



Step Beyond Support

PARTICIPANT HANDBOOK

Welcome to Step Beyond Support

Thank you for selecting Step Beyond Support for your NDIS services.

This **handbook** outlines your rights and responsibilities when you engage with Step Beyond Support, the responsibilities of Step Beyond Support, our reporting obligations, the information Step Beyond Support requires, how we manage this information, and the scope of our services, including what we can and cannot provide.

About Step Beyond Support

The **Step Beyond Support** team is passionate about empowering eligible NDIS participants to achieve their goals whilst providing choice and control. **Step Beyond Support** provides services in Brisbane.

Contact Details



0456 212 201



jomeara22@hotmail.com

Step Beyond Support Values

As disciplined leaders and experts in our services, we have these values:

Empowering	We believe this because of our people-centred practices, which build capacity, empower choice, and create opportunities. We will bring this to life through our organisation by continuing to do what we do.
Integrity	We believe this because we will do what we say we will do. We will bring this to life through our organisation by communicating truthfully, openly and honestly.
Respect	We believe this because we value the diversity in others. We will bring this to life through our organisation by employing multi-mode communication and promoting diversity in our actions.

Access and Entry Requirements

To be **eligible** for the **NDIS**, you must:

- Have a permanent and significant disability or a developmental delay
- Be an Australian citizen, hold a Permanent Visa or a Protected Special Category Visa
- Be under 65 years of age
- Require support from a person or equipment to do everyday activities

To be **eligible** for **Step Beyond Support services**, you must:

- Meet the NDIS eligibility criteria

- Have an NDIS Plan that requires services that Step Beyond Support provides
- Have funds available in your NDIS Plan to pay for Step Beyond Support services

Services are provided for specific fees in line with the NDIS pricing rules. A Service Agreement will be entered into between you and Step Beyond Support that outlines these fees. Any out-of-pocket costs incurred during your services will be invoiced separately from your NDIS Plan funding.

Note: Not enough NDIS funds? We offer a fee-for-service option. Please contact us for full fees.

What We Use and What They Mean			
Keyword	Meaning	Keyword	Meaning
NDIS	National Disability Insurance Scheme	Staff or Worker	Step Beyond Support employee, contractor or volunteer
Participant, You	You, your family, your carer, or your advocate	Service	Services or supports that we deliver based on your plan
Environment	Places we deliver services, including Step Beyond Support sites, your home, during transport, and community places	Risk Management	Safe practices put in place to reduce risk for you, us and others

Your Rights and Responsibilities

Step Beyond Support always aims to respect and uphold participants' rights and responsibilities.

It is your responsibility to be familiar with this **Participant Handbook** and act accordingly.

Your Rights

As a person accessing Step Beyond Support services, you have the right to:

-  Be treated in a professional, courteous, and caring manner
-  Respect for your culture, ethnic, religious, and linguistic background
-  Respect for your gender or gender identity
-  Freedom of expression
-  Privacy and dignity
-  Freedom from abuse, neglect, violence and exploitation
-  Your information is to be protected in line with Privacy laws
-  Access to your personal information in line with Privacy laws
-  Precise and current record-keeping of your supports provided by Step Beyond Support
-  Choice and control in accessing or exiting Step Beyond Support services
-  Access services that Step Beyond Support does not deliver
-  Information and support in accessing an advocate

-  Involve an advocate of your choice (family, friend, professional) to be present at any Step Beyond Support service meetings.
-  Access to an interpreter
-  Request a change of worker
-  Access to feedback and complaint processes
-  Access to incident management and reporting processes
-  Opt out of giving information as required by the NDIS for auditing purposes or emergency management planning

Your Responsibilities

As a person accessing Step Beyond Support services, you have the responsibility to:

-  Be respectful of others' rights
-  Provide current and relevant personal information to Step Beyond Support and update it should it change.
-  Complete and return all required documentation to Step Beyond Support.
-  Abide by the terms stipulated in your Service Agreement with Step Beyond Support.
-  Work cooperatively and be actively involved in decisions regarding your support needs.
-  Acknowledge that needs change and negotiate modification to care and services where necessary.
-  Allow safe, reasonable access to your home for Step Beyond Support at the times specified in your support plan or otherwise by agreement.
-  Provide reasonable notice should you wish to make changes to your service.s
-  Provide reasonable notice if you do not require a service or wish to cancel a service.
-  Raise any concerns you may have promptly.
-  Seek a fair resolution of any complaints.
-  Accept responsibility for your personal actions and choices, which may involve risk to yourself.
-  Inform Step Beyond Support when asked if you wish to opt out of providing your information for auditing purposes or emergency management planning.

Step Beyond Support has a responsibility to ensure we provide high-quality services. We do this in the following ways.

NDIS Practice Standards

We continuously work to meet compliance with the NDIS Practice Standards, as outlined by the NDIS Quality and Safeguards Commission.

This handbook addresses many of the NDIS Practice Standards by communicating both your rights and responsibilities, as well as the responsibilities of Step Beyond Support.

Quality Management System

We have systems in place to ensure we can deliver high-quality services tailored to your individual needs. Step Beyond Support is committed to quality management and to building and maintaining a culture of continuous quality improvement.

NDIS Code of Conduct

All workers have committed to the NDIS Code of Conduct upon commencing employment with Step Beyond Support. This is evidenced by their completion of the mandatory online NDIS Worker Orientation – Quality, Safety and You course.

We support an environment where you and our staff are treated with dignity and respect, and where all staff members conduct themselves professionally at all times.

Remember, the NDIS Code of Conduct is in place to protect you. Step Beyond Support must:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide services safely and competently, with care and skill
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of services provided to people with disability.
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct.

You can submit a complaint to the NDIS Quality and Safeguards Commission about Step Beyond Support or our workers if you believe we have breached the Code of Conduct. Email contactcentre@ndiscommission.gov.au or call 1800 035 544.

Abuse Management

Step Beyond Support 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.

Our reporting processes contain any kind of abuse, including financial, emotional, social, psychological, sexual, or physical abuse or neglect.

You can make a report to whoever you feel comfortable and safe with, including one of your Step Beyond Support workers.

We have established documented policies and procedures to ensure that our services are free of violence, harassment, bullying, or discrimination.

Please refer to the sections on Incident Management and Complaints Management for instructions on how to report.

Mandatory Reporting

Step Beyond Support has mandatory reporting requirements for:

- Police (criminal activities)
- Queensland Commission for Children and Young People – Child Protection (child abuse/neglect)
- NDIS Quality and Safeguards Commissioner (use of unauthorised restrictive practice, serious injury, death, abuse or neglect of participant)
- Office of the Australian Information Commissioner (privacy data breach)
- WorkSafe (serious injury to a staff member or a significant incident in the workplace)
- Disability Services Commissioner
- Commonwealth Ombudsman
- Australian Human Rights Commission

We have incident management processes in place that comply with NDIS requirements and workplace health and safety regulations.

An incident occurs when something goes wrong and a negative outcome happens to you or someone else.

Incidents can occur at other businesses, in your home, or in the community.

Incidents Management

- Once an incident is identified, your worker will make sure everyone is okay. If there is any immediate danger or someone requires medical attention, your worker or someone nearby will call Emergency Services on 000
- We will respond to any incidents as quickly as possible. Your worker or a Step Beyond Support supervisor will report the incident and may need to ask you or others about what happened.
- Step Beyond Support will resolve less serious incidents (no significant impact).
- Step Beyond Support may also let your family or carer know about the incident.

However, for more serious incidents, Step Beyond Support will need to involve other organisations to ensure everyone is safe; this may include the Police, Child Protection, and the NDIS Commission.

Emergency First Aid

Step Beyond Support workers have basic first-aid skills to assist with injuries or emergencies. However, Emergency Services will be called if required.

Should you require emergency medication for Epilepsy, Diabetes, Asthma, or any other episodic conditions, please ensure you provide a current Management Plan for Step Beyond Support, for our records, so we can communicate your needs to Emergency Services if you are not able to administer this emergency medication yourself.

We are committed to managing, investigating, and reporting any incidents or allegations. See Mandatory Reporting section.

Reportable Incidents are when someone:

- dies
- is seriously injured
- is hurt or mistreated, or is not helped or given care in the way they should be
- experiences inappropriate sexual or physical contact, or is threatened
- experiences unwelcome sexual behaviours, or is there when someone else experiences unwelcome sexual behaviours
- forms a trusting relationship with someone, and the person they trust then abuses them
- uses a restrictive practice that has not been approved

Incident management is essential. Below are the timeframes we follow:

Impact on You	Step Beyond Support Timeframe	Who Step Beyond Support Reports to
No Impact	24 hours 48 hours	Report to team leader – Complete report Step Beyond Support Management follow-up
Non-Major Impact Has the potential to cause an impact on you	Same day 24 hours	Report to team leader – Complete report Step Beyond Support Management follow-up
Major Impact Has impacted you (NDIS Reportable Incident)	Immediately 2 hours 24 hours 48 hours 5 days	Verbal notification to Step Beyond Support Management Written report to Step Beyond Support Management Step Beyond Support reports to the NDIS Commission Step Beyond Support Management follow-up Detailed report to NDIS Commission

We review our incidents to identify trends and implement risk strategies that reduce the likelihood of serious impacts in the future.

Feedback and Complaints Management

We have established feedback and complaint management processes that comply with NDIS requirements. These processes inform Step Beyond Support's continuous improvement.

A complaint occurs when a problem arises and someone steps beyond the Support and expresses their unhappiness.

Feedback or suggestions are welcome, and we often ask whether there is more we can help with or how we could do better.

How to make a complaint

- Talk with one of our staff members whom you know and trust about your complaint.
- Ask someone you trust to contact Step Beyond Support to share your complaint.
- Write it down and send it to us.
- Remember to provide as much detail as possible about what happened or what you expected to happen, and who was involved.
- If you need help to make a complaint, please ask one of our staff members.

How we respond to complaints

- We will listen to all complaints and treat them fairly
- We will handle complaints quickly
- We will keep your complaint confidential
- Complaints are fixed if they can be, and we will communicate with you about how it can be fixed and how long it will take
- We will apologise when things have gone wrong

Who to complain to



Your Step Beyond Support worker or their supervisor



jomeara22@hotmail.com



0456 212 201

Other complaints or advocacy supports

If we have not been able to help you or you don't want to talk to us, you can contact:



**NDIS Quality
and Safeguards
Commission**

If you are not satisfied with the standard of services provided by Step Beyond Support, you are welcome to contact the NDIS Quality and Safeguards Commission.

1800 035 544 or www.ndiscommission.gov.au



If you feel Step Beyond Support or another party does not respect your human rights, contact the Australian Human Rights Commission to complain about discrimination and human rights breaches. **1300 369 711** or www.humanrights.gov.au



Contact the Ombudsman to complain about the actions and decisions of Government agencies if you believe they are wrong or unfair. **1300 362 072** or www.ombudsman.gov.au

Service Agreements

Once Step Beyond Support is selected as your service provider, we will develop a Service Agreement with you.

This Service Agreement will list the service schedule, Step Beyond Support's responsibilities, your responsibilities (as a participant), terms and conditions, and our service cancellation process.

You, your family, or your advocate must sign the Service Agreement. If you do not want to sign the Service Agreement, we will record the reasons in your file for future reference. However, Step Beyond Support will need either a written or verbal consent from you to engage in services.

Consent

When you provide consent, you give your permission, indicating that it is okay for something to happen. By signing a Service Agreement, you are consenting to Step Beyond Support undertaking the following:

- accessing your personal information
- collecting data relating to you
- asking others involved in your supports some questions or to attend meetings
- assisting you in attending appointments where personal information may be shared

Please refer to your Service Agreement for additional information.

At any time, if you wish to withdraw your consent, please notify us.

If you feel that you cannot consent on your own, we can discuss this with your family or advocate and ask them to assist you in making any decisions.

Person-Centred Planning - Support Planning

You are at the centre of our services. Services are planned to complement your strengths, needs and current supports.

We complete a comprehensive assessment, and then an individualised, person-centred support plan will be developed in consultation with you, your carer, your family, and any other required support professionals, designed to meet your needs.

We will try to match your worker to your personal needs.

Plan Reviews

Step Beyond Support will review your support plan at regular intervals, as required by the NDIS, to track your progress against your goals and ensure the services being delivered continue to meet your needs.

Continuity of Support

When you sign a Service Agreement with Step Beyond Support, we will arrange a support schedule with you so you know when to expect contact. We will provide you with a worker who possesses the necessary skills and knowledge, and with whom you feel comfortable working.

If your worker is not available, the following will occur:

- If agreeable, your services will be postponed until your worker returns
- If your worker is no longer available, Step Beyond Support will find another worker with relevant skills and knowledge as a suitable replacement.
- We will gather your approval and feedback on the replacement worker
- If no suitable replacement worker is available, we will discuss your options and timing with you

If transport is required to meet your needs and is part of your NDIS plan, we will discuss how this will be arranged, either as part of your package or as an additional fee for service.

Worker Screening

Workers employed by Step Beyond Support undertake:

- Thorough recruitment and induction processes
- Assessment on whether their role is risk-assessed and will be working with you
- NDIS Quality and Safeguards Commission Worker Screening (for risk-assessed role)
- National Police Check (for non-risk-assessed role)
- Working with Children Check (where necessary for the role)
- Referee checks

Worker Induction

The induction process at Step Beyond Support includes completion of:

- NDIS Mandatory Worker Orientation
- National Disability Services e-learning
- Health and safety awareness, including infection control
- Cultural awareness
- Incident and complaints reporting
- Understanding restrictive practice

Conflict of Interest

Step Beyond Support requires all workers to declare their involvement in external worker-related activities and any personal connections with participants to help us manage potential conflicts.

As a participant, please let us know if you believe a conflict of interest exists within your service delivery team. Email: jomeara22@hotmail.com

Referrals and Conflict of Interest Between Service Delivery Areas

The NDIS requires that you be provided with a choice in what services you engage in.

The best services for you may be separate from those available by Step Beyond Support. That is perfectly fine. We want to help you access the best services available. Remember, it is your choice to engage with the service provider you select.

To manage the different NDIS service delivery areas at Step Beyond Support, we have systems and access permissions in place to ensure that staff in other service areas cannot access your records unless they are working with you.

Specialist Services

We employ qualified and experienced staff, ensuring we verify qualifications and professional registrations. Specialist service team members have been appropriately trained and have experience in their respective work areas.

Behaviour Support and Restrictive Practices

Step Beyond Support follows the NDIS guidelines for preparing and implementing Behaviour Support Plans. The use of restrictive practice outside of an authorised Behaviour Support Plan is reported immediately to the NDIS Quality and Safeguards Commission.

Restrictive Practice can occur when someone forces you to do something you don't want to do or prevents you from doing something you want to do. It may also involve reducing your freedoms, such as locking you in a room, using strong medication to control your behaviours or actions, or restricting your movement with equipment or aids.

Step Beyond Support stores your data in centralised systems that are password-protected and hosted on secure online platforms.

Access permissions to different sections are in place to ensure the confidentiality of your data.

Access to Personal Records

Any time you wish to access your personal records kept by Step Beyond Support, you can do so. You do this by:

- Requesting access verbally or in writing, email jomeara22@hotmail.com
- Your request will be reviewed
- A reply to your request will be provided within 2 weeks
- Information will be provided to the agreed person when consent is received or already obtained

On occasion, access to your records may be declined if Step Beyond Support receives legal advice to withhold.

Service Withdrawal or Periods of Leave

You may withdraw from our services at any time for any reason, or you may request to suspend your services or take a leave of absence.

Should you wish to stop your Step Beyond Support services, please contact our management or your Step Beyond Support worker immediately to arrange this. Phone 0456 212 201 or email jomeara22@hotmail.com

However, you will need to provide Step Beyond Support with the notice period outlined in your individual Service Agreement.

Step Beyond Support has the right to stop providing services to you if you do not meet your responsibilities to Step Beyond Support. We will contact you to discuss the reasons for any service withdrawal.

Where you agree, Step Beyond Support will support you to transition to another service provider.

Service Transition

Your needs and interests may change while receiving services from Step Beyond Support, which may mean you need to move to another provider.

Step Beyond Support will assist you throughout this process.

We will collaborate with other service providers to ensure a smooth transition and that your needs are met.

If you do leave Step Beyond Support services and want to return, we would be pleased to look at your options and service requirements with you.

Your money, or other property, will only be used with you and for the purposes you request.

Step Beyond Support cannot guarantee that your property will not be damaged or lost whilst receiving Step Beyond Support services. Step Beyond Support prefers that workers not handle participant money or personal property. If requested to handle money, your worker shall provide all receipts and change to you.

Step Beyond Support workers are not permitted to provide you with financial advice or information other than what is required under your support plan.

Risk Taking

You have the right to participate in lawful activities that may involve a degree of risk. We will always allow you the dignity of risk. Our role is to examine the activity, not you. We will discuss this with you if you wish to undertake the activity. We assume that you can make your own choices.

In some circumstances, even if you choose to undertake an activity, Step Beyond Support also needs to consider the risk to our staff and our business reputation. We will undertake a risk assessment on a case-by-case basis to determine whether our staff are suitable to undertake the activity.

Please contact your worker to discuss any activities that may involve risk, and they will seek advice from the Management Team on whether it is appropriate for Step Beyond Support staff to be involved.

Communication

We are committed to communicating with you openly, honestly, and promptly.

Step Beyond Support will ask for your preferred communication method when you commence with us, with options for email, phone, text, or in person. Where appropriate, Step Beyond Support will provide information in an Easy Read style or support the content with pictures. If you need assistance understanding any information supplied by Step Beyond Support, we are happy to help.

Interpreter Service

If you need assistance understanding any information provided by Step Beyond Support, we are also happy to organise an interpreter service. Please let us know your needs.

Your Voice in Step Beyond Support Processes

Your input into our services and practices is valued. Please let us know if you would like to have a say in our policies and practices. Please let us know if you wish to participate. Email: jomeara22@hotmail.com

Gifts

Step Beyond Support recognises that you may, on occasion, like to give a gift to your Step Beyond Support worker.

If you wish to gift, we prefer something that can be shared with others, such as flowers, cake, or chocolates. Please never offer or give money to a Step Beyond Support worker.

Safe Environment

Step Beyond Support abides by the Health and Safety Act and has practices in place to ensure your safety and the safety of others during service delivery.

This includes providing:

- An environment that is free of racial, sexual, physical or emotional abuse
- A safe workplace for our workers and others who visit, with appropriate emergency equipment
- Appropriately maintained equipment for workers to undertake their roles
- Amenities for our workers, bathrooms with sanitary disposal units
- First aid kits, which are provided to support workers at the beginning of their employment
- Access to personal protective equipment and infection prevention products

Personal Care Assistance

Step Beyond Support can assist with your personal care needs, including toileting, meal-time assistance, and household cleaning, provided the correct NDIS procedures are followed, and sufficient time is allowed for staff to receive any required training or upskilling.

Our workers may also assist with complex personal care tasks such as bowel care, wound management, or other invasive procedures, if the correct NDIS processes are followed and adequate time is provided for staff to be appropriately trained and deemed competent.

If you require additional assistance or changes to your care plan, please contact your Support Coordinator or Local Area Coordinator (LAC) for guidance.

Handling or Assistance with Medication

Step Beyond Support workers may assist you with prescribed or over-the-counter medications when the correct NDIS procedures are followed and staff have been trained or upskilled as required.

Smoking, Vaping, Drugs or Alcohol

If you smoke, vape, take recreational drugs, or drink alcohol, we ask that you please not engage in these activities while Step Beyond Support workers are performing their role.

Step Beyond Support is committed to providing a safe work environment for our team.

Additionally, Step Beyond Support workers are not permitted to undertake these activities whilst providing services to you.

Risk Management

Your risk will be assessed when you first engage with us.

This will include an assessment of your home environment and personal safety needs. If you or we believe another assessment is required because your circumstances have changed, we will discuss this with you to review your assessments.

Emergency and Disaster Planning

Step Beyond Support will create an emergency and disaster plan with you. This will enable Step Beyond Support and you to know what supports you need in case of an emergency.

This will be adjusted with you as needed, or if the cause of the emergency or disaster changes.

You have the right to opt out of having a plan created.

Privacy Statement

Your privacy is important to us. When you engage our services, we will collect, use, disclose and store information about you. This information is considered personal or sensitive.

Step Beyond Support only collects, uses, discloses, and stores information that is necessary to provide services to you. This is done in compliance with the Privacy Act and the Australian Privacy Principles.

Step Beyond Support Services and Costs

NDIS Service Costs

Step Beyond Support will inform you of the cost of services being provided as part of your Service Agreement.

Step Beyond Support abides by the NDIS Price Guide.

Please note that the NDIS Price Guide is updated annually; these changes will automatically adjust your costs.

Payment of Costs

Payment for Step Beyond Support invoices is made via online electronic fund transfer or through plan management.

Invoices will be provided to you or your nominated plan manager for payment.

Please never pay a Step Beyond Support worker directly.

If you are using the National Disability Insurance Agency to manage your funds, Step Beyond Support will work directly with the NDIA.

Step Beyond Support Services

The best way to learn about all the Step Beyond Support services available to you is to speak with your Step Beyond Support contact person.

There may be a waitlist, and specific eligibility requirements apply to each service.

DOCUMENT CONTROL

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