

**Exceptional support for people  
with intellectual disability**

# **Service Handbook**



# CONTENTS

- Introduction
- Who We Are
- Vision And Values
- Our Commitment To Quality
- Our Staff
- General Information
- Main Contact Information
- How To Find Us
- Client Services
- Schedule Of Supports
- Fees
- Privacy Statement
- Your Rights And Responsibilities
- Your Choices And Goals At Bayley House
- Compliments & Complaints
- Incidents And Mandatory Reporting
- Advocacy
- Code Of Conduct
- Our Duty Of Care
- Medication Information
- Bayley House Day Services
- Short Term Accomodation
- Our Accommodation Service
- What Is A Community Visitor?
- Support Coordination
- Positive Behaviour Supports
- Conflict Of Interest

---



# INTRODUCTION



Bayley House celebrates 70 years of supporting people with intellectual disability in 2021. That is a proud history in any context. Most importantly our history reflects a vision that people with intellectual disability have a valuable part to play in our community. It reflects our mission to work creatively and tirelessly to find innovative ways to support our clients to do just that; to participate actively in the community and to be welcomed and valued for what they have to offer...to contribute.

This Service Handbook will help you to engage fully with all that Bayley House has to offer. It is one of our ways of keeping you informed and hopefully ensuring that we are all 'on the same page' when it comes to coordinate what we know are busy lives. You may want to read it from cover to cover! More likely you will dip into it from time to time when there is something specific that you need to know or that you want to check.

Welcome to Bayley House. We all look forward to you being a part of our community!

**Warwick Cavanagh**  
**CEO**

---

Welcome to Bayley House Day Programs.

In coordination with allied health specialists, we use evidence-based contemporary approaches to inform the style of support we deliver. With a focus on continual improvement, we enable people with intellectual disability to live a full and meaningful life with choice and control.

We listen to you to understand your goals, likes and interests so we can support you to achieve those goals and set new ones. Our extensive range of activities develop your potential, your skills and ultimately gives you greater independence and community inclusion.

We look forward to working with you during your time at Bayley House.

**Natarsha Warren**  
**GM Community & Lifeskills**

---

Where we live, who we live with and the supports to live the life we want are very important to everyone.

Bayley House is committed to increasing the number of flexible accommodation options to people who require support in daily living. We provide the opportunity for people with disability to live independently, either in group or shared accommodation settings while receiving daily living supports.

We work closely with you and your family or carers to help determine your support needs and choices. We then tailor flexible and appropriate supports to help you develop your skills so you can live as independently as possible.

Bayley House offers permanent accommodation across Bayside suburbs. Short Term Accommodation can also be provided for overnight or for several weeks.

**Janet Batey**

**GM Accommodation Options**

# WHO WE ARE

Bayley House is located in Bayside, Melbourne, specialising in enabling individuals with an intellectual disability to live a full, rich and rewarding life.

We create engaging opportunities that provide you with the choices you need to reach your potential. We enable you to learn and grow, to build confidence and independence and to contribute to the wider community in a meaningful and impactful way.

We currently support over 250 people through the delivery of Day Programs, Transport, Support Coordination, Supported Accommodation, Short Term Accommodation and more.

As a for-purpose organisation with experience spanning over seventy years, we are passionate about supporting adults with intellectual disabilities to develop their unique capabilities and reach their goals and aspirations

## VISION/PURPOSE

For all people with intellectual disability to lead a full and enriched life

## VALUES & PRINCIPLES

We provide **exceptional services** that actively support people living with a disability to realise and reach their **goals and dreams**.

We **respect and acknowledge** everyone as individuals with their own aspirations and needs.

We **encourage and nurture connections** and engagement with friends, family and the community.

---

# OUR STAFF

Bayley House has been supporting people with intellectual disability for over 70 years. We employ over 200 staff across Accommodation Options, Client Services, Corporate Services, Day Service, Finance, Fundraising, Human Resources, Marketing, Personal Care, Property Maintenance and Transport.

The Bayley House staff team bring a wealth of knowledge and experience to their roles.

We support our staff team with a commitment to ongoing training and professional development to ensure we meet your needs to the highest possible standard.



# OUR COMMITMENT TO QUALITY



BAYLEY HOUSE IS COMMITTED TO PROVIDING QUALITY AND SAFE SERVICES AND SUPPORTS THAT CREATE POSITIVE EXPERIENCES FOR THE PEOPLE WHO USE THEM.

WE WANT OUR STAFF AND CLIENTS TO ACHIEVE, SUCCEED AND BE THEIR BEST.

## OUR:

- Focus is our clients
- Culture supports safety and improvement
- Priorities and strategic direction are communicated and support quality and safety systems
- Planning and resource allocation support our goals
- Organisational and Committee structures, roles and responsibilities are clearly defined

## WE:

- Have strong leadership and ownership
- Develop contemporary systems and processes
- Measure and review progress to support continuous improvement
- Comply with legislative requirements, standards and accreditation

We identify service and organisational opportunities for improvement in a planned and systematic way and continue to challenge what we do and the way we measure, monitor and improve.

We commit to taking the necessary steps to ensure that the services and supports we provide are safe, effective and person-centred and respond to the needs, goals, choices and aspirations of our clients.

We encourage people with a disability, families, carers, advocates and staff to speak up at any time; to raise any concerns they have, provide feedback about the way we do things or how we can improve.

We invite and encourage everyone to join us on our journey.

# GENERAL INFORMATION

## ANNUAL EVENTS

At the beginning of each year, you will receive a list of dates. This will include our holidays, public holidays and any major events we host during the year. If you would like to receive a digital copy of the list please email [dayservice@bayleyhouse.org.au](mailto:dayservice@bayleyhouse.org.au)

---

## EMERGENCY PROCEDURES

All Bayley House service sites have an Emergency Response procedure for serious injuries, incidents or fatalities. We conduct regular fire drills within all areas of the organisation and all buildings have prominent signage and emergency fire equipment such as fire extinguishers and fire blankets.

Our staff all receive training in First Aid and Fire Safety.

---

## TRANSPORT SERVICE

Bayley House provides a highly valued client door to door transport service to and from our Bayley House campus. Fees for this service are charged on a daily basis and dependant on how far away from our campus you live. Our transport zone map is on our website.

If you need to cancel your transport please call your driver directly. The number will be provided to you once you are allocated transport.

---

## VOLUNTEERING WITH US

At Bayley House we offer many opportunities to volunteer. Volunteering can occur within our Day Programs, Corporate Services or events. Please contact us for further information.

You can contact our volunteer coordinator via [contactus@bayleyhouse.org.au](mailto:contactus@bayleyhouse.org.au)

---

## BAYLEY HOUSE AND THE NDIS

The National Disability Insurance Scheme (NDIS) is about empowering you to choose how, when and where you receive the supports and services you need.

Bayley House is a registered provider under the NDIS. One of the goals of the NDIS is to enable choice and control for people with a disability. You can use more than one service provider at any time. This means that if you are currently receiving services from another provider you can also access services from Bayley House.

The National Disability Insurance Scheme (NDIS) is how you access and pay for the staff and support. Bayley House specialises in delivering NDIS funded services and can help you to understand your choices and options.

The NDIS provides funding for individual supports and services deemed to be reasonable and necessary for people with a disability to achieve their goals and aspirations.



# MAIN CONTACTS

IF YOU ARE GOING TO BE ABSENT, PLEASE CALL 03 9982 1500 OR EMAIL [ABSENT@BAYLEYHOUSE.ORG.AU](mailto:ABSENT@BAYLEYHOUSE.ORG.AU)

IN ACCORDANCE WITH NDIS GUIDELINES, SERVICES WILL BE CHARGED IF WE ARE GIVEN LESS THAN 48 HOURS' NOTICE OF AN ABSENCE.

OUR CAMPUSES ARE OPEN 8.30AM - 4.30PM

## Bayley House

P.O BOX 113 Brighton  
VIC 3186  
9982 1500

## Accommodation Options:

928 Nepean Highway  
Hampton East VIC 3188  
[jbatey@bayleyhouse.org.au](mailto:jbatey@bayleyhouse.org.au)  
9982 1500

## Accommodation Options Manager

Joanne Sellman  
[jsellman@bayleyhouse.org.au](mailto:jsellman@bayleyhouse.org.au)  
0499 552 799

## Brighton Campus:

52 Middle Crescent  
Brighton VIC 3186  
[dayservice@bayleyhouse.org.au](mailto:dayservice@bayleyhouse.org.au)  
9982 1500

## Client Services Team

[clientservicesteam@bayleyhouse.org.au](mailto:clientservicesteam@bayleyhouse.org.au)  
9982 1515

## Community, Leisure and Recreation

Tess Rouvray  
[clr-bookings@bayleyhouse.org.au](mailto:clr-bookings@bayleyhouse.org.au)  
03 9982 1547

## Hampton East Campus:

Corporate Services  
928 Nepean Highway  
Hampton East VIC 3188  
[contactus@bayleyhouse.org.au](mailto:contactus@bayleyhouse.org.au)  
9982 1577

## Short Term Accommodation

Hampton East  
Brighton  
[sta-bookings@bayleyhouse.org.au](mailto:sta-bookings@bayleyhouse.org.au)

## Transport Service

Ray Fairley  
[rfairley@bayleyhouse.org.au](mailto:rfairley@bayleyhouse.org.au)  
03 9982 1501



# HOW TO FIND US

## BRIGHTON CAMPUS

Our Brighton Campus is a short distance to Middle Brighton Train Station and North Brighton Train Station on the Sandringham Line. The closest main street is Church Street, Brighton.

---



## HAMPTON EAST CAMPUS

Our Hampton East Campus is a short distance from Moorabbin Train Station on the Frankston Line. A pedestrian crossing with traffic lights is located directly outside the train station.

---



# CLIENT SERVICES



**The Client Services Team supports you with any administration or financial matters, such as:**

- Service Agreements: An agreement between each client and Bayley House. This only needs to be signed once
- Schedule of Supports: Details of the supports Bayley House agrees to provide you with for the duration of your NDIS plan
- Accounts and Billing Enquiries
- Quotes: Provided to take to your NDIS review meeting to ensure you receive enough funding to pay for your required supports
- NDIS Progress Reports: Provided for you to take to your NDIS review meeting
- Enquiries about additional service availability

**Please remember:**

- Once you have a date for your NDIS review meeting, contact the Client Services Team so we can arrange a quote and NDIS progress reports for you
- Once you receive your new NDIS plan you need to provide us with your new NDIS plan dates so we can create a new schedule of supports
- Always check your schedule of supports to confirm there is enough funding in your plan to fund the supports you have requested
- You need to provide us with your updated NDIS goals from your plan, we can then ensure we are supporting you correctly to work towards your goals
- If your plan manager or any other contact details change, we need to be informed

**Please call the Client Services Team with any questions or enquiries you have.**

## Client Services Team

03 9982 1515

[clientservicesteam@bayleyhouse.org.au](mailto:clientservicesteam@bayleyhouse.org.au)

[www.bayleyhouse.org.au](http://www.bayleyhouse.org.au)





# SCHEDULE OF SUPPORTS

It is your responsibility to make sure you have enough funding in your NDIS plan to build a Schedule of Supports.

Bayley House will provide you with a Schedule of Supports at the start of your NDIS plan (or when you join Bayley House) stating the supports that will be provided and the costs of these supports. Before you go to your NDIS review meeting, Bayley House can provide you with a quote to outline the costs. If supports need to change during the year we can accommodate them and create a revised Schedule of Supports.

---

## Suspension of Services

There are certain times when we may need to suspend services. We will always raise any matter and work with you to resolve any issues.

Suspension of services could be due to any of the following reasons:

- Failure to arrange payment for services, including your contribution to household expenses
- All of your NDIS funding has been used
- Serious incidents which affect the wellbeing of other residents or staff
- Your service agreement with us is inactive
- Specialist management plans are not adequate or up to date, for example: mobility or epilepsy plans

---

## Support Prices

The prices for all of Bayley House's services and supports are in line with the latest NDIS Price Guide. NDIS prices are reviewed annually to ensure that NDIS participants receive value for money and that service providers, like Bayley House, can provide services in a sustainable market.

When a new NDIS Price Guide is issued, the prices for all Bayley House supports are adjusted in line with the new guide.

The latest NDIA price guide is listed on the NDIS website:

[www.ndis.gov.au/providers/price-guides-and-information](http://www.ndis.gov.au/providers/price-guides-and-information)

On that page you will find links to the latest price guide and support catalogue.

# FEES



Bayley House bill for **NDIS Supports** and **non NDIS Supports** separately so you can easily manage your finances. Each fortnight you will receive an invoice for the supports you received from Bayley House that are funded by the NDIS, including regular supports and Allied Health supports such as physiotherapy. If you use a plan manager, we send the invoice to the plan manager for payment and a copy to you for your records. All NDIS Supports are priced as per the NDIS Price guide which you can find on their website:

[www.ndis.gov.au/providers/price-guides-and-pricing](http://www.ndis.gov.au/providers/price-guides-and-pricing)

On a separate invoice, each fortnight, you will be billed for your Non-NDIS Supports, such as your day activity fee and transport fees. These fees are paid from your own funds.

To help you with budgeting and to keep in line with clients pensiosn, we divide the annual cost over 23 fortnights and bill every fortnight. You pay the same amount each fortnight.

Our pricelist for non NDIS Supports is on our website.

---

## Billing Portal / Queries

The Bayley House Billing Portal is secure and easy to use and enables you to conveniently view and pay your invoices. We have a short video on our YouTube channel to explain how it works.

If you have any queries regarding your bills, our Client Services Team are available to assist you.

**Call 9982-1515 or email [myaccount@bayleyhouse.org.au](mailto:myaccount@bayleyhouse.org.au)**



# PRIVACY STATEMENT



## WE RECOGNISE, RESPECT AND MAINTAIN EVERYONE'S RIGHT TO PRIVACY AND CONFIDENTIALITY IN ALL ASPECTS OF THEIR LIFE.

### Privacy Principles

- All information that you provide to us will be treated with respect and confidentiality
- We only need the information necessary to provide supports and/or services to you
- We limit who can access your information
- Information is shared only with your consent or that of a legally authorised person
- We make sure our staff know our privacy policy
- You can have access to your records. We can help to explain information to you if needed
- You can ask us to update or correct any information that is incomplete or out of date
- Sometimes Bayley House is required by law to share your information with government departments, agencies, courts or external advisors.
- You decide who participates in meetings where personal information is discussed
- Your personal information is destroyed or de-identified when no longer needed, in accordance with legislation and record keeping requirements.

At Bayley House we require a Client Consent Form to be signed. This form is to say yes or no to your image being used in any video, photography, digital and print based materials including text and audio. You can withdraw your consent at any time by notifying us in writing.

Our Mobile Phone Policy that is for everyone at Bayley House. This policy states that you are not to record any person, in any way with any device without their knowledge.

You can request a copy of any form or policy from a Bayley House staff member.



### How we store your information

We gather personal information from you that we will safely and securely store in our electronic client management system, SupportAbility. This personal information helps us to know which supports you need and how you would like us to provide them to you.

Your personal support information and goals will be reviewed with you and/or your representatives every year and, where necessary, we will work with you to develop new goals for the following year.

# YOUR RIGHTS & RESPONSIBILITIES

The rights of people with a disability are protected by law.

People with a disability have the same rights as other people in the community.

## **People who use our services have the right to:**

- Live free from violence, exploitation, neglect, and abuse
- Be treated fairly and equally
- Be treated as individuals
- Honesty, respect, dignity, privacy
- Information and support to access services in the community
- To always be included in the services they receive
- Quality services, that suit their needs and age
- Support that respects their lifestyle and culture
- Make a complaint about the service and to have that complaint resolved in a timely manner that they are happy with
- Have a support person, advocate or person of their choice to represent them when they want

## **People who use our services have a responsibility to:**

- Respect other people's rights to a safe, secure and comfortable environment
- Treat other clients, staff and volunteers with respect
- Respect other people's right to privacy and confidentiality
- Assist staff to make sure everyone is safe and feels safe
- Respect the values and religious beliefs of others
- Respect staff and their right to work free from abuse, rudeness, harassment and assault

**We encourage you to let us know if you feel that your rights have been violated, or that you have been discriminated against.**

**There is support available for you if you need advice, information or help.**



# YOUR CHOICES AND GOALS

You will be supported to plan and make decisions about your daily life.

We are committed to providing you with tailored individual support based on your needs. Part of this process involves helping you to create goals based on what is important in your life.

---

## BAYLEY HOUSE INDIVIDUALISED PLANNING

Before starting at Bayley House, a service agreement with a schedule of supports will be signed by you and Bayley House which will help everyone understand the services you require. Bayley House will work with you to find activities that will support you to work towards your goals that are set at your NDIS planning meeting. Staff will monitor the progress of your goals regularly and update them as you learn new skills and if your needs change.

---

## INCIDENTS AND MANDATORY REPORTING

Bayley House is committed to the safety and wellbeing of every person in our care. If there are any issues at any time, please speak with a staff member as soon as possible to address them. Early reporting provides the best chance to investigate and to put support strategies in place.

We will support and assist anyone affected by an incident to ensure their health, safety and wellbeing. We involve all stakeholders in the management of corrective actions and incident resolution as required. We work out why the incident happened and what we can do to prevent it from happening again.

Reportable incidents are those serious incidents (or allegations) that occur in connection with the provision of supports and services. Depending on the type of incident, we are required by law to notify organisation's outside of Bayley House. These organisations may include the NDIS Quality and Safeguards Commission, Victorian Disability Worker Commission or Victoria Police.



# COMPLIMENTS & COMPLAINTS

## **IF YOU ARE UPSET, HURT, ANGRY or CONFUSED YOU CAN LET US KNOW**

Bayley House understands that everyone has goals, aspirations, and support needs but sometimes they may be unhappy with their experience, or the quality of services or supports they receive. Your feedback is important to help us improve our services.

We encourage you to provide us with your feedback directly, to enable issues to be responded to quickly. You and your family or carer are encouraged to provide feedback about our services.

## **WHAT IS A COMPLAINT?**

A complaint is when you tell someone about a problem or worry that you have about something or someone.

## **A COMPLAINT COULD BE:**

- A decision you are not happy about
- The services a client receives
- Not being treated fairly
- How we handled your complaint.

## **COMPLAINTS ARE AN OPPORTUNITY:**

- For Bayley House to review the services that we provide
- To improve the quality of services
- To improve outcomes for clients accessing our services.

## **HOW YOU CAN TELL US:**

- Talk to someone
- Phone someone
- Use a Bayley House feedback form

You can also choose to have someone such as a family member or staff member help you make a complaint.

## **WHAT HAPPENS WHEN YOU MAKE A COMPLAINT?**

- A record of your complaint is kept on file
- We will respond to you within two business days of receiving your complaint
- We will work with you to try to resolve your complaint.
- A manager or the CEO will let you know what is happening with your complaint. We will try to resolve your complaint within 14 days. If we can't let you know what we are doing to resolve your complaint and how long it will take to resolve it.
- If you are not happy with the way we are managing your complaint we can refer the matter to the Bayley House Chief Executive Officer, an advocate or the NDIS Quality & Safeguards Commission as you prefer.

No person who makes a complaint, or a person with a disability affected by an issue raised in a complaint, will be adversely affected as a result of making a complaint.



# ADVOCACY

Advocacy means getting support from an independent person to help you express your views and wishes, and help you stand up for your rights. Someone who helps you in this way is called your advocate.

The role of an advocate depends on your situation and the support you want. They are there to support your choices.

## WHERE TO FIND AN ADVOCATE:

**VALID** (Victorian Advocacy League for Individuals with Disability Inc.)

- Free call: 1800 655 570
- [www.valid.org.au/](http://www.valid.org.au/)

Provides advocacy support for adults with an intellectual disability across Victoria.

**ADEC** (Action on Disability in Ethnic Communities)

- 9480 7000
- [www.adec.org.au](http://www.adec.org.au)

A state-wide organisation that strives to empower people with a disability from non-English-speaking backgrounds, their carers, and families to fully participate as members of the Victorian community.

**Consumer Affairs Victoria (CAV)**

- Helpline: 1300 558 181
- Koori Helpline 1300 661 511
- [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

**Disability Resources Centre**

- (03) 9639 5807
- [www.daru.org.au](http://www.daru.org.au)

DARU is a dedicated resource unit funded to work with advocacy organisations to promote and protect the rights of people with a disability.

**Office of the Public Advocate (OPA)**

- 1300 309 337
- [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

Provides guardianship and advocacy services for people with disability.

**Villamanta Disability Rights Legal Service**

- Free call Legal Advice Line: 1800 014 111
- [legal@villamanta.org.au](mailto:legal@villamanta.org.au)
- [www.villamanta.org.au](http://www.villamanta.org.au)

State-wide community legal service with primary focus on people with intellectual disability

**Women with Disabilities Victoria (WDV)**

- 9286 7800
- [www.wdv.org.au](http://www.wdv.org.au)

Advocacy services on behalf of women with disabilities. For individual support or referral, please visit the WIRE website, Ph: 1300 134 130 or E: [support@wire.org.au](mailto:support@wire.org.au)

An interpreter service is available if you need one

Interpreter Services 131 450 [www.tisnational.gov.au](http://www.tisnational.gov.au)

# HOW YOU ARE PROTECTED

## **NDIS Quality & Safeguards Commission**

Bayley House is registered as a service provider with the NDIS Quality & Safeguards Commission. The role of the Commission is that of a national independent agency having been established to improve the quality and safety of NDIS supports and services. Their functions regulate NDIS providers, provide national consistency, promote safety and quality services, resolve problems and identify areas for improvement.

The Commission encourages and assists the resolution of complaints in a variety of ways including informal discussions, conciliation processes or under certain circumstances, formal investigations.

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Telephone: 1800 035 544

You are protected by the NDIS Code of Conduct. A copy of how the NDIS Code of Conduct Helps clients is available on our website.

---

## **OUR DUTY OF CARE**

Duty of Care is our legal obligation to act in the best interest of individuals and others. We must not act or fail to act in a way that results in harm. We must act within our abilities and not take on anything we do not believe we can safely do.

Bayley House staff have roles that are exciting, challenging and come with great responsibilities.

There is a potential inequality in the relationship between staff and clients and the opportunity for abuse or perception of abuse. Staff owe clients a duty of care, greater than ordinary care, due to the inequality of the relationship.

How staff conduct themselves is crucial to providing quality support and service. Staff must provide support in ways that are respectful, supportive, enhance dignity and ensure they meet their 'duty of care' responsibilities.

---

## **MEDICATION INFORMATION**

Any medication that you may need to take while at Bayley House must be supplied in either a pharmacy packed Webster Pak or its original pharmacy labelled container and must have a current doctor's medication authority.

Please also be aware that we need to be notified of any medication you are taking, even if it is not administered at Bayley House.

It is very important that the medication authority is updated any time your medication changes including if a medication is stopped or there is a dosage change.

Bayley House will provide you with medication forms that must be completed by your doctor before you commence with our services.

# BAYLEY HOUSE DAY PROGRAMS



Bayley House specialises in supporting people with an intellectual disability to live a full, engaged life. We provide rewarding opportunities and facilitate continual learning, enhanced independence and inclusion in our wider community.

In conjunction with allied health specialists, we use evidence-based contemporary approaches to inform the style of support we deliver. With a focus on continual improvement, we enable individuals with intellectual disability to live a full and meaningful life with choice and control.

We listen to you to understand your goals, likes and interests and support you to achieve those goals and set new ones. Our extensive range of activities develop your potential, your skills and ultimately gives you greater independence and community inclusion.

## We support you to:

- Develop your talents and potential
- Attain new skills
- Be an active member of your community
- Enjoy friendships and social opportunities
- Foster greater independence

All of our activities are run from either our Brighton Campus or Hampton East Campus. We make use of community facilities for some activities. Your activity locations will be listed on your timetable. A full list of our activities can be found on our website, or you can request a copy from a staff member.

Selection and allocation of activities takes place annually. Staff will discuss any changes you would like to make to your timetable during your annual review. A timetable will then be developed for you.

Access to activities is based on demand and preference is given to people who are on the waiting list and whose choice for that program reflects their goals.

## DAY SERVICE LOCKER ASSIGNMENT

You will be provided with a locker to store your personal belongings in while you are at Bayley House Day Programs. You will be provided with an individual key for your locker. These lockers fit 1 backpack.



OUR ACTIVITIES FALL  
UNDER THE FOUR CATEGORIES:

- LIVE • CREATE
- LEARN • WELLBEING

# SUPPORT COORDINATION

Bayley House is committed to providing quality Support Coordination services which align with our core values and maximise participant choice and control in the supports that you need, in the way you prefer to live.

Bayley House provides Support Coordination to current clients and people within the community, with varied disabilities. We work to ensure that Support Coordination is provided in a fair and equitable way, consistent with National Disability Insurance Scheme (NDIS) Terms of Business and provider rules.

Support Coordination is a service provided by Bayley House that is funded by the NDIS and designed to support clients and families to get the best out of their NDIS plan. Support Coordination provides tailored options so that you can choose what works best for you and have control over the type of support you need.

## Contact Support Coordination Team

[supportcoordination@bayleyhouse.org.au](mailto:supportcoordination@bayleyhouse.org.au)

03 9982 1517

# POSITIVE BEHAVIOUR SUPPORT

We provide Positive Behaviour Support (PBS) to adults with an intellectual disability who present with behaviours of concern that are impacting on their ability to participate fully in daily life.

PBS is a human rights approach and evidence-based practice with the aim of increasing a person's quality of life through creating individualised strategies that are responsive to the person's needs.

PBS focuses on person-centred approaches to address underlying causes of behaviours of concern and provide strategies to minimise and eliminate restrictive interventions.

## Contact our Positive Behaviour Support Team:

[pbs@bayleyhouse.org.au](mailto:pbs@bayleyhouse.org.au)

03 9982 1500



# ACCOMMODATION

## OUR ACCOMMODATION SERVICE

**WHERE WE LIVE, WHO WE LIVE WITH AND THE SUPPORTS TO LIVE THE LIFE WE WANT ARE VERY IMPORTANT TO EVERYONE.**

### **Short Term Accommodation (STA)**

Bayley Houses provide families with an opportunity to recharge and refresh while your loved one stays in our Short Term Accommodation (STA) homes.

When you stay with us you have the opportunity to develop new friendships and enjoy new experiences in a safe and supportive environment.

Bayley House has two Short Term houses that can accommodate five individuals at any given time.

You may choose to have time there during the week, weekends or during holiday periods. We will work with you to select the best dates for your stay.

In our Short Term Accommodation homes, our qualified staff provide active support to ensure you maximize opportunities to live a full and rewarding life.

For all enquiries about Short Term Accommodation with Bayley House:

03 9982 1538

[sta-bookings@bayleyhouse.org.au](mailto:sta-bookings@bayleyhouse.org.au)

[www.bayleyhouse.org.au/short-term-accommodation/](http://www.bayleyhouse.org.au/short-term-accommodation/)

### **Specialist Disability Accommodation (SDA)**

Specialist Disability Accommodation (SDA) is accommodation for people living with a disability who require specialist housing solutions. When assessed as eligible, SDA is funded under the National Disability Insurance Scheme (NDIS).

SDA may include specialist designs for people with very high support needs or may have a specific location or features to provide more complex or costly supports to help maintain independent living.

Bayley House is a Specialist Disability Accommodation (SDA) Provider and is committed to ensuring that our residents always have safe and secure housing.

### **Supported Independent Living (SIL)**

Bayley House provides Supported Independent Living (SIL) services and supports to assist residents to meet their individual needs and personal goals in the most responsive way, considering identified risks and the resources that are available to us. We provide the opportunity for people with disability to live independently, either in shared accommodation or individual settings while receiving daily living supports.

We work closely with you and your family or carers to help determine your needs and preferences and tailor, flexible, responsive and appropriate housing solutions to help you to live as independently as possible.

SDA is the home where your services are delivered whereas SIL are the staff supports you receive to help you to live as independently as possible.



## HOW DOES PAYMENT WORK?

Your SIL Services are based on the Roster of Care submitted to NDIA (National Disability Insurance Agency) for funding. We work with you to explain how your SIL services are delivered.

- Payment for your SIL services is invoiced through the NDIA portal each fortnight.
- Any payment you are responsible for must be made on time to the required Bayley House account for your services to continue.

### **It is your responsibility:**

- To keep Bayley House informed of any changes to your NDIS plan
- Provide feedback on your services as required
- To notify Bayley House of any changes that may be required to your SIL services

You will be invited to review your existing SIL services annually but if your needs change before then, we will ask for a review of your plan.

In order to deliver a high level of service, Bayley House must be kept informed and up to date with any health concerns, illnesses or changes in medications.

## MONEY MANAGEMENT:

Within our accommodation service, you will be supported to manage your money if you require this support. Money Management includes setting budgets, paying your bills and being supported to spend your money.

## WHAT IS A COMMUNITY VISITOR?

Community Visitors are volunteers authorised by the Office of the Public Advocate to visit you and to make enquiries, inspect documents to ensure you are being cared for and supported with dignity and respect, and to identify any issues of concern. A community visitor can visit your residence at any time, with or without notice.

You can contact Office of the Public Advocate to make a complaint or arrange for a visit by a community visitor on:

1300 309 337

TTY: 1300 305 612

[opa\\_advice@justice.vic.gov.au](mailto:opa_advice@justice.vic.gov.au)

[www.publicadvocate.vic.gov.au/our-services/community-visitors](http://www.publicadvocate.vic.gov.au/our-services/community-visitors)



# CONFLICT OF INTEREST



Bayley House provides supports in areas including SIL, SDA, Day Services, Support Coordination and Positive Behaviour Support. You are entitled to know if the services you receive from us act independently and in your interests.

A Conflict of Interest is when someone from Bayley House tries to change your mind because they work for Bayley House. Our staff should help you make choices that are best for you.

## **Bayley House staff will:**

- Give you all the information you need to make a choice
- Tell you about all providers that have a support or service that you are interested in
- Help you find someone who can help you make a choice, this is an advocate or support person
- Make sure our staff understand their role is to help you make choices that are the best for you

More information on Conflict of Interest is available on our website.





Bayley House acknowledges the traditional owners of the land and pays respect to the Aboriginal Elders, past and present. Our head office is located on the land of the Wurundjeri people of the Kulin nation and we welcome all Aboriginal and Torres Strait Islander people who visit our facilities or access our services.

**BAYLEY HOUSE**

52 Middle Crescent  
Brighton VIC 3186

T. 03 9982 1500

E. [contactus@bayleyhouse.org.au](mailto:contactus@bayleyhouse.org.au)

ABN 79 262 349 071