

ABN 31210684463

Global Disability Support Services

Participant & Family HANDBOOK

2026-2027

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Welcome to Global Disability Support Services

The disability service that puts you first and aims to create opportunity, promote independence and progression in a safe and non-discriminative environment.

At Global Disability Support Services our direction is led by your choice, needs and goals by providing key disability services to those who seek support.

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

Welcome to the Global Disability Support Services family!

About Us

Our Mission

Global Disability Services aims to provide quality disability services to as many people as we can to enhance their lives for the better

Welcome from our Co-founder and CEO Wayne Tynan

Welcome to the Global Disability Family. I am the Co-Founder and CEO of Global disability Support Services. I am driven by living life with passion and purpose regardless of any challenges and obstacles that are put in our way. I always look for the **Ability** in Disability. Having lived experience after having a stroke I use that experience in training our team how to **Care with Heart**, Compassion and understanding.

Our Values

Respect

We will listen to you and hear what you say and encourage independence and respect your decisions, opinions and views.

Honesty

We will be trustworthy, tell the truth and keep our promise to you and always provide the highest quality care we can.

Confidentiality

We believe privacy and confidentiality are of the utmost importance for you and the organisation.

Global Disability's Disability Services

At Global Disability Support Services, we pride ourselves on the personal, client-focused and high-quality service that we provide. We follow the NDIS Practice Standards and Quality Indicators to maintain excellent results for both you and us.

Our disability services have been formed from these Standards, so therefore we believe it is not only important to tailor our services to meet your needs but to provide the highest quality services in cooperation with those Standards so you can truly get the most from Global Disability Support Services and know exactly what you can expect from us.

At Global Disability Support Services, we would like to make a difference in the lives of those with disability and make life easier, fairer and get people involved and participating within their communities.

We will do our best to give you a personal and individualized experience and you will be treated fairly throughout your time with us, choosing to do the things that are important to you. With your help, we can continuously work to improve our services to meet your needs and goals.

Our Services

Global Disability Support Services offers support and services to people with disabilities. We are funded under NDIS to provide the following services: Community Access, Assistance with Daily Living, Group Days, Community Events, Short term Respite.

Our Services include but not limited to the following-

Assistance with Daily Personal Activities - to enable people to live as autonomously as possible – such as personal hygiene, dressing, medication assistance, financial management, communication skills and lifestyle mentoring.

Assistance with Travel and Transport - provision of travel arrangements and support for people to access essential services.

Assistance with Household Tasks - such as meal preparation and delivery, house or yard maintenance, cleaning, and laundry.

Assistive Products for Household Tasks – Assistance with provision of products that assist people with domestic tasks in the home, such as cooking, cleaning, washing and general maintenance.

Participation in the Community - including supported shopping, medical appointments, sporting and recreational events, social activities, visiting or making new friends, travel and transport and building confidence and social skills.

Assistance to Access and Maintain Employment or Higher Education - assistance and support with preparation for school leavers to find employment in either the supported or open job market, and their transition through school towards further education.

Your Rights

At Global Disability Support Services, it is important to us that you know and understand your rights, we are here to support you and to provide encouragement, guidance and assistance in any choices that you make. People with a disability have the right to respect, dignity and to full participation in society. You will receive a service that allows you to maximise your choices for social participation and cultural inclusion.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions including medical treatment or other interventions.

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

We welcome your right to talk freely and express your thoughts, opinions, and choices. Global Disability Support Services will listen to you and support the choices you make, and we will include your family, carers, or advocate when you want them to be included.

You have the right to access support that:

- promotes, upholds, and respects your legal and human rights.
- respect your culture, diversity, values, and beliefs.
- respect and protect your dignity and right to privacy.
- are free from violence, abuse, neglect, exploitation, or discrimination; and
- allow you to exercise informed choice and control.
- tell you about and uphold your rights.
- provide support in a way that promotes, upholds, and respects your rights to freedom of expression, self-determination, and decision-making.
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide.
- respect your autonomy, including your right to intimacy and sexual expression.
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery.

- support you to access an advocate (including an independent advocate) of your choosing.
- support you to engage with your family, friends and chosen community in the ways you want to.
- treat you with fairly, with courtesy, dignity, and respect and without discrimination.
- give you information about our services and associated costs, as well as other support options, within and outside Global Disability Support Services.
- involve you in decisions about your supports, as well as our programs and policies.
- provide services that consider and respect your lifestyle, cultural, linguistic, and religious background and preferences.
- protect your personal information and only use it for the right reasons.
- support you to provide us with feedback on our service, including complaints.
- promptly address enquiries and complaints about the supports you are receiving.
- support you to connect with other services, including advocates, interpreters, and translators, if needed.
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

As our participant we ask that you:

- provide us with information that will help us to best support you.
- tell us if things change or you cannot keep an appointment or commitment.
- act respectfully and safely towards other people using the service, and towards our staff.
- provide us with feedback about our service and how we can improve.
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

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 and Culturally and Linguistically Diverse services to support holistic service delivery; and
- using a strengths-based approach to identify individual participant needs and life goals, particularly with recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

Advocacy

Global Disability Support Services fully supports your right to have independent advocates support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.

Participation & Inclusion

At Global Disability Support Services, we aim to help people to understand their rights, one of which is being a valued member of their community. We will provide any assistance needed for anyone to partake actively and meaningfully. We can also develop connections within the community to help you to do this.

We want you to make the most of the service and to not only take part but feel included as a valued member, and it is your right to decide when and how you do this, as well as it being your right to decide when and how you have contact with your family and friends.

Global Disability Support Services will support you and help you to take part within the community of your choice, whilst getting to know you and the things you like to do.

We promise to work with you, your family, carers or advocates if you choose so, as well as with organisations within the community if that is what will help you.

At Global Disability Support Services, we will respect your cultural background and understand the needs and requirements that may come with it.

Individual Outcomes

At Global Disability Support Services, you can make your own choices about what you want to do and set your own goals. We will support the choices you make, and during this, we will be there every step of the way to reach that goal.

By working with you independently we can assist you in reaching your goals and we will offer guidance to help you recognise your strengths and weaknesses so you may learn and develop skills to help you achieve those goals and set even more.

By recognising where you need extra support, we can communicate with other services if that is what you need to reach your goal.

We will respect your right to seek support from others, whether that is your family, friends, or an advocate of your choice.

At Global Disability Support Services, we will work fairly with you as an individual regardless of age, gender, cultural background or sexuality.

Service Access

You have every right to seek and find the service you need and have access to the support you require fairly and equally.

Feel free to ask about using any service and if it is not available, the reason will be clearly explained to you. We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At Global Disability Support Services your feedback and opinions about our services are important and we do make improvements based on your ideas. We understand that everyone communicates in different ways, and we have a variety of ways you can communicate with us safely in private and without discrimination.

Individual Plans

At Global Disability Support Services, we tailor our plans when working with you, so they are person-centered and individualised. We record and monitor your goals and aspirations to work with you using different strategies so you can achieve them.

We will offer you guidance and assistance when you need it so you can achieve your goals and we will work closely with you, your carers or family members to give direction to make sure we are all working towards the same goals.

We do this by laying out an individual plan for you, this is subject to change depending on its purpose or its level of achievement but in essence, your goals represent independence, providing meaning and satisfaction.

Working With You

We have lots of ways of communicating with you through our regular newsletter, face to face meetings, annual personal development meetings and occasional surveys for your feedback on our services let us know how we can improve.

Plus, we will work with you on a day-to-day basis through the services you choose.

Opportunity

Opportunities are provided by the governing body for participants to contribute to the governance of the organisation and have their input into the development of organisational policy and procedures relevant to the provision of support and the protection of participant rights.

If you would like to be a part of our decision-making and contribute to our team let us know!

Service Management

As a community-focused organisation, we will always endeavor to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and ensure positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of services from your feedback, good working processes and excellent communication between the team and clients are all keys to our service management.

Being responsive to your feedback and as well as the opinions of other people with disabilities, families and carers can help us to continuously improve our programs and maintain the high-quality service that we offer.

At Global Disability Support Services, we have a board comprised of people who possess the skills and experience to fulfil the company's responsibilities and who monitor the effectiveness of the organisation's governance, Policies and Procedures then makes changes as needed.

Privacy and Dignity

Global Disability Support Services 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 relevant State and Federal privacy legislation.

Global Disability Support Services will only collect information necessary for safe and effective service delivery. We will only use the 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 updating or correcting it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

We understand that your privacy is important to you. The following information outlines how we protect your privacy and confidentiality and manage your personal information.

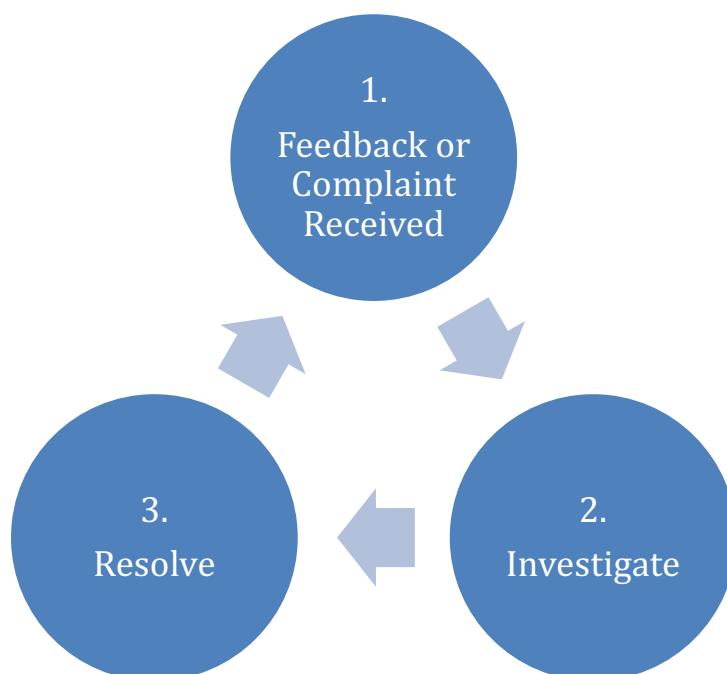
Before we collect personal information, we take reasonable steps to ensure that you know what the information is for. We will not use personal information for another purpose unless

- it is related to the original collection purpose
- we believe it necessary to reduce or prevent a serious or imminent threat to an individual's life, health or safety
- there is a serious threat to public health or public safety
- the information relates to existing or anticipated legal dispute resolutions proceedings between Global Disability Support Services and the individual
- it is required or specifically authorised by law, or required for the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of the law.

Your personal information is used to

- provide information about our organisation, services and supports
- process employment applications and provide offers of work
- process service applications and service requests
- send details about our activities, research or events
- undertake research or conduct surveys
- invite you to participate in our activities
- administer and manage our services and supports
- process payments
- answer enquiries and deliver services
- provide services in line with client requests
- meet quality service requirements
- resolve complaints and other issues
- meet the regulatory requirements to operate
- report to funding and government agencies

Feedback and Complaints



Phase 1- Feedback Complaint is Received

Once a complaint has been submitted through our online complaints form, you will receive an email confirming that we have received your complaint.

Phase 2-Investigate

Your complaint will then be investigated, and a plan to resolve it will be created. This process can take up to 14 days from the date we receive your complaint.

Phase 3- Resolve

We will contact you to provide a resolution. We will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution or unhappy with the outcome and feel the matter is not resolved.

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

We will keep you informed throughout the complaints process and inform you of the outcome and the reason behind it. We are prepared to then change the way the service is run to continuously improve.

You have every right to seek support from another person, whether that means a family member, a carer, a support person such as the Ombudsman, a lawyer or an advocate. Whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.

Complaints and Feedback can also be lodged anonymously, all you need to do is fill out either of the forms below and send it via mail to-

Level 10, 320 Adelaide Street, Brisbane, Qld 4000

You will find both an online Feedback Form and Complaints Form on our website- **www.globaldisabilitysupportservices.com.au** for you to utilise. You can also ask us for a copy of either form at any time

Incident Management

During the process of service delivery, different types of events may occur which affect you. Events may have a positive, negative or neutral influence on you. Some of these events will meet the definition of a 'participant incident'.

If an incident occurs your health, safety and well-being and other involved parties are paramount. Appropriate incident response is critical. This includes:

- **Immediate response**

This involves ensuring the immediate safety, health and wellbeing of participants and other involved parties, obtaining medical attention, notifying the Police and other emergency services as appropriate, preserving evidence, accessing specialist victim and support services as required and contacting the nominated key support person.

- **Ongoing support**

These responses involve supporting participant wellbeing by ensuring a safe and secure environment, whilst also providing and managing any rehabilitation, counselling or other support they may need in the future in response to the incident.

When an incident involves misconduct by a staff member to a child, service providers must consider requirements under the Reportable Conduct Scheme to notify the Commission for Children and Young People.

All actions to manage and respond to an incident will be undertaken in a way that is respectful of the person, culturally appropriate, and empowers individuals to make their own choices and decisions wherever possible.

Actions taken by Global Disability Support Services in response to an incident will include the participant, or key support person acting in the participant's interests, in the following activities:

- recognising and acknowledging the impact of the incident on the participant
- assuring the participant that the incident will be taken seriously and dealt with in a fair and equitable manner
- educating participants about their rights and considering their wishes
- keeping the participant informed of the progress, outcome and any follow-up of incidents
- identifying an advocate or key support person if appropriate, and keeping them informed throughout the process
- involving the participant in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required
- ensuring the participant can provide feedback on the response to the incident.
- ensuring that personal and sensitive participant information is appropriately managed and secured to mitigate the risk of privacy breaches.

Glossary

Words and what they mean

Achieve - Successfully bringing about or reaching a desired objective.

Advocate - A person who speaks for and puts a case on someone else's behalf.

Community - A group of people living in the same area or having a particular characteristic in common.

Client - A person or organization using the services of a professional person or company.

Decision - The process of coming to or bringing a resolution in the mind.

Goal - The object of a person's ambition or effort; an aim or desired result.

Government - The group of people with the authority to conduct the policy, actions, and affairs of a country or state with authority.

Independent - Not requiring or relying on others for care or livelihood.

Information - Facts provided or learned about something or someone.

Management - The process of dealing with or overseeing things or people.

Needs - Physiological or psychological requirements for the well-being of a being.

Privacy - Freedom from unauthorized intrusion. The state of being apart from observation.

Problem - A question raised for inquiry, consideration, or solution. A source of complication, difficulty or distress.

Program - A plan or system under which action may be taken toward a goal.

Respect - Due regard for the feelings, wishes, or rights of others.

Skill - A learned power of doing something competently. A developed aptitude or ability.

Staff - A group of people who work for an organization.

Standard - Something established as a point of reference for quality, quantity, or value.



Notes

[illegible]

Key Services and Contacts

From time to time, you may need to seek another service for support, advice or service, so here is a list of some key contacts for you just in case.

Beyond Blue

For more than 20 years people in Australia have placed their trust in Beyond Blue As a reliable source of mental health information, support and hope.
Beyondblue.org.au.

Lifeline

Are here to listen, without judgement and to advocate for equal opportunities for mental wellbeing. We are here for you.

www.lifeline.org.au

My Aged Care

www.myagedcare.gov.au

Services Australia

www.servicesaustralia.gov.au

Department of communities, Disability Services and Seniors

<https://www.dsdsatsip.qld.gov.au/>

Blind Citizens Australia

Tel: (03) 9654 1400

Email: bca@bca.org.au

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind, or vision impaired with disability-related issues in the three main category areas of Social Security, disability services and disability discrimination.

Culture, Ethnicity and Health

Tel: (03) 9418 9929

Email: enquiries@ceh.org.au

Culture, Ethnicity and Health provide services to ensure that people from a non-English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural and religious needs.

Information on Disability Education and Awareness Services

Tel: 1800 029 904

Email: ideas@ideas.org.au

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

National Disability Insurance Scheme

Tel: 1800 800 110

Website: www.ndis.gov.au

NDIS Quality and Safeguards Commission

www.ndiscommission.gov.au

NDIS Quality and Safeguards Commission e learning

<https://training.ndiscommission.gov.au/>

Indigenous Disability Advocacy Service

Tel: (02) 9687 7688

Email: idas@idas.org.au

Indigenous people with disability, their families and carers when the person they are looking after needs help.

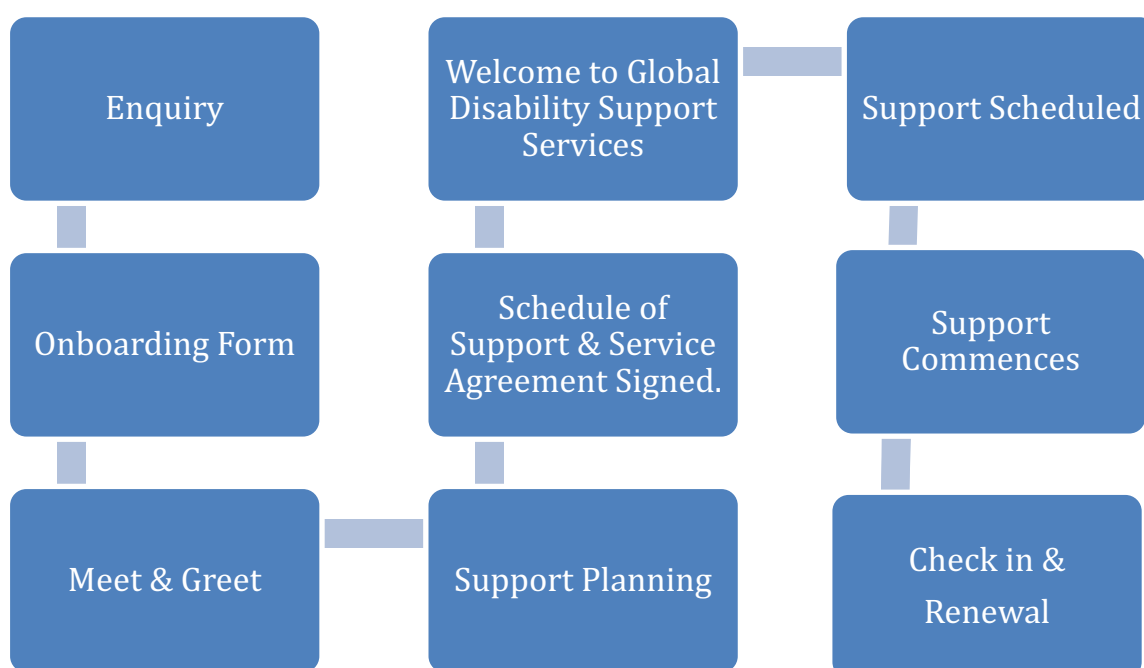
Service area - Western Sydney and Regional Centre's of NSW.

Disabled People's Organisations Australia

Website: <http://dpoa.org.au/contact/>

The Onboarding Process

You can contact us via phone, email or our online form to Enquire about our services. We will contact you to see if we are the right fit for you and advise you of the next steps to getting started with us!



1. Enquiry

After an initial enquiry is received our Head care coordinator will contact you to discuss your needs and goals and if we are the right fit for you and the next steps.

2. Onboarding Form

After the call the onboarding form will be emailed to you to complete, this form has all the important information we need to plan your care.

3. Meet and Greet

Once the onboarding form is completed our Head care coordinator will contact you and run through a few questions so we can understand your needs, goals and how we can support you- Your care your way!

4. Support Planning

After the meet & greet we will discuss with you your Support required, When & where etc. and areas of support required.

5. Schedule of Support & Service Agreement Signed.

You will receive your Service Agreement to sign and return when you are happy with what support is agreed so we can start working with you.

6. Welcome to Global Disability Support Services

A welcome email will be sent with all the information you need including who is your assigned Care coordinator and a copy of the Participant & Family Handbook.

7. Support is Scheduled

Our Head Office team will send you a support roster via email. You will also receive a copy of your support team.

8. Support commences

Your Support will start on the day and at the time you requested.

9. Check In & Renewal

Our Support coordinator will Check in regularly with you. When it comes time to renew with us, we will make sure your schedule of support still suits your needs and make any adjustments as required.



**GLOBAL DISABILITY
SUPPORT SERVICES**

Level 10, 320 Adelaide Street, Brisbane, Qld 4000

 **(07) 2810 5569**

 **www.globaldisabilitysupportservices.com.au**

 **customercare@globaldisabilitysupportservices.com.au**

 **Emergency Dial 000**