# People we support Handbook

## Hello and welcome to f*utures in sight*

This handbook is for people we support.

Here you find information about:

* *futures in sight*
* What we do
* Our fees
* Rights and responsibilities
* A bit more about how we do things
* Contact details for more information

There are lots of rules about how we work and most of them are written down in policies.

If you want more information, please check out our website or email or phone us so we can send you copies of those policies.

Our contact details are at the end of this Handbook.

## About *futures in sight*

We want to work together with you, your family, friends, allies and people who matter to you, and support you to live the life you choose.

We are a group of people with different experiences, skills and knowledge.

Some of us have disability. Some of us are family members of people with disability. Most of us have lots of experiences working together with people with disability and their families. All of us have the skills needed to do the work.

Everybody at *futures in sight* who directly supports people has:

* suitable qualifications and/or relevant experiences
* a Valid Criminal Record Check
* a Working with Children Check
* an NDIS Worker Screening approval
* Reference checks
* Completed the NDIS Worker Module
* Completed training on Zero Tolerance - Understanding Abuse

We want to work with you and share what we know and what we learn along the way.

We also try and find out what’s new and what’s changed, so we can share that with you as well.

We do all that because we want to make more inclusive and welcoming communities, that work better for everyone.

## What we do:

## We work with you and the people who are important in your life to:

## create possibilities,

## think creatively, and

## build on our shared knowledge to create the best outcomes for you.

We mostly provide services to people who have NDIS funding.

We support people who have funding for:

* **Coordination of Support:** We support people to put their goals and plan into action and get things happening
* **Plan Management:** We support people to get the most out of their NDIS funding
* **Capacity Building:** We support people to learn new skills and have new experiences

We also support:

* people to self-manage their funding
* people to employ their own staff
* people to set up their own businesses
* people to dream, plan and think ‘outside the box’
* people to connect with each other to learn and grow from each other
* …and more

## Our fees

We charge a fee for our services. Our fees are generally in line with what the NDIS says we can charge for our services (The Price guide). You can check it out here (https://www.ndis.gov.au/providers/price-guides-and-pricing)

If the price guide increases for the services we provide, our fee will also increase from that day forward. We have put this in our service agreement with you.

Rights and Responsibilities

If you have a service agreement with us,

please make sure you read

“Things you need to know about your agreement with *futures in sight*”,

**You have a right to:**

* be treated with respect and dignity at all times
* know about your legal and human rights
* participate fully
* be informed about available services and choose services that meet your goals and needs
* make decisions and be supported in that decision making
* have services match your ongoing needs and goals
* be protected from harm, abuse and neglect
* involve any family member/ ally or advocate of your choice
* access our services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality, gender identify or age
* expect futures in sight services to be reliable, of high quality, responsive to diversity in terms of your culture, language, religion, sexuality, gender identity, age
* read your record and add information to it
* have full confidentiality of support and personal details, unless you consent to sharing the information or there is a risk of harm to you or others (such as compelling ethical, moral or legal reasons e.g., child protection legislation)
* have a support person/advocate of your choice
* express grievances/complaints and seek redress without fear of it affecting decisions relating to the assistance you receive
* have grievances/ complaints about futures in sight heard and dealt with in a fair and objective manner
* ask for a change of Coordinator of Support/ Plan Manager
* refuse a service (and refusal should not prejudice future access to other futures in sight services)
* end futures in sight services (and refusal should not prejudice future access to futures in sight services).

**You are responsible to:**

* tell *futures in sight* what you would like us to do and how you would like us to do it so we can write it into the service agreement
* treat everyone associated with *futures in sight* politely and with respect
* give *futures in sight* feedback about our work
* tell *futures in sight* if you are not happy with our work with them so that we can improve it
* seek a fair resolution to any complaints
* not ask *futures in sight* to do anything that is illegal or unethical
* tell *futures in sight* if anything changes in your situation that you think might affect our Agreement
* let *futures in sight* know if anything in your NDIS Plan changes that affects our work with you
* give *futures in sight* at least 24 hours’ notice, if possible, if you need to change an appointment with *futures in sight*
* give us 28 days’ notice if you need to change the agreement, and
* review your agreement with us regularly.

## A bit more about how we do things

**Being a Citizen – Being active and involved**

We believe that everybody has the right to choose and take part.

We support you to live in and be part of the communities you choose.

To support you to achieve active citizenship, we might do things like:

* provide you with information,
* find non- disability specific services and supports,
* connect you with new people and opportunities.

**Giving us feedback or making a complaint is ok**

We have written down lots of rules and actions about what we do when you give us feedback or make a complaint.

The most important things to know are:

* It is ok to give us feedback or make complaint
* We will respond quickly and fairly.

If you feel that you do not want to complain to us directly or you feel we have not listened to your complaint, you can also complain to the *NDIS Quality and Safeguards Commission*. You can do so by:

Phone: 1800 035 544

Or visiting their website: https://www.ndiscommission.gov.au/about/complaints

The NDIS Commission can take complaints from anyone about:

* NDIS services or supports that were not provided in a safe and respectful way
* NDIS services and supports that were not delivered to an appropriate standard
* how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

At any stage you can involve an independent advocate of your choosing. You can find a list of independent advocacy organisations from this website https://www.dana.org.au/find-an-advocate/ or at the end of our complaints policy

**Getting *futures in sight* services:**

*We do* not have a waiting list. If we are unable to support you, we give you information about other services who might be able to help you.

**Kicking your Goals**

We know everyone is an individual.

We work together with you to achieve your goals.

Together with you we check regularly if your goals are still important to you.

If not then we can help you change them.

**Keeping things private and confidential**

We collect, store and update personal information to help us in doing our work with you.

Only people who work at *futures in sight* who support you can read your private information.

We share your information with others only to do our work for you. We will ask your permission before we tell other people any of your personal information.

We are also required to share information about our work with you when our registration with NDIS is being audited.

We will NOT share information with people and organisations you told us not to.

Please keep us informed about who you do not want information shared with.

You can ask your *futures in sight* plan manager or support coordinator to access the personal information we hold about you. We will provide it in a format that makes it accessible. The contact details of plan managers and support coordinators can be found on your agreement document with *futures in sight*.

If the information is incorrect, you can ask for that information to be changed. If you want to withdraw information that we hold, you can request that as well.

For more information on accessing your information, go to the Privacy Statement on our website https://www.futuresinsight.com.au/how\_we\_work.html"https://www.futuresinsight.com.au/how\_we\_work.html

**Making decisions**

We always think that you will be able to make decisions about the things that matter to you.

We can work with you and support you in making decisions.

We also work with you when you want to make decisions that may be risky.

We will support you and the people who are important in your life to plan and develop actions, so you and everyone around you can take actions and also make sure everyone stays well and safe.

**Staying safe**

Staying safe is everyone’s responsibility.

It is our job to make sure the people we support are free from abuse, neglect, harm, exploitation, discrimination and harassment.

If we are concerned about you, we will talk to you about it and take actions to protect you. We have written down (in our Incident and Accident Reporting policy) the actions of how we do that.

Those actions are in line with the laws and regulations that are made to protect people.

To keep you safe, we may have to talk to other people about you.

It is your job to tell us if you are not feeling safe.

We will sometimes visit you in your home. It is also your job to let us know when it is not safe to come.

**Contact us for more information:**

You can:

Call or email your Coordinator of Support or Plan Manager (their details are on your service agreement with us).

Check out or website: www.futuresinsight.com.au

Email us info@futuresinsight.com.au

Call Donna 0432 414 210, Diana 0450 739 514 or Barbel 0468 312 515