



GOULBURN OPTIONS
Disability Support Services

PARTICIPANT

HANDBOOK



BIGGEST LIFE POSSIBLE!

HAN0002 2025/V4



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Welcome to Goulburn Options!

We are a not-for-profit organisation that supports people with disability and have been a part of our local community for over 40 years! Our values are appreciating individual **capability**, recognising the value of **diversity**, and promoting **equity**.

Biggest Life Possible is our mission at Goulburn Options and means that we support each and every participant to achieve their individual goals. At GO, we:

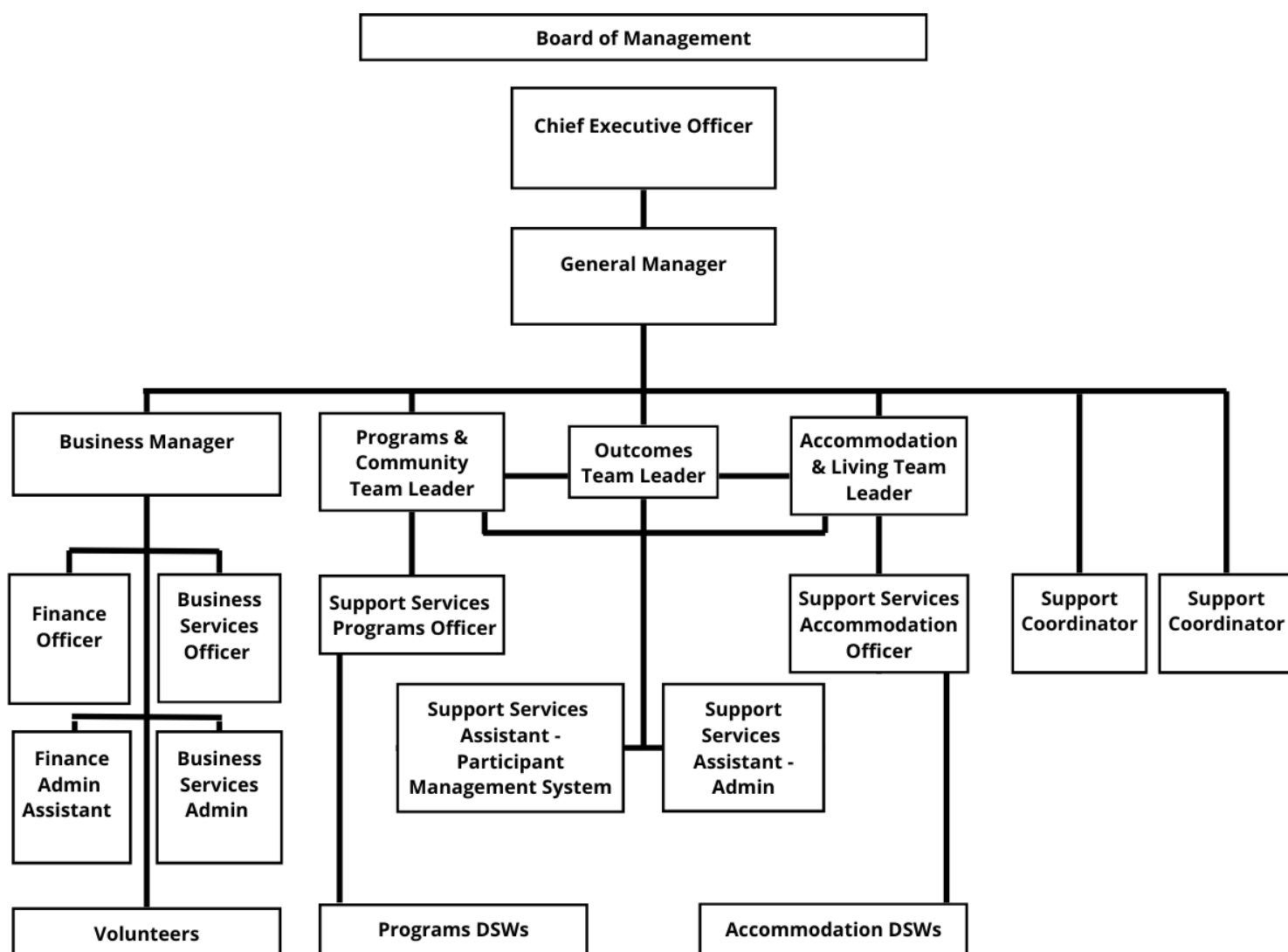
- Use a person-centred approach to make sure your supports align with your choices, wishes and needs
- Maintain a skilled and passionate workforce to make sure you're always receiving the highest-quality supports
- Stay up to date with the latest standards of the disability sector, keeping Goulburn Options a leading provider in our area
- Continually develop our business practices to future-proof our organisation
- Build connections and opportunities for our participants in the wider community

We achieve all this through our **Biggest Life Possible Quality Framework** – a set of values held by our organisation to make sure we're always doing the best job possible. Under the BLP Framework, everyone has a role to play! In everything we do, we focus on your **Quality of Life**, the **Quality Employment** of our staff, **Quality Practice**, our **Quality Business**, and building a **Quality Community**.



Organisational Chart

At Goulburn Options we have a large team of professionals dedicated to the quality of your supports. In addition to over 90 skilled support workers, our administration team is here to support you.



Contacting Us

Goulburn Options Phone: 0357 923 192

General Goulburn Options email: go@goinc.org.au

If your enquiry relates to group programs, please contact our Programs and Community Team: dayprograms@goinc.org.au

If your enquiry relates to SIL or accommodation, please contact our Accommodation and Living Team: sil@goinc.org.au

Additional Contacts:

Rebecca Staring, Business Manager: finance@goinc.org.au

Megan Montgomery, General Manager: megan.h@goinc.org.au

Debbie Mitchell, CEO: debbie.m@goinc.org.au

Our Locations

1. 28 High Street, Seymour

Featuring a large community room, sensory room, hospitality kitchen and woodwork shed, this building is home to many GO Group Programs.

2. 16-18 Station Street, Seymour

Here, you'll find our executive offices, and our art gallery and studio spaces.

3. GO Again Op Shop (Shop 4/115 Anzac Avenue, Seymour)

The Goulburn Options GO Again Op Shop is home to many GO activities and programs.

Our Services

Goulburn Options offers a wide range of programs and supports which can be tailored to your individual needs. For a full list of all services Goulburn Options offers under various NDIS funding line items, please contact our office.

Group Programs

Build Skills, Create Connections

Goulburn Options Group Programs are offered from 9am-3pm, Monday to Friday, primarily from 28 High Street, and 16-18 Station Street. Group Programs support participants to tap into their strengths, hobbies and interests while building independence and skills in a supportive, active environment.



We offer over 20 Group Programs. A few of our most popular include:

- Cooking
- Art
- Swimming
- Woodwork
- Literacy
- Music
- Craft

*(See the Goulburn Options **Programs Prospectus** for all of our group program offerings.)*

With a person-centred approach, we tailor programs to your goals, offering support at a range of ratios, including 1:1 ratios within a group. You are welcome to request to change your Group Programs at any time – simply speak to a member of the Programs and Community team. **Please Note:** some programs have a maximum amount of people and there may be wait times before certain programs can be accessed.

NDIS funding for Group Program activities fall under *Assistance with social, economic and community participation – Centre Based Activities*. Different pricing can apply depending on:

- The time of day, and day of the week support is delivered (e.g. weekend supports are priced differently to weekday supports under the NDIS)
- The ratio of support workers to participants in a group

This support item is subject to a price limit.

Some supports incur additional out-of-pocket costs. Please see Page 13 for further details.

Flexible and In-Home Supports

Support That Fits Your Life

Goulburn Options Flexible and In-Home Supports are tailored to support you to live independently and confidently, wherever you need it. Our supports are designed around your goals, offering you the flexibility to receive assistance in your home, in the community or across a combination of settings.

Whether you're looking for support with everyday tasks, increasing your confidence in social situations, or attending appointments, we're here to help.



These supports can include:

- Assistance with daily living tasks to promote independence
- Support for attending medical or allied health appointments
- Building confidence to engage with community and social services
- Transport, and transport training support
- Support to outings, events and activities

NDIS funding for Community Access falls under the line item *Assistance with social, economic and community participation – Community Based Activities*. Funding for In-Home Supports fall under the line item *Assistance with Daily Life*.

Different pricing can apply depending on:

- The time of day, and day of the week support is delivered (e.g. weekend supports are priced differently to weekday supports under the NDIS)
- The ratio of support workers to participants in a group

These support items are subject to a price limit.

Some Flexible Supports incur additional out-of-pocket costs. Please see Page 13 for further details.

Accommodation and Living

Your Space, Your Independence, Your Life

At Goulburn Options, we offer a range of flexible, high-quality accommodation and living options designed to suit your needs and support you to live your Biggest Life Possible.

Our Accommodation and Living services include:

- **Supported Independent Living (SIL)**

SIL offers up to 24/7 support in your own home, supporting you to build the skills you need to live as independently as possible. With personalised supports tailored to your goals, you'll be empowered to manage your household, shopping, visitors and daily routines, all while receiving the right level of assistance to match your needs.

- **Short-Term Accommodation (STA)**

Our STA program provides opportunities to build your independent living skills in real-world settings. With GO support complete daily tasks, like cooking, shopping, managing your schedule, attending events and engaging with the community. STA supports develop your confidence, social skills and ability to live more independently, all while enjoying the freedom of a temporary change of environment.

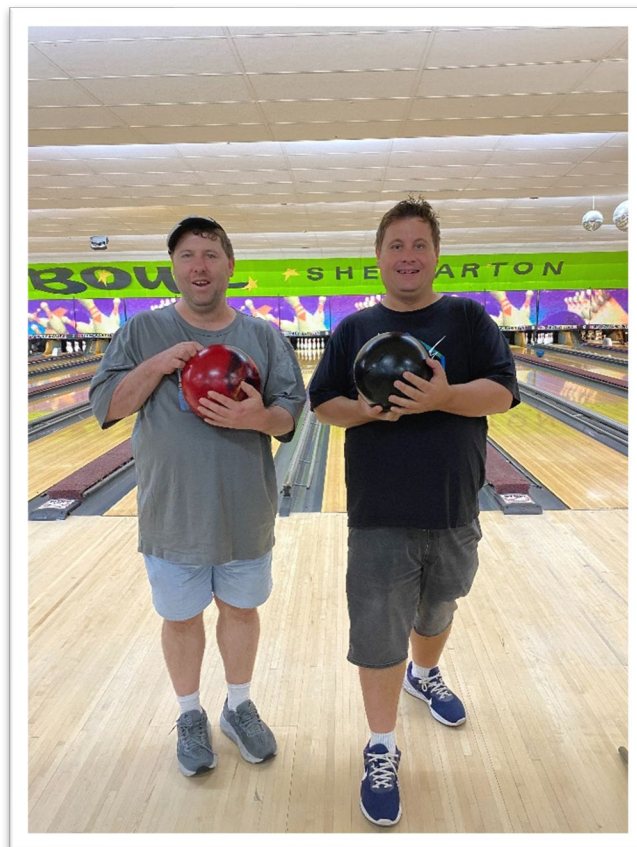
NDIS funding for SIL and STA supports fall under *Assistance with daily life*.

Different pricing can apply depending on:

- The time of day, and day of the week support is delivered (e.g. weekend supports are priced differently to weekday supports under the NDIS)
- The ratio of support workers to participants in a group

These support items are subject to a price limit.

Some supports incur additional out-of-pocket costs. Please see Page 13 for further details.



Important Service Information

Entry to Service

Goulburn Options offers support to people who:

- Are funded under the National Disability Insurance Scheme (NDIS)
- Are funded under the Disability Support for Older Australians (DSOA)

During Goulburn Options intake, we will work with you to determine the supports which best suit your goals. Throughout your service we will continually check in with you to make sure this information is still up to date, and that your supports are still meeting your needs.

Goulburn Options' pricing follows the NDIS Price Guide, with some programs incurring additional Centre Fees. Costs specific to you are described in your Service Agreement and Schedule of Support, prior to the beginning of your supports.

Our intake process includes:

- The gathering of your personal information and consent
- Collaboration with other members of your care team and/or network
- The hand over of all relevant Goulburn Options information such as this handbook, information on our complaints and incident systems, information about your rights etc.
- The completion of an In-Home Safety Checklist (this is relevant for participants receiving supports in their own homes)
- The development and negotiation of a service agreement and schedule of supports
- The development of a support plan and service roster
- The development of a transition plan into service

At any time throughout our intake process, you are welcome to request specific accessibility adjustments and/or engage the support of an advocate to assist you through the process.

What if Goulburn Options can't provide a service?

If the support or service you request is not currently available, a program is full, or is otherwise not suitable, Goulburn Options will support you to connect with an alternative service provider or find a substitution you are happy with.

Exit from Service

At any time, you can end your Service Agreement with Goulburn Options, providing two (2) weeks' notice. At any time, Goulburn Options can end your Service Agreement with two (2) weeks' notice. The details of these conditions are outlined in your Service Agreement as will be explained to you as part of your induction to GO.

If either you, or Goulburn Options breaks the conditions outlined in your Service Agreement, no notice period is required. If Goulburn Options policies or safety rules are broken, your Service Agreement can be ended immediately, without notice.

If you have any questions or concerns regarding the terms of your Service Agreement, please contact your Team Leader.

Informed Consent

At Goulburn Options, we strongly believe that your decisions should be made by you, and that you are the expert in your own life. Every step of the way, we will involve you in decisions about your service to make sure we're always meeting your needs and wishes.

Goulburn Options will provide you with information at the time of each decision to make sure you fully understand your options – otherwise known as informed consent. We will provide you with information that is best suited to your accessibility needs and can also assist you to engage an advocate if you would like one, at any point during your service.

For more information and resources about how to access an advocate, visit the Victorian Advocacy League for Individuals with Disability (VALID): <https://valid.org.au>

Privacy

Privacy and Collection Statement

Goulburn Options is committed to protecting your privacy.

To ensure Goulburn Options provides you with appropriate, quality services and support, we collect personal and sometimes sensitive information, including health information. Goulburn Options must comply with the Privacy Act 1988, and the Australian Privacy Principles (APPs) to protect, properly use, correct, and destroy (or de-identify) personal records.

By providing your personal information to Goulburn Options, you understand and agree to the use of this information in accordance with this Privacy and Collection Statement. Our Privacy Policy is provided to you upon your induction to Goulburn Options but can be requested again at any time.

Privacy at GO

Any information you give to Goulburn Options is kept private in locked cabinets (if in hardcopy), or on password protected computer systems (where digital). All Goulburn Options employees sign privacy declarations when they begin working with GO, agreeing to keep the personal information of all participants safe and confidential.

When Goulburn Options uses your information, it is only for the reason it was given to us, with recorded consent. You can retrieve your personal information from Goulburn Options at any time by making a request through a member of our administration team.

Service Agreements and Schedule of Support

Before beginning your services with GO, a Service Agreement and Schedule of Support will be created for you. This is an agreement which shows what services you will receive from GO, when those services will occur and how much they will cost. You will be given time to review your Service Agreement and Schedule of Supports before agreeing to the contract.

If you need to make changes to the supports you are receiving, you can start the process of altering your Service Agreement, or Schedule of Supports, by reaching out to your Team Leader.



NDIS Payments

Goulburn Options is registered for the following NDIS Registration Groups:

- Group/Centre Activities
- Assist Personal Activities
- Development Life-Skills
- Participate Community
- Support Coordination
- Assist Person Activities High
- Assist-Life Stage, Transition
- Assist-Travel/Transport
- Daily Tasks/Shared Living
- Household Tasks

NDIS supports and prices are set out in the NDIS Price Guide which can be found at: <https://www.ndis.gov.au/providers/pricing-arrangements>

For Group Activities, NDIS Fees are calculated on a ratio basis (number of staff to participants). Ratios will vary on occasion, for various reasons including participant program choice, sickness or absence. Where ratios vary, Goulburn Options fees may vary to reflect these changes.

Non-face-to-face support may be required for some participants. These services will be billed by Goulburn Options according to NDIS Guidelines and set out in your Service Agreement prior to supports beginning.

Where participants have transport funding included in their NDIS Plan, any transport will be billed according to NDIS Guidelines and set out in your Service Agreement prior to supports beginning.

Additional expenses are referred to as out-of-pocket costs and are the responsibility of the participant and/or caregiver to pay. If there are any out-of-pocket costs associated with your service, they will be billed monthly via invoice. Out-of-pocket costs are anything not included as part of your funded NDIS supports, such as entrance fees, event tickets, meal and some transport.

Goulburn Options charges a daily supply fee for anyone attending Group Programs to fund items such as amenities and PPE within buildings. Some Group Programs may incur additional out-of-pocket costs for materials and/or supplies. These will be outlined in your Service Agreement prior to the beginning of your supports.

Goulburn Options recommends paying fees through Centre Pay via Centrelink, as it is easy to set up by contacting our Business Team. Alternatively, fees can also be paid by direct debit, cash or credit card. If you have any questions about your fees, please feel free to reach out to us.

Cancellations

If you need to cancel a Goulburn Options support or service, please give more than seven (7) days' notice wherever possible. If you give less than seven (7) days' notice, you may be subject to a Short Notice Cancellation.

As per the NDIS Price Guide, a Short Notice Cancellation means that Goulburn Options will claim 100% of the agreed fee associated with the activity from your plan. This is outlined in your Service Agreement.

A cancellation is a Short Notice Cancellation, if you:

- Do not present for a scheduled support within a reasonable time, or you are not present at the agreed place and within a reasonable time when we are travelling to deliver the support; or
- You give less than seven (7) clear business days' notice for a support

Transport

There are many options available for transport to and from GO. You are welcome to organise your own transport, or receive transport support from Goulburn Options, which involves staff collecting you from your home in an accessible GO vehicle, or their personal car.

Goulburn Options' hub is based in Seymour. Cost for transport from our hub to support locations may apply. If applicable an individual agreement will be arranged.

If you are being driven by a support worker in their own personal vehicle, they have provided Goulburn Options a copy of their fully comprehensive vehicle insurance, their updated registration, their license, and the most recent copy of a servicing/safety report. These documents are updated regularly by GO.

Please Note: If transport is not included in your NDIS funding, this will be charged as an out-of-pocket cost at \$1 per kilometre.

Personal Money and Property

During your intake to Goulburn Options, we will work with you to determine if you require support to manage your personal money and/or property. Goulburn Options employees will never access your bank account, but we can assist you with budgeting, attending a bank or ATM to retrieve your own money, making purchases, keeping track of your finances and safely storing your money and bank cards.

Your bags and personal items are your responsibility. You are welcome to bring your personal property to Goulburn Options – our support workers can support you to safely store, or retrieve your items if you require assistance, but nobody has access to your belongings unless you give them permission.

Please be advised that any items you bring to GO, you do so at your own risk, and it is your responsibility to make sure they do not get lost or damaged. If you are unsure, or nervous about an item, we suggest you do not bring it to GO.

In case you do lose something, we encourage all participants to name personal items such as bags, lunchboxes, drink bottles and clothing. This makes it more likely your item will be found and returned to you.

Food and Amenities

Goulburn Options provides (as part of your centre supply fee) tea, coffee and milo for all participants. There is also a filtered water bubbler. We have fridges suitable for storing lunches, lunchboxes, and are equipped with microwaves and toasted sandwich presses for lunch preparation.

If you are a participant of Group Programs, please bring any food or drinks you will need for the duration of your program (usually 9am-3pm). This includes your lunch, a drink bottle, and any snacks you will need throughout the day. If you prefer to purchase lunch, you are welcome to bring money instead. Some programs (eg cooking) involve meal or snack preparation and therefore may provide this as part of the program. If you are unsure about when you need to bring food to GO, please contact your Team Leader.

Hot/Cold Weather

Goulburn Options supplies generic sunscreen for the use of all participants but encourages all participants to apply or bring any specific preferred sunscreen before attending GO on a hot day. We also request all participants bring hats and drink bottles as necessary.

When the weather is cold and/or wet, we request participants bring any umbrellas or weatherproof clothing you might require for the day.

Our staff continually monitor the weather and adjust programming as necessary, however, it is always good to be prepared!

Medications

Goulburn Options is required to ensure the safe storage, provision and administration of medication.

During your intake to Goulburn Options, we will work with you to determine if you require support with the administration of your personal medications. If you do, Goulburn Options will require you to complete some forms in conjunction with your Doctor or Specialist. This information will support our staff to ensure the safe

support or administration of your medication. Medications must be provided to Goulburn Options in a Webster Pack.

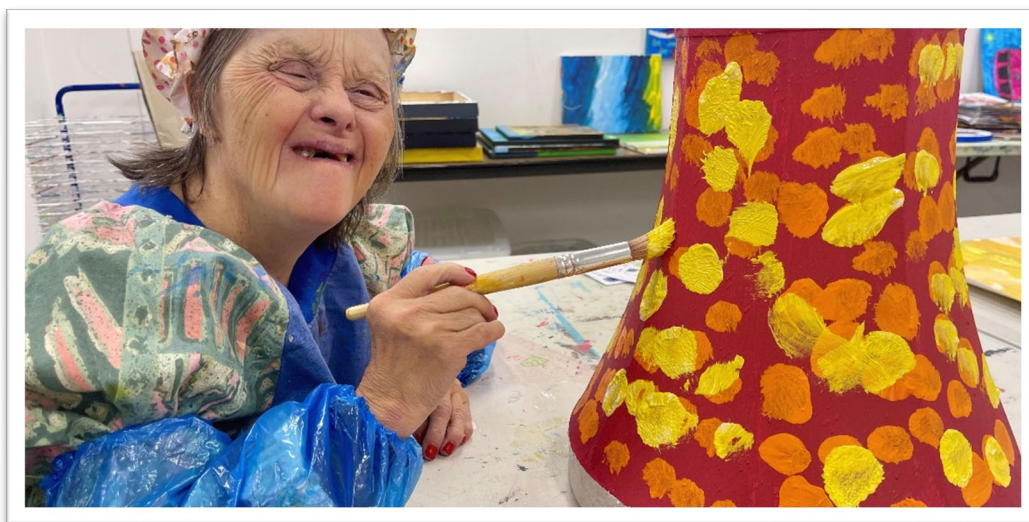
Participant medications are stored in a locked medication cabinet. Our support workers receive regular training and supervision regarding the safe medication storage and assistance.

If you self-administer your medications, Goulburn Options will work with you during your intake to ensure you can do so safely and confidently while attending our services. We will discuss your medication needs, provide guidance on safe practices, and put measures in place to support your independence.

Support Plans and Risk Assessments

Your Support Plan and Risk Assessment are developed with you prior to the beginning of your service. These documents contain the important information your support workers need to know to support you to a high quality standard.

Goulburn Options will check in with you annually to make sure all the information in these documents is still up to date. If any of your personal information changes, it is your responsibility to let Goulburn Options know so we can update these documents. You are welcome to request any of your personal information at any time.



Goal Tracker

Your Goulburn Options supports are designed to support you to reach your goals. To record your progress, Goulburn Options will work with you to set up a GO Goal Tracker prior to the beginning of your service. Throughout your time at Goulburn Options, your support workers and Team Leaders will meet with you, and use this document to check in with how your goals are progressing. At the end of each year, you will receive a copy of this document to celebrate all the work you have complete!

If your services are not meeting your goals, or your goals change, you are welcome to request a change to this document at any time.

It's Ok to Complain

As part of your induction to Goulburn Options, we will work with you to make sure you understand how to make a complaint or give feedback at GO. This includes giving you information about your rights, and Goulburn Options' responsibility to fix any issues or problems, giving you a Complaints and Feedback Pamphlet, and letting you know how to contact your Team Leader.

You can make a complaint in writing, over the phone, in person, or anonymously.

It is important to speak up about any concerns you may be having with your service, support workers, or environment so that Goulburn Options can work with you to make things better. At any time, you are strongly encouraged to offer suggestions and feedback about how we can improve.

Goulburn Options is happy to support you to make a complaint. We can also provide you with an external advocate not associated with our organisation upon request. An advocate is a person who can speak up for you, write letters for you, support you in meetings and help you understand information.

By working together, we will make Goulburn Options a safe and enjoyable place for everyone.

What if I have a problem with Goulburn Options?

If you have a problem with your service, your support workers, Goulburn Options buildings or environment, or our organisation, we encourage you to first make a complaint to us directly. We will do everything we can to resolve the issue in a way that is satisfactory to you.

However, if you complain to Goulburn Options and feel we did not fix your problem, you are welcome to contact the **NDIS Quality and Safeguards Commission**:

Phone: 1800 035 544

TTY: 133 677

To find out more about complaints and the NDIS, visit: <https://www.ndiscommission.gov.au>

The NDIS Quality and Safeguards Commission is responsible for maintaining the NDIS Practice Standards and Quality Indicators, and NDIS Code of Conduct. Goulburn Options reports all serious incidents through this body.

If you make a complaint to the Commission, they will contact Goulburn Options and review our services to make sure we are following these rules.



Human Rights

Human Rights are the basic rights and freedoms that belong to every person, simply because they are human. These rights ensure that everyone can live with dignity, respect and equality, no matter who they are or where they are from. These rules apply to everyone. They are the law.

Goulburn Options follows the Charter of Human Rights and Responsibilities. The Charter includes 20 civil and political rights, including the right to equality, the rights to protection from cruel, inhuman or degrading treatment, and the right to freedom of expression.

You can find out more about the Charter of Human Rights and Responsibilities with regard to disability in Victoria at: <https://www.humanrights.vic.gov.au/hub/disability-rights/>

For an overview of the Charter, please see the table below, developed by the Victorian Advocacy League for Individuals with Disability (VALID) <https://valid.org.au> :

Charter of Human Rights and Responsibilities (**FRED**)

FREEDOM

- To have your own ideas & express yourself, e.g. speak up
- To move around freely & choose your own friends
- Rights to liberty (freedom) and to be safe
- To have your own things (e.g. furniture, house, car)
- To have & use rights in law (e.g. police, courts) processes
- To only be punished (e.g. jail) once for the same crime
- To be protected from unfair laws (criminal)
- To choose & follow a religion or belief
- From being forced to work (e.g. a slave)

RESPECT

- To have the right to be alive, e.g. receive proper medical treatment to support you to live a good life
- For families & children to be looked after & protected
- Of your culture &/or your religion, including recognition that human rights have a special importance for Aboriginal people of Victoria.

EQUALITY

- For all to be treated as equal before the law
- To be entitled to be a part of the community & public life
- The right to vote
- To be treated fairly without discrimination

DIGNITY

- Protection from medical or scientific experiments or other treatment without you saying it is okay
- To be treated with dignity & protected from bad or cruel treatment
- Protection of your privacy & your reputation
- To be treated with dignity if you are in jail/institution
- Children should be treated properly by the police, courts & laws

Positive Behaviour Support and Restrictive Practice

Positive Behaviour Support

If you have a Behaviour Support Plan (BSP), Goulburn Options will work with you and your Behaviour Support Practitioner to make sure you receive the support you require.

Goulburn Options uses Positive Behaviour Support, which is an evidence, value and rights based approach, focussed on improving a person's quality of life, understanding the reasons behind behaviours, and ways to meet a person's needs. We will use your BSP to guide your support. Your BSP contains strategies to support you with your behaviour and meet your needs whilst always respecting your dignity.

Restrictive Practice

Restrictive practice refers to any action that limits a person's freedom of movement, decision-making, or access to certain things, used to keep them or others safe in specific situations. At Goulburn Options, we focus on using the least restrictive methods possible, always working with participants to ensure their rights and dignity are respected while prioritizing safety and wellbeing.

The NDIS Commission regulates five types of restrictive practices:

1. **Seclusion:** When a person is in a room or space alone and is not allowed to leave or thinks they cannot leave.
2. **Chemical Restraint:** When a person is given medicine to stop or reduce their behaviour.
3. **Mechanical Restraint:** When a device or equipment is used to stop or reduce a person's behaviour. It can make it hard for them to move or access a certain part of their body.
4. **Physical Restraint:** When someone holds a person or a part of their body so they cannot move freely. They hold a person to stop or reduce their behaviour.
5. **Environmental Restraint:** When a person is stopped from having or doing certain things. Or when a person is stopped from accessing certain places in their home or community.

Goulburn Options will only use approved restrictive practices if we are listed as an implementing provider on your Behaviour Support Plan. As an implementing provider, we will report to the NDIS Commission every time a restrictive practice is used.

If a restrictive practice is ever used outside of approved restrictive practices outlined in a Behaviour Support Plan, Goulburn Options must report to the NDIS Quality and Safeguards Commission within five (5) working days.

Find out more at <https://www.ndiscommission.gov.au/rules-and-standards/behaviour-support-and-restrictive-practices>

What is Abuse?

Goulburn Options has a zero tolerance for abuse. Abuse can come in many forms, including:

- **Financial Abuse:** When someone takes your money or property without asking
- **Emotional Abuse:** When someone acts in a way that makes you feel helpless, unsafe, worried, frightened. Someone might bully you, make threats, make you feel not important, or not let you do things that are important to you.
- **Physical Abuse:** When someone hurts your body – they might hit, pinch, be too rough, not let you move around, or say they will hurt you if you don't do something.
- **Sexual Abuse:** When someone forces you or tries to do sexual things that you do not want to do. Someone might show you pictures of private parts, touch your private parts, or ask you to touch their private parts.
- **Neglect:** When you do not get what you need to be healthy and/or safe, such as food, water, clothes, shelter, medicine or the support you need.

Goulburn Options staff are trained to report any instances of actual, or suspected abuse.

If you believe that you are being abused, you can talk to any trusted staff member at Goulburn Options to support you.

Participant Service Charter

Upon your intake to Goulburn Options, you will receive a copy of the Goulburn Options Participant Service Charter. This document outlines your rights and responsibilities as a participant of Goulburn Options. These are in addition to your inherent human rights. You can request another copy of this document at any time. The key points of this document are outlined below:

Our Responsibilities: What You can Expect From Goulburn Options

As a participant of Goulburn Options, you can expect our organisation and our employees to:

- Treat you and your decisions with respect
- Treat you fairly without discrimination
- Ensure you don't face physical, sexual, emotional or verbal abuse
- Involve you in decisions about your services, and support you to have a say
- Protect your personal information and only use it for the right reasons
- Respect your privacy and confidentiality
- Provide a safe and healthy environment in our services and facilities
- Prioritise your choice and control
- Support you to develop and maintain your personal identity (including gender, sexuality, culture and religion)
- Support you to access and maintain connections to your communities of choice, your family and your friends
- Provide you with information and consult you about your services, and terms of use
- Inform you of your rights and responsibilities
- Communicate with you openly and honestly
- Give twenty-four (24) hours' notice, where possible, if a support has to be cancelled or changed
- Follow NDIS Rules and Practice Standards
- Keep accurate records
- Provide regular invoices and statements of supports given
- Provide you with access to your personal records upon request
- Support you to connect with other services and/or advocates
- Tell you how to provide us with feedback on our service, and how to make a complaint
- Ensure your complaints are dealt with fairly and promptly
- Process your requests and enquiries in a timely manner

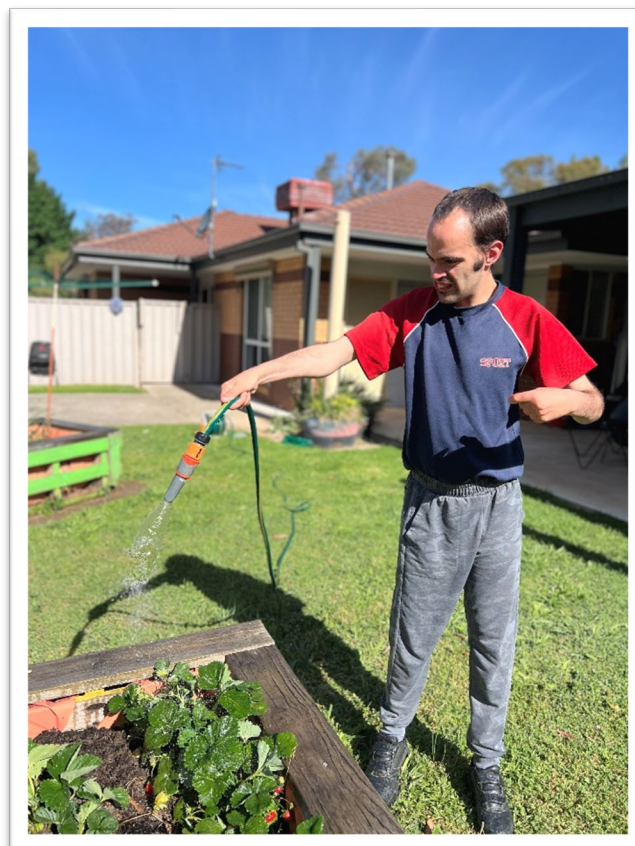
You can find out more about your rights as a participant of Goulburn Options by requesting to see GO's policy and procedures.

Your Responsibilities: What We Expect from You

As a participant of Goulburn Options, you are expected to:

- Provide us with complete and accurate information about yourself and your situation
- Tell us if your situation has changed, or if you cannot keep an appointment or commitment you have organised with GO
- Let us know if any of your personal information has changed
- Act respectfully and safely towards other participants, employees, students and volunteers
- Provide us with feedback about our service and any improvements we can make
- Participate in the supports you have chosen
- Let us know if you are sick or unwell
- Make sure you pay any out-of-pocket costs
- Tell your support worker if you have a problem
- Tell your support worker if you see anything that is unsafe
- Make sure your support workers are safe if they're working in your home (make sure the environment is clean and safe)

Goulburn Options also recommends accessing further information about Goulburn Options' responsibilities, and your rights as a participant through the **Disability Act 2006**.



Safety

At Goulburn Options, all employees are trained to provide safe supports, identify and manage risks, and appropriately handle any incidents that may occur. Our recruitment process ensures that all employees have a NDIS Worker Screening Check, and a Working with Children Check. All employees, volunteers and students must follow our organisational standards, policies, procedures and Code of Conduct.

We work every day to make sure all our participants and employees stay safe and healthy. To help us, we ask that all participants:

- Regularly wash your hands
- Tell your support worker if you feel sick or have hurt yourself
- Stay home if you are sick or cancel your supports (if appropriate). If you require supports while you are unwell, make sure you let Goulburn Options know before staff arrive so we can equip them with necessary protective equipment.
- Tell your support workers if you see something that is unsafe, or could hurt someone
- In an emergency, follow all directions from your support worker
- Wear appropriate clothes and footwear to your programs, including enclosed shoes for cooking or woodwork

Infection Prevention and Control

Goulburn Options strives to maintain a safe environment free of health hazards. If a participant is not feeling well prior to attending programs, it is the responsibility of the participant and/or their primary caregiver to minimise risk to the health of the participant, other participants, and Goulburn Options staff by either cancelling supports or alerting Goulburn Options to the need for increased infection control measures.

Goulburn Options will not admit participants with the following symptoms:

- Temperature above 37.5 degrees Celsius, and other symptoms of illness
- Diarrhoea
- Gastroenteritis (any diagnosed gastroenteritis requires participants to be symptom free for 48 hours prior to returning to GO)
- Vomiting
- Severe coughing and/or difficulty breathing
- Discharge from eye(s)
- Yellowish skin patches, spots or rashes (unless diagnosed by a GP with supplied Doctor's Certificate)
- Complaints of pain after any relevant behavioural strategies and/or PRN medication has been administered (if applicable)
- Evidence of lice, scabies or other parasitic infestation
- Obvious difficulty in ambulation in a usually ambulant person

Please note: the above also applies to all Goulburn Options employees, students and volunteers.

Participants who present as unwell during the course of their supports will be assessed, and if action is required, staff will:

- Contact the participant's emergency contact. Where possible, sick or injured participants should be collected from Goulburn Options as soon as possible.
- After one (1) hour of unsuccessful attempts at trying to contact a caregiver and/or emergency contact, an employee of Goulburn Options may take the participant to Seymour Hospital, or the participant's GP for treatment. They will remain with the participant.
- Employees who accompany the participant to the hospital or GP are required to take the participant's Support Plan and Personal Information Sheet to provide to medical professionals.
- Note: Triple Zero (000) will be called if Goulburn Options determines emergency medical assistance is required.

After a participant has been sent home, they may not return to Goulburn Options until they have been free from symptoms for 24-48 hours or provide a Doctor's Certificate stating they may return to GO. Participant illness and follow up will be noted in the participant's file and reported via incident report where required.

Fire Safety

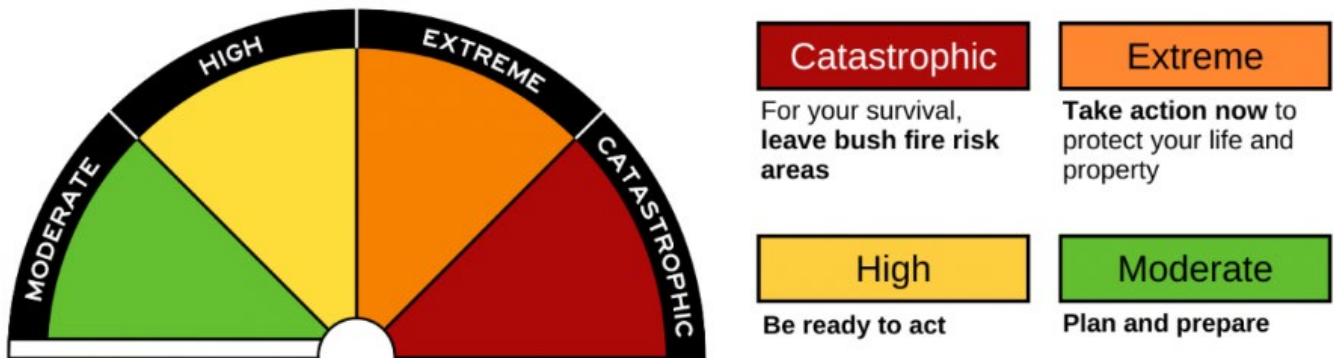
All Goulburn Options buildings are fitted with easy-to-locate Evacuation Plans in multiple locations. It is important that all participants make themselves familiar with these plans – if you require assistance to learn these plans, your support workers can assist you.

All Goulburn Options employees are trained in our organisation's emergency procedures. Goulburn Options also completes regular fire-drills during service time.

If you engage in-home supports, an In-Home Safety Checklist is completed upon your induction to Goulburn Options which checks for fire safety.

Fire Season

Goulburn Options is in the North Central Fire Ban District. Below is important information about what GO will do, and what you need to do when the Bureau of Meteorology classes a day as either EXTREME or CATASTROPHIC.



Source: <https://www.emergency.vic.gov.au/prepare/#fire/afdrs>

It is vital that you are aware of fire danger warnings and stay up to date with Fire Season Information. Goulburn Options recommends:

- The VicEmergency Website: <https://www.emergency.vic.gov.au/> (A mobile app is also available)
- The CFA Website: www.cfa.vic.gov.au
- Tuning your radio to **AM 774** for updates on weather forecasts and emergency information
- Keeping up to date with the Goulburn Options Facebook page

What will happen on CATASTROPHIC days?

Goulburn Options will be closed on CATASTROPHIC days in the North Central Fire Ban District.

- Any flexible supports may be cancelled or altered
- Participants and/or carers will be contacted on the day before a planned closure with as much notice as possible

What will happen on EXTREME days?

Goulburn Options will be open on EXTREME days, but if conditions change and there is an unacceptable risk (such as a fire in the area), or if staffing and vehicle ratios are not deemed suitable to keep everyone safe, the centre will close.

- You are strongly encouraged not to attend Goulburn Options on EXTREME days if there is a fire burning in the area.
- Those who accept the associated risks of days that are rated EXTREME and choose to access programs must ensure that alternative care arrangements are available on this day.
- All participants must have an emergency contact and/or primary carer who is contactable throughout the entire day, as it may be necessary for participants to go home
- It is your responsibility to ensure that Goulburn Options has your correct emergency telephone contacts. These can be provided on the day to ensure they are the most relevant in an emergency.

- Any scheduled flexible supports may be cancelled or altered.
- Programs might change to make sure everyone remains safe

What will happen on HIGH days?

Goulburn Options will be open on HIGH days.

- All participants must have an emergency contact and/or primary carer who is contactable throughout the entire day and have alternate care arrangements in place if required. Any fire burning in the local area will be monitored closely and risks continually assessed.

Online Safety

It is important to stay safe when you are using the internet on your phone, iPad and computer. If you require support to use the internet safely, you can request assistance from your support worker. If you are using the internet by yourself, remember:

- Always keep your personal information safe. Don't give out your phone number, address, or password to anyone online.
- Never download anything you are not sure is safe – check with a trusted friend, family member, or your support worker.
- Don't let other people use your personal accounts.
- If you make a friend online, remember that they might not be who they say they are. An online friend should talk to you in a nice way, respect you, never make you feel bad or uncomfortable, and never ask you to do anything that you don't want to do. An online friend should never ask you for personal information like your address, never ask you for private photos of yourself and should never ask you for money. If an online friend is making you feel uncomfortable or asking you to do something that you don't want to do, talk to a trusted friend, family member, or your support worker.
- If you see something bad on the internet, or something you do not like, or don't understand, talk to a trusted friend, family member, or your support worker. For example, you might see photos or videos that are violent or sexual, messages that are mean to you, or messages that make you uncomfortable.

Goulburn Options can provide you with additional support and resources if you would like assistance. We also recommend visiting the e-Safety Commissioner's page for further information: <https://www.esafety.gov.au>

For more information on any of Goulburn Options Emergency, or Health and Safety Policies or Procedures, please contact your Team Leader.

Terms to Know

Below is a list of terms mentioned in your handbook, or which are frequently used at GO:

- **Advocate:** A person acting on someone else's behalf
- **Capability:** Each person's individual ability to complete tasks and activities
- **Cultural Appropriateness:** Providing support services in a manner that is suitable and acceptable to someone's culture (e.g. religion, beliefs, dietary restrictions and values)
- **Diversity:** The practice of including or involving people from a range of different social and cultural backgrounds, genders, sexual orientations, abilities, language groups and religions
- **Equity:** To be fair and impartial
- **Interpreter:** a person who translates speech verbally, or into sign language
- **National Disability Insurance Agency (NDIA):** An independent statutory agency whose role is to implement the NDIS
- **National Disability Insurance Scheme (NDIS):** Provides funding to eligible people with disability Australia-wide so that they can gain access to the supports and services they need to reach their individual goals
- **National Quality and Safeguards Commission:** An independent agency that regulates NDIS providers, promotes safety and quality services, resolves problems and identified areas for improvement on a national scale
- **Outcomes:** a measurable, positive change in the well-being of a participant which is due to the supports they have received
- **Participant:** A person with a disability who is eligible to receive supports through the NDIS or other funding body, and who is, or has utilised a service
- **Referral:** The process of sending someone to another person, professional or organisation for help, information or advice
- **Service Agreement:** A document that sets out the rights and responsibilities of participants and service providers