

CHANGING TRACKS

DISABILITY SERVICES



PARTICIPANT GUIDEBOOK

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INTRODUCTION

1. WELCOME TO CHANGING TRACKS

Changing Tracks Disability Support Service extends a warm welcome to you and to your network of family, friends and carers. We are passionate about enabling all people to access and enjoy their local community and to explore new horizons.

The staff at Changing Tracks have many years of experience working with people with disabilities in the Barwon region. We feel that the National Disability Insurance Scheme (NDIS) has opened up a range of new and exciting opportunities for people. Tailored support services can now meet the preferences and needs of every individual.

This Participant Guidebook contains important information about Changing Tracks. We hope it will give you the information you need to understand our service and to get the most out of your time with us.

If you have any questions, this Participant Guidebook has information to help you understand what to do or who to contact.

If you do not find the answers here, you are welcome to contact Changing Tracks anytime

by Phone	Mat 0447 325 196
Email	info@changingtracks.com.au
Website	www.changingtracks.com.au

2. WHAT DOES CHANGING TRACKS DO?

Changing Tracks is a registered and accredited NDIS Provider.

We provide group-based Support Services to People with disabilities, aged 15 years and over. Groups include up to four people supported by one staff member.

We are a Community-Based organisation. This means the services we provide take place in the community, either in your local area or further away. Changing Tracks actively promotes and encourages participants to move freely around their environments and communities including accessing public transport.

Changing Tracks has policies that are written to ensure that Changing Tracks follows all relevant laws. Our procedures explain how we do things within the organisation.

E.g. Medication Administration Policy, Client Privacy Procedure

3. TYPES OF SUPPORT PROVIDED

Changing Tracks offers a range of Support Services. Each program is tailored to meet your personal needs and goals. We are always keen to hear suggestions of new programs and activities you are interested in trying.

Our Support Services include:

REGULAR WEEKDAY PROGRAMS

- Adventure Recreation
 - Surfing, Bike Riding, Bush Walking, Canoeing, etc.
- Social Recreation
 - Gardening, Environmental Programs, Social Groups etc.
- Health & Wellbeing
 - Walking, Swimming, Gym, Sports, Nutrition etc.
- Life Skills
 - Cooking, Shopping, Money Handling, Computers, Home Duties, Travel Training, etc.

WEEKEND EVENTS – DAYTIME &/OR EVENINGS

- Social Groups
- Sports Events
- Festivals
- Cultural Events
- Trips outside the Barwon region
- Adventure Recreation
- Leisure Recreation

WEEKENDS AWAY / HOLIDAYS / RESPITE

- Changing Tracks coordinates Weekends Away and Mid-Week Holidays for small groups. Destinations may be within Victoria or interstate.
- Our Weekends Away also offer interesting and creative Respite opportunities for the Participant, which provides a break for families and carers.

GETTING INVOLVED

4. HOW TO SIGN UP WITH CHANGING TRACKS

Getting started with Changing Tracks is easy.

You can do this in the way that suits you best:

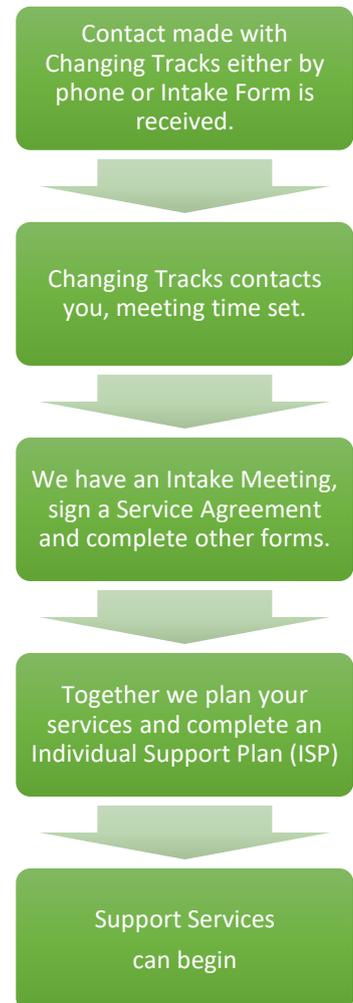
- Via our website -select 'Join Us' button and complete the online form
- Either you or a chosen representative can give us a call on **0447 325 196**

Once contact has been made a Changing Tracks representative will contact you.

We can talk about your NDIS plan, your goals and your needs, and how Changing Tracks might support you.

At the same time, we can arrange an Intake Meeting where we get together and gather more information about you, your goals and organise a Service Agreement.

The signed Service Agreement and completion of other relevant forms (Communication Consent form, Individual Support Plan, Participant Profile Form) means that we can begin working with you.



5. CAN SOMEONE ELSE DO THE TALKING?

Yes. With your consent, Changing Tracks is happy to speak to another person who can act on your behalf. This person is called your Chosen Representative. Your Chosen Representative may be someone such as a family member, friend or advocate. *For more information about advocacy services see details on page 18.*

PROGRAM INFORMATION

6. INDIVIDUAL SUPPORT PLANS

All people who receive support services from Changing Tracks will have an Individual Support Plan (ISP) developed.

- Your **ISP** provides guidance to Changing Tracks about your goals.
- It includes information about the things you would like to work towards with Changing Tracks during the dates of your current NDIS plan.
- Your **ISP** is developed with you. With your permission chosen representatives such as family members, friends, advocates, or Support Coordinators are also able to contribute.
- Changing Tracks records notes about your progress towards your goals after every session of support.
- Your **ISP** will be reviewed annually or earlier. This typically happens at registration renewal however your **ISP** can be adjusted at any time by communicating with staff or the Director.
- Changing Tracks treat your privacy very seriously. Where appropriate, information on the **ISP** is communicated to family members, carers, other providers and relevant government agencies (as listed on your Communication Consent Form).

7. REGULAR WEEKDAY PROGRAMS & WEEKEND EVENTS

A **Program Outline** will be provided to you for each Program or Weekend Event you sign up to. This will include information about:

- The type of activities involved
- Meeting place and time
- Specific clothing or footwear requirements
- What food or drinks to bring
- Whether extra money is required

Each participant will be given a **Program Plan & Itinerary**. This lists the Programs and Events you'll be doing each week and any specific requirements for each session.

8. WEEKENDS AWAY / HOLIDAYS / RESPITE

Before weekends away, holidays or respite, you will receive an **Information Pack**. This will include:

- An itinerary
- A Checklist of things to bring
- An Assistance with Medication Consent Form
- Drop off and Pick up places and times
- Contact details for staff

SERVICE COSTS and BOOKINGS

9. TURNING YOUR PLAN INTO SERVICES

Here's how it works:

- Your NDIS Plan has a number of Support Categories
- Each Support Category has a funding Value, which is used to make Service Bookings
- You choose what you'd like to do with Changing Tracks, which Support Category you will access, and to what Value.
- Then a Service Agreement is signed by you and a member of the Changing Tracks team, and either party can make one or more Service Bookings
- Once a Service Booking is made, Changing Tracks can provide Support Services to you
- You can view your Service Booking at any time on the MyPlace Participant Portal www.ndis.gov.au On request, Changing Tracks can print or email you a copy of the Service Booking

10. SUPPORT COSTS

Support Costs are the costs of the service that is claimed from your NDIS plan. Please note, these costs are set by the NDIS and have been taken from the NDIS Price Guide which is subject to change without notice. The total cost of a Mid Week Holiday is not listed, as it will vary depending on the length and dates of the holiday. The information for a Weekend Away gives some indication of the expected cost.

REGULAR WEEKDAY PROGRAMS OR WEEKEND ACTIVITIES		
Support Category	Program	Hourly Rate per Person
0004 or 0001 Group based community, social and recreational activities or Daily Activities	Group based programs weekday (until 8pm) 1:3 or 1:2 (inc. TTP)	\$24.66 or \$33.42
	Group based programs weekday evening (8pm onwards) 1:3 (inc. TTP)	\$27.15
	Group based programs Saturdays (inc. TTP)	\$34.60
	Group based programs Sundays (inc. TTP)	\$44.54
Transport – NDIS funded or Self-Funded		\$0.80per KM
WEEKENDS AWAY / HOLIDAYS / RESPITE (BASED ON FRIDAY 3PM – SUNDAY 4PM)		
Support Category	Program	Total Cost (approx.)
0004, 0001 or 0009	Group based weekends away	\$1800.00

11. MAKING PAYMENTS

Generally, once a Service Booking has been made and a support service provided to you, Changing Tracks will send an invoice for the costs directly to the NDIS.

However, if you Self-Manage your plan or have a registered Fund Manager in place, invoices will be sent directly to you or your Fund Manager. Your Service Agreement allows you to select your invoice management details. If these arrangements change, please tell Changing Tracks as soon as possible.

12. COSTS NOT COVERED BY NDIS

Your NDIS funding covers your Support Costs. Support Costs refer to the cost of helping you to access an activity or program. Usually, this means the cost of employing staff. The Support Costs for services Changing Tracks provide are listed in the table on the previous page.

At times, there may be additional **Out of Pocket Expenses** to you, such as:

- Public Transport fares -we can help you organise a myki Card if necessary
- Lunch during the week - we recommend you bring lunch from home
- Spending money for Weekends Away or Holidays

At times Changing Tracks may need to invoice you for **Activity Costs**. Activity Costs are expenses that cannot be covered by your NDIS funding and may include:

- Weekday Programs (groceries for cooking, gym & swim admission, equipment costs, transport costs etc.)
- On Holidays (transport, accommodation, meals etc.)
- On Weekend Events (admission to the event, transport etc.)

Please note: Changing Tracks can assist with budgeting or money handling skills for activities but cannot take responsibility for client finances. Changing Tracks actively promotes independent money handling and payments.

13. TRAVEL ARRANGEMENTS

Changing Tracks may be able to assist with some travel arrangements either by using your NDIS funding or as an out of pocket expense. Contact us for more details.

14. CHANGING YOUR MIND

You can change your mind at any time. Cancel or alter your Service Booking by contacting Changing Tracks. Please note this may take up to 28 days to process.

MEDICATION

15. MEDICATION ADMINISTRATION

If required, Changing Tracks can assist with the administration of your medication or remind you to take your medication during programs. In order for us to do this, the following guidelines must be met.

ASSISTANCE WITH MEDICATION

If you need Changing Tracks staff to **administer or to remind you to take** your medication during any Changing Tracks program, a Medication Assistance & Consent Form must be completed (this includes prescription & over the counter pain drugs such as paracetamol or ibuprofen). You will be provided with this form during your Intake Meeting. It will be stored in your file.

An updated Medication Assistance & Consent Form is required

- Every time your medication is changed
- Every time you attend a Weekend Away, Holiday or Respite

A Medication Assistance & Consent Form will be sent to you for completion prior to each Weekend Away, Holiday or Respite.

MEDICATION REQUIREMENTS

- All **tablet** medication must be packaged in a Webster Pack (see picture 1). This includes prescription & over the counter pain drugs such as paracetamol or ibuprofen. This is usually a free service from chemists, intended to help people manage their daily medication. All Webster Packs must be clearly labelled with your name, directions for administration and dosage amount on the packaging.
- All **liquid** medication must be in the original bottle provided by your chemist (see picture 2). All Liquid Medication must be clearly labelled with your name, directions for administration and dosage amounts on the bottle.

1. Webster Pack



2. Liquid Medication



Under no circumstances will Changing Tracks administer or remind you to take any medication not presented as above.

CANCELLATIONS

16. CANCELLATION POLICY & PROCEDURE

We understand that there will be times that you cannot make it to your sessions, however, it's important that you notify Changing Tracks as soon as possible.

There may also be times when Changing Tracks needs to make changes to your session, such as staff unavailability. If this happens, Changing Tracks will contact you and offer alternative options. You can choose whether you accept these changes, or if you want to cancel the session.

To cancel a session please call or text –0447 325 196

CANCEL A REGULAR WEEKDAY SESSION

- **Please cancel your session by 3pm 2 days before your shift.**
- If you cancel your session **before 3pm** 2 days before your shift, you **will not be charged**.
- If you cancel your session **after 3pm** less than two days before **or do not show up** for a scheduled session, Changing Tracks will charge you from your NDIS funding for the support costs.
- Please note: Where a provider has a short notice cancellation (or no show) they are able to recover 90% of the fee associated with the activity.
- Excessive cancellations may lead to a disruption in your services

CANCEL A WEEKEND EVENT, HOLIDAY or RESPITE

- **We require 3 Days' Notice to cancel these sessions.**
- If you cancel **more than 3 days before** it was due to start, you will not be charged.
- If you cancel **less than 3 full days before** it was due to start, Changing Tracks will charge you from your NDIS funding for the support costs.
- E.g. If a camp begins at 3pm Friday 28th April, you would need to notify Changing Tracks before 3pm Tuesday 25th April to avoid being charged.

REFUNDS (WEEKEND EVENTS OR HOLIDAY ACTIVITY COSTS ONLY)

A refund for an Activity Cost will be paid to you if:

- We can fill your place OR
- A refund is available for the item purchased (e.g. Admission Fee, Train Fare)

Changing Tracks cannot provide refunds for pre-purchased activity costs.

RIGHTS, PRIVACY and RESPONSIBILITIES

17. PROTECTING YOUR RIGHTS

Changing Tracks will always work in a way that protects your rights as an individual, not just because it's the right thing to do, but also because your rights are protected by the law. Changing Tracks has undertaken an intensive accreditation process to ensure that we comply with mandatory regulations set out by the NDIS Quality & Safeguards Commission -Practice Standards.

NDIS QUALITY & SAFEGUARDS COMMISSION: PRACTICE STANDARDS

The NDIS Practice Standards specify the quality standards to be met by registered NDIS providers to provide supports and services to NDIS participants. Together with the [NDIS Code of Conduct](#), the NDIS Practice Standards build NDIS participants' awareness of what quality service provision they should expect from registered NDIS providers.

NDIS Practice Standards modules

The NDIS Practice Standards consist of a core module and several supplementary modules that apply depending on the types of supports and services you deliver and your organisational structure.

Each module has

- a series of high-level, participant-focused outcomes
- for each outcome in the modules, the NDIS Commission has prepared quality indicators that approved auditors use to assess compliance with the NDIS Practice Standards.

Core module

The core module covers:

- rights of participants and responsibilities of providers
- governance and operational management
- the delivery of supports, and
- the environment in which supports are delivered.

VICTORIA'S CHARTER OF HUMAN RIGHTS & RESPONSIBILITIES

The Charter is a law in Victoria. Organisations who give public services to the community must follow the Charter. If you use their services you can say if you think they are not giving you your rights. Everyone's rights are equal. You should not be treated unfairly because of things like race, religion, age or disability. These are the rights that the law says everyone should have. They are your rights.

For more information on the Charter of Rights & Responsibilities you can call the Victorian Equal Opportunity & Human Rights Commission – 1300 292 153 or visit their website www.humanrightscommission.vic.gov.au

18. PROTECTING YOUR PRIVACY

Changing Tracks treats your privacy very seriously, not just because it's the right thing to do, but also because the law protects your privacy. Legislation is in place to protect you and Changing Tracks must abide by it. (*Disability Services Act 2006, Information Privacy Act 2000, National Disability Insurance Act 2013*)

WHY AND HOW WE KEEP PERSONAL INFORMATION

- Your personal information collected by Changing Tracks is confidential, stored securely, and only available to Changing Tracks staff for the purpose of your supports.
- Your personal information will not be shared with anyone else without your consent.
- You can arrange to see a copy of your Changing Tracks file at any time by speaking to your staff member or contacting Changing Tracks by phone or email to make arrangements.

SHARING YOUR INFORMATION WITH OTHERS

- Changing Tracks may be required by law to provide relevant information about you to the NDIS Quality & Safeguards Commission and the National Disability Insurance Agency (NDIA).
- There may be times when it is beneficial for Changing Tracks to speak to other people or agencies relevant to you. This will only happen if you provide consent.
- You provide your consent to Changing Tracks by completing a **Communication Consent Form** which lists all the people and services you are happy for us to speak to about your supports & services. If they are not listed, then we will not communicate with them.
- If you change your mind at any time you can withdraw your consent by speaking with a staff member or contacting Changing Tracks by phone or email.

19. ACCIDENTS & INCIDENTS

Changing Tracks is committed to ensuring the safety and wellbeing of all participants but sometimes incidents and accidents occur. Changing Tracks expects all staff to report incidents when they arise. This ensures that we can provide the appropriate support to those involved, and incident reviews can take place to reduce the likelihood of similar events occurring in the future.

REPORTABLE INCIDENTS

- The NDIS Commission has deemed some participant incidents to be *reportable incidents*, requiring notification to the NDIS Commission.

Reportable incidents are serious incidents or allegations which result in harm to an NDIS participant including:

- The death of an NDIS participant
- Serious injury of an NDIS participant
- Abuse or neglect of an NDIS participant
- Unlawful sexual or physical contact with, or assault of, an NDIS participant
- Sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- The unauthorised use of a restrictive practice in relation to an NDIS participant

It should be noted that reporting a reportable incident to the NDIS Commission does not replace obligations to report suspected crimes to the police and other relevant authorities (for example, child protection).

20. CHANGING TRACKS' RESPONSIBILITIES

We aim to provide an engaging, personalised Support Service to all participants. The following expectations apply to all Changing Tracks staff.

At all times, it is our responsibility to:

- Treat you and anyone that represents you with respect and dignity.
- Make every effort to ensure your safety and wellbeing.
- Work collaboratively with anyone you wish to act on your behalf.
- Talk to you before any changes are made to your Support Services.
- Talk with you about the programs you access and your progress.
- Regularly review your Support Services with you.
- Keep your confidential information private in accordance with the law (*Disability Services Act 2006, Privacy Act 1988, National Disability Insurance Act 2013*). Your information may be shared if required by law.
- Respond to your complaints or feedback in a timely manner.
- Respect your decision to withdraw consents at any time.

21. YOUR RESPONSIBILITIES

We want all Changing Tracks participants and staff to enjoy a safe, positive, and rewarding experience. We will support you to uphold your responsibilities. However, if problems arise, Changing Tracks will discuss these with you before making a decision about your suitability for particular programs.

At all times, it is your responsibility to:

- Treat Changing Tracks staff and other participants with respect.
- Follow the Changing Tracks cancellation policy & procedure as described in this document.

- Work towards your own personal goals and contribute to planning for the groups you are involved in at Changing Tracks.
- Notify Changing Tracks of any changes to your NDIS funding that may affect our ability to provide services to you.
- When you are unwell, do not attend Changing Tracks program until you are fit to do so or cleared by a doctor.

KEEPING IN TOUCH

22. CHANGES TO PERSONAL DETAILS

It's really important that we have up to date information about you. If your personal details change (e.g. address, phone numbers, emergency contacts, your medical needs), please notify Changing Tracks as soon as possible. You can call 0447 325 196, email info@changingtracks.com.au or just let a staff member know.

23. CHANGES TO YOUR FUNDING

Sometimes your NDIS plan can change unexpectedly. Your NDIS review may be brought forward or extended, or your funding amounts may be altered. Please notify Changing Tracks if there are any changes to the dates of your NDIS review, or if the funding on your new plan has been changed. This will allow Changing Tracks to make necessary changes to our Support Service to adapt to your needs and funding.

24. UPCOMING EVENTS

Once you have registered with Changing Tracks, we'll let you know about upcoming events and programs. Our staff will provide information to you during program times.

The Changing Tracks Website will also list new and upcoming programs and support services.

25. BOOKING IN TO EVENTS OR PROGRAMS

Once you have registered with Changing Tracks, you can book into any of our events by
Phone **0447 325 196**
Email info@changingtracks.com.au OR
Speaking to a Changing Tracks staff member during a program.

New participants are always welcome at Changing Tracks. Please see Page 5 of this Guidebook for more information about Getting Involved with our service.

26. IS CHANGING TRACKS THE RIGHT SERVICE TO CHOOSE?

Changing Tracks may not always be the most suitable Support Service for you.

Changing Tracks is a Community-Based provider, meaning all the supports we provide take place in the community. We may not have the facilities or capacity to meet everyone's needs. At times, we may have limited capacity to provide more intensive programs, such as Individualised Support or Behaviour Management. Sometimes Personal Care needs may mean that Changing Tracks is unable to provide services. If this is the case, we will talk with you about this and assist with a referral to another agency if necessary.

27. ENDING SERVICES WITH CHANGING TRACKS

You have choice and control over the services you receive through Changing Tracks

You can end your Service Agreement with Changing Tracks at any time for any reason. If you wish to do this, please speak to Mat or Tony in person or over the phone, or notify them by email info@changingtracks.com.au

Changing Tracks also reserves the right to end your Service Agreement if necessary. Reasons may include:

- Limited engagement from you such as - Not turning up for sessions
 - Ongoing late cancellations
 - Regularly leaving your sessions early
 - Unwillingness to work towards your agreed goals
 - Unwillingness to review your program
- Aggressive or inappropriate behaviour
- A change in your medical or personal care needs, which means Changing Tracks is no longer qualified or able to support you

If we need to cancel your service, Changing Tracks staff will meet and discuss the issues with you prior to taking any further action.

FEEDBACK

28. HOW ARE WE DOING?

Changing Tracks takes your feedback very seriously and is committed to resolving issues fairly and as quickly as possible.

Changing Tracks values feedback of any sort, whether it is a complaint, a compliment, or a suggestion. We encourage participants and their chosen representatives to provide feedback freely. This helps us to understand what is working well, what is not working well, and what people need and want from our service.

It is a condition of registration that registered NDIS providers have a complaints management and resolution system, which complies with the requirements set out in NDIS Quality & Safeguards Commissions Practice Standards.

Complaints are also one of the best ways to identify problems with service delivery and how they can be fixed. Fostering an organisational culture that values and learns from complaints is one of the most important ways that Changing Tracks continues to meet people's needs and continuously improve their services.

29. AUDITS, SURVEYS & OTHER FEEDBACK REQUESTS

Changing Tracks is an NDIS registered organisation and is required to undergo a rigorous auditing process to retain certification. Part of the auditing process is for some participants and their representatives to be interviewed about their experience with Changing Tracks. We will seek consent from registered participants to be interviewed. This consent can be revoked by you at any time.

At various times through the year, you or your chosen representative will be invited to contribute to surveys, evaluations, and other feedback opportunities. We appreciate your assistance and honesty with this important process.

All feedback we receive will remain confidential. Statistics will be shared with all people we support, but no names or personal details will be published.

30. COMPLAINTS & FEEDBACK PROCEDURE

Complaints & Feedback can be provided by yourself or by your chosen representative or advocate. It is your choice.

There are multiple ways that you can make a complaint or provide feedback to Changing Tracks including options to remain anonymous.

- **Phone call** –0447 325 196 or to any other staff member
- **Email** – info@changingtracks.com.au
- **Website** – go to the 'Contact Us' page and complete the online communication form - *you can do this anonymously if you wish.*
- **In person** – speak to any Changing Tracks staff member at any time
- **An advocate** can speak on your behalf. An advocate could be someone who you choose to represent you such as a family member, friend, or an independent advocacy service. *This can also be completed anonymously if you wish.*
- **Complaints, Compliments & Feedback form** -this form is provided to you during the registration process and is available for printing from the 'Contact Us' page on our website. *This can also be completed anonymously if you wish.*

If you prefer not to speak to Changing Tracks, you can make a complaint directly to the NDIS Quality and Safeguards Commission. **1800 035 544** or www.ndiscommission.gov.au

31. RAISING A COMPLAINT FLOWCHART

You have the right to make a complaint at any time. To help resolve the issue Changing Tracks will follow these steps. At any one of these steps you can ask for an advocate to help you. An advocate can be a family member, friend, or someone else you choose.

Step 1 → Speak directly with the person(s) involved and/or a staff member. In most cases issues can be resolved by communicating with each other. If not, proceed to Step 2.

Step 2 → Complete and lodge a Complaints, Compliments and Feedback Form (this can be completed anonymously). This is provided to you when you register with Changing Tracks and annually when you re-register. It's also available on the Changing Tracks website on the 'Contact Us' page for printing.

Step 3 → Your complaint will be acknowledged and investigated by Changing Tracks in a timely manner.

Step 4 → You will be advised of the investigation outcome (if your name was provided).

Step 5 → You can request an external investigation or take no further action.

If you are unsatisfied with Changing Tracks' resolution of your complaint you can contact an advocacy service for assistance (see page 18) or contact the NDIS Quality and Safeguards Commission **1800 035 544** or www.ndiscommission.gov.au

32. HOW DO I FIND AN ADVOCACY SERVICE?

There are many advocacy services for people with disabilities across the state of Victoria. The following list of agencies is a good place to start to find a service that suits your needs. These organisations are also represented in the Barwon region.

- **Valid** - www.valid.org.au - Provides advocacy support for adults with an intellectual disability across Victoria. They also have an extensive lists of other advocacy services across Vic.
- **Villamanta Disability Rights Legal Service** - www.villamanta.org.au - State-wide community legal service with primary focus on people with intellectual disability
- **ASSERT 4 ALL – A4All** - www.bdrc.org.au – Information & individual advocacy for people with disabilities in Barwon region
- **Rights Information and Advocacy Centre (RIAC)** - geelong@riac.org.au - Information individual advocacy and support for people with disabilities

CONTACT US

33. OUR DETAILS

If you would like more information about anything you've just read, or would like to speak to someone at Changing Tracks, please feel welcome to contact us.

Email	info@changingtracks.com.au
Phone	0447 325 196
Website	www.changingtracks.com.au
Mail	Changing Tracks Disability Support Services P.O Box 823 Ocean Grove Victoria, 3226