

# Resident / Participant Handbook



skymac  
GROUP

  
Avalon Village

THORNFIELDS

# Welcome to Avalon Village

Thank you for choosing Avalon Village as your new home.

We trust you will enjoy living here within the tranquil surroundings of lush tropical trees and wildlife.

We will do our utmost to ensure you feel safe and secure here, help you to settle in quickly and make new friends.

Please take the time to read this handbook, as it serves as a handy reference during your time with us and will help you settle in.

**Your room number is:**

**Your room is serviced on:**

## Amenities and Services

### Housekeeping

Your room will be serviced once a week (swept, mopped and linen changed) on your allocated day and you will also be provided with two fresh towels.

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### Meals

All meals (breakfast, lunch and dinner) are carefully prepared by our in-house qualified chefs.

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### WIFI and Telephones

Free WIFI connection and public pay phones are available throughout the facility.

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### Laundry

Personal laundry (1 load @\$17.50 per week)

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### Facility Floor Plan

A floor plan and fire evacuation diagram is located on the back of your door. Please familiarise yourself with this in case of an emergency.

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### Shops

The closest shops are within 5 mins walk and the bus stop is situated just outside the facility with a direct route to Carindale Shopping Centre, the QEII and PA hospitals.

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### Transportation

A bus stop is situated directly outside Avalon Village.

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### Hairdresser

Hairdressing services are available for both male and female residents. You or your family are required to pay for these services.

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### Podiatrist

A visiting Podiatrist is available to residents referred by a doctor.

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### Vending Machines

A snack and drink machine is located on site. Prices are kept as low as possible for affordability and convenience.

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## **Clozapine Management**

Visiting Clozapine Medical Officers are available to residents referred by a doctor.

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## **Library**

All residents have access to a collection of fiction and non-fiction books and an extensive library of DVDs to choose from. Board games, puzzles and cards are also available.

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## **Communal Areas**

Residents can relax in our air-conditioned lounge room equipped with a large-screen television and DVD player or just enjoy the beautiful outdoor weather in one of our many covered landscaped areas.

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## **On-site Canteen**

Located in Green Block. Items range from snacks, drinks, toiletries (please refer to the "Blackboard" for opening hours).

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## **Room Key Replacement**

A fee of \$50.00 will be charged for the replacement of lost room keys.

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## **Additional Assisted Services**

Other assisted services available to residents include; Personal Care, Medication Assistance, Financial and Administrative, Medication Management, BSL Management, Tobacco Management and Community Access Supports. These are not included in Board and Lodging but may be covered under the NDIS depending on your plan. Please enquire within.

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## Table of Contents

Organisational Structure .....	<b>Error! Bookmark not defined.</b>
Our Vision .....	6
Our Mission.....	6
Fees and Charges .....	7
House Rules .....	7
Additional Services & Service Agreements .....	8
Assistance with Medication .....	8
Resident Authority to hold key/s.....	8
Wills .....	9
Your Rights .....	9
Your Responsibilities.....	10
Our Responsibilities .....	11
NDIS Code of Conduct.....	11
ABUSE – A Safe Environment .....	12
Family Assistance .....	13
Continuity of Support.....	13
Your rights .....	14
Consent .....	14
What is a Guardian? .....	15
Privacy Statement.....	15
Critical Incidents.....	16
Complaints and Feedback .....	17
Networking.....	19
Legislation and Standards.....	19
Risk Taking.....	19
Continuous Improvement .....	19
Work Health and Safety .....	20
Rights and Responsibility for Participants .....	21
Governance and Operational Management.....	21
The Provision of Supports.....	22
The Support Provision Environment.....	22



## Introduction

Welcome to Skymac. This handbook is a guide created for you, so you can learn more about the disability services that are available to you and how we can assist you. Find out all you need to know about us, what we do, the services we offer and most importantly, how we will work with you to meet your needs to the highest standards.



## About Us

Skymac Group offers a wide range of Supported Accommodations dotted around the South-East of Brisbane. We have been offering the highest standard of supported living for over 35 years and is one of the industry's leaders in Queensland.

### Accreditation Standards

Skymac is accredited and regulated as a Level 3 Facility by the Department of Communities under The Residential Services (Accreditation) Act 2002. The detailed assessment by the Department of Housing and Public Works certifies the 3 Levels relates to:

**Level 1** - Accommodation (compulsory)

**Level 2** - Food Service

**Level 3** - Personal Care Service (optional extras)

We are also a registered National Disability Insurance Scheme (NDIS) provider. This means we can also provide you with supports that are funded in your NDIS plan.\*

Renowned for our high quality care and support, many whom have chosen to call Skymac their home have not only seen the quality of their lives improved but also enhanced through our very passionate and dedicated team members.



## Our Vision

Skymac Group's **VISION** for all people with disability to maintain living with the highest level of independence, and to be supported in exercising choice and control in the decisions that affect their everyday lives.



## Our Mission

Our **MISSION** is to provide a safe, clean and comfortable home environment while enjoying the company of other people with similar outlooks on life.



## Our Values

Our **VALUES** promote access to quality amenities that support a person's capacity, community engagement and harmony of living.



## Fees and Charges

### Skymac's Board and Lodging includes:

- Furnished room (bed, mattress, pillow, linen (1 set per week), blanket, wardrobe, window coverings)
- Breakfast, morning tea, lunch and dinner
- Communal area cleaning
- Sweep and mop bedroom floors (once per week). Fees will apply if staff assistance is required for extra cleaning. Residents are expected to keep their own room/area clean and tidy.
- One linen change per week.
- Electricity (high powered items require written consent from management. Additional fees may apply, to cover additional expenses).

The board and lodgings fee is for goods and services delivered on the property only. All other resident expenses outside of the above are the responsibility of the resident or their nominated financial administrator. For Additional Assisted Services and Optional Extras pricing please refer to the Fees and Charges\* guide.



## House Rules

Our aim is to make sure that your Skymac home is as comfortable as it can possibly be. For us to do so, we would truly appreciate it if you can follow our House Rules\* and confirm that it has been reviewed upon signing your Residential Tenancy Agreement (RTA).





## Additional Services & Service Agreements

Expenses outside of what is included in your Board and Lodgings are called Additional Assisted Services.

A list of the Additional Assisted Services and their costs are included in the Fees and Charges section of this handbook.

If you choose to have Additional Assisted services, Skymac will develop a service agreement with you, your family or advocate (if required).

This service agreement will list your chosen Additional Assisted Services, costs and terms of payment.

It will also detail the responsibilities of Skymac and your responsibilities, how you can report a problem, cancelling or changing your Additional Assisted Services and how you can end the agreement.



## Assistance with Medication

Skymac will speak with you regarding your medication needs. Where we have concerns about your ability to manage your medication safely, we will require correspondence from your doctor of how this is to be managed.

If assistance is required with medication, we require you to hold all oral medications in a Webster Pack (or other multi-dose-controlled medication packs) as per your requirements. If you require prompting to remember to self-administer your medication, we will ask for your signed consent to do this. If you self-administer your medication, you must ensure that your medication is locked away and stored securely in your room.



## Resident Authority to hold key/s

If our staff are required to hold your house key or have access to a coded box, the “Authority to Hold Key” form will be filled out by Skymac and yourself on admission to the program or

when the need arises. When you no longer wish for us to hold your key or know your house code, a “Withdrawal of Authority to Hold Key” form will be completed.



Skymac staff are not permitted to advise participants regarding making or changing their Will, and they are not allowed to witness any legal documents, including Wills.

Wills will not be stored by this service. If you do not have a representative, the Public Trustee can be arranged to manage your Will.



As an individual using our services, you have many rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights and in achieving your goals. Skymac adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our services to individuals.

### **You have the right to:**

- Have access and supports that promote, uphold and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination and decision-making.
- Access services that respect your culture, diversity, values and beliefs.
- A service that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation or discrimination.
- Receive services which are overseen by strong operational management.
- Access services which are safeguarded by Skymac well-managed risk and incident management system.
- Receive services from workers who are competent, qualified and have expertise in providing person-centred supports.

- Consent to the sharing of information between providers during the transition.
- Opt-out of giving information

## Your Responsibilities

As an individual using our services, there are a few things that we ask of you. The information below explains the responsibilities you have when using our services. We ask that you:

- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Tell us if you have problems with the services you are receiving.
- Care for your own health and well-being as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours' notice when you will not be home for your additional assisted service
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your room.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice before the day you intend to stop receiving services from us.
- To inform staff if you wish to opt-out when asked.



## Our Responsibilities

Skymac will:

- Provide the services that meet your needs at the preferred times, to the best of our ability.
- Regularly review services with you.
- Communicate openly, honestly and promptly.
- Treat you with courtesy and respect.
- Talk with you on decisions about how services are provided.
- Listen to you for feedback and any problems which may arise.
- Give you 24 hours' notice if there is to be a change in a scheduled appointment to provide services.
- Keep your personal information private.
- Keep you safe and ensure the safety of others.

Skymac has policies and procedures that are built on human rights. Where allegations of abuse, neglect, violence, exploitation or discrimination are made, Skymac employs a Zero Tolerance policy.



## NDIS Code of Conduct

As a registered NDIS provider, our team will follow this code by:

- acting with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respecting your privacy
- providing supports and services in a safe and competent manner with care and skill acting with integrity, honesty, and transparency
- promptly taking steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with a disability

- taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- taking all reasonable steps to prevent sexual misconduct.



## **ABUSE – A Safe Environment**

Skymac recognises your right to feel safe and to live in an environment where you are protected from assault, neglect, exploitation or any other form of abuse.

We will encourage and support any person who has witnessed the abuse of a participant or, who suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution. The reporting process includes any kind of abuse such as financial, emotional, social, psychological, sexual, physical abuse or neglect.

Reports from you and witnesses can be made immediately to whomever you wish to report to including a staff member, a family member, a friend, Skymac. If you would like to speak with anyone outside of Skymac, you can also contact the NDIA as listed under “Complaints”.

Skymac acknowledges that prevention is the best protection from abuse and neglect and recognises its duty of care obligations to implement prevention strategies that include suitable recruitment and screening protocols for identifying potential risks.

Our team recognise that prevention strategies will include the employment of skilled staff who respect the rights of participants and who are aware of current legislation and policies about abuse and neglect. Such staff will assist you and your family or guardian in accessing our complaints mechanisms and in raising any concerns they have about your service provision.

Where abuse, harm or neglect has occurred, Skymac will respond quickly, considerately and effectively to protect you from any further harm, ensuring they have access to any required counselling, and medical, and/or legal assistance.

Where you make allegations of abuse, neglect, violence, exploitation or discrimination, we will advise you that you have the right to have an advocate present.



## Family Assistance

Skymac encourages and will support families to maintain contact with you. With your permission, your family is very welcome to contact us for information. Your family or advocate can be involved in planning the services that you will receive through your person-centred planning meeting.

We can help your family by:

- Communicating in a way they can understand.
- Providing information about available services including those offered by other agencies and by us.
- Helping to build trust and respect between staff members, families and you.
- Providing them with the opportunity to take part in the planning of service delivery.
- Creating opportunities to develop links with families.
- Assisting them to access counselling and support services.
- Providing them with access to effective complaint procedures.
- Assisting them to access advocacy services where available.



## Continuity of Support

Skymac will arrange schedules to ensure that you know who is attending to their needs, and pair you with workers who hold appropriate skills and knowledge. Your requests such as workers who speak the same language, are from the same culture or meet specific criteria are matched, where possible.

### What will happen if your worker is absent?

- Skymac will contact staff with relevant qualifications as a suitable replacement
- Where possible, provide a staff member who has worked with you previously and is aware of your requirements.
- Where possible, advise you of replacement staff and gather feedback on a replacement staff member.
- Replacement staff are required to be sensitive to your needs and ensure that care is consistent with your expressed preferences.



## Your rights

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people who provide services to you, respect your rights and will speak out for you if your needs are not being met.

You can ask anyone you know well and trust to be your advocate.

- a member of your family or a friend you can trust.
- a person from a formal advocacy service.

If you want someone to act or speak on your behalf, we will help you find an advocate by providing a list of Advocacy Services. You can change your advocate at any time.



## Consent

When you give consent, you are giving your permission or saying that it is OK for a thing to happen. Consent gives you a choice to determine if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt, you should ask Skymac or your advocate for help.

Skymac will ask you to sign a consent form, especially if this is consent for the release of your personal information.

You can withdraw your consent at any time.

Skymac will need your consent to:

- be able to read the information that service providers have about you and for us to provide any information about you to other service providers, your medical health practitioner, allied health provider, emergency services, family or advocate.
- collect data relating to you for funding bodies
- ask people to attend your person-centred planning meeting

- carry out any training programs or behaviour change programs that it may want to put in place for you
- assist you to see a doctor or a dentist
- give you any medication.

Usually, we will ask you to sign a consent form, especially if this is consent for the release of your personal information or this will be documented in your Support Plan. We will always ask for your permission and explain to you the reasons for accessing your information. If you are at all unsure, you should ask your advocate for assistance.

If you feel that you are unable to give consent about issues in your life, then we can talk to your family or advocate.



## What is a Guardian?

A Guardian is usually a person who has been legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from the Office of the Public Guardian.



## Privacy Statement

Skymac complies with the applicable privacy legislation and has systems for the collection, use and disclosure, quality, security, accuracy and correction of personal information relating to you as our participant. Your privacy and dignity will always be maintained. You will be asked to sign the Privacy Agreement to gain consent regarding the collection, use and disclosure of your information, to comply with the Privacy Act 1988.

This information is in our Privacy and Confidentiality Policy and is detailed within a section in the Participant Service Agreement.

Your Privacy Officer is Skymac and can be contacted several ways, as listed below:

**Address:** 191C Given Terrace PADDINGTON QLD 4064

**Phone:** (07) 3368 1586

**Email:** admin@skymac.com.au



Requests for access to the personal information we hold should be made in writing to Skymac.

Where you believe that a breach of this policy or the Privacy Act has occurred, a written complaint should be made to the Client Relations Officer, the General Manager or forwarded in writing to **admin@skymac.com.au**.

If you do not receive a response from Skymac within 30 days, or you are dissatisfied with the response, you may complain to the Office of the Australian Information Commissioner (OAIC) by visiting [www.oaic.gov.au](http://www.oaic.gov.au)



## Critical Incidents

While we hope that Critical Incidents do not occur, if they do, then we are prepared to support and assist you by following correct procedures to deal with any critical incident.

A critical incident is classified as an event (or alleged event) that occurs because of, or during the delivery of services directly provided, and has caused or is likely to cause significant negative impact to your health, safety or well-being.

We will engage with the required authorities to support you during this time.

### **Critical incidents that relate to you, may include (but are not necessarily limited to):**

- The unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault and indecent assault) that occurs as a result, or during the delivery, of services
- Allegations of serious unlawful or criminal activity or conduct involving an employee, subcontractor or volunteer that has caused, or has the potential to cause, serious harm to participants
- An incident where a participant assaults or causes serious harm to others (including employees, volunteers or contractors), as a result, or during the delivery, of services
- A serious fire, natural disaster, accident or another incident that will, or is likely to, prevent service provision, or that results in closure or significant damage to premises or property, or that poses a significant threat to the health and safety of participants.

**Skymac has established procedures that identify, manage and resolve incidents which include:**

- Completion of an Incident Report that identifies and records the incidents
- Staff report all incidents to Skymac.
- Skymac is responsible for reporting incidents that are reportable incidents to the NDIS Quality and Safeguards Commission.
- Skymac will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Support and assist you if you may be affected by an incident.
- A representative of Skymac will review the incident with you if you are affected.
- Skymac will collaborate with you and your representatives to manage and resolve the incident.
- Incidents will be reviewed, and corrective actions put in place to reduce the risk of recurrence



## **Complaints and Feedback**

Your feedback allows us to supply you with high-quality services continually. We will actively seek input from you. Feedback may be provided in written form (email or letter), online on the [Resident Information Hub](#) (where you can remain anonymous if you choose) or through conversations with you directly. We would like feedback on:

- Quality of care
- Consistency of services
- Support workers
- What is working for you?
- What needs to change to assist you?
- What you like and what you do not like?

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint as a serious issue. No matter what happens, our staff members are not allowed to react badly to your complaint; this means they are not allowed to retaliate or hurt you in any way.

You, as a participant, can make a complaint if you are not happy with a staff member or the services offered. Several people may be able to raise a concern or make a complaint on your behalf. These could include:

- Your advocate
- A family member
- A close friend
- Your support worker
- A person you know and trust, or
- Anonymously

Once a complaint has been received, a staff member at Skymac will be appointed to investigate and find a resolution to the complaint.

The complaint will then be investigated, and a plan to resolve it will be developed. You will be told about this plan and will be able to tell us what you are feeling about it. You can let us know if you are happy if you no longer have a complaint or that you are not satisfied with the outcome.

If you are not happy with the response from Skymac about your complaint, you can take it to another agency such as:

## **OMBUDSMAN – DISABILITY SERVICES**

### **Commonwealth Ombudsman**

**Telephone:** 1300 362 072

**Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Website:** [ombudsman.gov.au](http://ombudsman.gov.au)

### **NDIS Complaints**

**Email:** [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) or

**Telephone:** 1800 800 110

### **Complete an online intake form**

<https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>  
<https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form>



## Networking

We will engage with your networks and community to ensure that you have various opportunities to be involved in activities and areas of interest. We believe that it is essential that you to be part of your community, so we will work with you to ensure that this occurs.



## Legislation and Standards

Skymac is compliant with current legislation and standards. The primary legislation and standards that cover your services are:

- Residential Services (Accreditation) Act 2002
- National Disability Insurance Scheme Act 2013 (Cth)
- Disability Services Act 2006 (Qld)
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2018



## Risk Taking

You have a right to participate in lawful activities that may involve a degree of risk. If the risk is considered dangerous or detrimental to you we have a duty of care to discuss your decision with you so that you understand what risks may be involved and think about the things you could do to reduce the risk.

We will work with you and inform you of different options so you can make an informed choice.



## Continuous Improvement

We aim to provide you with high-quality service that meets your needs and to help us to do this you can tell us what you like, or how things can be improved. You can do this by giving us feedback or making a complaint. Our collaborative and person-centred approach means that Skymac will respond to your information to improve the services provided.



## Work Health and Safety

Under the *Work Health and Safety Act 2011*, we have a duty to make sure that our staff can work with you in a healthy and safe environment. Some things you can do include:

- Notifying our staff of any unsafe conditions both in your room or in resident common areas
- Participating in safety assessments of your room
- Helping with fixing any hazards found in your room through our safety assessment
- Providing a workplace for staff that is free of racial, sexual, physical or emotional abuse
- Treating our staff with dignity and respect
- Telling our staff if you are unwell or cannot do things the way you usually do them
- Telling our staff if your doctor has diagnosed you with a short-term infectious illness
- Ensuring your mobility equipment and the other items you need to live independently in your home are available, well maintained to enable us to provide care safely.

We conduct safety checks and discuss any risk we identify with you. The safety of the service will be reviewed with you regularly and in accordance with work health and safety laws.



## NDIS PRACTICE STANDARD AND QUALITY INDICATORS

### **Rights and Responsibility for Participants**

It is important to us that you know and understand your rights. We are here to support you and to provide guidance and assistance in any choices that you make.

People with a disability have the right to respect, dignity and full participation in society.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions.

It is your right to try new things and we will assist you to do so while ensuring that you are treated fairly and independently.

You have the right to talk freely and express your thoughts, opinions and choices. We will listen to you and support the choices you make, and we will include your family and support workers when you want them to be involved.

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.

We will support you and help you to take part within the community of your choice and promise to work with you, your family and support workers if you so choose.

Skymac will respect your cultural background and understand the needs and requirements that may come with it.

### **Governance and Operational Management**

It is important to us that you feel free to tell us what you think about the services we offer, and we will listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, whether it is good or bad. We will welcome it, without discrimination or negative consequences.

You can seek support from another person, whether that means a family member, support worker, advocate or the Ombudsman. Whatever the issue, we will do as much as possible to solve the problem for you and to improve our services.

We appreciate your feedback and opinions about our services and will make improvements based on your feedback.

Skymac has excellent staff and training, continuous improvement of services, correct working processes, clear communication between the staff and participants. These are all key to our service management.

We will endeavour to meet service standards and maintain excellent service management by working closely with our participants to strengthen our systems and to ensure positive results from any problems that may arise.

We have management who possess the skills and experience to monitor the effectiveness of the organisation's policies and procedures and make changes as needed.

## **The Provision of Supports**

Skymac will support the choices you make about what you want to do and in setting your own goals. We will offer guidance and help you to recognise your strengths and weaknesses, so you may learn and develop skills to help you achieve your goals.

We will work fairly with you as an individual irrespective of age, gender, cultural background or sexuality.

Skymac is here to assist anyone enquiring about our services. We will support and advise if needed or make a referral to an alternative service if required. You have the right to seek and find the service you need and have access to the support you require.

Skymac will provide any assistance needed for anyone to participate actively and meaningfully, and we can develop connections within the community to help you do this.

## **The Support Provision Environment**

Skymac will ensure that you are always safe in both your physical and emotional environment. Staff are trained in how to help keep you safe and to report any risks or potential risks. We will work with you and your representatives regarding payment of fees. Ensuring that all information is clear and accurate.

Those who require medication, we will supply staff that are trained in managing your medication.

We will manage waste in a sustainable manner such as recycling and water management. Skymac has established procedures that identify, manage and resolve incidents.