

# Accommodation Services Handbook



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# About this Handbook

This Handbook tells you about the **rights** and **responsibilities** you have as a resident of Accommodation Services at Vivid:

- how you can expect to be treated whilst at Vivid
- what you have to do when at Vivid

You have a right to know what is in this handbook



If there are things you do not understand,  
then ask someone to explain it to you.



## What are Rights?

**Rights** are things **you should get**. As a client of Vivid **you have rights**. These are the same rights as any other Australian citizen.

Rights are about being treated properly and about getting a fair go. They are about being treated with dignity and respect.

You have the **right** to:

- be safe whilst at Accommodation Services
- participate in developing and setting your individual goals and be supported to achieve them
- have the information you need for you to make choices
- read your own file
- for your information to be kept private and only shared with who you want
- help to go to other agencies who can better meet your needs
- be treated with dignity and respect

If you feel like you are not getting your rights, or that someone is trying to take your rights away, **that is unfair** and you have the right to complain and be listened to.

**It is important** to speak up about any problems you might have. See page 36 for how to make a complaint.



# What are Responsibilities?

**Responsibilities** are things for which you must do.

As a client you have particular responsibilities to yourself, other clients, and staff.

These include:

- arriving on time
- treating others as you would like to be treated yourself
- respecting other people's rights and property
- following through with the goals and actions you choose on your plan
- letting Vivid staff know when you will be away
- attend any meetings that are about you
- staying at home when you are sick

- Attend and **participate** in your chosen activity



- Participate in a **safe way** at all times



- **Behave in a way** that does not harm other people

# About Vivid

Vivid believes that:

- services should, where possible, be provided in the community
- people have a right to be included in their community and achieve their goals

Vivid will provide your services in a way that is:

- Person focused – about you and what you want to do;
- Person directed – how you want your services to be provided.

We will help you to develop your **individual plan** and set goals that you can achieve.

Vivid believes you should be able to have **one plan for all the services** you access.

We will work with your other services, you and your family or carers to help you achieve your goals.

We know that at times you may want to learn new skills or do activities that you cannot do elsewhere. Vivid offers you both individualised support and specialist programs. Your key worker will help you to decide which is best for you.

# Our Purpose

We are committed to creating a community where people of all abilities thrive.

# Our Values

## Growth

We embrace change, celebrate our differences and listen and learn from everyone in our community. We are committed to continually developing and helping each other grow.

## Teamwork

We openly and honestly communicate and share our knowledge and skills. We deliver great experiences and create a positive environment that encourages everyone to dream big. We are proud to represent Vivid!

## Innovation

We are enthusiastic, curious and eager to learn. We embrace change, think outside the box and love to give new things a go.

## Integrity & Respect

We are honest and never compromise the truth. We are sensitive to the needs of our community, value the contributions of each individual and treat everyone with respect.

## Fun!

We believe life should be fun, and we know a happy and engaging environment creates positive outcomes and trusting partnerships. We are committed to making Vivid a fun place to be for everyone.

## Meet the Chief Executive Officer

The Chief Executive Officer (CEO) is the person who manages all of Vivid.

The CEO also tells the Board of Management about what is happening at Vivid so that they can make decisions about the service.



# Code of Conduct

Vivid' Code of Conduct outlines your responsibilities and the **rules by which you must behave** when at Vivid.

All supported persons, supported employees and residents of Vivid must follow the Code of Conduct.

Code of Conduct Rules you must follow while at Vivid:



No



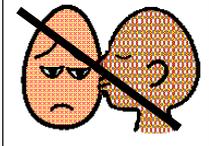
punching or hitting



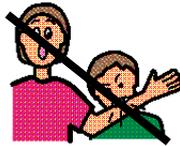
scratching or pinching



poking



offensive sexual advances



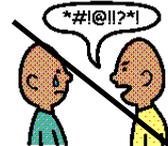
biting / spitting



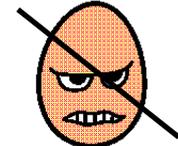
Kicking



verbally abusive behaviour

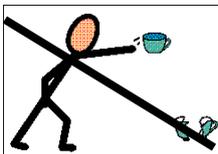


swearing



name calling or threats

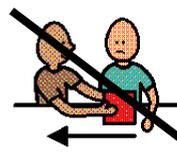
No deliberate abuse or damage of Vivid or personal property



throwing objects



breaking things



taking things from others



stealing or hiding objects



No discriminatory / unfair behaviour

You can ask your key worker to give you a copy of the Code of Conduct to read.

# What happens if you break the Code of Conduct?

The **Department of Health and Human Services (DHHS)** provides **guidelines** that Vivid follows when the Code of Conduct is broken:

1. Staff will fill out an **Incident Report**
2. The **Services Manager will be told** and a report given to them
3. **A meeting will be held** with your staff from Vivid and your Supported Accommodation, your Case Manager or planner, DHHS, your family, carer or advocate and you
4. At this meeting a **Behaviour Support Plan (BSP)** will be made to help you and the people that support you. The BSP shall:
  - Identify the problem
  - Develop strategies to overcome the problem/s
  - Decide how the plan shall be monitored and reviewed and who will do it
  - Detail what monitoring tools, forms and records are to be maintained and who is to maintain them
5. The **Services Manager will tell** DHHS and the Vivid Chief Executive Officer (CEO) and other managers of any serious incident reports.
6. **Vivid staff will support you**, with the BSP strategies to stop the behaviour.

7. If everything has been done to help you stop the behaviour and the behaviour continues to be serious then you may be:

- suspended from Accommodation Services
- temporarily moved somewhere else as an emergency so others are not at risk

The **suspension** will be **until the behaviour stops** or better ways of **supporting you** are put into place.

The Services Manager will then tell DHHS what has happened and how we will work toward solving the issue.

If your funding comes from somewhere other than DHHS, then the Services Manager will talk to them about the behaviour instead of DHHS.

If a staff person or client is injured by another client on purpose and the behaviour does not stop, then the Services Manager and CEO will suspend that client immediately.

If the person who has been assaulted chooses to, then the police may be called and charges of assault may be made.

8. Before the person with the behaviour can return to Day Services, a **Risk Assessment** will be completed to ensure a similar incident does not happen.

The person who has the behaviour, their family, advocates, staff and managers from Vivid and their supported accommodation will help to complete the Risk Assessment.

A risk assessment is a way for Vivid to make sure all **strategies that help the person stop the behaviour** are put into place.

9. If you or your advocate are not happy with what has been decided, you **can tell your complaint to:**

Disability Services Commissioner (if you live in Victoria)  
Level 30  
570 Bourke Street  
Melbourne 3000  
1800 677 342 (cost of a local call)  
[www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

Or

**NSW Ombudsman** (if you live in NSW)  
Level 24  
580 George Street  
Sydney NSW 2000  
1800 451 524 (cost of a local call) / 02 9286 1000  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**If you are asked not to come anymore because you have broken the Code of Conduct you will be told what has to happen before you can come back. When you do come back nobody will discriminate against you because you had to leave.**

You cannot be asked to leave the house for doing something accidentally.

You cannot be asked to leave the house because you make a complaint about something.

## Can I change House?

You do have a right to change where you live. This may have been confirmed through DSR (Disability Support Register) process conducted by the Department of Health and Human Services.

A placement in another Vivid house will depend on there being a vacancy at that house.

If you want to change to another house, with another service, you must raise this with the Services Manager. The Services Manager will ask questions to see if there is anything that the service can do to resolve any difficulties.

Vivid will assist you to complete a Disability Support Register application with DHHS to request a move.

If you do end up leaving Vivid you are always welcome back.

## Residential Statement



When you live in a residence provided by Vivid you get a **RESIDENTIAL STATEMENT**.

A Residential Statement is an agreement between you and the service. It explains your conditions of occupancy such as how much you have to pay for board and rent, and what things you can expect Vivid to provide.

It is your right and responsibility as a resident to understand your residential agreement (or have someone understand it for you).

The **RESIDENTIAL STATEMENT** needs to be signed by you and the Services Manager / Residential Supervisor. You will keep a copy and Vivid will keep a copy. It is an agreement you and Vivid are expected to stick to while you are a resident.

The **RESIDENTIAL STATEMENT** must be reviewed with you every 12 months. You will need to sign a new **RESIDENTIAL STATEMENT** every year.

The Residential Supervisor must explain about the **RESIDENTIAL STATEMENT** and what it means before you sign it.

If you think you are not being treated properly and no one will fix it, you can get help from:

Regional Information and Advocacy Council  
Shepparton Phone: 5822 1944 or Freecall: 1800 221 944

St Luke's Consumer and Tenancy Service  
Phone: 1300 656 983

VCAT (Victorian Civil and Administrative Tribunal)

## Fees (Board and Rent)



The Board of Management **reviews how much the fees** are each year and may change them. The Board of Management will tell you 3 months before they change the fees. You will get a new RESIDENTIAL STATEMENT telling you how much you need to pay.

If you attend an Assisted Holiday or a special event like the football or a theatre play, you will be told how much they cost. You will need to pay this so you can attend.

## Transport Fees



Transport will be provide free of charge to residents around the local area.

You will be asked to contribute towards transport costs for long distance trips. You will be told how much you need to pay before you decide to go.

To help you to pay for your transport, you can receive a **Mobility Allowance from Centrelink.**

If you are not receiving a Mobility Allowance talk to either your local Centrelink office or your Accommodation Manager.

## What if I can't pay my fees?

If you are having problems with paying your fees, it is courtesy to tell Vivid before your debt becomes too big.

You can **do this confidentially** through the Services Manager or Accommodation Manager, who will talk to the CEO.

Vivid will then help you to work out a **plan to pay** off your debt.

If after a plan is made, you have tried to pay the debt but you still cannot pay then **you must** write to the Board of Management and ask if you can be given **special permission to not pay.**

Before the Board of Management will say you do not have to pay, you will be asked to show how you use your money that is given to you by the government – your pension.

The Board **may agree for you to not pay** your debt or fees if you are able to show you are able to keep to your budget or plan in the future.

To help you to pay your fees, you can **ask Centrelink** to send some of your pension to Vivid. Vivid will then use this money to pay your fees.

## Fundraising



Vivid needs to fundraise for special things like buses and equipment.

The government does not generally give Vivid money for these things.

Vivid has a Fundraising Manager to help find community groups, philanthropic organisations and businesses who want to donate money.

The Fundraising Manager also organises special fundraising events, such as:

- Golf Days
- Appeals
- Specials Events
- Fundraising drives like chocolates

If you would like to help to raise funds for Vivid or have any ideas for fundraising, please contact the Fundraising Manager by phoning Head Office on 5480 6611.

## Sick days



If you are sick you will be more comfortable staying at home.

Vivid has many frail clients who easily catch germs and can become very sick.

**You must stay home if you are sick** so you don't spread germs and viruses.

Vivid Day Services, Supported Employment or Training and Education may ask you to go home if you are sick and you could make others sick.



## Hand washing

Hand washing is considered the *single* most important measure used in preventing the spread of infection and disease and help to stop everyone becoming sick or unwell.

To wash your hands effectively:

- Wet your hands thoroughly
- Apply hand wash and lather vigorously for 10 – 15 seconds
- Pat dry using a paper towel



Always wash your hands:

- Before eating &/or smoking
- After going to the toilet
- Prior to any significant client/resident contact
- Before and after routine use of gloves
- After handling any instrument or equipment soiled with blood or bodily substances



## Medical appointments

Staff can help you make appointments, and can support you to attend appointments.

You will be supported to have an annual health check with your doctor or choice. Vivid can recommend some good Doctors if you like.



## Smoking

Vivid sites and vehicles are smoke free places. This means that no-one is allowed to smoke inside any building or vehicle.

All Vivid sites have a safe outside area for smoking. All clients and staff must use this area when smoking.

If you are unsure where this area is, you can ask your key worker or another staff person.

# Medication



It is important that you tell your key worker what medication you are taking.

What medication you are taking also needs to be outlined on your Annual Information Form that you fill in when you commence Accommodation Services, and at the beginning of each year.

All medication needs to be in a blister pack. Your chemist can help you with this.

Blister packs must have:

- Your name
- Your photo
- Your chemist's name
- Your doctor's name
- Your medicine's name
- The dose and the time it must be given

Your medicine will be kept up until it is time for a staff person to assist you to have your tablets.

If your medication is changed, you need to advise your House to ensure records are up to date.



## What is a Person Centred Plan?

For staff to assist you to achieve your goals, you will need a **Person Centred Plan (PCP)**.

A PCP is a way for your circle of support (your family, carers, support staff and other important people in your life) **to support you to achieve your goals**.

You can ask a Vivid staff member to help you to make your plan or you can ask another service provider, your family or friend, case manager or planner.

Once your PCP is made, you will need to give permission for everyone who is involved in your life to share your plan. This is important so that Vivid can help you achieve your goals.

You choose how you want your individual PCP to look.

Your key worker will explain to you about planning.

# What goes into my PCP?

A plan should tell people about:

- Your life and things you like to do
- Your dreams for the future
- Your fears and things that can stop you from achieving your goals
- Your strengths
- Your needs and what staff need to know to support you
- An action plan of what people need to do to help you achieve your plan

Your **needs** are what you need staff to do to help you to do the things you want to do.

The choices and decisions you will be supported to make will be balanced with your goals and dreams, and with your needs and safety.

This is called Duty of Care vs Dignity of Risk.

Your key worker will explain this to you and **will help you decide** what type of plan will best suit you.

These are some of the things that might be important **for** you:



**Personal care**



**Mobility**



**Communication**



**Financial**



**Behaviour Support**



**Medication**

Your plan will also help you identify what is important **to** you:



**Family**



**Friends**



**Community**



**Sports**



**Home**



**Yourself**



**Arts**



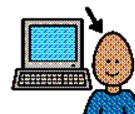
**Shopping**



**Work**



**Banking**



**Learning**



**Fun**

Your **goals and dreams** are the things you want to do.



Staff will help you to choose what you want to do.

This may be:



**Your activities or programs**



**Joining a community group**



**Becoming a volunteer**



**Getting a job**



**Learning to do something new**



**Move home**



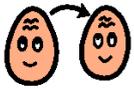
**To Do Your Dreams**

**And lots more ...**

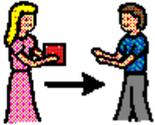
Staff will help you to make your goals real by making an action plan.



Your plan is yours to keep forever



If you change your mind, or things change in your life, you can you can **change your PCP** or action plans **at any time**.

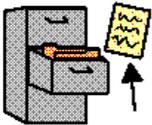


After you have made your plan, your key worker will read it with you.



If you are happy with the plan, you will need to sign the PCP.

Your key worker will then ask you who you want to give a copy of your PCP to.



A copy of your PCP will then go into your file at Vivid.

**Your PCP** will then help all your support staff from Vivid and other services, your family and circle of support to support you.

## Personal Development

As a client of Vivid you have a right to learn about and try out new things so that you can learn new and interesting skills and achieve your goals.



## Training Courses

Vivid offer a range of training courses through the Training and Education Department. Courses run during the day and after hours.

The courses are designed to help you improve your Life Skills, and help you achieve your goals

For information on the courses that are offered through Vivid Training & Education, please contact the Training Manager on 5480 6611.

## Employment



Clients who want to work, either in open or supported employment, are encouraged to do so. You can make it one of your goals in your next PCP.

If you want to find out more about working you can make an appointment to see the Supported Employment Coordinator.

# Supported Employment

Supported employment can provide a number of options:

- A part-time or full-time job in many different business
- Employment transition - training in a workplace to learn new skills and be paid
- Work experience - doing work for a short time to help you decide if you are interested in that type of work

Supported Employment has an employment award and your wage is based on your productivity.



Vivid Work Crew businesses include:

- Car Cleaning and detailing
- Commercial Cleaning
- Catering
- Manufacturing
- Administration

If you want to be included on the waiting list for Supported Employment you will need to contact the Supported Employment Coordinator - Leanne Lockyer on 5480 2699.

# Your right to Privacy and Confidentiality

Your right to privacy...



This means that no one has the right to know what happens in your personal life **unless you want them to.**

It also means that you have the **right to have time by yourself**, especially during breaks.

Your right to confidentiality...

This means that information about you must be kept private.

Staff cannot tell other people things about you without asking you first. Anything written about you must be kept private and **can only be released with your written permission.**

Staff are **not allowed to talk** about personal things in your file with other people or in front of other people, **without your permission.**

You have a **personal file** at Vivid that is **kept locked** up. It must only contain current and relevant information.

You can **ask to see what is in your file** if you want. You can also ask someone to help you understand what is in your file.

If you believe that your privacy and confidentiality is not being respected you can:

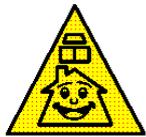
- speak up, tell someone
- make a complaint to a staff member or your Program Manager

If you do not feel confident, or need help to make a complaint, you can ask someone else to do this for you. This can be a parent, family member, friend or advocate.

An advocate is another person that will help you stand up for your rights.

If you don't know of anyone that you can ask to act as your advocate you can contact the Regional Information and Advocacy Council on 1800 221 944.

See page 36 for how to make a complaint



## Your right to be safe

It is important that Vivid **does not** put your health and safety at risk.

This involves co-operation between everyone, including you, to ensure that the risk of accidents is small.

Vivid staff **must make sure** that machines, work areas and equipment are safe, and that things are not left in places where people may get hurt.

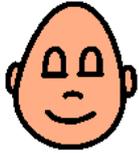
Staff **and** clients have a duty to themselves and others, as well as the public, to make sure they keep buildings safe.

If you have an accident or you are injured, you **must** report it immediately to a staff member.

Vivid has an Occupational Health & Safety Committee. This committee helps to make sure Vivid buildings and equipment are safe.

If you have any health and safety concerns, talk to a staff member who can refer you to your **Health and Safety Representative**.

The names of the Health and Safety Representatives are listed at all Vivid sites.



## Your right to be Safe and Respected

Everyone at Vivid has a right to be:

- Safe, and not be hurt
- Spoken to in a way that they like
- Respected

Free from:

- ✓ Abuse of any kind, including physical, sexual, emotional and verbal abuse
- ✓ Harassment of any kind
- ✓ Assault of any kind
- ✓ Neglect of any kind

You have a right to be treated with consideration and in a way that makes you feel safe and respected.

You should always be treated as an adult.

You have a responsibility to treat others how you would like to be treated.

**If you are not feeling safe and respected, or you see someone not being treated as you feel they should be:**



- tell the other person to stop
- speak up, tell someone
- make a complaint to a staff member or your Program Manager

If you do not feel confident, or need help to make a complaint, you can ask someone else to do this for you. This can be a parent, family member, friend or advocate.

An advocate is another person that will help you stand up for your rights.

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See page 36 for how to make a complaint

# Sexual Harassment

Sexual harassment is **anything** of a sexual nature directed at you that you do not like or **that makes you feel uncomfortable**.

Sexual harassment will not be tolerated at any Vivid.

It can be things like:

- rude jokes
- rude comments
- being touched on a private part of your body
- being asked to have sex
- pictures of sex in magazines and on the computer

**If anyone does any of these things to you:**



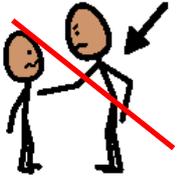
- tell them to stop
- speak up, tell someone
- make a complaint to a staff member or your Program Manager

If you do not feel confident, or need help to make a complaint, you can ask someone else to do this for you. This can be a parent, family member, friend or advocate.

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See page 36 for how to make a complaint



## Bullying and Harassment

Bullying and Harassment is **anything** that is directed at you **that makes you feel uncomfortable or upset**.

Bullying and Harassment can be verbal, emotional or physical.

Bullying and Harassment is not tolerated by Vivid.

Bullying and Harassment can be things like:

- Comments about you that offend or upset you
- Telling you to do things that you do not want to do
- Ignoring you on purpose
- Saying things about you to other people so they do not like you
- Threatening you

**If you feel you have been bullied or harassed:**



- tell the person or people to stop
- speak up, tell someone
- make a complaint to a staff member or your Program Manager

If you do not feel confident, or need help to make a complaint, you can ask someone to do this for you. This can be a parent, family member, friend or advocate.

An advocate is another person that will help you stand up for your rights.

If you don't know of anyone that you can ask to act as your advocate you can contact the Regional Information and Advocacy Council on 1800 221 944.

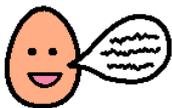
See page 36 for how to make a complaint.

## Your right to be informed



**Staff will give you information** about the Service, activities and specialist programs you may wish to explore.

## Your right to have a say



Having a say is one way of standing up for your rights and being involved in decision making that may affect you or your day service area.

You, a friend or a member of your family can have a say in how Vivid operates as a service:

- Board of Management

You, a friend or family member can become a member of Vivid

You could be elected to the Board of Management providing there is a position available. The Board of Management make major decisions on policies, how money is to be spent and services delivered.

- Panels and Consultative meetings

You are also encouraged and supported to participate on panels and in consultative meetings.

- Residents' Meeting

What is a Resident's Meeting?

The Residents Meeting is your opportunity to have a say in what happens at the house. It is a chance to speak up about concerns and issues that affect all residents.

Staff in the house, can be asked to share responsibility for supporting the Residents Meeting by the residents.

The role of the Resident's Meeting is:

(a) to make decisions about:

- Meal planning, recreational activities, social events, daily household activities etc.

(b) To make recommendations about:

- Staff training needs i.e. communication, lifting, personal care, cooking etc.
- Any issues of concern re staff interaction with residents etc.
- What will happen with Vivid. and residential services, in the future?
- Improvements that can be made to the house or services.

You can ask for guest speakers from Vivid., other local service providers, advocacy groups, and funding agencies to come and speak at these resident meetings.

- **Staff Selection**

Whenever a job at Vivid is advertised a supported person representative will be involved in interviewing and choosing the person.

If you pick staff who understand and can work well with you then this will be better for everyone.

- Working Groups and Planning Groups

Vivid has groups of clients, employees with disabilities, staff and other interested people **doing lots of important things to improve services.**

These include working on new policies, planning for the future in Day Services and employment, implementing agreed projects and improving the quality of existing services.

You can become involved in these working groups if you wish.

Talk to your key worker, Accommodation Manager, the Services Manager or CEO to find out more.

- Advocates

You can get help from an advocate to have your say and stand up for your rights.

An advocate is another person that will help you stand up for your rights.

If you don't know of anyone that you can ask to act as your advocate you can contact the Regional Information and Advocacy Council on 1800 221 944.

# Making a Complaint



If you are unhappy or have a problem



**Talk to someone** about your problem.

This is called a **complaint**.

You could talk to:



Your support staff or key worker



Your Accommodation Manager or the Services Manager



A friend, family member or advocate (an advocate is another person to help you stand up for your rights).

Sometimes when we have a problem, we do not get what we want.

**But staff will always try to help you to fix the problem by helping you to following these steps...**

Try to solve the problem with the person you have the problem with (Vivid staff can assist you if you need or want support to do this):

- Tell them how you feel.
- For example:
  - “I was hurt by your comments”
  - “I don’t like being called that”
  - “It annoys me when you do that”

If they don’t stop, tell them again.

If they still don’t stop then:

Talk to your support worker, tell them:

- What has been happening
- How you tried to resolve (or stop) it
- What you would like to happen to fix the problem

Your support worker will sit with both you and the person and try to resolve the problem:

- Your support worker will act as a **mediator** – someone who tries to help everyone involved
- Your support worker will listen to both of you
- You will both have to decide how the issue will be resolved

If you are not happy with how the problem has been fixed:

- You can make a complaint using the Vivid Complaints Policy and Procedure
- Your key worker, Accommodation Manager, Services Manager or the CEO can give you a copy of the Easy English Complaints Policy & Procedure
- Your key worker must help you and ensure that you understand the information in the Easy English Complaints Policy and Procedure
- You can have an advocate assist you in the process of making a formal complaint (an advocate is another person to help you stand up for your rights)
- If you don't know of anyone that you can ask to act as your advocate you can contact the Regional Information and Advocacy Council on 1800 221 944

A complaint can be lodge in a number of ways:

- By talking to a manager or CEO
- In writing to the CEO, by sending a letter to  
CEO  
Vivid  
PO Box 1  
Echuca 3564

- By telephoning the CEO on 5480 6611
- Completing a complaints form. Copies of these forms are available at reception of each Vivid site
- At meetings, such as:
  - your planning meetings
  - Resident meetings
  - Family and carer meetings
- Vivid will listen to your complaint, investigate what has happened and keep you informed about what is happening about your complaint within a reasonable timeframe.
- Vivid will attempt to have your complaint dealt with within 21 days.

If you require an interpreter to make a complaint please contact Vivid CEO on 5480 6611

☹ If you still have a problem or are unhappy after you and your staff have tried to fix the problem, then you can ask for help from:

<b>Disability Services Commissioner</b> - for day services and accommodation services funded by Victoria	Free call 1800 677 342
<b>NSW Ombudsman</b> - for day services funded by NSW	Free call 1800 451 524
<b>Complaints Resolution &amp; Referral Service</b> - for supported employees	Free call 1800 880 052
<b>Regional Information &amp; Advocacy Council Inc.</b> - for people with a disability, their family & carers	Free call 1800 221 944

If you make a complaint it does not always mean that you will get what you want, BUT it does mean that people will try their best to sort out the problem for you.

# Opportunity For Improvement

If you want to tell us how we can do things better than you can fill in an **Opportunity For Improvement (OFI) Form**.

OFIs are available at all Vivid sites

You can ask your support worker for help to get an OFI form and to fill it in.

Vivid will keep you informed as to what is being done with your suggestions for improvement.

## Important Policies



Vivid has written policies that tell everyone how we work.

Policies are rules about how we should run the services.

Policies are prepared in consultation with staff, clients and the Board of Management.

Now that you are a client of Vivid it is important that you are able to find out about these policies.

The following is a list of *some* of Vivid' policies:

- Service Access
- Complaints
- Code of Conduct
- Infection Control
- Fees and Charges
- Food Safety
- Privacy
- Service Access

If you would like more information on any of Vivid' policies, please ask one of the staff.

# Service Standards

Funding is provided by the Victorian Department of Human Services and NSW Aging, Disability and Home Care Department to Vivid to operate community support and access, and independent living skills training programs.

To receive that funding, Vivid must comply with the Service Standards for Disability Services for Victoria and NSW.

The aim of the standards is to make sure Disability Service Providers provide a quality (or good) service to people with disabilities.

Vivid will be checked to see if we are sticking to these standards.

## **What are the Standards?**

There are 6 Standards. Briefly, they are:

### **Standard 1: Rights**

You have the right to be treated fairly when you use disability services.

### **Standard 2: Participation and Inclusion**

You can take part in the community and feel included when you use disability services.

### **Standard 3: Individual Outcomes**

Your service supports you to make choices about what you want to do. You can work toward your goals.

### **Standard 4: Feedback and Complaints**

You can tell people what you think about the services you receive.

### **Standard 5: Service Access**

Finding and using services is fair. You can access the services you need.

### **Standard 6: Service Management**

Disability services should be managed well.

To follow is the link to the easy read version of the document produced by Department of Social Services setting out the new standards.

<http://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/new-national-standards-for-disability-services/national-standards-for-disability-services-easy-english-version>

# Important Contacts



**Regional Information and Advocacy Council**

Phone 5443 0550 – Bendigo

Toll Free 1800 221 944

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



**Office of the Public Advocate**

Toll Free 1300 309 337

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



**Disability Services Commissioner**

Toll Free 1800 677 342

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

For people who are deaf or have a hearing, speech or communication impairment - TTY: 1300 726 563



**NSW Ombudsman**

Phone 1800 451 524 (Freecall)

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)



Phone 5480 6611

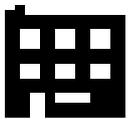
[www.werarevivid.org.au](http://www.werarevivid.org.au)



**Community Living and Respite Service**

Phone 5480 2388

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



**Department of Human Services – Bendigo**

Phone 5434 5555

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



**Dept. Agency, Disability & Home Care (ADHC)**

Phone 02 9716 2004

[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)



**The Office of the Senior Practitioner**

Phone 03 9096 8427

[www.DHHS.vic.gov.au/for-individuals/your-rights/offices-protecting-rights/office-of-the-senior-practitioner](http://www.DHHS.vic.gov.au/for-individuals/your-rights/offices-protecting-rights/office-of-the-senior-practitioner)

## State Government Departments

**If you live in Victoria:**

**Disability Client Services** at the Department of Human Services (DHHS) **makes the decisions that have an effect on your funding and services.**

Information about your funding, services and DHHS in general can be found on the DHHS website: [www.DHHS.vic.gov.au](http://www.DHHS.vic.gov.au)

**If you live in NSW**

**Ageing, Disability and Home Care (ADHC)** at the **Department of Human Services NSW** makes the decisions for NSW clients that effects your funding and services.

All information about the Department of Human Services NSW can be found on their website: [www.humanservices.nsw.gov.au](http://www.humanservices.nsw.gov.au)

All information about the Department of Ageing, Disability and Home Care can be found of their website: [www.dadhc.nsw.gov.au](http://www.dadhc.nsw.gov.au)

**Easy English information sheets are**

**also available on these websites.**

# Vivid Telephone Numbers



## Chief Executive Officer

 Phone 5480 6611

## Echuca Kyabram Program Manager

 Phone 5480 6611

## Work Crew Manager

 Phone 5480 2699

## Administration

 Phone 5480 6611

## Service Manager

 Phone 5480 6611



Mobile 0428 358 607

## Swan Hill Program Manager

 Phone 5033 1351

## Kyabram Day Services

 Phone 5853 1990