



Bayley House Service Guide

Supported Independent Living 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

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.

Supported Independent Living

Where we live, who we live with and the supports to live the life we choose are very important to everyone. Supported Independent Living (SIL) services are funded under the National Disability Insurance Scheme (NDIS) or Continuity of Support (CoS) funding.

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.

This might include:

- Supports to improve living skills, money and household management, social and communication skills and behavioural management
- Support with personal care, such as assistance with showering and dressing
- Help around the home where you are unable to undertake these tasks, such as cleaning and doing laundry

What is 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 also 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.

Clients, Families, Carers

Your SIL Services are based on the Roster of Care submitted to the National Disability Insurance Agency (NDIA) for funding. We work with you to determine 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 should 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, and to notify Bayley House of any changes that may be required to your SIL services.

You can review your current SIL services annually but if your needs change before then, we will ask for a review of your plan.

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

Service Agreements

Changes to SIL Supports

If you need any changes to your SIL supports or services, you should meet with us or contact your Support Coordinator. We will work with the NDIS to support changes.

Suspension of Services

There are some times when we may need to suspend services. We will always discuss 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 effect 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

SIL Agreement

The SIL Agreement will be reviewed as your circumstances change. Please read all your paperwork and agreements carefully and return them to us as soon as possible so we have the right, up to date information to support you.

Bayley House must have your up to date information, including medication charts and specialist management plans. We cannot administer medications without current information and authorisation.

NDIS Payments & Planning

Bayley House will work with you and the NDIA to make sure your funding is enough to meet your support needs. 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.

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. We invoice residents fortnightly for their rent, meals and service charges, which are payable within 14 days. Residents or their representatives have access to all account information through the Bayley House billing portal.

Daily expenses may include:

- Utilities (water, gas, electricity, telephone landline)
- Minor household maintenance and repairs
- Cleaning and waste disposal
- Groceries and food
- Furniture
- Gardening
- Internet

Your personal money

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House 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. On occasion, 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 meaningfully participate in the weekly house meeting.

Please also refer to your SDA provider's household guidelines if Bayley House is not your accommodation provider.

Adult activities

Residents are free to participate in activities of an adult nature if staff, other residents or visitors are not negatively impacted by the activities and health, safety or welfare is not compromised.

Conduct

We ask that all visitors and residents always treat Bayley House staff and other residents with respect. It is a requirement that all visitors follow household guidelines. Aggressive or violent behaviour towards staff or other residents will not be tolerated under any circumstances. If visitors to the site display such behaviour, they will be asked to stop such behaviours immediately or leave the site.

We will try to resolve any conflicts and use specialist teams to support people who display behaviours that may impact on others in group settings.

Furniture

You are responsible for furnishing your own personal space. The cost associated with furnishings in the property's common areas will be shared amongst all residents.

Pets

Pets are not allowed in the home unless prior approval has been granted by the accommodation provider and other residents in the house.

Privacy

All residents must respect the privacy of others in their own rooms or in private areas.

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.

Further Information

Hospital visits

If you need to go to hospital the level of support you receive from Bayley House staff will depend on your needs, however our staff may not be able to stay with you once you are settled on the ward.

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.

Infectious diseases, notification and infection control

Good infection control is needed to provide high quality support for residents and a safe working environment for staff, volunteers and visitors. Bayley House prevents and manages, as far as possible, infections and infection transmission and contains infections through appropriate practices and controls.

Your needs are reviewed appropriately and regularly. All staff are responsible for monitoring and reporting a person's changing needs. This may include illnesses such as gastroenteritis, influenza, wounds or injuries.

Vaccinations are recommended as a simple, safe and effective way of protecting individuals and others in the community against harmful diseases. Annual influenza vaccinations are required

If you have a notifiable illness or an infectious disease such as chicken pox or scabies or you are unwell with a virus or illness, please let us know as soon as you can so that we can take appropriate care and report accordingly.

Although notification of an infectious disease or medical condition applies to doctors and/or pathology services, there are some infections that Bayley House must report to the NDIS Quality and Safeguards Commission and Department of Health and Human Services.

Medications

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.

PRN Medication (as needed medication)

PRN medication is any medication that is taken sometimes or as necessary. We recommend that you talk with your doctor about including any over the counter medications, such as Panadol, Ibuprofen or Movicol, on a PRN medication chart.

If you have PRN medication it must be kept with you. PRN medication needs to be provided in a Webster Pak or similar packaging and administration records must be kept.

Outbreaks

Infectious outbreaks can happen. An outbreak occurs when there are more infections than expected among a group of people. This could be two or more linked cases of the same illness.

If an outbreak happens, we have to follow strict infection control guidelines. If you have been diagnosed with an infectious disease, please advise our staff so they can follow the required guidelines.

Staff monitor the health and wellbeing of all residents and will write an incident report if a resident has an infectious illness. Our Outbreak Management Team meet to identify and manage outbreaks using the Bayley House Outbreak Management Plan and work closely with the Victorian Public Health Unit and medical practitioners caring for staff and residents, to provide guidance on how to manage the outbreak.

Restricted Practices Authorisation

Bayley House is committed to improving the quality of life of people with a disability and to ensuring that each person's human rights are respected and upheld.

Restrictive practice means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with a disability. This includes seclusion, chemical restraint, mechanical restraint, physical restraint and environmental restraint.

There are strict rules around what we must do to meet our obligations to you and the NDIS Quality and Safeguards Commission.

In principle we do not support the use of restrictive practices. Where necessary, we minimise the use of restrictive practices through positive behaviour support planning, monitoring and reporting. We will let you know what we require if you have a regulated restricted practice that you wish us to put into practice.

We work with families and carers to have a shared understanding so we can develop behaviour support through individualised strategies that respond to your needs in a way that reduces how often behaviours of concern occur, and minimises the use of restrictive practices.

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 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.