
12. Bethany Care will calculate the balance of funds remaining in the individual funding package up until the final date of service delivery (which may be in the future), less costs and advise the client / family / advocate and Disability Services (DS) of same. A hardcopy of the calculation will be remitted to the parties within 14 days of receiving notification.
13. Bethany Care will continue to liaise with the Community Resource Officer at DS Bundall to facilitate the transition of the client to another agency or the rescinding of the balance of funding back to central Grants Administration in Brisbane. (Neville Bonner building, 3rd Fl, 75 William St, Brisbane Q 4000)
14. The client / family / advocate will be directed to communicate directly with DS.

BETHANY CARE CONDITIONS OF SERVICE

RESPIRE SERVICE DELIVERY

Bethany Care Ltd is funded to provide a range of respite services to people with disabilities and their families. The purpose of respite is to enable carers to continue to support the person with a disability to live in the community. Respite is designed to provide carers with a break from their caring role to rest, relax and take care of themselves.

Respite is short to medium term. Respite is not designed to meet the long-term support needs of clients and carers. Services will be reviewed each year unless otherwise specified. Any party to this agreement can request a review earlier than the specified date.

Service will not be provided where a client is no longer residing in the family home. i.e. when a person moves out of the family home and lives either independently or in permanent supported accommodation they are no longer eligible to receive a respite break as they are no longer in the full time care of their family caregiver.

The level of support provided to participants is tailored to suit their specific needs in the following areas; social skill development, physical hygiene, daily living skills, medical requirements, community integration etc. Support is also delivered in accordance with the information contained within an individual's profile and plan.

INDIVIDUAL ADULT LIFESTYLE SUPPORT (ALSP) – COMMUNITY ACCESS

Bethany Care Ltd becomes the nominated 'funds holder' of an individual's Adult Lifestyle Support Package, only after consultation with the funding provider (DS), the individual and or their family and the Assistant Manager or Manager of Bethany. The supports provided through the ALSP program are agreed upon through the development of a detailed I.S.P - Individual Support Plan. This occurs through consultation between the family, DS and Bethany Care.

The consultation provides an opportunity for documenting the detailed goals of the person with a disability and possible strategies to achieve them subject to available company resources to meet them. The individual's progress against those goals are reviewed on an agreed basis with the family and client. This document is kept in the client file and a copy is available to the individual and family. We would like to supply a copy of the completed Individual Support Plan (ISP) to you in accordance with current Disability Service Quality Assurance Standards. Please contact the Assistant Manager to obtain your copy. Individual support Plans for ALSP clients may be completed on a weekly / fortnightly/ monthly basis as a progress reporting tool to stakeholders.

SCHOOL TRANSITION "SAMPLE OF SERVICE"

Bethany Care supports initiatives of Education Queensland, at a local community level, to enable those students with a disability who are exiting school to 'sample' a range of services offered by different organizations here on the Gold Coast. Each organization will have its own eligibility criteria and conditions of entry. In most instances supporting individuals who are 'sampling' is not funded at either a state or commonwealth level. Students, families and school transition officers and the service provider must have very clear expectations of timelines and conditions of entry and supports to be provided.

CANCELLATION OF SERVICES

The contact number is 0413 512 310 outside office hours. In the event that the client/carer does not require respite services on a particular occasion e.g. holidays or illness, then the client /carer must provide Bethany Care Ltd with adequate notice. Adequate notice means carers must contact the service **the day prior or by 730 a.m. on the day** service would normally be provided. If families / agencies do not provide adequate notice they will still be charged full fees for the entire duration of the rostered Bethany shift.

Bethany Care Ltd will attempt to arrange relief staff in the event that the regular/ rostered staff person is sick or unavailable. This may not be possible on all occasions in which case a 'catch-up' day may be arranged through consultation between the Assistant Manager and the family.

BETHANY CARE CONDITIONS OF SERVICE (cont...)

POLICIES AND PROCEDURES

Bethany Care Ltd has policy and procedures available online from our website www.bethanycare.org. These policies guide staff in providing safe, high quality care within the home and community. While willing to meet the needs of families, staff are not permitted to breach their Duty of Care and must follow these policies and procedures. Copies of Bethany's Policies and Procedures and the Team Handbook are available to clients and carers upon request. They outline such processes as Manual Handling, the giving and receiving of gifts etc. Our organization is committed to continuous improvement.

RESPIRE CARE / COMMUNITY ACCESS

For the provision of Respite Care or Community Access Support the following conditions apply:

UNUSED DAY RESPIRE / COMMUNITY ACCESS FEE / ATTENDANCE

In the event that the client due to illness cancels their attendance in the day respite program, including the Saturday Bowling League, and that the client provides adequate notice, the day client contribution fee may be applied to the following term payment.

This arrangement may be negotiated between the client and the Bethany Administration person and the Assistant Manager must be notified of the change. If the respite hours are not utilized within the first two week period of the next term Bethany Care Ltd will reallocate the unused hours for other purposes / clients. Unused hours cannot be accumulated over time.

PUBLIC HOLIDAYS

Bethany Care Ltd does **NOT** normally provide community access on public holidays due to the associated costs.

In the event of planned community access occurring on a public holiday the shift can be rearranged for another day within a two-week period. This arrangement can be negotiated between the client or their advocate / family member and the Assistant Manager.

Bookings for accommodation at our short-term respite home known as "Hope Cottage" will not normally begin or end on public holidays. For example, during March, April and May each year there are numerous public holidays – usually occurring on a Friday or a Monday. Hope Cottage would therefore be open for bookings between Tuesday and Thursday early evening of that week, then again Saturday and Sunday (no Sunday night sleepover)

ORGANISATIONAL CLOSURE

Bethany presently prefers to provide its small team with block annual leave time to maximize service delivery for the remainder of the calendar year. The annual leave for team members in most instances occurs:

* 2 weeks over Christmas New Year + public Holidays

TRANSPORT

In the event that the client requests transport support to access the community during the respite care this must be negotiated with Bethany Care Ltd and the relevant staff person. Staff are not reimbursed by Bethany Care Ltd for transport costs. It is the responsibility of the client or family to negotiate with the Bethany Administration Office (55018070) if they require transportation assistance at anytime.

COSTS

If a client chooses to access community facilities (e.g. movies, theme parks, trains, and pools) and require support from a staff person in order to do so, the client must pay for any associated costs or entry fees for themselves and the staff person. Staff are expected to pay for their own food and refreshments.

END