



**Focal
Extended
Incorporated**

Client Information Booklet

**A guide for our clients, their
families and their carers**

August 2007

CONTENTS

What we believe	1
A big 'Hello' from everyone at Focal	2
Our story	3
Service Access	5
Individual Needs	7
Decision-Making and Choice	9
Privacy, Dignity and Confidentiality	11
Participation and Integration	13
Valued Status	15
Complaints and Disputes	17
Service Management	19
Protection of Legal and Human Rights and Freedom from Abuse and Neglect	21
Staff Recruitment, Employment and Development	24

NOTES:

Image and Product Permission Form

Focal Extended Incorporated would like your permission to videotape and/or take photographs of you or your family members during various Focal activities. These videos and photographs will provide a wonderful historical record of our clients and activities.

I give permission to have my photographic or video image, voice recording, or any product produced by me, to be used by Focal Extended Incorporated for historical and publicity purposes.

I understand that my photographic or video image, voice recording, or any product produced by me, may be used to promote Focal Extended Incorporated within the community and may be kept for historical purposes. Any images or products kept by Focal Extended Incorporated will not be sold by Focal Extended Incorporated for commercial gain or given to any third-parties.

Family Name: _____

Client Name: _____

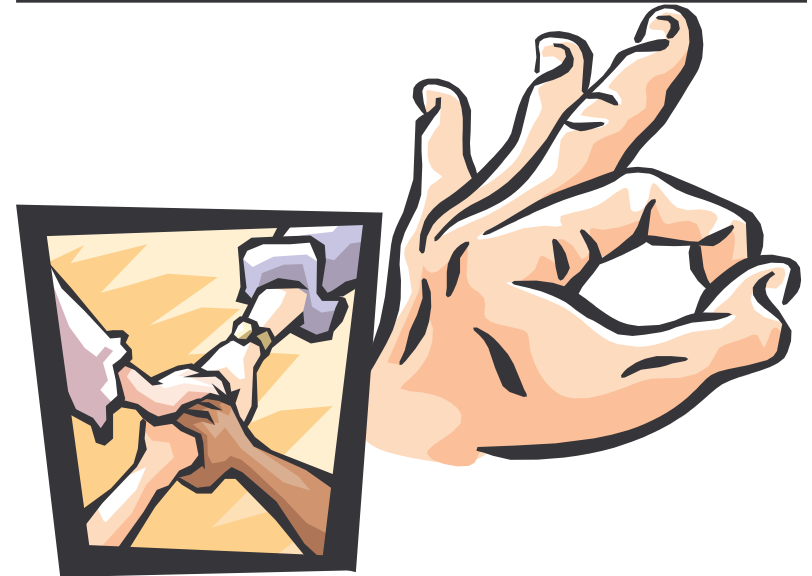
Signature: _____ **Date:** _____

Date: _____

Some other bits you need to know about	26
Service Improvement Form	34
Complaint Form	35
Medication Authorisation Form	37
Image and Product Permission Form	38

Please note that original copies of these forms are available from the office.

The forms in this booklet are to show you what they look like.



What we believe

Our Mission

The mission of Focal Extended Incorporated, (Focal), is to support people with disabilities, their families and carers within the Ipswich Region.

Our Vision

The vision of Focal is to provide a service that enables and empowers people with a disability to participate freely within their chosen community.

Our Values

- To keep the rights, responsibilities and well-being of people with disabilities as our priority.
- To be flexible and innovative in responding to the support needs of people with disabilities, their families and carers.
- To provide a quality and relevant service, as defined by the service users and members.
- To be open and transparent in our operations.
- To be respectful that people with disabilities live within a broader family and social community and to be supportive of them within that context
- To be professional and accountable in all of our operations.

FOCAL'S STATEMENT OF SERVICE USER'S RIGHTS AND RESPONSIBILITIES

Focal's Service User's have the right to:

- ✓ Privacy and confidentiality
- ✓ Be treated with dignity and respect
- ✓ Information about services they might need, to enable active choices and participation in decision making
- ✓ Be free from physical, sexual, emotional, verbal and systemic abuse and from neglect
- ✓ An advocate of their choice to speak on their behalf in expressing need for services or grievances
- ✓ Expect assistance that is reliable and of high quality
- ✓ Receive a service that recognises and is sensitive to their cultural needs
- ✓ Access information about themselves held in personal records
- ✓ Make a complaint without fear of it affecting the service they receive.

Focal's Service User's have the responsibility to:

- ✓ Treat staff with respect
- ✓ Keep Focal informed of changes to details or needs

Reviewed - 14/08/07

**PRESCRIBED MEDICATION and MEDICATION
AUTHORISATION FORM**

This is to certify that _____
(Full Name)
_____ (DOB) is prescribed the following medication.

NAME OF MEDICATION	TIME TO ADMINISTER	DOSAGE	ROUTE ADMINISTERED	STAFF ASSISTANCE REQUIRED TO ADMINISTER MEDICATION

Please note any guidelines from medical practitioners including potential side-effects or adverse reactions:

Yes / No - I request that Focal Extended Inc assist this person in his / her self administration of medication, as detailed above, to manage a health condition.

Yes / No - I request that Focal Extended Inc administer the following:

_____ (prescribed name of medication) that is required during the time that this person receives support.

I understand that medication must be provided in the original labeled container with the persons name, dosage and time to be taken. I understand that I must notify in writing when a change in dosage is required or when the medication is no longer required. I understand that Focal requires this information in the event of an emergency.

Signed: _____ Date: _____

Parent / Carers Name: _____

Emergency phone contact no. _____

Phone number of doctor or prescribing specialist _____

A big 'Hello' from everyone at Focal

We want to provide you with a quality service while you are part of the Focal family.

It is our aim to treat you and your family with respect and dignity, and to help you receive the same support as everyone else in the community.

As part of that process, we want you to know what we believe in, and how we will go about serving you. This is what this booklet is all about.

Our staff and Management Committee have an open-door policy, and we encourage you to come and visit us to discuss any concerns or questions you may have. If we can't help, we will find someone who can.



Focal Extended Inc	Complaint Form	Page 1/2
<ul style="list-style-type: none"> ◇ Client / Visitor Complaint. ◇ Staff / Volunteer Complaint 	Complaint No: _____	
<i>Section 1: Information from the person lodging the complaint</i>		
Name of person lodging complaint: _____ Date: _____		
Describe your complaint: _____		
What would you like to have done to resolve this problem?		
Section 2: Office use only		
Name of staff member/committee member complaint made to: _____		
Date complaint received: _____ Signature: _____		
<i>Does the grievance involve alleged Assault / Negligence / Abuse of a client?:</i>		Yes / No
<i>Does the grievance allege a criminal act?:</i>		Yes / No
If YES to either of above questions, this form <u>must</u> to forwarded immediately to the Executive Officer.		

Organisation Committee and Staff

Committee of Management - President: Brian Ward
 Executive Officer – Tanya Miller
 Service Coordinator – Deirdre Lowe
 Independent Pathways Coordinator—Brian McKeown
 Rostering and Service Support—Crystal Smedley
 Finance Officer – Patricia Kavanagh
 Administration Support—Jeannette Kitching
 Project Officer – David Parry

Where to find us

6 CANNING ST
 NORTH IPSWICH Qld 4305
 Phone: 07 3812 2014
 Fax: 07 3812 2023
 E-mail: admin@focal.org.au



Focal Motto

Somebody said that it couldn't be done
 But he with a chuckle replied
 that "maybe it couldn't" but he would be one
 Who wouldn't say so until he had tried.
 So he buckled right in, with the trace of a grin
 On his face. If he worried he hid it.
 He started to sing as he tackled the thing
 That couldn't be done, and he did it.

This booklet gives a summary of our procedure manual. A full copy of the Focal “Quality Procedure Manual” is available for you to read at the Focal office.

Service Access (QPM.1)



Why we have this procedure

We want to make sure that when we have the resources like staff and funding, we can provide a quality service to people seeking our service.

We also want to provide a way for you to leave us when the time is right.

What we will do for you

- ⇒ We will give you a booklet to explain our services.
- ⇒ We will not discriminate against you, or your family, or carer.
- ⇒ We will be honest and open with you and your family, or carer.
- ⇒ We will keep things between us confidential.
- ⇒ Within two weeks of you contacting us, we will make a decision on our ability to provide service to you.
- ⇒ If we have the staff, and the resources, we will provide service to you.
- ⇒ If we cannot help you, we will give you some alternative options.

Focal Extended Inc	Service Improvement Form
Note: Clients, Employees, Volunteers please forward completed form to a staff member. Staff: Forward completed form to Service Coordinator	Document No:
Section 1: TO BE COMPLETED BY THE PERSON SUGGESTING THE IMPROVEMENT	
HOW DO YOU THINK CAN WE MAKE AN IMPROVEMENT? (Attach extra pages if needed)	
WHAT DO YOU THINK WE CAN DO ABOUT YOUR IDEA?	
SUGGESTED BY: _____ DATE: _____	
YOUR CONTACT DETAILS: _____	
<u>SECTION 2: FOR OFFICE USE – TO BE COMPLETED BY COORDINATOR OR COMMITTEE OF MANAGEMENT.</u>	
ACTION TO BE TAKEN TO MAKE CHANGE OR IMPROVEMENT:	
APPROVED BY: _____ DATE: _____	

An employee or volunteer is never to take control [either physically or by usage] of a client's wallet or purse.

It is prohibited for clients to loan money from employees or volunteers.

It is prohibited for employees or volunteers to loan money from clients.

When an employee or volunteer has any concern about the money a client has [or doesn't have], the Service Coordinator, family or carer should be contacted.



- ⇒ If we cannot help you immediately, then we will place your name on a waiting list, and review that list every three months.
- ⇒ If you choose to leave our service, we will provide you with a final report.
- ⇒ We will only withdraw service to you if we cannot provide safe and appropriate care.



What we hope you will do for us

- ⇒ Please be open and honest with us.
- ⇒ Ask us questions so that you understand what is happening.
- ⇒ If you are not happy with the way we treat you or your family or your carer, use our 'Complaints and Dispute' process to help resolve the matter.
- ⇒ Enjoy being part of the Focal family.



Individual Needs (QPM.2)

Why we have this procedure

You are unique. Because we are here to help you, we want to treat you as an individual, and not just one of the mob!

What we will do for you

- ⇒ We will recognise your individual and unique skills, lifestyle preferences, personal aspirations and support needs.
- ⇒ We will not be discouraged by your individuality.
- ⇒ We will not discriminate against you.
- ⇒ You and your family or carer will be involved in working out an 'individual service plan' for you.
- ⇒ We will only collect information from you that is relevant and we will keep that information secure and confidential.
- ⇒ We will ask for help from you or your family or carer to work out suitable support needs.
- ⇒ We will construct an 'individual service plan' that reflects community expectations.
- ⇒ You or your family, or carer will be given a copy of the 'individual service plan'.

Handling of Client Monies



Focal recognises the care that employees and volunteers must take in the handling of client's money.

In some cases, clients are able to recognise and use money in an able and appropriate manner. Where this is the case, the employee or volunteer is to only act as a guide to the client in the use of their money. This guidance is to be based on any instructions received from the client's family, carer or Service Coordinator.

Where the client is not able to use money correctly, it is appropriate for the employee or volunteer to assist the client in using their money.

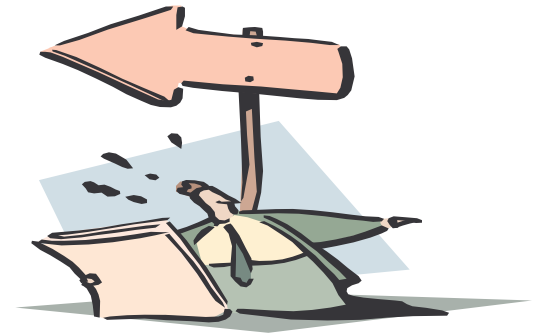
Receipts are to be kept for any expenditure and are to be placed in the client's wallet or purse so they can be given to the family or carer.



Where special equipment or handling techniques are required, the Service Coordinator will be responsible to ensure that correct and appropriate training is given in the use of that equipment or technique. The Service Coordinator will record any training given to an employee or volunteer in their personal file.

Where an employee or volunteer is unsure what action to take in regard to any matter mentioned in this procedure, they are to make contact with the Service Coordinator, family or carer of the client for advice.

- ⇒ We will review your plan with you at least every year, or as your needs change.



What we hope you will do for us

- ⇒ Tell us of your hopes and dreams.
- ⇒ Be part of the decision-making for your 'individual service plan'.
- ⇒ Keep your 'individual service plan' safe.
- ⇒ Tell us if your needs change, and or you want to try something new.



Decision-Making and Choice (QPM.3)

Why we have this procedure

We want you to have a maximum amount of control over your life. To do this, we want you to have primary involvement and influence over the decisions that affect you.

What we will do for you

- ⇒ We will structure our programs to be flexible and responsive to your needs.
- ⇒ You will be told of all the options available to you in all circumstances.
- ⇒ Focal will provide services that are resourceful, and yet stay within the abilities of Focal.
- ⇒ We will involve you in any decision-making about your service.
- ⇒ We will seek your cooperation by getting you or your family or carer to sign your 'individual service plans.

Medicines, Medication Handling and Special Client Requirements

Where a client requires medication to be taken during their care, the family or carer will provide the Service Coordinator with details of the following:

- Name of medicine
- Dosage required
- Time and method of administration

This information will be recorded by the Service Coordinator on a "Medication Record Form" and a copy will be placed in the client file. Details will then be given to the support worker as required.

The support worker will keep a record of the time, dosage and name of medicine administered.

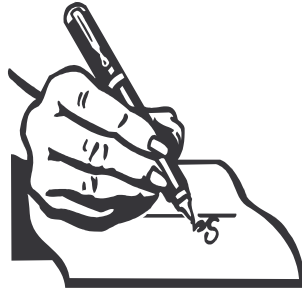


No support worker is to assist with administering any medication without the express permission of either the family or carer of the client or the Service Coordinator.

All medicines will be provided in the original packaging that shows the name of the medicine and the dosage details as prescribed by the Doctor.

Staff Time Records

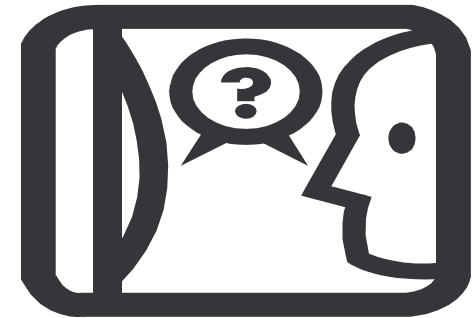
Where a support worker has a shift with a client, the support worker is required to obtain a signature from either the client or their family for the hours worked. This is to verify the service hours provided and to protect the support worker from underpayment of their wages.



Workplace Health and Safety

We value our clients and our staff, and we hope you do too. We do not want them to be placed in unpleasant or dangerous situations. If you or your family believe that a support worker or some other person is being placed in danger, or they are not following safe work practices, then please tell them and the service coordinator of your concerns. Sometimes we do things that we think are right, but it can just be cutting corners and lead to an accident. If we see some safety concern in your home, or in the environment where you are, we will tell you. We can work together to ensure your safety and the safety of our support workers.

- ⇒ Involve you in any review of your 'individual service plan'.
- ⇒ We will also involve you in developing Focal's service procedures by using the 'Service Improvement Form'.



What we hope you will do for us

- ⇒ Be involved in decisions that affect you.
- ⇒ Speak up when it comes to giving ideas about what you need.
- ⇒ Don't be afraid to tell us what you are thinking.
- ⇒ Tell us if there is some way we can improve the service we give.



Privacy, Dignity and Confidentiality

QPM.4

Why we have this procedure

We are committed to making sure that you have the same level of privacy, dignity and confidentiality as is expected by the rest of the community.

What we will do for you

- ⇒ We will only collect information about you where there is a direct need for us to be able to provide you support.
- ⇒ We will tell you why we are collecting information about you.
- ⇒ If we need to obtain information from other people or other organisations about you, we will get your permission first.
- ⇒ Whatever information that we gather about you will be stored securely and will not be left for others to access.
- ⇒ We will make sure that only the appropriate Focal staff see your confidential information.
- ⇒ We will make sure that all staff and volunteers treat you and your family or carer with respect and in the right way.

Non-Smoking Procedure continued

With this in mind, Focal extends this procedure to include the following:

- Employees and volunteers are not to smoke when they are working with a client,
- Employees and volunteers are not to smoke in their private vehicles when they have a Focal client in that vehicle whether or not they are working with that client,
- Clients are not to smoke when they are in the care of a Focal employee or volunteer,
- Clients are not to smoke in a Focal employee or volunteers vehicle whether or not they are in the care of the Focal employee or volunteer.

Should a Focal employee be placed in a situation where a client insists on smoking, then the Service Coordinator should be contacted immediately, and the Service Coordinator will negotiate with the client.

If a negotiated outcome cannot be obtained, then service may be withdrawn.

No exceptions – No way!

Non-Smoking Procedure

Focal is committed to providing a safe and healthy workplace and environment for staff, volunteers, clients, families, carers and visitors to the organisation. Focal also has an obligation under the Workplace Health and Safety Act 1995 to ensure that certain legal requirements are adhered to.

One of these requirements is

“No Smoking in the Workplace”.



This means that there is to be No Smoking inside any of Focal’s buildings or facilities, or any place defined as a workplace under the Workplace Health and Safety Act 1995, or in any other area designated as “non-smoking”.

Beyond this legal requirement, Focal also has a duty of care toward clients, employees and volunteers.



We won't tell anyone about the things we learn about you, unless you say we can.

- ⇒ When we are finished with your confidential information, we will destroy it.
- ⇒ If you make a complaint to us, or tell us of a concern about your privacy, dignity or confidentiality, then we will investigate that complaint and inform you of the result.

What we hope you will do for us

- ⇒ Tell us if you feel as if we have not treated you with respect and dignity.
- ⇒ Tell us if you feel that your confidential information has been seen by someone who should not have seen it.
- ⇒ If you feel that the information we want from you is inappropriate, then tell us and we will come to a compromise.

Participation and Integration (QPM.5)

Why we have this procedure

We want you to have the same access to places and services as the rest of the community. You should receive those services in community settings alongside other community members. You should have the ability to socialise and build relationships with members of the wider community.

What we will do for you

- ⇒ We will structure programs and services to be provided in a way that allows you to integrate and participate with other members of the community.
- ⇒ Where possible, we will make the greatest use of community facilities and services in your programs and support.

Some other bits you need to know

Late Cancellations and late adjustments by Clients, Families or Carers

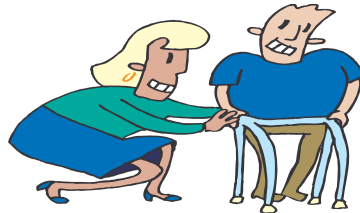
Late cancellations and late adjustment occur when a client, family or carer advises that care is not required or is to be shortened for an appointed shift at any point after 2.00pm. To avoid a late cancellation, notice is to be given before 2.00 p.m. on the day before the service is due.

If a shift is deemed to be a late cancellation, the employee will be paid 50% of the regular hours of that shift with a minimum of 1 hour to be paid. This will be taken from the client's hours.

Employees are able to use an amount of discretion in regard to charging for late cancellations if they are able to schedule other work. Concerns should be raised with the Service Coordinator as soon as possible.

What we will do for you

- ⇒ We will provide quality support staff who are properly trained, and who have been told about your needs.
- ⇒ Staff and volunteers have all undergone criminal history screening and have been interviewed for their job.
- ⇒ Staff and volunteers regularly attend staff meetings where relevant issues are discussed and training is provided.
- ⇒ As part of our commitment to provide quality staff, there are regular staff appraisals held.
- ⇒ We have a code of conduct that our staff and volunteers must follow.



What we hope you will do for us

- ⇒ Work with our staff. They are there to help you – use them.
- ⇒ Be honest and open with staff and volunteers. Make your wants and needs known to them.
- ⇒ If you have a problem with a staff member or volunteer, talk to someone about it. Let's work together to resolve the problem.

- ⇒ Use community facilities in a way that is appropriate.
- ⇒ We will select staff and volunteers who have contact with the wider community.
- ⇒ Where it is possible, we will involve members of the community in your activities.
- ⇒ Where it is possible, we will involve other community organisations in your activities.
- ⇒ In any activity that you do in the community, we will make sure that you are free from unwanted attention or harassment.
- ⇒ If we believe that an activity you want to do is inappropriate or dangerous, we will tell you.



What we hope you will do for us

- ⇒ Tell us if you feel any stress or difficulty in going to activities.
- ⇒ If you feel excluded from an activity that you really want to be involved in, let us know and together we will try to resolve your concern.
- ⇒ Be prepared to give suggestions of what you would like to do when it comes time to do your 'individual service plan'.

Valued Status (QPM.6)

Why we have this procedure

You should have the opportunity to develop and maintain appropriate social, intellectual, recreational and physical skills, and the opportunity to participate in activities that help you achieve valued roles in the community.

What we will do for you

- ⇒ Any programs or services that we provide or assist you to attend, will be appropriate for your age and skills.
- ⇒ Activities that we organise will build on your existing abilities, and will increase the prospect of fulfilling valued roles in the community.
- ⇒ You and your family or carer will be invited to participate in any planning for training, activity or community program that we feel is appropriate for you.

Staff Recruitment, Employment and Development (QPM.10)

Why we have this procedure

**Focal is an equal opportunity employer.
We have to provide you with quality support staff and this procedure helps us do that.**



What we hope you will do for us

- ⇒ Tell us if you feel as if we or someone else has not treated you with respect and dignity.
- ⇒ Tell us if you feel that your privacy, confidentiality or right to information and support has been breached.
- ⇒ Tell us if you have any concerns about an individual being abused or neglected. NB: You do not need to wait for proof of existence before reporting it.

Focal has a legal and moral obligation to respond to allegations of abuse or neglect.

Abuse is the violation of an individual's human or civil rights, through an act or actions by another person.

Neglect is the failure to provide the necessary care, aid or guidance to dependent adults or children by those responsible for their care.

Identification of abuse or neglect:

Suspicious of abuse or neglect can be identified through one or more of the following:

- the disclosure of an adult or child;
- an act that is witnessed;
- an adult becoming aware of a pattern of unusual behaviours, suspicious injuries, marks or bruises on a person's body.



- ⇒ We will try to deliver training to you in appropriate private or public community settings.
- ⇒ Any Focal staff or volunteer that works with you, will be equipped to provide the appropriate support for your activity.

What we hope you will do for us

- ⇒ Feel valued as a member of the community.
- ⇒ Feel that you are a part of the Focal family.
- ⇒ If you feel as if you have not been valued as a person, either by Focal or in the community, let us know and together we will try to resolve your concern.
- ⇒ Talk to us about any concerns you may have.



Complaints and Disputes (QPM.7)

Why we have this procedure



You have a right to complain about the way we provide service or about one of the people at Focal.

This procedure recognises this, and gives you the opportunity to raise an issues and have the problem handled and resolved in a formal way.

How can you make a complaint?

- ⇒ You may make a complaint in person, over the phone or in writing to any staff member or committee member of Focal Extended Inc.
- ⇒ You may have anyone that you like to help you
- ⇒ You must give your name but your complaint will be kept **confidential**, **treated seriously** and with **respect**.



- ⇒ ensure that all staff, service users, visitors and other agencies who seek our services are aware of “The Statement of Service User’s Rights and Responsibilities” (refer pg 38) and that it is displayed on the premises;
- ⇒ provide staff training in the areas of human rights and prevention and reporting of abuse and neglect;
- ⇒ ensure that all staff are appropriately recruited and maintain a current blue card (positive working with children notice) and undertake a criminal history screening through DSQ.
- ⇒ ensure that all staff are appropriately inducted, supervised and reviewed in their performance;
- ⇒ require staff to report any seen or suspected abuse or neglect of Focal’s clients to a senior staff member in line with the Abuse or Neglect Report Management Procedure (9-1).

Protection of Legal and Human Rights and Freedom from Abuse and Neglect (QPM.9)

Why we have this procedure

We want to ensure that your rights are upheld by Focal. Focal is committed to ensuring a safe environment that promotes human rights and safety in all forms

What we will do for you

We will:

- ⇒ Ensure that all policies and procedures are consistent with Commonwealth and State legislation and relevant human rights instruments as stated in Procedure 9 “Protection of Legal and Human Rights and Freedom from Abuse and Neglect”.



What happens after you make a complaint?

- ⇒ The person handling the complaint (usually the Service Coordinator) will explain what happens next so that you will always understand what is happening
- ⇒ We will try to sort out the problem as quickly as we can
- ⇒ We will speak with you about your complaint and what you would like as an outcome
- ⇒ If your complaint is very serious we might have to tell the Police or other people in authority
- ⇒ If you are not happy with the outcome you can take your complaint to Disability Services Queensland Phone: 1800 177 120

What we hope you will do for us

- ⇒ Tell us if you are unhappy about anything relating to Focal, your program or activities, or the service you receive from us. Do not be afraid to speak up if something worries you as this allows us to fix things before they become a big problem for you.
- ⇒ If you make a formal complaint, allow us time to investigate your complaint and resolve it with you. Be patient.
- ⇒ Remember that everyone has a right to put in a complaint, even if it is about you.

Service Management (QPM.8)

Why we have this procedure

Focal must have sound management systems and practices to make sure our services run well. Focal must work within the law. There are a number of Acts of Parliament that we must observe. This procedure makes sure that we comply with the law and provide efficient and effective services.

What we will do for you

- ⇒ Ensure sound governance of all of Focal operations.
- ⇒ Focal will make sure that all the legal and human rights of clients, staff and volunteers are upheld and supported.
- ⇒ We will make sure that anyone who comes to Focal is aware of their obligations under the Disability Act, Workplace Health and Safety Act and Privacy Act.
- ⇒ There will be a safe physical environment for all our clients, staff and volunteers.



- ⇒ Everyone who works for Focal knows what their job is, and what they are supposed to do.
- ⇒ Focal will provide appropriate resources to ensure the long-term survival of the organisation.

What we hope you will do for us

- ⇒ Tell us if there is some way that we can improve the service we give to you.
- ⇒ If you see a situation that is unsafe or dangerous, that you will tell us about it.
- ⇒ Should you feel unsafe in ANY situation, tell someone.
- ⇒ Let us know when you are happy - because if you are happy, we are happy.