

participant handbook

april 2021

YOUR RIGHTS

These rights are protected by law and set out in national standards.

CHOICE AND CONTROL

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

OUR VALUES
Quality
Open
Compassion

Dear participants,

We want your experience with us to be a positive one and to make a real difference in your life.

District 360 works with individuals, families, carers, friends and the community, so people affected by mental health issues or disabilities can live fulfilling, active and celebrated lives.

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 assist 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 of standards.

Our end goal is to ensure our participants receive the best and quality supports, so do not hesitate to provide us with suggestions and feedback.

Thank you once again for choosing District 360 to assist you with your NDIS plan and personal goals.

Yours sincerely,
Tanya Johnston
Founder & CEO



Thank-you!



OUR APPROVED NDIS SUPPORTS

BELOW IS A LIST OF DISTRICT 360 APPROVED REGISTRATION GROUPS

Supports your way

We take the time to get to know you and work in collaboration with your other providers, so we can tailor services to suit your support requirements to enable you to continue to live independently and enjoy the quality of life you deserve.



Domestic Assistance



Personal Care



Social Activities



Food prep / Shopping



Gardening



Maintenance



Carer's break



Supported Independent Living



Support Coordination

- 0136 - Group/Centre Activities
- 0132 - Support Coordination
- 0125 - Participate Community
- 0120 - Household Tasks
- 0117 - Development-Life Skills
- 0116 - Innov Community Participation
- 0115 - Daily Tasks/Shared Living
- 0108 - Assist-Travel/Transport
- 0107 - Assist-Personal Activities
- 0106 - Assist-Life Stage, Transition
- 0101 - Accommodation/Tenancy

TALK TO US
1800 411 818
info@district360.com.au





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WHO WE ARE

District's name originated through passion in the music sector in Vietnam and over time it evolved to encompass not only music and the joy it brings, but also to include entertainment and events.

In 2017 Tanya returned to Australia and brought back with her everything that District is all about. 2019 saw the birth of District 360, a perfect marriage between music, passion and disability. The goal, to bring joy and fun into the disability sector.

District 360 (D360) was established in November 2019 in Perth WA and expanded to regional WA also in Melbourne VIC in April 2021.

Our vision is to build a dedicated **entrepreneurial team** that shares common goals and is **solution focused** to provide **quality** services to support people living with a disability.

WHAT YOU CAN EXPECT FROM US

All our services are focused on supporting you to live the life you want in the community. This may involve developing skills, building confidence and connecting with others.

We provide services and supports to:

- individuals
- families and friends
- the community

We work with all individuals so everyone in our community can actively support each other to create welcoming and inclusive communities, free from stigma. We focus on hope and possibility rather than illness or impairment.

OUR VALUES

- **Quality** - We believe excellence is our standard, not just a goal. Our services involve consistently creating innovative ways to providing better quality supports
- **Open** - We are honest, fair, consistent, accountable, open and transparent in our dealings with others and are committed to building trust and mutual respect.
- **Compassionate** - Genuinely concerned about your needs, and the needs of those close to you.

If you would like to talk to someone about District 360, or any of the information in this handbook, you can speak to a local staff member, visit our website district360.com.au or call our 1800 411 818





YOUR RIGHTS.

As a participant of District 360 you have rights.

These rights are protected by law and set out in national standards.

Information about these rights must be given to you in a clear way that makes sense to you.

We will talk with you about your rights when you first meet with us and throughout your time with the service.

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

You will be asked to sign an acknowledgment of rights and responsibilities form which states that information about your rights and responsibilities have been explained to you and you understand this information.

Depending on which service you are receiving, you may also be asked to sign a service agreement, which explains the details of the service you will receive.

If you are ever unsure about what you are signing, ask a District 360 staff member to talk through the information with you again before you agree to sign.

You may also like to speak to a peer worker about the service, your rights and responsibilities or contact independent groups such as commissions or advocacy services (see Appendix A on page 25). A peer worker is someone who has their own lived experience of mental health issues or disability and recovery.

A QUALITY SERVICE THAT IS RIGHT FOR YOU

We are committed to providing you with a quality service to meet your needs. This means offering you services and supports that are based on research and lived experience – what people say works for them.

You have the right to services and supports that:

- are available for you at the time you need it
- enable you to be part of the community
- are consistent and reliable
- build on your strengths
- empower you to reach your goals
- are designed around who you are as a person and your needs



CHOICE AND CONTROL

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

You have the right to:

- be involved in all discussions and decisions about your supports and services
- choose who is involved in your supports and services, including family members, friends and carers
- have a choice of worker, wherever possible
- access peer support
- choose to use other mental health or disability services
- give your consent to supports and services
- seek a second opinion or refuse services or support options recommended to you at any time without consequence
- have independent advocacy or support to make decisions
- receive services and supports based on your preferences and needs

If you are receiving mental health service support you have the right to:

- create an Advanced Statement which outlines your treatment and personal preferences should you become unwell and need mental health treatment

If you are receiving disability support you have the right to:

- be responsible for your own finances or appoint someone you trust to act on your behalf



RESPECT AND IDENTITY



We are 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
- be offered an interpreter if required
- have your personal privacy, dignity and lifestyle respected



SAFETY

Your safety is our priority, we want you to feel safe and be safe when using District 360 services.

You have the right to:

- an inclusive service that is free from abuse, discrimination, neglect, force or favouritism
- have an environment that is safe, physically accessible, clean and secure
- support which does not restrict your right to freedom of movement, choice or control unless it is absolutely necessary to prevent you or someone else from harm

Child safety

We are committed to ensuring the safety, wellbeing and empowerment of children and young people.

This means:

- a zero tolerance approach towards all forms of abuse and neglect of children and young people
- creation of child safe services and environments
- engagement and empowerment of children and young people and their families

Our commitment to child safety complies with all relevant state and territory obligations.

INVOLVING FAMILY, FRIENDS, CARERS OR OTHERS IN YOUR SERVICE

We recognise how important it is for you to choose who is involved in the services and supports you receive. This may be family, friends, carers or other significant people in your life.

We can help you to identify or connect with others who can support you.

We can also provide you with information on services and supports for the important people in your life.

You have the right to:

- choose who will be present at any discussion or meetings, including a support person
- identify a nominated person to receive information about your service and support
- ask a family member, carer or friend to act as an advocate for you
- ask for an independent person to act as an advocate for you



PRIVACY AND CONFIDENTIALITY

We care about your privacy and confidentiality and are committed to protecting it.

When providing you with a service, we may need to collect information about you and how we are working together. We will only do this when it is relevant to your service or it is required by law.

When referring to 'information' we mean both personal and sensitive information.

Personal information is basic information such as your name, address and contact details.

Sensitive information refers to information about your health and wellbeing.

In protecting your privacy we must:

- keep confidential all information we collect about you
- respect your safety, privacy and dignity when using your information
- protect information from any misuse or loss
- take steps to ensure that the information we have about you is accurate, complete, up to date and relevant to the service you are accessing
- not share your information with anyone else unless you have given clear consent or if it is necessary to maintain your safety or otherwise required under law



PRIVACY

Privacy and confidentiality (continued)

You have the right to:

- 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
- collaborate with your worker on what is being recorded about you
- 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

Comments Compliments Complaints BOX



District 360 welcomes complaints, comments, suggestions and compliments from its participants, employees and the general public and believes that such involvement in the manner in which District 360 undertakes its activities, only benefits District 360.

There are several ways for feedback to be provided to District 360 Supports. These include:

- Via e-mail – info@360supports.com.au
- By telephone 1800 411 818 / 08 61617134
- Via District 360 website www.district360.com.au
- Via NDIS Quality and Safeguard Commission

You can make a complaint to the NDIS Commission by:

- phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service 1800 035 544 and ask for completing a complaint contact form



YOUR RESPONSIBILITIES

When you use a service you have rights, you also have some responsibilities. It is your right to be told what these responsibilities are and what happens if you don't uphold them. A service program may have some responsibilities which are unique to that service. If so, these will be explained to you in a service agreement.

The responsibilities you have are towards all people connected to your District 360 supports services - including yourself, other participants, staff and volunteers.

These responsibilities are:

- to respect the rights of other, such as privacy and safety
- to help create a safe environment for all, free from harm and violence
- to tell us about what you need and if have any problems as soon as you can
- to help create a welcoming environment



HAVE YOUR SAY AND GET INVOLVED

We want you to have a say and get involved with what we do.

You have the right to:

- have a say on what services and supports we offer and how they should be delivered
- give feedback and have input on what we do as an organisation
- advocate for better services and supports, or changes to the system that affect you
- have an opportunity to contribute to the development, delivery and evaluation of our services and programs
- opportunity to develop your skills and confidence to have a say and get involved

Ways to get involved:

- keep up-to-date by subscribing to our eNews bulletins at district360.com.au
- connect with District 360 on Facebook and Instagram
- provide feedback online, in person or via survey
- contact District 360 to get involved with our programs and other roles

FOR MORE INFORMATION

You can find out more about District 360 policies, frameworks and commitments at district360.com.au

This includes the following policies and procedures:

This includes the following policies and procedures:

D360S_P001 Person Centred Support Policy (pdf)

D360S_P002 Client Advocacy and Support Policy (pdf)

D360S_P003 Privacy and Confidentiality Policy (pdf)

D360S_P004 Duty of Care Policy (pdf)

D360S_P005 Participant Decision Making Policy (pdf)

D360S_P006 Participant Participation Social Inclusion (pdf)

D360S_P007 Participants' Human Rights and Freedom from Abuse and Neglect Policy (pdf)

D360S_P008 Individual Needs (pdf)

D360S_P009 Valued Status Policy (pdf)

D360S_P010 Code of Conduct (pdf)

D360S_P018 Feedback and Complaints Management Policy _
Procedures (pdf)

D360S_P022 Quality Policy (pdf)

D360S_P026 Conflict of Interest Service Delivery Policy (pdf)

D360S_P031 Access to Service Policy (pdf)

D360S_P034 Service Entry and Exit Policy and Procedures (pdf)

D360S_P035 Safeguarding Participants Policy (pdf)

D360S_P037 Cultural Security for Participant (pdf)

Appendix A – Contact details of State and Territory Commissions

NDIS Quality and Safeguards Commission

People with disability have the right to complain about the services they receive.

Postal: Assistant Director Quality Assurance, NDIS Commission, PO Box 210, Penrith NSW 2750

Contact: 1800 035 544 (Interpreters can be arranged)

Email: contactcentre@ndiscommission.gov.au

Website: ndiscommission.gov.au

Western Australia

Health and Disability Services Complaints Office (HaDSCO)

Office address: Albert Facey House, Level 2, 469 Wellington Street, Perth WA 6000

Contact: (08) 6551 7620

Email: mail@hadsco.wa.gov.au

Website: hadsco.wa.gov.au

Victoria

Mental Health Complaints Commission (MHCC)

Office address: Level 26, 570 Bourke Street
Melbourne VIC 3000

Toll free: 1800 246 054

Email: help@mhcc.vic.gov.au

Website: mhcc.vic.gov.au

Office of the Disability Commissioner (DSC)

Office address: Level 30, 570 Bourke Street
Melbourne VIC 3000

Toll free: 1800 677 342

Email: complaints@odsc.vic.gov.au

Website: odsc.vic.gov.au



1800 411 818

www.district360.com.au



District 360 respectfully acknowledges the traditional custodian of the lands and waters of Australia. We are committed to inclusive communities.