

DATSS

Dignity + Transition Support Services

Introduction

Welcome to Dignity and Transition Support Services. This handbook is about DATSS and what it can offer to you, utilising your NDIS funding.
All important information is highlighted in bold fonts.

Dignity and Transition Support Services (DAT) was established in June2020.
Tamara and Dave established the business after working in the field for many years, and living with the frustrations experienced by many NDIS participants we decided it was time to set out on our own and **assist participants to reach their goals**.

Our Head Office is located in Somerset Region and we service the **South East of Queensland**.
DATSS provides staff to aged care facilities, hostels, community and in private homes.
We are constantly expanding due to our **commitment to reliability, high quality and flexibility**. We provide staff to assist people living with a range of disabilities, with illness, who are frail and aged, young people, and to any person who requires reliable, professional, kind, skilled and caring staff.

This handbook outlines your rights and responsibilities as a participant of Dignity and Transition Support Services and our conditions and responsibilities to you as your chosen service provider.
It reflects Dignity and Transitions strategic philosophy, policies and procedures as well as the **legislative requirements**, **standards and guidelines of the organisations** that fund Dignity and Transition Support Services
Here at DATSS our dedicated team do **"whatever it takes"** to assist our participants and staff members.

We look forward to working with you and hope you enjoy the DATSS experience. Please **call** our office and set up a

catch up meeting as we are **always pleased** to see you and receive any **feedback** you wish to give. **Your** contribution to our **success** is **invaluable** – **so please let us know when something isn't quite right so we can correct it** and we will continue to be a nursing and support service of choice.

About us

Dignity and Transition Support Services (DATSS) has been established in response to local community requests of the need for a local disability service provider to offer **quality disability support services** as per the participants' choice.

Contact Details

 **0475169466**

 **www.datss.net**

 **Info@datss.net**

Our Services

Our services are open to NDIS participants that have an approved plan. As a mobile service, **we come to you** in the comfort of your home. We focus on delivering a service that is **crafted around your choices.** Our support services are **designed to be flexible and adaptive to your changing preferences, needs and abilities**. Flexibility ensures that you and your family are able to regularly discuss with DATSS staff the support you require, and how best we can accommodate any changing circumstances.

Our Services include:

- Assistance with Self Care
- Domestic Assistance
- Access Community Social and Recreation
- Social Support
- Personal Care
- Sleep over
- STA
- Delivery of Health Support

Choice and Control

We believe that you are the best person to make decisions about your life, including the services and supports we provide to you.

You are encouraged to be involved in all discussions and decisions about your services, as well as choosing who else may be involved with your services, including family members, friends and carers.

Assistance with Self Care

Planning, Cooking and Serving Meals
Baking for Holidays and Special Occasions
Monitoring and Motivating Regular Diet Plans

SAFETY

We want you to feel safe and be comfortable when using our services.

You have the right to an inclusive service that is free from abuse, discrimination, neglect or force.

The Company maintains an Emergency Policy and Procedure to deal with unexpected events.

Respect and Dignity

DATSS is committed to providing you with a service that is welcoming and inclusive of who you are.

This means you should always feel safe and respected. It also means recognising the things that are important to you, such as your culture and identity.

You have the right to be accepted for who you are, have your needs and identity recognised – with respect to culture, religion, gender, sexuality, language, disability or mental health; and have your personal privacy, dignity and lifestyle respected.

Involving Family and Friends

We recognise how important it is for you to choose who is involved in the services and supports that you receive.

This may include family, friends, carers or other significant people in your life.
You can choose who we speak with regarding your service including support people; family members; carers or friends that may support you with your NDIS arrangements.

Handling of money

Participant money will not be handled by any member of the First Call support team. All invoicing for supports will be issued by email for attention of the noted payment contact.

Domestic Assistance

Routine Housework Including General Cleaning, Vacuuming, Dusting, Washing Floors, Laundry, Ironing, Changing Beds, Defrosting Refrigerators/Freezers, Cleaning Ovens/Stoves and China Cabinets
Heavier Cleaning Such as Spring-Cleaning, Light Fixtures and Washing Walls and Windows
Assisting With Entertainment Preparations, Hosting, Serving and/or Clean Up
Packing Household Goods When Changing Residences

Caring for Plants

Access Community Social and Recreation

DATSS will charge for travel as permitted by the associated NDIS Pricing Arrangements. See your Service Agreement for more information. To provide the best and most cost-effective use of a participant's funds, we will continuously monitor travel, with the aim of limiting travel costs for all participants. This may involve efficient scheduling of support delivery and sharing (apportioning) travel costs between participants as permitted by the NDIS.

DATSS can assist with transporting participants to social activities and appointments, running errands, shopping and bill paying.

Social Support
Serving as Companions and Participating in Friendly Socialisation Activities
Conversation
Reading
Writing
Games
Crafts
Playing Cards
Walking
Religious Services

Personal Care
Assisting With Grooming Needs Such as Hair Care, Shaving, Cleaning Teeth and Routine Nail Care
Supervising or Assisting With Baths, Showers, Sponge Baths and Bed Baths
Providing Routine Skin Care Such as Applying Lotion to Dry Skin
Assisting With Dressing and Undressing

Assisting With Mobilisation Activities Including Turning, Transferring, Exercising and Walking
Assisting With Toilet and/or Commode Needs
Assisting With Eating or Feeding
Assisting With Self-Administered Medications by Reminding Client to Take Them at the Prescribed Time(s) and/or Following Up to Ensure They Are Taken
Monitoring Vital Signs Such as Blood Pressure, Pulse and Respiration

STA
Providing Respite and Palliative Care

Delivery of Health Support

For more information about these services please contact us via the above details or call us on 0475169466 to speak to a member of our staff.

Our opening hours are 08:30 to 17:00 Monday to Friday
DATSS has a 24 hour after hours emergency service for your convenience.

Service Quality
DATSS is committed to providing you with a quality service to meet your needs.

This means offering you services and supports that are based on your individual needs and goals.

Your Rights

As a participant of DATSS you have rights. These rights are protected by law and set out in national standards.
We will talk with you about your rights when you first speak with us and throughout your time with us.

If you are ever unsure about what your rights are, please let us know.

Before engaging our services, you will be asked to sign a Service Agreement, which includes information on rights and responsibilities, along with the details about what services you will receive from us.

If you are ever unsure about what you are signing, ask a DATSS staff member to talk through the information with you again before you sign.

Diversity and Participation

All aspects of DATSS delivery **promote participants' active participation and inclusion in the community.** We support participants to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other special needs. Ways we do this include:

● delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
● employing and developing a diverse and culturally competent workforce;
● working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander (ATSI) and Culturally and Linguistically Diverse (CALD) services to support holistic service delivery; and
● using a strengths-based approach to identifying individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

Interpreters

Interlingual

Translation Service

Level 4 / 239 George St 8D Chipala Road, Brisbane · 0402 099 462

Open · Closes 11:30 PM

ONCALL Interpreters & Translators Agency

1 St Pauls Terrace, Brisbane · 07 3018 0333

Australian Institute Of Interpreters And Translators

Adelaide Street, Brisbane · 1800 284 181

ONCALL Interpreters

2/7 O Connell Terrace, Bowen Hills · 07 3115 6900

QITS Language Services

Translation Service

Level 3, 303 Adelaide Street, Brisbane · 07 3835 3777

Open · Closes 5 PM

NICSS


Phone **1800 246 945** and ask to speak to our NICSS staff


Fax **1800 246 914**


TTY **1800 246 948**


SMS **0427 671 261**


Email **bookings@nicss.org.au** for a quote


Online Booking Form **www.nicss.org.au**

Privacy and Confidentiality

DATSS values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation.
DATSS will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.
Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.
You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.
When your information is no longer needed for the purpose for which it was obtained, we
will destroy or permanently de-identify it.

You can:
• complain if you feel we have not respected your privacy.
• know why and how your personal information is collected.
• know how your personal information is used, who it may be shared with and when.
• give or refuse consent before information is collected about you.
• look at your information and take copies.
• ask for information or records to be explained or changed if you believe it is inaccurate, misleading, incomplete, or out of date.
• ask for other people such as family, friends or people who support you to have access to this information.
• refuse to have marketing material sent to you.

Feedback, Compliments and Complaints

We want you to tell us what you think about our services. We know the best way for us to improve our services is to receive feedback from you.
You can:
• make a complaint at any time.
• be listened to respectfully and have your complaint kept private.
• have your complaint responded to fairly and quickly.
• give feedback on what is working well or what could be improved.
• be informed of what has happened with your feedback.
• have an independent advocate or support person involved.
• be safeguarded from any negative consequences should you make a complaint.

We will review all feedback and complaints to evaluate the quality of our services, identify what is and what is not working well, and consider how we can improve our services.

How can you make a complaint or provide us with feedback?
You can raise a complaint, compliment, or give feedback directly to a worker or manager. You can talk to someone else you trust like a support coordinator or independent advocate who can pass this information to us.

Feedback and Continuous Improvement

-  By calling 0475169466 between 9am and 5pm Monday to Friday
-  Internet website **www.datss.net** and fill out a complaints form.

Complaints

We encourage anyone with a complaint to **speak directly to a DATSS** staff member in the first instance, who **will attempt to resolve** the issue immediately. If the matter cannot be resolved promptly or **within 24 hours,** it will be escalated to DATSS Director as a grievance.

You can **use DATSS Feedback and Complaints Form** to formally lodge your grievance and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within **two working days** and a staff member will **keep you updated** regarding its resolution. **DATSS aims to respond to all complaints and grievances as quickly as possible**, and within 28 days from acknowledgement.

If a complaint or grievance cannot be responded to in full within 28 days of acknowledgement, **you will be provided with an update, which will include when a full response can be expected**.

If you feel a complaint has not been sufficiently or appropriately addressed, **you can seek further support from DATSS Director, or alternatively through the NDIS Quality and Safeguards Commission**.

Making a complaint NDIS

If something has gone wrong with your supports or services and **you do not feel comfortable talking to a DATSS member of staff**, **we encourage you to make a complaint with the NDIS Quality and Safeguards Commission.**

You can make your complaint a number of different ways.

-  **By calling 1800 035 544 between 9am and 5pm Monday to Friday**
-  Internet website **www.ndiscommission.gov.au** and fill out a complaints form.
-  TTY: **133 677**
-  Speak and Listen: **1300 555 727**
-  SMS relay number: **0423 677 767**
-  Internet relay calls: **internet-relay.nrscall.gov.au/**

Accessing DATSS

We aim to **provide accessible services** to you that are **safe, engaging and responsive** to your support and communication needs.

Access to services is based on **relative need, service capacity, the best interests of the person wishing to use our service and any potential impact on existing participants.** Anyone wishing to access our services must participate in an **Intake Interview**. Where required, we will provide you with **information and support to access a**

person of your choice, such as an advocate, to assist you in this process.
The purpose of this interview is to **assess your needs** and whether DATSS can support you. You will be contacted within one working day of the Intake Interview and advised of the outcome. If you are offered services and accept, **we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement**.
This will be completed during an Assessment and Planning Interview, which will **take place within 5-10 working days of your acceptance**. Once you are a participant, we will **review the provision of your supports every 6 months with you and your supporters**.
Flexibility will be provided in regard to the timing of review assessments, based on your needs and wishes, and you can request a review at any time.

Service Refusal
We will **accept your choice** if we offer you a service and you choose not to accept. DATSS may refuse to offer a person service where:
● **they do not meet our eligibility requirements**;
● **other potential participants are assessed as a higher priority** based on our Priority of Access considerations;
● **we do not have the capacity** to cater to additional participants; or
● **we do not have the resources** to cater to the specific needs of the person.
Where services cannot be provided, we will assist you with referrals and support to access alternative services.
Exiting DATSS

All participants have the right to exit DATSS at any time and a decision to do so will not prejudice future access to the service.

You must give us at least 4 weeks' notice if you wish to leave our services before the end date in your Service Agreement.

All participants exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes.

We also provide assistance and resources to support people exiting or changing services.

This includes an agreed Exit Plan, as well as the identification of, referral to and support accessing alternative services. Participants who have chosen to exit our services have the right to re-access services within a 1-month period of exiting, without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a DATSS staff member.

Cancellation Policy
We understand that sometimes plans change. Where possible, we will attempt to reschedule a planned visit if required.

You, or your representative, must provide us with at least 24 hours' notice prior to a scheduled visit start time, if you wish to suspend, postpone, or cancel a scheduled service for any reason.
If you make a short-notice cancellation, which is after 3pm the day before the service, we have discretion to charge for 1 hour of service, at the relevant pricing rate, to cover the costs associated with the cancellation of the scheduled visit.

Service Termination
DATSS may terminate a participant's services when:
● they are unwilling over a period of time to work towards agreed goals;
● other people using the service, staff or the person themselves are at risk of harm;
● financial requirements are not being met;

● severe incompatibility with other participants using the service is displayed; or
● dramatic health changes require significantly increased levels of care or a service model not provided by DATSS.

Any person whose services are terminated has the right to appeal. **Appeals should be directed in writing to DATSS Directors.**

Service Agreement
Prior to starting our services, all participants will be asked to review and approve a personalised Service Agreement.
A Service Agreement contains:
• Information on what supports you will receive.
• When, where, how you will receive those supports.
• How much the supports will cost per hour.
• How the supports will be paid for.
• What is expected of you as the participant.
• What is expected of us as your provider.
• How the Service Agreement can be ended.
• Who to talk to if you have concerns.
• Our Cancellation Policy.

Freedom from Harm, Abuse and Neglect

When visiting our office or taking part in our services, **you have the right to be free from harm and any form of abuse or neglect**. DATSS treats any ***allegation of abuse, assault or neglect very seriously***.
Allegations may be subject to both mandatory reporting and police involvement.
If you have any concerns or are aware of a situation where abuse or neglect may be occurring, please notify a DATSS staff member.

DATSS employs skilled staff who respects the rights of people with disability, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services.

All staff undergoes comprehensive criminal history screening and other mandatory checks prior to employment.

Work Health and Safety
DATSS is committed to providing services in a safe and healthy environment. Work Health and Safety (WH&S) is the responsibility of all DATSS stakeholders – including staff, participants, participants' families, carers and visitors.

We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when visiting our office or participating in our services.
Community Participation and Inclusion

DATSS is committed to working with you to **dismantle barriers, change attitudes and promote positive attitudes** to create opportunities for your full inclusion and participation in your community.
We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific **needs or goals** that could be **met by another organisation.**

Other services and activities you may find of interest include:
- Holding your technology lesson at your local library
- Checking activities held at your local library
- Local community council events
- TAFE courses

Advocacy supports

Advocacy helps promote and protect the rights and interests of an individual or group.

Advocacy supports help people with disability:

- understand their rights
- address discrimination and unfair treatment
- understand and make decisions
- build capacity to advocate for themselves.

If you need help making decisions or resolving issues about accessing services you need such as education, employment, health, community services, the National Disability Insurance Scheme or Queensland Community Support Scheme, there are 14 regional and specialist services you can contact.

Region-based services

Brisbane

Speaking Up for You
Phone: (07) 3255 1244
Address: Unit F2, 1st Floor
12 Browning Street
WEST END QLD 4101

Gold Coast

Gold Coast Disability Advocacy Inc.
Phone: (07) 5564 0355
Address: 6/18 Ferry Street
NERANG QLD 4211

South West Queensland

Ipswich Regional Advocacy Services Inc.
Phone: (07) 3252 8566
Address: 40 South Street
IPSWICH QLD 4305

TASC National Ltd
Phone: 1300 008 272
Address: 60 South Street
IPSWICH QLD 4305

Specialist services

People from Aboriginal and Torres Strait Islander communities

Aboriginal and Torres Strait Islander Disability Network of Queensland
Phone: (07) 3252 8566
Address: 338 Turbot Street
SPRING HILL QLD 4000

People from culturally and linguistically diverse background

Amparo Advocacy Inc.
Phone: (07) 3345 4900
Address: 53 Prospect Road
GAYTHORNE QLD 4051

Queensland Community Support Scheme and support with decision-making

Aged and Disability Advocacy Australia Ltd
Phone: (07) 3637 6000
Address: 121 Copperfield Street
GEEBUNG QLD 4034

People with spinal injuries

Spinal Life Australia Ltd
Phone: 1300 774 625
Address: 109 Logan Road
WOOLLOONGABBA QLD 4102

People with brain injuries

Synapse Australia Ltd
Phone: 1800 673 074
Address: Level 1/262 Montague Road
WEST END QLD 4101

People with Downs Syndrome

Down Syndrome Association Of Qld Inc.
Phone: (07) 3356 6655
Address: 282 Stafford Road
STAFFORD QLD 4053

Influence and change

Queenslanders with Disability Network can help to have your voice heard and influence efforts to help break down barriers for people with disability. Visit the QDN website or call 1300 363 783.

National Disability Advocacy Program (NDAP)

The Australian Government's National Disability Advocacy Program also offers people with disability access to government-funded advocacy agencies. Some NDAP agencies are also available to assist people through the NDIS planning and internal review processes.