



# Bayley House Service Handbook

# 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.

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# Introduction

I am delighted to welcome everyone to Bayley House. We hope you soon settle in and enjoy everything Bayley House has to offer. If you are new and need help with anything, please reach out to one of our team. For families there are plenty of opportunities to get involved including through our Family and Friends group and of course we welcome any direct feedback that you may have. It will be another exciting year as we continue to offer truly person-centred support under the reforms that the NDIS is embedding in the next few years.

As the new CEO I'm still getting to know the 'Bayley House family' so please stop by and say hello if you are passing by.

**Deb Stuart**  
**CEO**

We use evidence-based contemporary approaches such as Active Support and Practice Leadership to inform the style of support we deliver. We support people with intellectual disability to live a full and meaningful life with choice and control.

We will talk with 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 focusing on life skills, pathways to employment and health and wellbeing, are there to support you to develop your potential, your skills and ultimately give you greater independence and opportunities to participate in the wider community.

**Natarsha Warren**  
**GM Day Programs**

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.

## How to contact us

**Are you going to be away? Please let us know:**

**Phone:** 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.

## Main Contacts

### Brighton Campus

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

### Hampton East Campus

928 Nepean Highway  
Hampton East VIC 3188

### Bayley Arts

1 Avoca Street  
Highett VIC 3190  
[hello@bayleyarts.com.au](mailto:hello@bayleyarts.com.au)  
9113 0610

### Short Term Accommodation

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

### Client Services Team

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

If you need an interpreter for any of our information please contact:

### Interpreter Services

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

## **Our Services**

### **Day Programs**

We provide rewarding opportunities that facilitate continual learning, enhanced independence, and inclusion in our wider community to enable the people we support to live a full and meaningful life with choice and control.

A variety of Programs of Support are available during the day, and many activities after hours and on weekends.

- Live
- Learn
- Create
- Health & Wellbeing
- Pathways to Employment

### **Home and Living Support**

Bayley House Home and Living Support Service is committed to increasing the number of flexible accommodation options to people who require support in daily living including long term permanent accommodation, short term respite and independent living options. We offer:

- In-Home Support Service
- Supported Independent Living
- Specialist Disability Accommodation
- Medium Term Accommodation
- Short Term Accommodation

### **Allied Health**

With a focus on continual improvement, we use evidence-based contemporary approaches to inform the style of support we deliver. In coordination with allied health specialists and other partners we offer:

- Counselling
- Physiotherapy

### **Support Coordination**

Your Support Coordinator will assist you with:

- Optimising your NDIS plan, ensuring that you achieve the maximum from funded
- supports.
- Exploring options regarding service providers so that you have a good 'mix of supply'
- Implementing and monitoring your NDIS plan for you
- Setting up your MyGov portal and connecting with the NDIS
- Building your confidence and skills to manage and coordinate services and budgets
- Negotiating with service providers to create service agreements, establish the supports
- they will deliver to you, and how much it will cost
- Helping to manage any problems that may arise with services
- Assisting you to prepare for the annual NDIA Plan Review

## **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. These dates can be found in the 'Calendar' section of our website.

### **Emergency Procedures**

All Bayley House sites have an Emergency Response procedure for serious injuries, incidents or fatalities. We conduct regular fire drills in all areas and all buildings have prominent signage and emergency fire equipment such as fire extinguishers and fire blankets. Our staff receive First Aid and Fire Safety training.

### **Transport Service**

Bayley House provides a highly valued client door to door transport service to and from our Bayley House campuses. 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.

### **How to become a volunteer**

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.

### **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 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 disability to achieve their goals and aspirations.

# Commitment to Quality

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 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.

## **Our:**

- Focus is supporting people to live a full and enriched life
- Culture supports safety and improvement
- Priorities and strategic direction are communicated
- 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

## **Our Staff:**

We employ over 200 staff across Client Services, Corporate Services, Day Programs, Finance, Fundraising, Home and Living Support, People and Culture, 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.

# Client Services

Our Client Services Team are here to help if you have any questions or concerns about your supports and services at Bayley House, including how you are billed or your NDIS plan.

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.

## **What is a Service Agreement?**

We ask that every client who is supported by Bayley House to sign a Service Agreement. You only need to sign a service agreement once. The Service Agreement is an agreement between you and Bayley House that details the services that you agree you would like to receive, your rights and responsibilities and our rights and responsibilities.

## **What is a Schedule of Supports?**

A Schedule of Supports details the supports that we will deliver to you and how much they will cost. It's ok if you change your mind about the supports you would like to receive from Bayley House. Just let us know and we will write a new Schedule of Supports for you so you will know how much the new supports will cost. You will need to check your Schedule of Supports against your NDIS plan to make sure you have enough funding to cover the supports we have agreed to provide you.

## **How are Support prices worked out?**

The cost of all services and supports at Bayley House are based on the NDIS Price Guide. The NDIA reviews prices every year to make sure that participants get value for money. When there is a new NDIS Price Guide, Bayley House adjusts its prices to match the new guide. You can find the latest NDIS price guide on the NDIS website: [www.ndis.gov.au/providers/price-guides-and-information](http://www.ndis.gov.au/providers/price-guides-and-information).

### **How will I be billed for my supports and services?**

Most of your supports will be funded by your NDIS plan and are called NDIS Supports. Some examples include: Day Programs activities and Counselling sessions. But there are a few supports which are not covered by your plan and are called non-NDIS Supports, for example, Day Program activity fees. You will need to pay for these supports from your own funds. You can find the price list for these supports on our website. To make it easier for you to manage your finances, Bayley House will give you separate invoices for NDIS Supports and non-NDIS Supports. You will receive these invoices every fortnight.

If you have a financial plan manager, we will send the invoice for NDIS supports to your plan manager who will arrange payment for you. We will also send you a copy for your records. We will send the invoice for non-NDIS supports directly to you.

### **I have a new NDIS plan – what should I do with it?**

Once you receive your new NDIS plan please tell the Client Services Team your new NDIS plan dates so we can create a new Schedule of Supports for you. We also ask that you provide us with your updated NDIS goals from your new plan so we can support you to work towards achieving your goals.

### **My personal information has changed – what should I do?**

If any of your details change please contact the Client Services Team so we can make sure that your records at Bayley House are up to date. Things that might change could be: your contact details have changed, you have a new plan manager or support coordinator.

### **What is a Program of Support?**

A Program of Support is a support that Bayley House provides over a maximum 6 month period. You will work towards a group outcome during your Program of Support and review your progress when it has finished. You can purchase a number of Programs of Support from Bayley House.

### **What is an NDIS review meeting and what do I need to take with me?**

At the end of your NDIS plan, the NDIA will arrange for you to have a review meeting with a Local Area Coordinator. Make sure you let the Client Services Team know when your review meeting is so we can help you prepare. We can work out a quote for you that will state how much the services you want will cost. We can also give you a progress report that will let the Local Area Coordinator know how you have been working towards achieving your NDIS goals. You will need to take the quote and the progress report to your review meeting as it will help the Local Area Coordinator to make sure you receive enough funding in your next NDIS plan for the supports you need.

### **I don't understand my invoices and what the charges mean – who can help me?**

If you don't understand your invoices or how you are being billed for services, please contact the Client Services Team who will be able to answer your questions.

### **How do I pay my invoices?**

Bayley House has an online Billing Portal. This is a secure and easy way for you to keep track of your finances and to pay your invoices. If you are not sure how to use the Portal, we have a video explanation on our website. You can also contact us if you have any questions

# Your rights and 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.**

# 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.

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.

# 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.

# 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.

# What is 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.)

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

Phone: 1800 655 570

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

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

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.

9480 7000

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

## **Disability Resources Centre**

DARU is a dedicated resource unit funded to work with advocacy organisations to promote and protect

the rights of people with a disability.

(03) 9639 5807

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

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

Provides guardianship and advocacy services for people with disability.

1300 309 337

[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

## **Villamanta Disability Rights Legal Service**

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

Free call Legal Advice Line: 1800 014 111

[egal@villamanta.org.au](mailto:egal@villamanta.org.au)

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

## **Women with Disabilities Victoria (WDV)**

Advocacy services on behalf of women with disabilities.

9286 7800

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

# 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.



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.