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About Us

Aspire Support Services provides support to people with disability and their families through a range of services including:

- Short Term Accommodation-Children and Adults
- Supported Independent Living and Specialist Disability Accommodation
- Lifestyle and Learning Programs
- Behaviour Support
- Plan Management / Financial Administration
- Volunteers and Family Support
- Education Opportunities
- Psychology
- Support Co-ordination
- Out of Home Care
- Early Childhood Intervention
 - Occupational Therapy
 - Speech Pathology
 - Physiotherapy
 - Education



**Family &
Community Services**
Ageing, Disability & Home Care



Vision

A community where all people with disabilities and their families are able to achieve their goals and live the life they choose.

Our Mission

Aspire works alongside people with disabilities and their families to achieve their goals and aspirations

Values

- Respect for the individual
 - We acknowledge strengths and abilities of all people
 - We accept differences and diversity
 - We are non-judgemental
- Understanding and responsiveness to individual needs
 - We listen to our clients, staff and the community
 - We take a person centred approach to our work
 - We are adaptive and flexible
- Integrity and trust
 - We operate with transparency and are accountable for our decisions and actions
 - We uphold privacy and confidentiality
 - We follow through on our commitments
 - We maximise safety through policies and practice
- Commitment to children and young people
 - We will ensure that children and young people's safety, best interests and rights are paramount in all of our decisions
 - We will care for all children and young people, in a way which they can grow safely and fulfil their potential
 - We value and listen to children and young people's views, respect what they say and promote their active participation in our organisation
 - Early Intervention is important to us and we will ensure the best possible developmental outcomes for children and their families
- Innovation and flexibility
 - We are open to new ideas and creativity
 - We seek input from all stakeholders
 - We maintain awareness of trends and evidence based practice
- Quality and professionalism
 - We put in place and implement systems to ensure the quality of our services and we foster continuous improvement
 - We undertake and respond to rigorous risk assessment
 - We ensure staff have the skills and values to fulfil our mission

Intake

When choosing Aspire to provide your services there are several ways you may contact us.

Phone: 02 60584000

Email: customerservice@aspiress.com.au

Visit our Office: 220 Borella Road East Albury

Once you have made contact with a Customer Service Team member they will then discuss with you your goals and how we can best support you to achieve your desired outcomes as detailed in your NDIS plan.

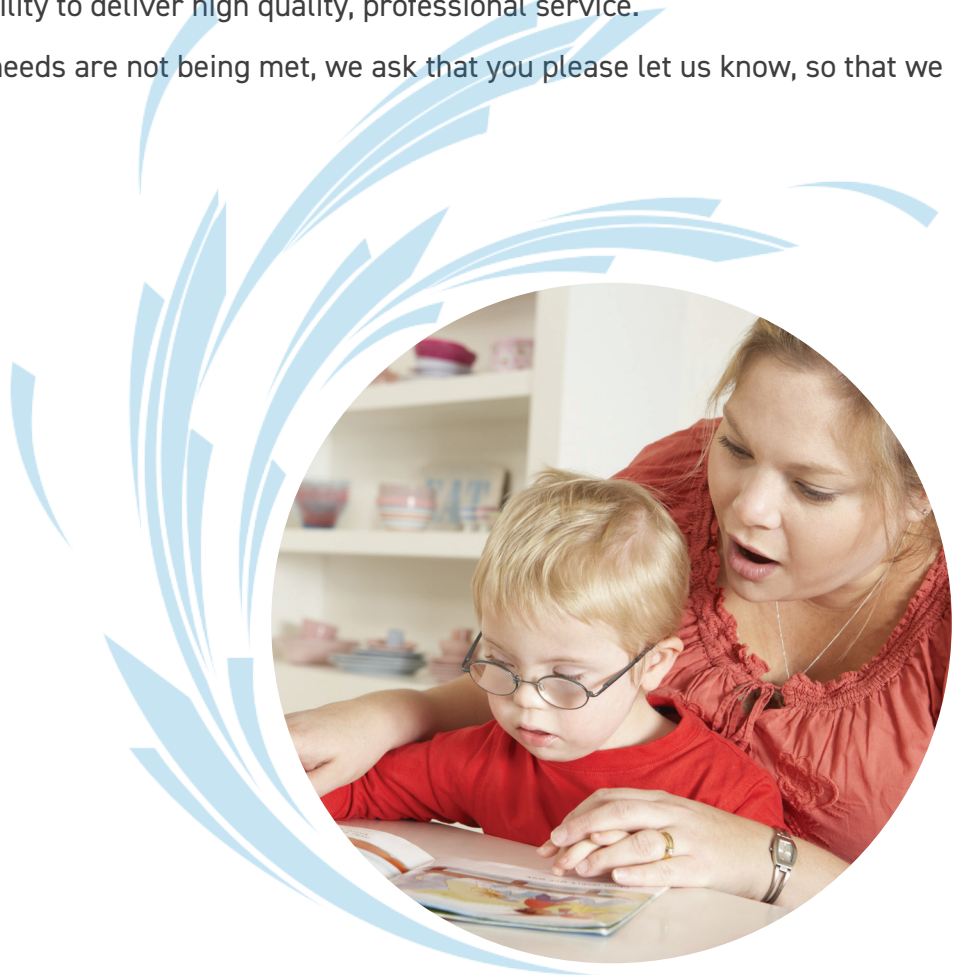
The Customer Service Team will then assist you to complete your required paperwork, answer any question you may have regarding opportunities at Aspire and work with you to ensure the transition into your Aspire Service is as smooth as possible.

Service Delivery

We have a large number of people who will be involved in providing the services you require.

Our staff have access to a broad range of training and development opportunities which aims to continually improve their ability to deliver high quality, professional service.

If at any time you feel your needs are not being met, we ask that you please let us know, so that we can address your concerns.



Service Exit

Our customers have the right to terminate their services and their association with Aspire as per their service agreement.

You have the responsibility to notify Aspire if you no longer require a service.

Files will be archived according to legislation and our policies and procedures.

Reasons for customer Exit

When participants leave our services, this is referred to as exiting and can happen for a number of reasons, such as:

- If they relocate to an area outside our area of service delivery
- When our support schedule and service is no longer able to meet the participant's needs or assist in achieving chosen goals
- If they transfer to another service provider
- If there is a lack of available resources or funding
- In the event of the death of a participant using our services
- If the participant is unwilling to meet the reasonable conditions required in their support plan affecting the safe delivery of services and the health and safety of the staff
- If there are changes in the participant's condition resulting in support needs above what we can deliver
- If the participant and/or family member/carer engages in behaviour which is unacceptable towards us, such as violence, abuse, aggression, theft or property damage
- If there is continued non-payment of service delivery fees incurred from supports and services provided.

Advocacy Commitment

Upon commencing services, new participants are informed of:

- The role of advocates
- Their right to use advocates and advocacy services
- How to contact and involve advocacy agencies

Participants are supported if they choose to:

- Self-advocate
- Change advocates
- Withdraw their authority for an advocate

If a participant needs an advocate and a family or carer cannot provide it, we will attempt to introduce an advocate chosen by the participant.

If a participant requests one of our workers to be an advocate, their authority to act is recorded along with the issues important to the participant and their goals.

We will work with the advocate chosen by a participant and involve the advocate in all areas of the participant's service planning and decision making.

Whenever a participant is assisted by an advocate, we will document this.



Rights and Responsibilities

As a customer of Aspire you have certain rights and responsibilities to ensure that all people are treated fairly.

Rights

- To be treated with dignity and respect and in a manner that is sensitive to your social and cultural beliefs
- To access a staff member of your own gender
- To have access to an independent advocate or support person and an interpreter, if required
- To have your privacy and confidential information respected and protected
- To decide who can see your information
- To access any information about you that Aspire has recorded
- To be protected and free from physical, sexual, verbal, emotional or financial abuse and exploitation
- To have access to a responsive and fair complaints process and to provide feedback in confidence
- To choose who else (other than an Aspire support worker) you want to have involved in your support, as long as your choice poses no risk to yourself or others
- To have an individual support plan which documents your relevant history, assessment, support needs, progress towards goals and other outcomes
- To be involved in every facet of the development of your individual support plan, including exit from Aspire
- To decline any support, as long as your choice poses no risk to yourself or others

Responsibilities

As well as the rights listed, as a customer of Aspire, you also have certain responsibilities. These responsibilities are:

- To respect the rights and needs of others at Aspire
- To respect the rights of staff at Aspire
- To provide all information that may assist Aspire to identify and access the support you require
- Provide Aspire with a copy of your goals as detailed in your NDIS plan
- Agree to comply with Aspire's cancellation policy
- To co-operate with Aspire assessment, review and support processes
- To attend and be punctual for pre-arranged appointments and programs
- To act in a lawful manner whilst using Aspire programs, activities and supports
- Let Aspire know immediately if the customer's NDIS plan is suspended or replaced by a new NDIS plan, or a customer stops being a customer in the NDIS



Our Privacy and Confidentiality Policy and Procedures state the following:

Policy Statement

Aspire is committed to ensuring the best service of the highest quality to its clients. Part of this commitment includes recognition by the Service, and all employed by the Service, of their legal and ethical responsibilities.

In Particular, Aspire is committed to respecting the right to privacy and confidentiality of all its clients. We place the highest value on the reputation and dignity of our clients, and we are dedicated to the protection of their relationships and the maintenance of their trust.

Handling Personal Information

Staff will have access to personal information only as needed to provide a quality service. When accessing personal information staff are to only:

- Collect only what they need
- Make sure information is accurate
- Keep information safe

Clients have a right to access their records, unless it would pose a serious threat to life or health or is an unnecessary invasion of someone else's privacy. Access can also be denied if it would breach legal privilege, prejudice criminal, disciplinary or tax investigations, or be unlawful.

Disclosing Personal Information

Staff may use information they have received from or about a client to ensure the best possible care. In all cases, staff should first seek the client's consent. The only times consent is not needed are where:

- Passing on information will prevent serious and imminent harm
- Mandatory notification law applies
- A serious crime is involved
- There is a search warrant or court subpoena

Staff are not to disclose information without consent, without first speaking to either the Chief Executive Officer, the relevant Manager/Team Leader or the On Call Officer.

Privacy

Privacy doesn't only apply to information. Clients expect sound privacy and visual privacy. Clients are entitled to and need private space and they should have somewhere secure to keep their belongings.

Clients should be able to discuss personal issues and talk on the telephone with reasonable sound privacy.

Our Privacy and Confidentiality Policy and Procedures state the following:

Policy Statement

Aspire recognises that medications are potentially dangerous and poisonous and must be treated with all due care and safety.

Therefore, Aspire will ensure that all Customers and staff are protected by sound policy and procedures for dealing with the administration, or the assistance with administration of medications, whilst Customers are accessing any Aspire Service.

Medication for Customers in care or programs **MUST** be administered:

- Safely
- Appropriately
- As per policy and procedures

The administration of medication includes but is not limited to:

- Oral medications
- Medications via the Enteral Feeding Tube (PEG Feed)
- Inhalants
- Epipen®
- The application of topical ointments
- Oral drops or liquid medications

Prior to accessing any Aspire Service, a Team Leader must ensure that Customers who require the administration or assistance with the administration of medication, have completed a Medication Profile and the Customer File contains appropriate plans for conditions such as:

- Epilepsy
- Asthma
- Diabetes
- Anaphylaxis
- Behaviour
- Any other medical or relevant plans as required

Aspire staff are **NOT** permitted to administer medication intravenously, intramuscularly or via any method of insertion (such as suppositories).

All medications should be given in its whole form as received in the medication packaged system, unless the prescribing Doctor has instructed and documented otherwise.

Administration of medication

A Customer attending an Aspire Service, who requires prescribed medications during the course of their stay, must have their Primary Carer complete and sign the Aspire Medication Administration Plan. The customers General Practitioner must sign the sheet authorising the administration of the medications listed on the document.

The medication packaged system must be packaged by a pharmacist in line with a doctor's prescription. Medication that is not suitable for a medication packaged system must contain a label from a pharmacist on the appropriate packaging, i.e. medication in a liquid form, antibiotics etc.



All providers registered with the NDIS are required to undergo Certification by an external review company approved by the NDIS Quality and Safeguarding Commission.

This is a rigorous process to help ensure all providers are providing the highest possible standard of support to NDIS participants.

The NDIS Practice Standards consist of a core module and several supplementary modules that apply according to the types of supports and services NDIS providers deliver.

The Core module covers:

- Rights and responsibility for participants
- Governance and operational management
- The provision of supports, and
- The support provision environment

The supplementary modules cover:

- High intensity daily personal activities
- Specialist behaviour support, including implementing behaviour support plans
- Early childhood supports
- Specialised support coordination
- Specialist disability accommodation

Our Feedback and Complaints Policy and Procedures state the following:

Aspire aims to resolve all complaints and grievances as close to their source as possible, with the prime objective being resolution through conciliation.

Aspire is also a mandatory reporter of incidents that directly affect the health, safety and well-being of its customers and complies with the NDIS Quality and Safeguards Commission reporting requirements

Policy

Aspire will ensure that customers, carers, advocates and staff are free to raise, and have resolutions to any grievance or complaint without fear of retribution.

Purpose

To ensure that the reporting, investigation and resolution of all complaints and grievances are handled in a timely and confidential manner and to assist in the identification and implementation of the appropriate corrective action of issues related to staff, service users and service delivery.

Scope

To be followed in all situations where complaints and grievances have been raised/reported



General

All service users, carers, advocates and staff of Aspire shall be encouraged to raise complaints by informing them of the processes prior to their commencement of services or employment.

The information is to be provided by:

- a. The Customer Service Team when initially contacted by a service user
- b. The Human Resources Team to staff during induction (staff)

Complaints or grievances may be made in regard, but not be limited, to the following:

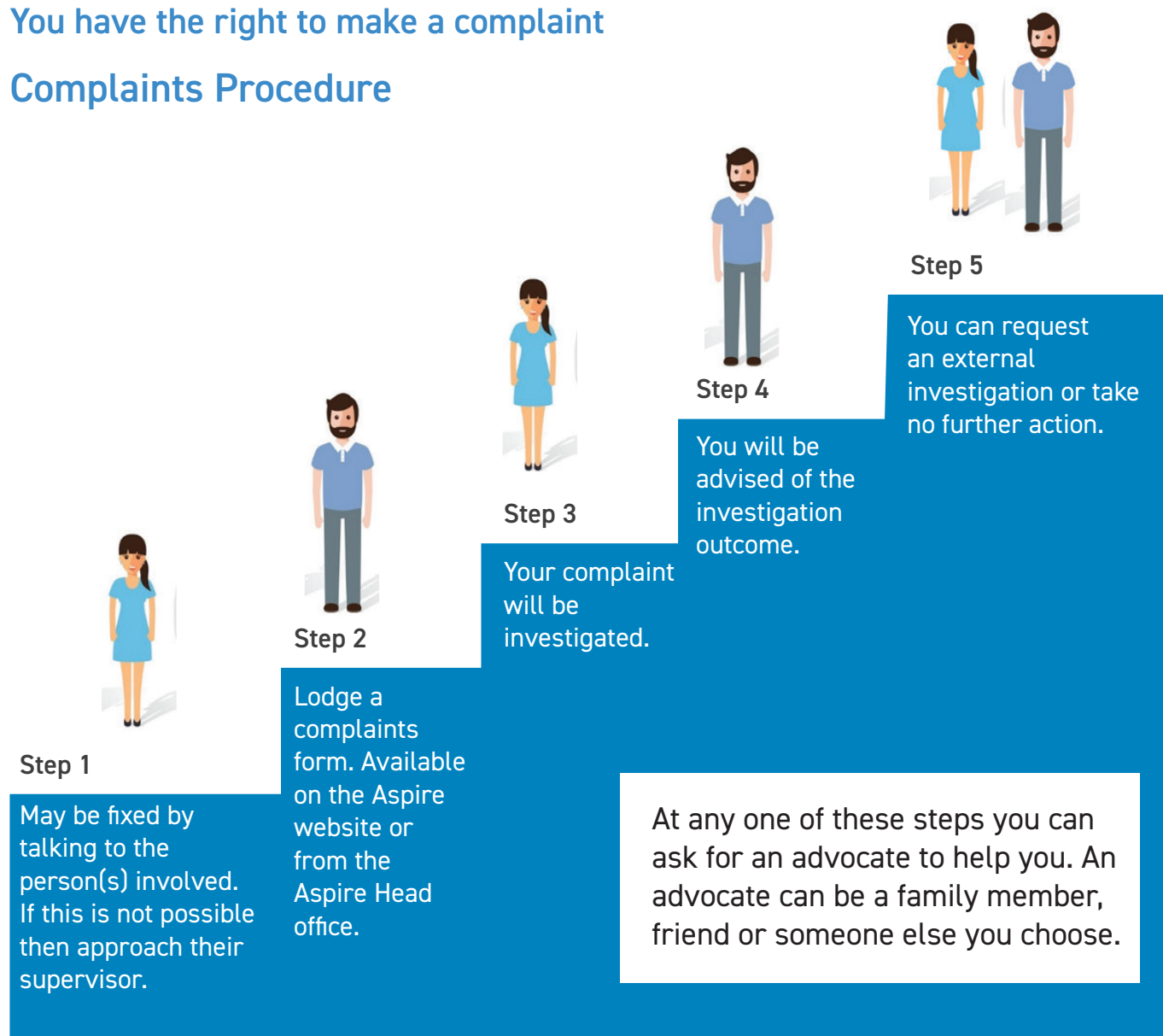
- Customers, carers, advocates have identified an issue with program/service delivery or staff behaviour
- Staff have observed an incident of other staff bullying or harassing service users or other staff
- Staff or service users feel that they are a victim of harassment or bullying
- An internal problem occurs due to a person's failure to comply with Aspire Policies and Procedures
- Accidents and potential hazards in the agency or at the service user's workplace
- A staff member feels that they have a grievance or problem that should be formally recorded and Aspire management advised
- The need to eliminate the cause of a potential problem is identified
- A particular grievance/problem continues to occur

Raising a Complaint

- The Aspire Complaints Form shall be used to document any complaints raised by customers or stakeholders. A complaint can also be lodged electronically via the website using the complaints button.
- The complaints form shall be available for all customers and stakeholders in a paper copy downloadable from Aspire's website and via the Make a Complaint link via the website www.aspiress.com.au
- Complaints can also be submitted electronically using the email address feedback@aspiress.com.au
- Complaints may be completed over the phone by a customer service staff member, Team Leader or other appropriate staff member.
- In the event of a person submitting a complaint on behalf of a customer, such person shall reasonably demonstrate that they have the customers express agreement or permission to do so
- A completed complaints form may be mailed, hand delivered or emailed and should be forwarded to the Executive Team
- When the complaint form is received, a member of the Executive Team will ensure the form is logged and will initiate the complaints management process

You have the right to make a complaint

Complaints Procedure



If you are not happy with the outcome...

These services may help with a resolution.

NDIS Quality and Safeguards Commission

Free Call (from landlines): 1800 035 544

Website: www.ndiscommission.gov.au

Regional Disability Advocacy Services

Wodonga Telephone: 02 6056 2420

Website: www.rdas.org.au

You can access your information through your Aspire Customer Service Team

To access your information

To access your information you can contact one of our friendly Customer Service Team members by

Email customerservice@aspiress.com.au

Phone 02 6058 4000

Visual easy read / Audio versions If you require an alternative version of this Handbook please contact the Customer Service Team

You can talk to them about what you need and they will then provide you with the information you have requested in the format that best suits you.

Organisations that Aspire use to help us to support you are:

Hearing or speech impaired
Language translation

<http://www.vicdeaf.com.au/interpreting>
www2.health.vic.gov.au/about/populations/cald-health/language-services-credit-line

Vision Australia

<http://www.visionaustralia.org>



Your first point of contact is the Customer Service Team.

The Customer Service team is located at Aspire's head office, 220 Borella Rd, Albury

All Locations

Email	customerservice@aspiress.com.au
Phone	02 6058 4000
Fax	02 6058 4050
Website	www.aspiress.com.au
Office Hours	9:00am to 5:00pm, Monday to Friday
After Hours	Please contact the above telephone number, 02 6058 4000, and follow the prompts to be transferred to your desired location.

Aspire Locations

Aspire Head Office	220 Borella Road, Albury
Support Coordination	5/594 Hovell Street Albury
Early Childhood Early Intervention Centre	Charles Sturt University, Elizabeth Mitchell Dr, Thurgoona
Lifestyle & Learning (Day Programs)	4 Footmark Court. Wodonga
Children's Short-term Accommodation	33 Robbins Drive, Albury
Adult's Short-term Accommodation	11 Layton Lane, Albury
Aspire Opportunity Shop	1092 Mate Street, Lavington

