



Participant Handbook

Approved By Director
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Contact Details

The name of your Abilify Support Services contact is _____

I can be contacted on the following:

Telephone:

Fax

Email

Mail

My other key contacts are:

Note

About Abilifly Support Services

Our Mission Abilifly Support Services is a disability support services agency, providing care and support to older people, people with disabilities, their families and friends. Our mission is to help people with disability live their life, their way, everyday.

Our Vision

Abilifly Support Services' vision is for older people, people with disabilities and their families and friends to live good and full lives. We believe that this can be achieved through the person continuing to be a contributing and valued member of their community.

To do this we aim to support people to maintain relationships, roles and connections to enhance the opportunities for people to enjoy life.

Our Values

Commitment: We are committed to providing high quality support services to our clients in a manner that respects individual choices, enhances our clients' self-determination and promotes their dignity and meaningful and valued social roles.

Excellence: We strive for excellence and quality in everything we do.

- *Professionalism and integrity: At all times we act with integrity, aim to provide quality service that is reliable and responsive to individual client needs and take pride in what we do.*
- *Good working relationships and teamwork: We work with one another with enthusiasm, appreciation and respect.*
- *Personal development: We value and actively pursue opportunities for staff professional growth and development.*

Services Offered by Abilify Support Services

Abilify Support Services provides a wide range of in-home disability support services to people with disabilities and their families including personal care, community and social support participation, domestic and household assistance, 24 hour live in care, support coordination, and case management through a number of short-, medium- and long-term programs.

How can I Access Services Offered by Abilify Support Services?

Access to Abilify Support Services programs and services is subject to needs assessment, meeting program eligibility criteria and availability of resources. For program eligibility criteria, please see Services Offered.

Most referrals to Abilify Support Services are made by other service providers, so you can ask your current service provider to make a referral on your behalf. You can also self-refer by contacting Abilify Support Services. If you are self-referring, we will assist you in completing the forms that provide information about you and your support requirements.

Your referral will be considered by the Intake Team. Intake meetings for Abilify Support Services programs are held weekly with an exception of the two Post Hospital Support Programs where intake meetings are held daily. Your referral will normally be considered by the Intake Team within a week and the final outcome will be communicated to you or the person making a referral on your behalf within three weeks of receiving the complete referral.

Depending on the nature of your request, we may ask to meet with you to discuss your referral. Together we will discuss your needs and service requirements and agree if we can support you. We will consider how best we can be of assistance and discuss this with you. If we can be of assistance, we will develop a care plan and agree on how we will support you,

the nature of that support and the cost (if any). We will also be in contact with you and regularly review and update your care plan.

What if we are unable to offer you support?

If we are unable to offer you requested support, we will explain the reasons to you. If it is because we do not have capacity to provide support at that time, we may suggest contacting other services that are available in the community. If appropriate, we will also assist you to access other services available in the community.

What if we offer you assistance and you no longer want it?

You have the right to refuse support or change support arrangements at any time. You can do this by contacting your Care Coordinator at Abilify Support Services. If you refuse our services, you will have the opportunity to give us a reason for your decision.

What are the Circumstances under Which Type, Duration or Frequency of Service Delivery May be Changed, Refused, Suspended or Withdrawn?

On some occasions your services may be changed, refused, suspended or withdrawn. The following are the circumstances when this may occur:

- If service provision raises safety issues for yourself or support staff: On some occasions the service provision may raise safety issues for clients and/or support staff. In this case, we will consult with you, the service provider agency and any other relevant parties to develop strategies to control safety issues and minimise risks for you and/or your support staff. If you refuse to cooperate with us in addressing the safety issues for yourself or your support staff, we may need to suspend your services

- *to ensure safe service delivery for you and/or support staff's right to work in a safe environment*
- *If you request termination of services: If you no longer wish to receive services from us, we will endeavour to find out the reason for this and will attempt to rectify any issues you may have with your services, if applicable. We will, however, respect your wishes in case you want your services to stop.*
- *If mutually agreed by you and Abilifly Support Services. There may be occasions when the change or withdrawal of services are mutually agreed by you and Abilifly Support Services*

How does Abilifly Support Services Provide Support?

We spend time getting to know the individual, their families and other important people in their lives. This assists us to understand their life and who is involved. We work closely with individuals and people around them to ensure we provide supports that will enhance opportunities for a good life.

By focusing on how best to support individuals to extend their abilities, to continue to live in their own homes and to have valued roles.

There are five principles that govern the way Abilifly Support Services provides services.

These are:

- *Supports focus on strengthening and reflecting relationships around the person.*
- *Input from families and individuals in determining the type and nature of support is encouraged.*
- *Supports connect people with their community, their activities and their lifestyles.*
- *Supports are structured, planned and delivered in ways that are "user-friendly;"*
- *People are not labelled through their interaction with the service system.*

Other Services Provided by Abilifly Support Services

If you wish to access other services, you can discuss this with our Care Coordinator.

Below you will find our contact details:

Abilifly Support Services

63-65 Sondrio Street,
Woree, Queensland 4878
Telephone: 07 4031 2240
E-mail: info@abilifly.com.au
Web: www.abilifly.com.au

Privacy and Confidentiality Requirements

Ensuring Client Privacy and Confidentiality

To provide required services, Abilifly Support Services needs to collect highly personal client information including your name, address, demographic details and health particulars.

Abilifly Support Services is committed to protecting privacy and confidentiality of clients.

We will ensure that client information is collected, stored and used in accordance with statutory obligations.

Abilifly Support Services will only collect information relevant to the services you require.

Information you provide to us or is provided to us with your consent by other parties on your behalf, will be treated in the strictest confidence and will be used only for the purpose it was collected. You can also change or withdraw your consent at any time.

Your personal information will not be released to a third party without your permission except if required by law. The release of information without your consent might occur when the health or wellbeing of a person is threatened or there are other strong public interest reasons for information to be released.

If these circumstances occur we will endeavour to contact you, prior to the release of information, and advise you that such a request has been made. As a condition of receiving Government funding to provide support services, Abilifly Support Services may be required to provide the NDIS with data in relation to the type and volume of services we provide and characteristics (e.g. age, gender, ethnicity, etc.) of people who receive these services. This data is provided in a format that does not allow the individual to be identified.

You can request to have your data withheld from these collections. If you have questions or concerns about these data collections, or would like further information, please discuss this with your Service Coordinator.

Accuracy of Information

Abilifly Support Services will seek to maintain accurate records.

Storage of Client Information

Abilifly Support Services will ensure the security of your personal information. Client personal information is stored electronically in our database and/or paper files. We take measures to ensure the integrity of our systems and to secure and protect client information. We safeguard client information on secure systems and have implemented appropriate security controls to protect the information. All staff employed by Abilifly Support Services are also required to sign a confidentiality agreement.

Access to Information We Hold about You

You can ask to see the information we hold about you. If you make such a request, we will make this information available to you within 10 business days of receiving the request. If access cannot be granted as required by law, we will inform you about a reason for access

denial within 10 business days. Access can be denied for a number of reasons, such as where access to the record would contravene a law or a court order or access to records will constitute a significant risk to life or physical, mental or emotional health of an individual, whether a client or another person.

Participant Consent

Your personal information is protected by law. Under the Privacy Act 1988 (Cth) (Privacy Act), Abilify Support Services (Abilify), its employees, agents and contracted staff are regulated in the ways they collect, hold, use and disclose personal information.

Your personal information, including recorded material in audio and/or visual format is collected by Abilify, which is obligated under the terms of its Agreement to comply with the Privacy Act when collecting, using, and disclosing your personal information.

Your personal information, including recorded material in audio and/or visual format is collected for the purposes of administering Disability Support Services. If you do not provide some or all your personal information, Abilify may not be able to provide you with appropriate support services and assistance.

For the purposes of providing, your disability support services, your personal information may be collected from, and given to, third parties, including:

- *National Disability Insurance Scheme (NDIS)*
- *Other Disability Support Service Providers.*
- *the Department of Social Services, the Department of Human Services, the Department of Education and Training, the Department of Employment, Skills, Small and Family Business, the Department of Home Affairs, the Department of the Prime*
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- *Minister and Cabinet and their respective contracted service Providers, and other Commonwealth agencies or entities as necessary or required.*
- *contracted Providers of other government agencies where those Providers are delivering services to you.*
- *parties who deliver employment services to you; or*
- *actual and potential employers.*

Your personal information may and will be disclosed between Service Providers in the event you transfer to a different Provider, regardless of the reason.

Your personal information may also be used by the NDIS or other Government agencies or given to other parties where you have agreed, or where it is otherwise permitted, including where it is required or authorised by or under an Australian law, such as social security law, a court or tribunal order, or where a duty of care exists.

Abilifly's Privacy Policy contains more information about the way Abilifly will manage your personal information, including information about how you may access your personal information held by Abilifly, and seek correction of such information. Abilifly's Privacy Policy also contains information on how you can complain about a breach of your privacy rights and how Abilifly will deal with such a complaint.

Abilifly's Privacy Policy is available on Abilifly's website at <https://abilifly.com.au/privacy-policy>. You can also request a copy from Abilifly via email at info@abilifly.com.au.

Conflict of Interest

Abilifly Support Services actively manages real and possible conflicts of interest that have the potential to negatively impact or influence services. This is part of our commitment to always provide safe and high-quality supports.

Where personal interest comes into conflict with a person's work-related or volunteering responsibilities. Abilifly Support Services exercises good governance, to ensure any conflicts are identified and prevented or resolved.

A conflict of interest may be naturally occurring rather than as an indication of improper activity and all conflicts whether real or possible must be identified, declared, recorded, and managed. This policy supports Abilifly Support Services to apply Practice Standard 2 Provider Governance and Operational Management (National Quality system). Abilifly Support Services' Conflict of Interest relies on the following core principles:

- *Abilifly Support Services acts in the best interests of participants and protects them from harm or disadvantage due to real or possible conflicts of interest.*
- *Participants have the right to services and supports that are effectively managed, regularly reviewed, accountable and contemporary.*
- *Participants have the right to know about any real or possible conflict of interest that does, or may, affect their services.*
- *The conflict-of-interest policy is provided or explained to each participant in their own language using their preferred method of communication.*
- *Participants are provided with advice about support options (including those not delivered directly by Abilifly Support Services to support a person's ability to make choices and control their services.*
- *No participant is given preferential treatment above another in the receipt or provision of supports.*
- *People working for or with Abilifly Support Services must not seek or receive any personal benefit because of their work including gifts or rewards.*

- *All real and possible conflicts of interest are declared, documented, managed, and monitored.*

Abilify Support Services will comply with any operational guidelines or instructions about conflict of interest from the funding agency.

Decision Making

People with disability have the right to make their own decisions about every aspect of their lives. If they have difficulty making one or more decisions, Decision making is the best practice approach for respecting these rights. The NDIS framework and legislation is based on these rights, and NDIS providers are required to enhance the decision-making ability of participants.

Many people with disability have had limited opportunities to make their own decisions, but with support, these skills can be developed – including people with cognitive impairments or complex needs. At Abilify Support Services, part of our responsibilities includes, but not limited to:

- *Ask participants about their decisions, for every aspect of their lives.*
- *Provide support to participants to implement their decisions, if needed*
- *Learn about SDM and provide support to participants if they are having difficulties deciding.*
- *Be willing to speak up if your co-workers are not respecting participants' rights to make their own decisions.*
- *Identify when a participant is unable to make a specific decision and know how to find an alternative decision-maker. The organisation's policies and procedures should describe the actions you should take.*

Culture, Diversity, Values and Beliefs

Abilify Support Services will take a proactive approach to developing a service environment that promotes participation and respects the cultural background and tenets of clients, from culturally and linguistically diverse backgrounds, including those of indigenous heritage.

Abilify Support Services will seek diversity that is reflective of the community in which we provide services in employees actively address barriers to full participation.

Abilify Support Services promotes an organisational culture in which all staff:

- *Understand and have informed respect for cultural diversity in all interactions between staff, clients, and the wider community.*
- *Are responsive to the needs of clients whose first language is not English; Abilify Support Services will ensure that all staff are aware of and know how to use interpreting services, when the need arises.*
- *Acknowledge clients' rights, where it does not conflict with Australian law and the rights of others, to adhere to their own cultural traditions without fear of discrimination or harassment.*

Abilify Support Services will:

- *Respect and strive to be informed about clients' culture and values in the delivery of service.*
- *Actively seek information at intake from clients about their preferences for service delivery and, where appropriate, facilitate their access to culturally specific services.*
- *Have practice guidelines that mandate case specific consultation with culturally specific agencies when appropriate.*

- *Use photographs of people of Indigenous (where appropriate) and CALD background, culturally relevant symbols and artwork in offices and promotional materials.*
- *Ascertain whether CALD clients require an interpreter and/or translated materials to fully participate in services.*
- *Ensure staff are trained in the effective use of language services.*
- *Seek feedback from CALD clients (in their language of origin if appropriate) about their experience in our services.*
- *Actively recruit people from community CALD backgrounds as volunteers in a variety of roles*
- *Consider mechanisms for consulting CALD groups about service planning and development, and having influence in the governance of the organisation, for example, a representative community advisory committee.*

Violence, Abuse, Neglect, Exploitation & Discrimination

Abilify Support Services acknowledges everyone is entitled to feel safe, and to live in an environment in which they are protected from violence, abuse, assault, neglect, exploitation or any other form of abuse. Any suspected or alleged abuse must be responded to promptly and sensitively, with the aim being to protect the individual(s) from harm.

Abilify Support Services has a process for monitoring and responding to all critical incidents, including reports of abuse. The following Principles are observed by the organisation in response to an allegation of abuse. Abilify Support Services ensures that the intent of the following principles is reflected in the operational procedures.

Preventing Abuse

- *We take reasonable steps to ensure that all paid and unpaid workers understand and perform their roles in preventing abuse of people using its service by any person.*

Identifying Abuse

- *We understand the behaviours or actions that constitute abuse.*
- *We are able to recognise signs that may be indicators of abuse.*
- *We recognise that people with challenging behaviour, and people who are nonverbal or who experience communication difficulties, may be more vulnerable to abuse.*

Reporting Abuse

- *The procedures for reporting allegations or suspicions of person abuse are clearly articulated and include the responsibilities of all parties involved in the process.*
- *The culture of the organisation or service will encourage and support any person who has witnessed abuse of a person or persons, or suspects that abuse has occurred, to make a report of abuse and be confident of doing so without fear of retaliation and in a supportive environment.*
- *Our employees are aware of their responsibility to report allegations of abuse in accordance with the service provider's documented procedures.*

Responding to a report of abuse

- *Response is prompt, appropriate and in accordance with clearly documented procedures. The response should include appropriate reporting to the QLD Police, and the provision of medical care, including transfer to hospital by an ambulance and referral to a Sexual Assault Service if the assault is of a sexual nature. When the victim is unable to give consent, the family, guardian or other support person are notified of the incident as soon as possible.*
- *If it is appropriate and the victim has given consent, the family or guardian of the victim, or other support person, are informed of the allegation of abuse as soon as*
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- *possible after the report is made. All aspects of the incident are documented in accurate written accounts, including any follow up actions.*

Responding to abuse of a client by a member of staff

- *All incidents and allegations of abuse are documented and reported to a manager. All reasonable steps are taken to ensure that the client is protected from further harm by preventing contact with the alleged offender.*
- *The rights of the alleged offender and responsibilities of the employer are adhered to in accordance with the appropriate legislation.*

Responding to abuse of a client by another client

- *Abilify Support Services manages the interactions between person's using the service to avoid incidents of abuse, and record in behaviour management plans and Client Risk Profiles the triggers that may cause one client to harm another.*
- *If behaviour management strategies fail to prevent the abuse of one person by another, actions are implemented to protect any person/s from further harm.*
- *A review of the circumstances pertaining to the event is conducted within a reasonable timeframe. Any behaviour management strategies implemented by the service are safe, respectful of the person and non-abusive.*

Complaints and Feedback

Abilify Support Services is committed to establishing an environment in which clients feel confident and safe in their ability to express dissatisfaction or complain about provided services. Abilify Support Services believes that in an open and trusting environment it is important that people we support feel able to freely raise issues or concerns about the service they receive and have these issues responded to as quickly and efficiently as possible.

We welcome your feedback about the service we provide. Your comments or complaints help us to improve the services we offer. If you wish to make a complaint or raise any issues with the services you receive, you can contact your Service Coordinator, Team Manager, or the Director. Your complaint will be treated respectfully, fairly and confidentially. If you wish, you can also request to view Abilifly Support Services complaints policy and protocols. You may also make a complaint directly to the National Disability Insurance Scheme (NDIS).

The NDIS contact details are:

Tel: 1800 035 544

E-mail: feedback@ndis.gov.au

Web: www.ndis.gov.au

About Complaints: <https://www.ndiscommssion.gov.au/about/complaints>

Your Right to an Advocate

We are committed to empowering our clients and enhancing their capacity for self-determination and expression. We therefore seek to promote and protect your right to nominate an advocate of your choice who will be involved in the decision-making process regarding your service needs. You also have the right to self-advocate, change your advocate or decide not to use your advocate. If you wish to nominate an advocate or want more information regarding advocacy services in Queensland, please let your Service Coordinator at Abilifly Support Services know about your decision.

Who is an Advocate?

An advocate is a person who acts in your best interest and promotes your rights by speaking, acting and writing on your behalf. An advocate can be anyone you nominate including:

- *A primary caregiver*

- *A family member*
- *A friend or neighbour*
- *Another service provider*
- *Staff- except if there is conflict of interest*
- *A person employed as an advocate with a specialised advocacy services (please see below) Employees of government departments such as the Department of Fair Trading or Employees of Statutory bodies, such as the office of the Public Guardian*

Specialised Advocacy Services in Queensland

Independent Advocacy in the Tropics Inc.

Phone: (07) 4725 2505

Address: Office 2/179-181 Ross River Road Mundingburra QLD 4812

Rights In Action Inc.

Phone: (07) 4031 7377

Address: Ground floor, Professional House 88 Abbott Street Cairns QLD 4870

Aged and Disability Advocacy Australia Ltd

Phone: (07) 3637 4900

Address: 121 Copperfield Street Geebung QLD 4034 21

Comment or Feedback Form

Abilify Support Services welcomes any comments or feedback you have about the service we provide. Your comments are important to us and will help us to ensure that we provide the best possible service into the future.

If you wish to make any comments about our service, please use the space provided below and return the form to us. Alternatively, you can speak directly to your Service Coordinator or the Director. Your comments will be treated confidentially

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Your Name (Optional):

Program/ Supports (If Known):

Send completed form to: The Director

Abilify Support Services
PO Box 455
Trinity Beach Queensland 4879

Or email Management@abilify.com.au