



# Bayley House Service Guide

**Home and Living Support Handbook**

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# Bayley House

Bayley House first opened its doors in 1951 as the Brighton & District Branch of the Helping Hand Association, born from the vision of a group of parents with a desire to provide educational opportunities for children with an intellectual disability.

Today, over 70 years later, we cater for adults, from school-leavers to seniors, through the delivery of a diverse range of day activities and supported living options. We support over 200 individuals with an intellectual disability and their families.

The people we support come from over 20 different cultural backgrounds and have a range of intellectual disabilities. Many also have secondary conditions such as physical, sensory or psychiatric disability.

# Introduction

Bayley House warmly welcomes you.

This handbook will provide you with an overview of the roles and responsibilities for individuals, families and carers of people who live in our residential services.

To make sure we deliver the best quality of service, please read this handbook carefully. If you have any questions, more information can be found in our Client Handbook or you can always contact a member of our team.

Bayley House specialises in supporting people with an intellectual disability to live a full, engaged life.

“Support to live the life we choose is very important to everyone. We provide opportunities for 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.”

**Andy Gabriel**  
**GM Home and Living Support**

## **Who we are**

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

We create engaging opportunities that provide you with opportunities 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, Home and Living Supports, Allied Health, Support Coordination 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 individual capabilities and reach their goals and aspirations

## **Vision**

**For all people with Intellectual Disability to lead a full and enriched life.**

### **Connection**

We encourage and nurture inclusive and meaningful connections with peers, with supports and with the community.

### **Achievement**

We actively pursue opportunities that enable people to achieve their individual goals and aspirations, as shaped by their choice and control.

### **Respect**

We value every individual by encouraging their unique abilities

### **Excellence**

We are passionate about providing exceptional services that support people to learn, laugh, belong and grow.

# 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
- Follow the rules that relate to their support

Everyone has a role to play in making each house a happy, safe and secure home that provides you with the supports that you need.

Bayley House is responsible for providing day-to-day supports by our highly skilled and suitably trained staff to deliver SIL services. Services occur across a 24-hour period as part of a seven-day, rotating roster.

Bayley House will make sure that knowledge and specific training is provided to our staff to protect the rights and dignity of all residents. Our staff support and guide residents to develop the skills required to undertake tasks of daily life. Our recruitment processes make sure that all workers are screened and have the required checks for working in the community. All staff, volunteers and contractors must follow our standards, policies, procedures and code of conduct.

**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.**

# Code of Conduct

You are protected by the Code of Conduct

When providing supports or services to people with a disability, a person covered by the Code must:

- Respect individual rights to freedom of expression, self-determination and decision making as long as these follow the law
- Respect the privacy of people with a disability
- Provide supports and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Quickly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with a disability
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with a disability
- Take all reasonable steps to prevent and respond to sexual misconduct

More information about How the Code of Conduct helps you is available on our website.

## 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.

# Specialist Disability Accommodation

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

**Specialist Disability Accommodation (SDA)** is accommodation for people with disability who require specialist housing solutions to assist with the delivery of supports. When assessed as eligible, SDA is funded under the National Disability Insurance Scheme (NDIS) and a Reasonable Rent Contribution (RRC) paid by the resident.

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 committed to ensuring that our residents always have safe and secure housing.

## Supported Independent Living (SIL)

Bayley House provides SIL services and supports to assist residents to meet their individual needs and personal goals in the most responsive way, considering any risks and the resources that are available to us. 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.

## What's the difference between SIL and SDA?

Supported Independent Living (SIL) is assistance you receive from paid support workers that helps you to live as independently as possible. SIL includes physical supports like helping you get in and out of bed every day. It includes support for people who need help to do things by themselves. It also includes keeping people safe. SIL does not include attending day programs, employment or community access. These items can be added under different funding supports in your NDIS plan.

Specialist Disability Accommodation (SDA) is an approved residential building for people who need daily in-home support for their physical support or safety needs. Bayley House leases accommodation to a person who has an NDIS plan.

We set and collect rent and fix and maintain the home, just like a standard lease arrangement. SDA is the house where a person lives. SIL is the disability supports you receive to help you to live as independently as possible.

# Responsibilities

Bayley House will take all reasonable steps to make sure that you are comfortable, safe and secure in your home.

## **We will:**

- Treat you and your family with courtesy and respect
- Protect your privacy and personal information
- Listen to any feedback or complaints you may have and provide solutions to any problems or issues that may arise as quickly as we can
- Consult with you about potential co-residents when there is a vacancy in your home
- Make sure that the staff providing your SIL services are engaged by accredited organisations who require the necessary criminal and police checks screening
- Talk with you and work with your SIL provider if there are any issues in your home that impact on your quality of life
- Install fixtures required by you to assist your daily living or proper use and enjoyment
- Maintain the property in a good state of repair and make sure the home is safe and secure
- Respond to requests for maintenance in a timely manner
- Maintain collaboration agreements with SIL providers to make sure that responsibilities are clear in relation to
- Health and safety, governance and emergency planning and evacuation
- Make sure that tenancy related notices are followed and you are aware of your right to seek a review
- Provide the required notice if we need to end your SDA Agreement
- Take all necessary steps to fulfil our regulatory obligations, including Health and Safety, NDIA enrolment and NDIS Specialist Disability Accommodation Conditions and Rules

**You and your family or carer are encouraged to contact us to provide us with feedback, request repairs or maintenance, discuss any matter regarding your accommodation or to make a complaint.**

# SDA Agreements

## **Making a SDA agreement with us:**

### **Step 1:**

We give you an SDA agreement OR a residential tenancy agreement.

### **Step 2:**

We give you the information statement that matches your agreement.

### **Step 3:**

We explain the information statement to you. Your support person can also help you understand it.

### **Step 4:**

You have seven days to think about the agreement.

### **Step 5:**

We enter OR establish the agreement after seven days.

### **Step 6:**

We give you a copy of the signed agreement before you move in.

**For more information about your renting rights and responsibilities call 1300 40 43 19 or visit <https://www.consumer.vic.gov.au/sda>**

# Financial Information

The SDA Residency or Tenancy Agreements / Lease protect your rights as a tenant and make sure that we are more accountable as your landlord. The SDA Residency Agreement is an individual agreement for each resident and the Residential Tenancy Agreement / Lease covers a whole household.

## **SDA Funding**

SDA eligible residents are funded under the National Disability Insurance Scheme (NDIS) and the Reasonable Rent Contribution (RRC) is paid by you.

It is your responsibility to keep Bayley House informed of any changes to your NDIS plan, provide feedback as required, and to notify Bayley House of any changes that may be required.

## **What is the Reasonable Rent Contribution (RRC)?**

The National Disability Insurance Agency (NDIA) Terms of Business define this contribution. This is the amount you are expected to pay for the cost of your housing. The NDIA makes an additional payment known as SDA to cover the costs associated with providing your accommodation beyond the RRC.

## **How much is my rent?**

Your RRC must not be more than:

- 25 per cent of basic rate of the disability support pension.
- plus all of the Commonwealth rent assistance received.

**Note:** The basic rate of the DSP is the amount under the Social Security Act 1991 that is the maximum basic rate for a person who is not under 21 and not a member of a couple.

You (and your NDIS Plan Nominee) are responsible for making sure that SDA funding is always included in your NDIS plan. Bayley House will work with you to make sure the correct level of SDA is available in your plan. NDIS provides SDA payments directly to Bayley House as your landlord.

## **SDA Payments**

You (and your NDIS Plan Nominee) are responsible for making sure that SDA funding is always included in your NDIS plan. Bayley House will work with you to make sure the correct level of SDA is available in your plan.

NDIS provides SDA payments directly to Bayley House as your landlord.

## **Rent Payments**

Rental payments can be made through:

- Legal guardian or financial administrator
- Direct debit payment system
- Direct deposit into the Bayley House account
- CentrePay

We invoice residents fortnightly or as agreed for their rent and household contribution charges, for payment within 14 days. Residents or their representatives have access to all account information through the Bayley House billing portal.

## **Household Contribution**

Household contributions are used for the day-to-day expenses and the running of your home. We will account for all household expenses covered by your contribution, which includes food, water, gas, electricity and telephone landline (where applicable).

Payment for your living expenses will be collected as part of your Agreement with your SIL support provider.

## **Rental Increases**

Rent is increased according to the type of agreement or lease we have with you. We will give you at least 60 days' notice of any increases to your rental payments.

## **Rental Bond**

No rental bond is required for SDA.

## **What if I want to move out?**

If you would like to leave the property, you must give Bayley House notice in writing of your intention to vacate. Any rental payments will be required until the end of the notice period unless otherwise agreed. All belongings must be removed from the property once your SDA Agreement / Lease ends and an exit condition report will be conducted with you.

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## **What if Bayley House needs to end your Agreement?**

If we are required to end your SDA Agreement for any reason, we will arrange a meeting with you, your family or carer, your SIL provider and any other support people you choose. In these circumstances we would provide you with the notices and reasons as legally required and work with you to find a new property and SIL provider.

### **An example of why an agreement is ended could be:**

- Development of new accommodation for you to move into
- The accommodation no longer meets your support needs
- You no longer require SDA
- The house is no longer able to be used as Specialist Disability Accommodation
- If you are using the property for an illegal purpose
- Have not paid your required rental payment following overdue notices
- Are no longer funded for Specialist Disability Accommodation
- Cannot be supported at the property without causing serious harm to others

### **Vacating the property**

When you leave the property, you are responsible for:

- Moving your furniture out of the property
- Cleaning the property
- Ensuring all accounts are up to date and paid
- Disconnection of utilities

# Maintenance

Bayley House is committed to providing and maintaining safe and secure accommodation.

All maintenance is completed by suitably qualified tradespeople. Repairs or alterations can be requested through the House Team Leader. Any alterations for personal use must be approved by Bayley House, you may be required to pay the costs for making these alterations. Each repair or alteration request will be assessed on an individual basis and consider the health, safety and wellbeing of all residents. Urgent repairs will be addressed within 48 hours and non-urgent repairs attended to within 14 days.

If you damage or destroy any part of the property on purpose, you must contribute to the cost of repairs.

Bayley House can visit and inspect the shared areas of the property without notice in an emergency or at any reasonable time as described in your Information Statement for SDA. Reasons for us visiting the property could include repairs, cleaning, maintenance, upgrades and renovations of the shared areas.

# Emergencies

Bayley House aims to provide a safe home for all residents. This covers a range of safety items within the home. The available safety features will be explained to both you and your SIL provider.

All buildings have prominent signage and emergency fire equipment such as fire extinguishers and fire blankets. These safety features are maintained and certified on an ongoing basis.

In the event of an emergency evacuation, your SIL provider will have plans in place including an Emergency Evacuation Plan. The SIL provider maintains these plans and will conduct regular fire drills.

## Incidents

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

# Household Guidelines

If you live in shared or group accommodation, the household guidelines aim to provide freedom for all residents to enjoy a quiet, undisturbed home life. Sometimes, there may be additional rules which are specific to your home location such as parking or neighbouring properties. Check with your Support Worker for any rules that may apply in addition to those outlined in this handbook.

We believe it is important for residents to be involved in all decisions about how the household operates. We support residents to participate in SDA Meetings.

## Pets

Pets are not allowed in the home unless prior approval has been granted.

## Smoking

All Bayley House homes are smoke-free premises indoors. Designated smoking areas and containers are provided outside. Check with your specific house for where these are located.

# NDIS Planning

Our team are always happy to assist you and your family to prepare for your NDIS planning meetings. Please contact us if you would like assistance.

## **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. How an advocate supports you depends on your situation and the support you want. They are there to support your choices. You can speak to a staff member if you would like more information about how to contact an advocate. There is a list of Advocacy organisations in the Client Handbook.

## **Compliments and Complaints**

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. If you are not happy with the way we are managing your complaint we can pass the matter onto the Bayley House Chief Executive Officer, an advocate or the NDIS Quality & Safeguards Commission. The Commission encourages and assists the resolution of complaints in number of ways including informal discussions, conciliation processes or under some circumstances, formal investigations. Website [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) Telephone: 1800 035 544

# How you are protected

## **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.

## **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.

# Complaints & Compliments

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

## **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.

### **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 have someone such as a family member or staff member help you to 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 disability affected by an issue raised in a complaint, will be adversely affected as a result of making a complaint.

# 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.**

Bayley House provides supports in areas including Home and Living Supports, Day Programs, Support Coordination and Positive Behaviour Support. 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.

# 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.

## Keeping your details safe

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.



We acknowledge the Traditional Owners and Custodians of this land, the Bunurong People, and pay respect to their Elders past, present and emerging. We recognise and respect their continuing connections to climate, Culture and Country.



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