



GOULBURN OPTIONS
Disability Support Services



PARTICIPANT

HANDBOOK



BIGGEST LIFE POSSIBLE!

HAN0006 2025/V1



Contents

How to Use This Guide.....	3
This Guide is About	4
You can contact Goulburn Options.....	4
Welcome to Goulburn Options!.....	5
Our Staff	6
Our Services.....	7
Starting With GO.....	8
Absences	9
Leaving GO.....	9
Informed Consent.....	9
Privacy	10
Food	11
Money and Property You Bring to GO	11
Hot and Cold Weather	12
Medication	12
It's OK to Complain.....	13
Human Rights.....	14
Behaviour Support.....	14
What is Abuse?	15
Safety.....	17
Online Safety	19
Words Used In This Guide	20

How to Use This Guide



Goulburn Options wrote this guide.

When you see the word 'we,' it means Goulburn Options.



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.



This Easy Read Guide is a summary of another document.

This means it only includes the most important ideas from the other document.

If you would like to read the whole Participant Handbook, you can request another copy from your Team Leader, or support worker. You received the Participant Handbook at your induction



You can ask for help to read this guide.

A friend, family member or support worker can help you.

This Guide is About

The important information you need to know as a participant at Goulburn Options, including:



What services we have.

How our service works.



Your human **rights**.

Your **rights** and **responsibilities** at GO



How to stay safe at GO

You can contact Goulburn Options



Phone: 5792 3192

Email: go@goinc.org.au

Or talk to a staff member.

Welcome to Goulburn Options!



Our organisation supports people with disability to live their Biggest Life Possible.

Biggest Life Possible means:



Your supports are designed specifically for you, and your goals.
All participants are supported to have a great **Quality of Life**.



All staff are trained to provide safe and high-quality supports.
All staff have **Quality Employment** at GO.



GO stays up to date with all the rules and **standards**.
All staff know how to deliver **Quality Practice**.



GO protects our service by having good business practices.
Goulburn Options is a **Quality Business**.



GO builds partnerships and connections with others.
Goulburn Options has a **Quality Community**.

Our Staff



There are lots of staff at Goulburn Options.

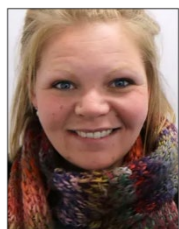
Some are support workers.

Some are office workers.

You will get to know everyone soon.



If you are in Group Programs, your team leader is Kacie.



If you are in Accommodation, your team leader is Christie.



Megan is our General Manager.



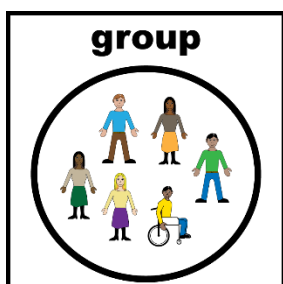
Rebecca is our Business Manager.



Debbie is our CEO.

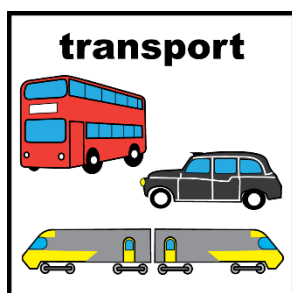
Our Services

Goulburn Options has many services. They are:



Group Programs

In group programs you'll do activities with other participants at Goulburn Options or in the community.



Transport

Goulburn Options can support you with transport. Transport can be to and from GO, or from your house into the community.



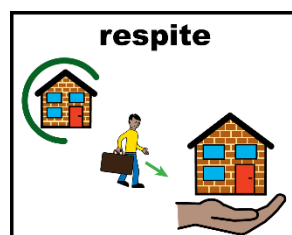
Flexible and In-Home Supports

These supports happen at your house, or in the community. They can help you with your daily tasks, to go to appointments, and attend events.



Accommodation and Living

These supports help you 24/7 to live in your own home.



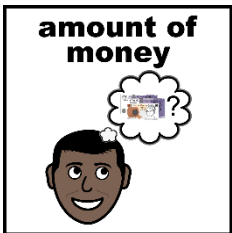
We also offer Short-Term Accommodation supports, which are overnight stays away from your home.

Starting With GO

When you start with GO, we will:



Gather information about you.
Give you information.



Make sure you understand your supports and what they will cost. This will be written in your **Service Agreement**.



Work with you to make a **Support Plan**. A Support Plan tells your support workers the best way to support you.

Work with you to set goals for your service.



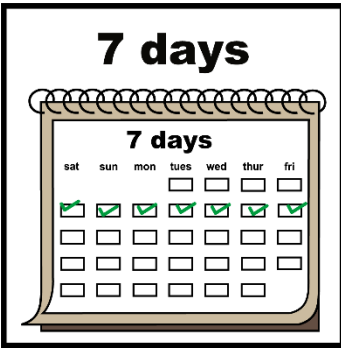
If we can't give you the support you want, we will work with you to make another plan.

Make sure you have everything you need at GO. If you think of something you need that GO doesn't have, let us know.



Help you to contact an **advocate** if you would like one.

Absences



If you are away, or cannot come to GO, let us know as soon as possible.

If you give less than 7 days' notice, you will still be charged for your support.

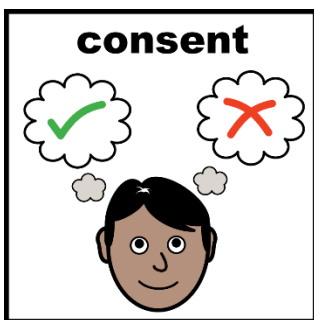
Leaving GO



If you would like to stop coming to GO forever, you should tell an office worker 2 weeks before you want to leave.

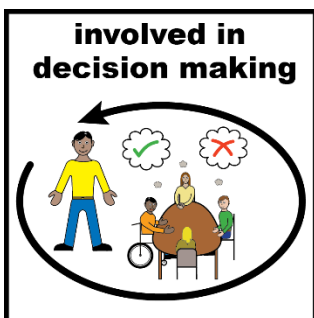
If you don't follow Goulburn Options' safety rules or **policies**, Goulburn Options can cancel your service.

Informed Consent



Informed consent means you have all the information you need to make a decision.

It means you fully understand your decision, and any risks, before you decide.



Goulburn Options will involve you in all decisions about your service.

We will make sure you give informed consent.



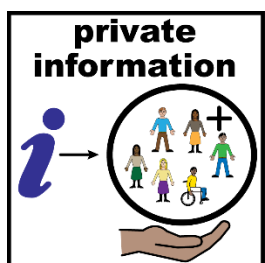
If you would like more help to make a decision or would like someone who does not work at GO to help you, we can help you to contact an advocate.

Privacy

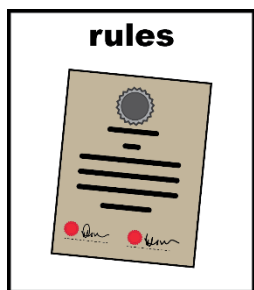


Goulburn Options will protect your **privacy** and private information.

We will help you understand why we collect your information and what we use it for.

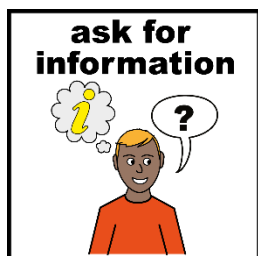


We make sure we ask your permission before we share any of your information.



Goulburn Options follows privacy rules set by the government.

We train all our staff to follow these rules.

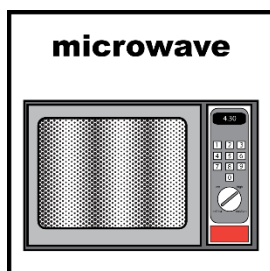


You can ask us for your information at any time.

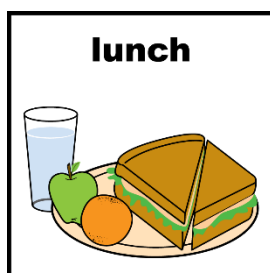
Food



GO has tea, coffee, milo and filtered water for everyone.

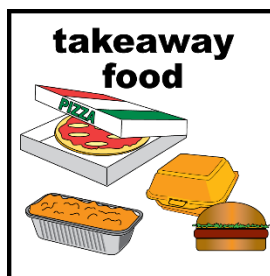


GO has fridges to keep your food and lunchboxes in. GO also has microwaves and toasted sandwich machines if you want to heat your food up.



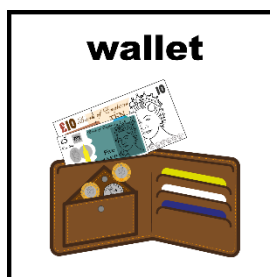
In Group Programs, bring your own lunch, snacks and drink bottle to GO.

Sometimes, your programs will have lunch – like cooking programs. We will let you know if this is the case.

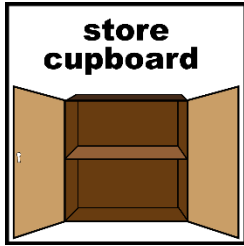


You can bring money to buy your lunch if you like.

Money and Property You Bring to GO



If you bring money or property (like clothes, phones, or iPads) to GO, it is your job to look after them.



Your support workers can help you keep your items in a safe place at GO buildings.

Remember to put your name on anything you don't want to lose.



If you need help to manage your money (like buying lunch or making a budget) your support workers can assist you.

GO staff will never access your bank account.

Hot and Cold Weather



On hot days, wear sunscreen.

Bring a hat and drink bottle to GO.

On cold days, bring an umbrella and warm clothes.

Medication



When you start with GO, we will work with you to understand what support you need with medication.

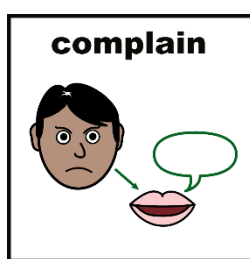
We will work with your doctor to understand your medications.



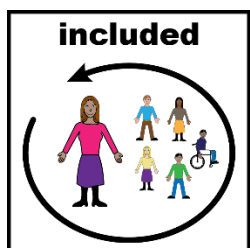
Our staff are trained to safely assist you with your medications.

Medications are stored in locked cabinets at GO.

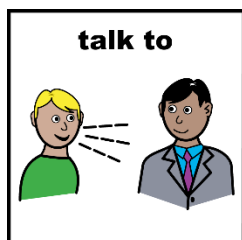
It's OK to Complain



Anyone can make a complaint at Goulburn Options.



We will include you in the complaints process.



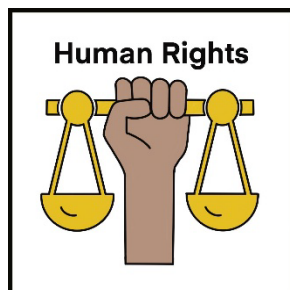
We will talk to you about your complaint within 5 days.

We will **resolve** your complaint in 3 weeks.



If you want extra help, or we don't fix your problem, you can contact the **NDIS Quality and Safeguards Commission: 1800 035 544**

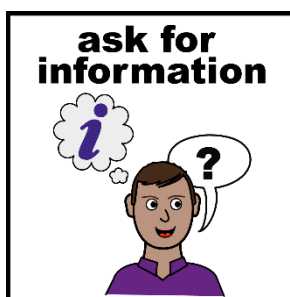
Human Rights



Everyone has human rights. They are the law.

Human rights are rules that make sure everyone is treated with **dignity, respect** and **equality**.

Goulburn Options respects and protects your human rights.



When you start with GO, you get a document called the **Participant Service Charter**, which tells you all of your **rights** and **responsibilities**.

If you want to know more about what human rights you have, Goulburn Options can help you.

Behaviour Support

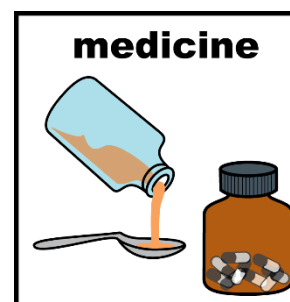


You might have a Behaviour Support Plan. If you do, Goulburn Options will work with you to safely follow it.

Restrictive practices are things that people do or say to you which limit your human rights. They can include:



Keeping you alone in a room (**Seclusion**)



Giving you medicine to stop your behaviours (**Chemical Restraint**)



Using equipment to stop you moving a part, or all of your body
(**Mechanical Restraint**)



Holding you down, or stopping you from moving (**Physical Restraint**)



Stopping you from having or doing certain things, or being able to go
somewhere you want to go (**Environmental Restraint**)



Goulburn Options will only safely use restrictive practices if they are
included in your plan.

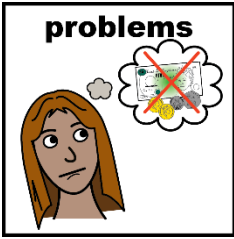
If a restrictive practice is ever used outside of your plan, Goulburn
Options will report to the **NDIS Quality and Safeguards Commission**
with 5 days.

What is Abuse?



Goulburn Options does not allow abuse. Abuse is not ok.

Our staff are trained to report abuse. Abuse can be:



Financial – when someone takes your money or belongings without asking.



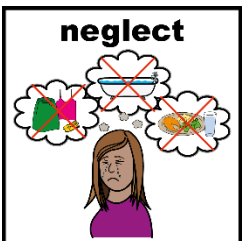
Emotional – when someone makes you feel unsafe, scared or helpless. They might bully you or make threats.



Physical – when someone hurts your body.



Sexual – when someone forces you to do sexual things to yourself or other that you do not want to do.



Neglect – when you do not get what you need to be safe and healthy, like food, water, clothes, or the support you need.



If you believe you are being abused, talk to any trusted staff member.

Safety



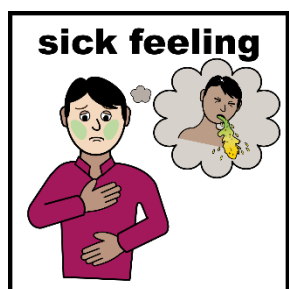
We make sure that our staff are qualified to support you. All staff have **NDIS Worker Screening Checks** and **Working with Children Checks**.

Our staff are trained to keep you safe and look out for any risks.

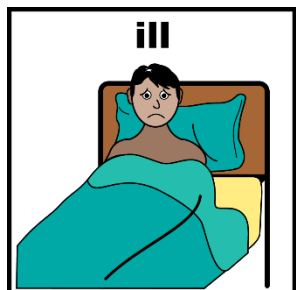


To help stay safe at GO, make sure you:

Wash your hands.



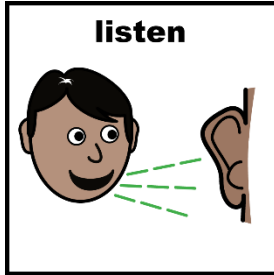
Tell staff if you feel sick.



Stay home if you are not well.



Tell staff if you see something unsafe.



Follow all instructions in an emergency.



Wear safe clothes for your programs.



Goulburn Options doesn't let anyone into programs who is not well and could make others sick.

This is to protect everyone.



If you are sick at programs, we will call your emergency contact, take you to the hospital, or call an ambulance.



On very hot days, there might be a fire.

To keep everyone safe, GO will close on days where a fire could happen.

Online Safety



Always stay safe when you use the internet.

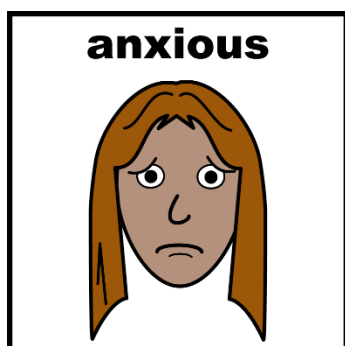
You can stay safe by:



Never give out your information on the computer.

Don't let other people use your accounts.

Remember your online friends might not be who they say they are.



If you see something bad on the internet, talk to your support worker.

Goulburn Options can help you stay safe online – talk to a staff member.

Words Used In This Guide

Advocate Someone who helps you speak up and make sure your rights and wishes are heard.

Chemical Restraint Using medication to control how someone behaves, rather than for their health.

Dignity Being treated with respect and value, no matter who you are.

Environmental Restraint Changing or controlling someone's surroundings to limit their movements or activities.

Equality Everyone being treated fairly and having the same chances, no matter their differences.

Mechanical Restraint Using devices, like straps or belts, to stop someone from moving.

NDIS Quality and Safeguards Commission A group that makes sure NDIS supports are safe, high-quality, and respectful.

NDIS Worker Screening Check A background check to make sure people working with NDIS participants are safe to do so.

Participant Service Charter A guide that explains the rights and expectations participants can have from a service.

Physical Restraint Holding or using force to control how someone moves.

Policies Rules or guidelines that tell people how things should be done in an organisation.

Privacy Keeping personal information and things about you safe and not shared without your permission.

Respect Treating others in a kind, understanding, and thoughtful way.

Responsibilities Things you are expected to do or take care of.

Rights Things everyone should have, like safety, freedom, and being treated fairly.

Seclusion Keeping someone alone in a room or area where they cannot leave.

Service Agreement A written document that explains the supports you will get and what both you and the service provider agree to.

Standards Rules or guidelines that show the right way to do something to ensure quality.

Support Plan A document that explains the goals you want to achieve and how your supports will help you reach them.

Quality Of Life How good or enjoyable your life is, including health, happiness, and comfort.

Quality Employment Good jobs where people are treated fairly, feel valued, and can do their best work.

Quality Practice Doing your work in the best and most professional way to help others.

Quality Business A company or organisation that provides good products or services, treats people well, and operates fairly.

Quality Community A group of people that is safe, supportive, and inclusive, where everyone feels like they belong.

Working with Children Check A background check that makes sure people working with children are safe to do so.