



Service Handbook
Exceptional Support for people
with intellectual disability



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

This Handbook will help you to understand what Bayley House offers.

You may want to read it from cover to cover or check it when there is something you need to know.

Warwick Cavanagh Chief Executive Officer



Welcome to Bayley House Day Programs.

We help you to live a life with choice and control.

We listen to you to understand your goals, likes and interests.

We support you to achieve those goals and set new ones. Our activities help develop your skills.

Natarsha Warren
General Manager Community and Lifeskills



Supports to live the life we choose are very important to everyone.

We provide opportunities you to live independently. This can be in a group or shared accommodation.

Short Term Accommodation can also be provided for overnight or for several weeks.

Janet Batey
General Manager Accommodation Options



Bayley House is in Bayside, Melbourne.

We currently support over 250 people.

Our services include Day Programs, Transport, Support Coordination, Supported Accommodation, Short Term Accommodation, Community, Leisure and Recreation and more.

Bayley House has over 70 years' experience



OUR VISION

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



OUR VALUES

We provide exceptional services.

We actively support your goals and dreams.

We encourage and help you to have relationships with friends, family and the community.



OUR STAFF

Bayley House employs over 200 staff in Accommodation Options, Client Services, Corporate Services, Day Programs, Finance, Fundraising, Human Resources, Marketing, Personal Care, Property Maintenance and Transport.

The Bayley House staff team have a lot of knowledge and experience.

Our staff team have training each year, so they know how to best support you.

OUR PROMISE TO YOU

Bayley House is committed to providing quality and safe services.

Bayley House provides supports that create positive experiences for the people who use them.

We are always improving what we offer.

We let you know what we are planning.

We have strong leaders.

We make sure that the services and supports we provide are safe, person-centred and respond to your needs, goals and choices.

We encourage you to speak up provide feedback about the way we do things or how we can improve.



ANNUAL EVENTS

At the beginning of each year, we will give you a list that includes our holidays, public holidays and any major events we hold during the year.



EMERGENCIES

All Bayley House buildings have an Emergency Response plan for any injuries and incidents.

We have fire drills and all buildings have signs and emergency fire equipment like fire extinguishers and fire blankets.

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



TRANSPORT SERVICE

Bayley House has a door-to-door transport service. Our transport zone map is on our website.

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



VOLUNTEERING WITH US

We have many opportunities to volunteer at Bayley House. Volunteering can be within our Day Programs, Corporate Services or events.

You can contact our volunteer coordinator by emailing contactus@bayleyhouse.org.au



BAYLEY HOUSE AND THE NDIS

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

The National Disability Insurance Scheme (NDIS) is how you access and pay for the staff and support.

Bayley House is a registered service provider under the NDIS.

One of the goals of the NDIS is to give choice and control for people with a disability.

You can use more than one service provider at any time. If you are currently receiving services from another provider, you can also get services from Bayley House.



WHO TO CONTACT

Our locations are open 8.30am - 4.30pm

Bayley House

P.O BOX 113 Brighton VIC 3186
9982 1500

Brighton Campus

52 Middle Crescent Brighton VIC 3186
dayservice@bayleyhouse.org.au
9982 1500

Hampton East Campus

Corporate Services
928 Nepean Highway Hampton East VIC 3188
contactus@bayleyhouse.org.au
9982 1577



Accommodation Options

928 Nepean Highway Hampton East VIC 3188
jbatey@bayleyhouse.org.au
9982 1500

Accommodation Options Manager

Joanne Sellman
jsellman@bayleyhouse.org.au
0499 552 799

Short Term Accommodation

Hampton East
Brighton
sta-bookings@bayleyhouse.org.au

Transport Service

Ray Fairley

rfairley@bayleyhouse.org.au

03 9982 1501

Community, Leisure and Recreation

clr-bookings@bayleyhouse.org.au

9982 1547

Client Services Team

clientservicesteam@bayleyhouse.org.au

9982 1515



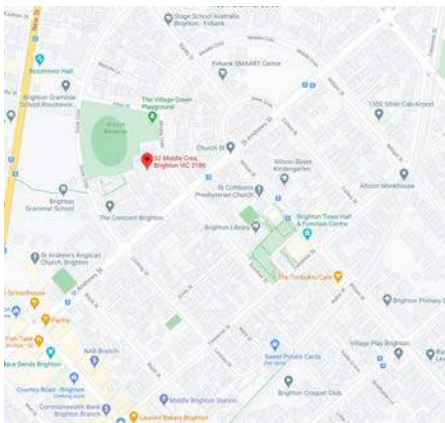
IF YOU ARE AWAY

If you are going to be absent, please call 03 9982 1500 or email contactus@bayleyhouse.org.au

Following NDIS rules, services will be charged if we are given less than 48 hours' notice of someone being away.



HOW TO FIND US



BRIGHTON CAMPUS

52 Middle Crescent Brighton

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



HAMPTON EAST CAMPUS

922-928 Nepean Highway Hampton East

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

CLIENT SERVICES

The Client Services Team supports you with:

- Service Agreements: An agreement between each client and Bayley House.
- Schedule of Supports: Lists the supports Bayley House agrees to provide you with
- Accounts and Billing Enquiries
- Quotes: to take to your NDIS review meeting to make sure you receive enough funding
- NDIS Progress Reports: 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 tell us your new NDIS plan dates so we can create a new schedule of supports
- Always check your schedule of supports to make sure there is enough funding to pay for what you have asked for
- You need to provide us with your updated NDIS goals from your plan so we can make sure we are supporting you to work towards your goals
- If any other contact details change, please let us know

You can call the Client Services Team with any questions you might have.

Client Services Team

9982 1515 clientservicesteam@bayleyhouse.org.au

www.bayleyhouse.org.au





YOUR FUNDING

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

A Schedule of Supports is the supports that will be provided and the costs of these supports.

Bayley House will provide you with a Schedule of Supports at the start of your NDIS plan (or when you join Bayley House).

If your supports need to change during the year we can help you with this and create a revised Schedule of Supports.

Suspension of Services

There might be times when we need to suspend your services. We will always talk to you and try to work out any issues.

Suspension of services could be because of:

- Not paying for services
- All your NDIS funding has been used
- Serious incidents which affect the wellbeing of other residents or staff
- Your service agreement with us is not active
- Specialist management plans are not enough or up to date, for example: mobility or epilepsy plans





Support Prices

The prices for all of Bayley House's services and supports follow the NDIS Price Guide.

NDIS prices are reviewed each year to make sure that you get value for money.

New price guides come out regularly and Bayley House follows these.

Bayley House charge for NDIS Supports and non NDIS Supports separately.

Each fortnight you will receive an invoice for the supports you received from Bayley House that are funded by the NDIS.

If you use a plan manager, we send the invoice to the plan manager for payment and send a copy to you for your records.



All NDIS Supports are listed in the NDIS Price guide on their website:

www.ndis.gov.au/providers/price-guides-and-pricing

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

We divide the annual cost over 26 fortnights and charge every fortnight. You pay the same smaller amount each fortnight all year round.

Our pricelist for non NDIS Supports is on our website.



Billing Portal Queries

The Bayley House Billing Portal is safe and easy to use. You can view and pay your invoices here. We have a short video on our YouTube channel to explain how it works.

If you have any questions about your bills, you can call 9982 1515 or email myaccount@bayleyhouse.org.au



PRIVACY

We recognise, respect and maintain everyone's right to privacy and confidentiality in all areas of their life.

- Your information is treated with respect and confidentiality
- We only need information that helps us provide supports and services to you
- We limit who can see your information
- Your information is shared only when you say so
- You have access to your information and we can help to explain it if you need us to
- You can ask us to update or correct any information
- Sometimes for legal reasons we have to share your information
- You decide who joins in meetings where your information is discussed

At Bayley House we need 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 remove your consent at any time.

Our Mobile Phone Policy is for everyone at Bayley House. You are not to record anyone, in any way without their knowledge.

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





YOUR INFORMATION

We ask for personal information from you that we will securely store in our electronic 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 if needed we will help you to make new goals.

Your rights are protected by law. You 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 that complaint be resolved
- 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



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.

A Service Agreement helps everyone understand the services you need.

At your NDIS meeting goals are set. Bayley House matches you with activities that help you achieve your goals.

Staff monitor your progress towards your goals.

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 you can.

Depending on the type of incident, we are required by law to notify organisation's outside of Bayley House. This might include the police.



WHAT IS AN ADVOCATE

An advocate is an independent person who helps you express your views and wishes, and helps you stand up for your rights.

Advocates 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/

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



ADEC (Action on Disability in Ethnic Communities)

- 9480 7000
- 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



Disability Resources Centre

- (03) 9639 5807
- 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

Office of the Public Advocate (OPA)

- 1300 309 337
- 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
- www.villamanta.org.au

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



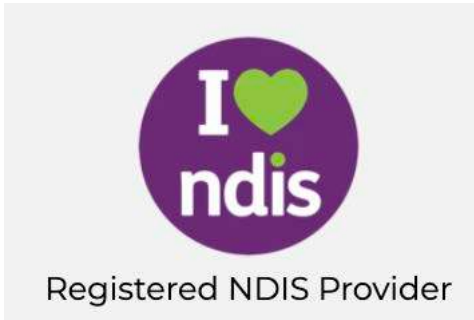
Women with Disabilities Victoria (WDV)

- 9286 7800
- www.wdv.org.au

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



An interpreter service is available if you need one Interpreter Services 131 450 www.tisnational.gov.au



NDIS Quality & Safeguards Commission

Bayley House is registered as a service provider with the NDIS Quality & Safeguards Commission.

The Commission improves the quality and safety of NDIS supports and services.

The Commission make sure complaints are handled correctly.

You are protected by the NDIS Code of Conduct. The NDIS Code of Conduct is available on our website.



OUR DUTY OF CARE

Duty of Care is the way Bayley House staff must act under the law. This makes sure that no one is at risk of being harmed.

Staff behaviour is a big part of the support we provide. Staff must support you in ways that are respectful, supportive, and 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 chemist Webster Pak or its original chemist labelled container

You must have a current doctor's medication authority for any medication you need to take at Bayley House.

You need to tell us any medication you are taking, even at home.

Bayley House will give you medication forms for your doctor to fill out. We need to have your medication forms before you start with us.



DAY PROGRAMS

Day Programs run from our Brighton Campus and Hampton East Campus. We 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.

You choose your activities each year. Staff will discuss any changes you would like to make to your timetable during your annual review. A timetable will then be created for you.



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.



SUPPORT COORDINATION

Bayley House provides Support Coordination to current clients and people within the community, with varied disabilities.

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.



POSITIVE BEHAVIOUR SUPPORT

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

PBS aims to increase a person's quality of life through creating strategies that support the person's needs.

PBS focuses the underlying causes of behaviours of concern and provides strategies to try and stop restrictive interventions.



Short Term Accommodation (STA)

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

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

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.

For all enquiries about Short Term Accommodation:

9982 1538

sta-bookings@bayleyhouse.org.au

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 special housing solutions. SDA is funded under the National Disability Insurance Scheme (NDIS).

Bayley House is a Specialist Disability Accommodation (SDA) Provider.



Supported Independent Living (SIL)

Bayley House provides Supported Independent Living (SIL).

We provide the opportunity for people with disability to live independently, either in shared accommodation or individual settings while receiving daily living supports.

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 DO YOU PAY?

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.

- Payments must be made on time

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.



MONEY MANAGEMENT:

In our accommodation service, you will be supported to manage your money if you need help. This 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 everything is ok in your home. 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

www.publicadvocate.vic.gov.au/our-services/community-visitors



CONFLICT OF INTEREST

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.

You are entitled to know if the services you receive from us act independently and in your interests.

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.