

# Customers Handbook

## NDIS Customers

The Gladstone Community Linking Agency (GCLA) acknowledges the Byellee, Gooreng Gooreng, Gurung and Taribelang Bunda people – as the traditional custodians of the lands and waters of the Gladstone region. We pay our respects to the first nations people and their Elders past, present and emerging.



### Our Vision

Empowered People,  
Inclusive Community.



### Our Purpose

Supporting people to live  
well at home and in the  
community.

### Our Behaviours



Be  
Kind



Be  
Thoughtful



Be  
Helpful



Speak  
Positively



Provide  
Safe and  
Quality  
Care

Welcome to GCLA!

Established in 1977, GCLA is the only true local not-for-profit provider of NDIS Disability Support and Aged Care services including Home Care Packages in the Central Queensland region. We have been empowering our customers by putting individual preferences and support needs at the centre of our approach.

As an organisation, we pride ourselves on innovation. We anticipate the future and set ourselves ambitious goals so that we not only meet your needs but exceed all expectations. We don't just settle for second-best - if there is no obvious solution, we don't stop until we find one that works for you.

We do more than just provide care; we care about your life, your goals, and your aspirations. It doesn't matter what service or program you're wanting; our promise is to always find out what's important to you and how you want to live. Then, together, we work out a plan of services to help you achieve your goals.

GCLA believes every person in our society has the right to a quality lifestyle while living in the community in a place of their choice. We believe that the best way to ensure recognition of your rights is to apply the principles of Social Role Valorisation (SRV). SRV works towards creating or maintaining socially valued roles for people as much as possible. Living in your own home, looking after yourself, having a job, or studying are all examples of fulfilling roles which are seen as good and desirable by most of society.

GCLA has a dedicated team to assist with promoting, upholding, respecting, and defending the legal and human rights of people who have a disability and those who are ageing. We ensure you are enabled to exercise informed choice and control about the services you receive.

A key aspect of our support and services is working collaboratively with you to meet your needs, goals, and expectations. We are committed to providing you with all the information you need to make these decisions.

We provide quality and skilled employees who have been vetted through our vigorous recruitment process. All employees are provided with ongoing training to ensure we can support you with your needs now and in the future.

A GCLA employee will go through the information within this Handbook with you, or if you need an alternative method of communication, e.g. a translator, sign language, or easy read, our employees are more than ready and willing to assist you.

Thank you for choosing GCLA as your preferred support provider. We look forward to assisting you very soon!

# Contents

WELCOME TO GCLA! .....	2
STANDARD OF SERVICE YOU CAN EXPECT FROM US.....	4
PROTECTING YOUR CONFIDENTIALITY, PRIVACY AND DIGNITY .....	4
DIVERSITY AND INCLUSION.....	4
SUPPORTING YOUR CHOICE AND CONTROL IN DECISION MAKING.....	5
YOUR RIGHT TO AN ADVOCATE.....	5
BEING AN ACTIVE CONTRIBUTOR TO GCLA.....	6
STAYING INFORMED.....	6
UNDERSTANDING YOUR SERVICE AGREEMENT WITH GCLA.....	7
OUR SERVICES ELIGIBILITY REQUIREMENTS .....	7
SERVICES AND SUPPORTS AVAILABLE TO YOU.....	7
DISABILITY SERVICES AVAILABLE .....	7
• GROUP ACTIVITIES – NDIS PARTICIPANTS.....	7
• MEDIUM AND SHORT-TERM ACCOMMODATION (MTA/STA).....	8
• SUPPORTED INDEPENDENT LIVING (SIL) .....	8
• ALLIED HEALTH SERVICES.....	9
• NURSING SERVICES .....	9
• NDIS PLAN MANAGEMENT .....	10
• NDIS SUPPORT COORDINATION .....	12
• SOCIAL ENTERPRISES .....	12
REQUEST TO DISCONTINUE SERVICES.....	13
ADDITIONAL EXPENSES.....	13
YOUR MONEY AND PROPERTY .....	13
KEEPING ME SAFE.....	14
EMPLOYEE IDENTIFICATION CARDS .....	14
INFECTION CONTROL.....	14
CUSTOMER MEDICATION .....	15
EMERGENCY MEDICAL TREATMENT .....	16
DISASTER EMERGENCY RESPONSE.....	16
CUSTOMER AND EMPLOYEES SAFETY .....	16
• MANAGING RISKS AND INCIDENTS.....	16
• CHILD AND YOUTH RISK MANAGEMENT.....	17
• ABANDONMENT OF A CUSTOMER WHILE ACCESSING OUR SERVICES.....	17
VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION .....	17
CUSTOMER FEEDBACK.....	18

## Standard of service you can expect from us

GCLA maintain compliance and certification with the National Disability Insurance Scheme (NDIS) Practice Standards to provide quality services to you.

The NDIS Quality & Safeguards Commission is the regulatory body which oversee GCLA's compliance with the relevant standards.

The NDIS code of conduct outlines the standard of quality services you can expect from us as a NDIS Provider. A copy of which has been provided to you.

## Protecting your confidentiality, privacy and dignity

Personal information, as defined by legislation, is information or an opinion about an identified individual, or an individual who is identifiable, whether true or not and whether recorded in a material form or not.

We respect each Customer's right to privacy in how we collect, use, and communicate their personal information. We make sure the behaviour and interactions of our workforce and others do not compromise your privacy.

Where possible, we collect your personal information directly from you. In some situations, we may also obtain information about you from a third party including your family, carers, guardian, external service providers and statutory health attorney, with your informed consent.

GCLA may disclose or use personal information within the following circumstances:

- If there is a serious or imminent threat to your life, health, or safety
- If the information is health information and the use or disclosure is necessary for research and compiling statistics relevant to public health and safety
- If there is a reason to suspect that unlawful activity has been engaged in and the use of disclosure is required or authorised by government, statutory bodies and/or the law.

You have the right to access your personal information, except where some exemptions may apply. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons.

## Diversity and inclusion

We live in a remarkably diverse community. Diversity includes any characteristic used to explain how one person differs from another. It includes characteristics such as age, ethnicity, gender, ability, cultural background, sexual orientation, and gender identity. It also refers to less visible aspects such as education, socio-economic background, religion, marital status, family responsibilities, thinking, experiences and work styles.

Here at GCLA, we embrace all that makes each of us different and recognise the benefits that these differences make. We focus on ensuring our practices and environments are welcoming, safe, and inclusive for all Customers, no matter what their diverse characteristics and life experiences may be.



Providing you with the highest possible level of customer service is our top priority. All our customers are treated promptly and respectfully without regard to age, gender, sexual orientation,

race, ethnicity, spirituality and religion, culture, ability, language proficiency, medical needs and social or economic status.

## Supporting your Choice and Control in decision making

Consumer Directed Care (CDC) is all about choice and control. It gives you a greater say in the type of care you receive to support you. GCLA will work with you and provide information, support, and opportunities to assist you to make informed choices and have control over what you do and how you live.

You have the right to direct and make decisions about what is important to you in leading a good life. We will assist you to make informed choices about the benefits and risks of each decision you are making. We make sure you have enough time to consider your options and seek advice if it is required.

We build on strengths, champion creative solutions and seek new and sustainable ways to deliver quality customer outcomes by:

- being flexible and adapting work practices to suit your needs
- recognising and respecting the differences between your cultural practices and those of your Support Workers
- avoid making judgements based on your culture and diverse characteristics
- addressing barriers to your participation
- understanding and adapting to your communication style and requirements and understanding how words, tone of voice and body language vary such as eye contact, hand gestures, nodding and other head actions and silences based on our culture
- actively committing to eliminating barriers in the way you communicate such as avoiding using complex words, jargon, and slang, always checking you understand the meaning of information and communication and vice versa and
- allowing time for you to clarify information and requests.

The heart of GCLA is a service driven by you. It is your choice to choose the day(s), time, what type of support you need, activities, goals and what you would like to achieve from your support, and we will work with you to make it happen.

We pay attention and work hard to make sure that your goals are meaningful to you by supporting and working with you to understand what you are wanting, listening to you, and acting on what you expect.

## YOUR right to an Advocate

Advocacy is acting, speaking, or writing to promote, protect and defend your human and legal rights. An advocate is an impartial person who:

- takes the time to listen and understand your views and wishes
- informs you of your rights and responsibilities
- helps you explore your options and make informed decisions
- supports you to raise your concerns and work toward a resolution
- provides practical assistance such as help to write a letter or raise your concerns at a meeting
- speaks for you when you do not feel able to speak for yourself
- increases your capacity to self-advocate.

We encourage you to choose an advocate of your choice. If you need assistance, we can provide contact details for advocacy services.

The parent and/or registered guardian of a person under the age of 18 is deemed by GCLA to be the automatic advocate unless an alternative advocate has been provided.

You can change your advocate at any time and inform us by advising us in writing. If you have any difficulty due to language, communication needs, literacy, or any other requirement, your GCLA worker will assist you or we can refer you to an advocacy agency with your consent.

We will supply the advocate with current and timely information in relation to the services being provided to you. At GCLA, we recognise that for the advocate to be effective, they need to be kept informed.

*Services that may provide advocacy support to Customers include*

### **ADA Australia**

Aged and Disability Advocacy Australia (ADA Australia) is a not-for-profit, independent, community-based advocacy and education service with 30 years' experience in supporting and improving the well-being of older people and people with disability. <https://adaaustralia.com.au/>

#### **National Disability Advocacy Program (NDAP)**

Department of Social Services  
GPO Box 9820  
Canberra ACT 2601

**Email:** [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

#### **QLD Advocacy for Inclusion**

Phone: (07) 3844 4200

Fax: (07) 3844 4220

Phone: 1300 130 582

Email: [info@qai.org.au](mailto:info@qai.org.au)

#### **Capricorn Citizen Advocacy Inc.**

Phone: (07) 4922 0299

3/118 George Street

ROCKHAMPTON QLD 4700

#### **Ombudsman Queensland**

Level 17, 53 Albert St

Brisbane Qld 4000

Brisbane Qld 4001

Ph: 07 3005 7000

Email: [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

## Being an active contributor to GCLA

We offer you, as our customer, the opportunity to contribute to GCLA and have input into the current processes in place for our service provision. If this is something that interests you, contact the Administration Team for a nomination form and further information.

## Staying informed

We want your feedback! We like to keep you up to date with information regarding GCLA. So, we will use social media streams, GCLA website, and Email.

We also offer access to your schedule of support services through an online portal. Ask your Plan Partner or the Intake Team for information on how to access this. You will have up to date information on services you have booked and the Support Worker who will be attending.

If you require assistance to understand information and stay informed and able to participate as much as you like, again, let us know and we can tailor our information to your communication needs including translating this information to the language you prefer. It is important to us that you understand the information we provide and that you stay informed.

## Understanding YOUR service agreement with GCLA

Service Agreements help make sure you, as a Customer of GCLA and we, as service provider have the same expectations of what supports will be delivered and how they will be delivered.

Making a Service Agreement is a negotiation between you and us. We work with you to develop a written Service Agreement and a Schedule of Supports, so we are both clear about what each of us has agreed to. These two documents establish your expectations, explain the supports to be delivered and specifies any conditions attached to the delivery of supports including why any conditions are attached.

## Our services eligibility requirements

We are more than happy to take you through your options and chat about whether you are eligible for funding.

For **our Disability Customers**, the [National Disability Insurance Scheme \(NDIS\)](#) supports people with a permanent and significant disability that affects their ability to take part in everyday activities. For more information go to <https://www.ndis.gov.au/applying-access-ndis/am-i-eligible> or call 1800 800 110.

Eligibility criteria for people choosing GCLA for services and support are those who:

- live in the geographical area covered by GCLA services.
- need additional support to enable them to live independently and/or access the community
- have allocated funding or packages issued by a Government Department
- or are willing to pay a fee for service.

## Services and supports available to you

We support you to make sure that you access the most appropriate supports that meet your needs, goals, and preferences. Our services and supports cover a wide range of options that aim to support you to live as independently as possible and to enjoy a good life.

When accessing our services, you choose the individual supports you require to assist you in achieving your goals within your home and the community.

All supports and services for NDIS Customers must contribute to the achievement of their individual goals as outlined in the Participant's NDIS Plan.

## Disability Services available

### • Group Activities – NDIS Participants

GCLA provides a variety of centre-based small group activities, excursions, and social outings on business days for NDIS participants. Each of these activities are aimed at assisting our customers to

meet their differing goals. The group activities are held at 'The Hub,' located at 5 Buller Street South Gladstone.

Registration for centre based and social and community participation groups is for a period of 12 weeks with a cancellation period of two weeks' notice. One hour per quarter will be charged for planning purposes costs are as per the NDIS Price Guide.

- **Medium and Short-Term Accommodation (MTA/STA)**

From time to time, you may require temporary comprehensive supports that are different from your usual arrangements. These may include Short Term or Medium-Term Accommodation to offer you time away from your usual living arrangements.

Not everyone is eligible for Short or Medium-Term Accommodation, for example people who are already living independently. If you are interested in this service, please contact your GCLA Plan Partner to discuss it further.

- **Supported Independent Living (SIL)**

SIL is assistance with and/or supervising tasks of daily life in a shared living environment with a focus on developing the skills of everyone to live as independently as possible. The support is provided to each person living in the shared arrangement, in accordance with their needs and goals.

Supported Independent Living does not include rent, board, or other day to day usual living expenses such as groceries, utilities and activities nor does it include the capital costs associated with a participant's accommodation and household set up.

An initial meeting between you and/or your Advocate occurs so that we can understand your needs and goals. There are several actions required before GCLA can proceed with developing a SILs (Supported Independent Living) quote and submitting this for approval to the National Disability Insurance Agency (NDIA).

Customer and or Advocate required actions:

- Arrange for an Occupational Therapist to complete a Functional Capacity Assessment and to provide this to GCLA
- Locate a residence which is suitable to your needs, either by purchasing a residence, researching the private rental market, or applying to Housing Queensland
- Actively participate in assisting GCLA to identify a suitable person with a NDIS Plan to share the residence with
- Meet with yourself and/or your Advocate to discuss identifying and arranging capital items required for the functioning of the home including yard maintenance
- Make sure that all requirements for Restrictive Practices such as QCAT Guardian Appointment, QCAT Application, Behaviour Support Plan are completed prior to GCLA completing and submitting the SILs quote.

If these actions are not completed in a timely manner, this may postpone the planned occupancy date and/or the arrangements to reside with your compatible Participant. The SILs process is dictated by the NDIA timeframe and non-adherence to this required timeframe will affect the occupancy plan.

GCLA then develops a *SILs Quote*, including a *Roster of Care*, using the NDIS Supported Independent Living Quoting Process at least 12 weeks prior to your planning meeting. This *Roster of Care* is discussed with the you and/or your Advocate. The NDIA reviews the *SILs Quote* which is then finalised and approved by the NDIA prior to the planning meeting. The agreed SIL amount is included in your NDIS Plan.

- Allied Health Services

GCLA's Allied Health services deliver coordinated, evidence-based therapeutic support designed to optimise independence, mobility, communication, safety, nutrition, and overall wellbeing for older people and individuals with disability. The service model is grounded in the Strengthened Aged Care Quality Standards, NDIS Practice Standards, reablement principles, and trauma-informed, person-centred care.

GCLA offers a comprehensive suite of allied health options, including:

- Exercise Physiology
- Occupational Therapy
- Speech Pathology
- Allied Health Assistance

These disciplines work collaboratively to assess functional capacity, identify strengths and risks, and develop tailored intervention plans aligned to the individual's goals and preferences. Allied health professionals contribute to multidisciplinary case conferences, reablement planning, risk mitigation, care coordination, and incident prevention strategies. Their work also shapes workforce education, environmental safety recommendations, and ongoing quality improvement activities.

Through coordinated therapeutic input and continuous monitoring, GCLA's Allied Health team empowers individuals to improve function, maintain independence, reduce avoidable decline, and achieve meaningful outcomes that enhance daily life and long-term wellbeing.

- Nursing Services

GCLA's Clinical Nursing Services provide high-quality, evidence-based clinical care that supports the health, safety, independence, and wellbeing of older people and individuals with disability. Guided by the Strengthened Aged Care Quality Standards, NDIS Practice Standards, and national clinical governance frameworks, GCLA nurses deliver person-centred, trauma-aware, and culturally safe care that reflects each individual's needs, preferences, and clinical risks.

GCLA offers a comprehensive range of clinical nursing services, including:

- medication management
- wound care
- chronic disease support
- diabetes education
- continence assessment and management
- enteral feeding and PEG care
- catheter and stoma care
- vital signs monitoring
- pressure injury prevention
- falls prevention
- infection prevention and control
- palliative and end-of-life care
- post-hospital transition support.
- Nurses also provide clinical assessments, health education, and care planning that integrate reablement and preventative care principles.

Clinical nursing staff work collaboratively with allied health professionals, support workers, care coordinators, general practitioners, specialists, and family members. They participate in multidisciplinary case conferences, incident reviews, risk screening, and continuous quality improvement activities, ensuring clinical insights inform organisational decision-making.

Through consistent monitoring, digital documentation, and strong clinical governance oversight, GCLA's nursing team ensures safe, responsive, and high-quality care that enhances wellbeing, prevents deterioration, and empowers individuals to manage their health with confidence.

- **NDIS Plan Management**

Plan Management assists you with your NDIS Plan funding.

There are three options to manage your NDIS funding:

1. self-managed.
2. plan managed.
  - a. by GCLA
  - b. by another external provider
3. NDIA managed.

No matter how your funds are managed, you still have choice and control to ensure your services are working for you and fit in your budget. Even if your funding is managed by the NDIA or a Plan Manager, you should regularly check the *Myplace Portal* and your *funding* to make sure your budgets are on track.

If you require assistance to locate a Plan Management Provider, you can contact your Local Area Co-ordinator (LAC), Support Coordinator or we can offer you alternatives.

Support provided by GCLA is directed by your choice and in accordance with the agreed Schedule of Support.

### **NDIA Management**

If you have nominated the NDIA to manage the funding for supports provided under this Service Agreement after providing those supports, GCLA will claim payment for those supports from the National Disability Insurance Agency (NDIA).

### **GCLA Plan Management**

If you, as a NDIS Participant, choose GCLA as your Plan Manager, the Service Agreement for Plan Management will be perpetual (ongoing) and should either party wish to end the Service Agreement they must give 2 weeks' notice. The Service Agreement will end should you choose not to renew with a new NDIS Plan or change in Plan Manager.

The Schedule of Supports for Plan Management will be for the life of the NDIS Plan; this means that your NDIS funds will be quarantined in a NDIA Service Booking to pay invoices as directed by you.

GCLA's responsibilities, as your Plan Manager, include to pay invoices as directed by you and providing financial administration. The GCLA Service Agreement provides options on the process of invoice approvals for Plan Managed Customers. If the support is received from GCLA, payment will be automatically charged in accordance with the Schedule of Supports.

If you have chosen Plan Management by GCLA, a detailed statement will be issued monthly for your review.

**Plan Management by another provider**

If your NDIS Plan is Plan Managed by an external provider, invoices will be issued after your support has been provided and require payment within the payment terms specified on the invoice.

## Self-Management

If your NDIS Plan is managed by yourself, the support costs are invoiced directly to you or your representative for payment within 7 days. We seek payment for the provision of supports after you or your representative have signed the Service Agreement and support has been provided.

You or your nominee can pay the invoice by EFTPOS facilities at the Herbert Street Office in person, over the phone, or transfer the amount on the invoice directly to our bank account within 7 days.

Payment of invoices can be deposited directly into GCLA bank account as follows:

Bank Name: Commonwealth Bank of Australia

BSB: 064 705

Account Number: 00907620

Account Name: Gladstone Community Linking Agency Inc.

*Note: Please use the Invoice Number as reference.*

## • NDIS Support Coordination

A Support Coordinator is a professional who connects people on NDIS plans with supports and community services. You will be allocated funding in your NDIS Plan to pay for a Support Coordinator.

A Support Coordinator assists with:

- helping you understand how to use your NDIS plan.
- teaching you how to use the NDIS Portal to monitor your funds.
- managing your NDIS services to get the best outcome from your plan.
- monitoring the progress and outcomes of your goals.
- helping you prepare for your next NDIS review.
- working with your support network (family, friends, and other service providers) to help you meet your goals as set out in your NDIS plan.

As Support Coordinators, we need to be alerted to conflict of interest when we make recommendations to you. At all times, you have the right to have choice and control over the services and supports you receive in your plan. We must make sure that advice to you about support options (including those not delivered by us) are clear and understandable to you. We are not able to influence or direct your decisions so that your access to information, opportunities and choice and control are limited. We must also manage, document and report on individual conflicts as they arise.

## • Social Enterprises

GCLA is committed to providing solutions to social issues by creating real change and assisting Customers with a disability into the labour market in commercially viable Social Enterprises.

Social Enterprises are a descriptive term for a range of businesses prioritising social goals. A Social Enterprise is a not-for-profit business with the aim of benefitting individuals and the community. Our Social Enterprise delivers quality services and support workforce participation, a sense of belonging and social interaction for people with a disability.

Our existing GCLA Social Enterprise is Ground Control, a lawn and garden maintenance service.

Should you wish to support our Social Enterprise, you can purchase lawn and garden maintenance services from Ground Control. This service can be purchased using your own money (fee for service) or through your NDIS Plan.

## Request to discontinue services.

Should you wish to end your Services with GCLA, you are required to provide notice in writing to your allocated Plan Partner in accordance with your Service Agreement. We are committed to listening to you and value your feedback and would appreciate the opportunity to address the feedback/compliment or complaint in consultation with yourself as the Customer and our GCLA Management Team to assist us to continuously improve our practices and meet our customer's needs. We will attempt to resolve the feedback provided, however if you still choose to cancel your services, we will support you to do this. GCLA's exit process involves a Customer Exit interview, seeking feedback (good and bad) to again assist us to improve our services.

When transitioning to or from another Service Provider, GCLA acknowledges this can be a sensitive time, we therefore follow a process to ensure a smooth transition occurs. With your consent this may include planning, documentation, and communication between all parties. This also includes ensuring any risks associated with each transition to or from another provider are identified, documented, and responded too appropriately. Upon finalisation of your exit, your personal information is then archived securely via our Electronic Information System.

## Additional Expenses

There may be additional expenses associated with the services you choose to participate in, which may include, being responsible for additional recreational expenses that are not included in the cost of the supports, for example, entrance fees, event tickets, meals, fuel costs etc. for yourself and the Support Worker supporting you.

## Your money and property

It is your right to use your own money and property as you determine. Pending your individual circumstance and independence, coupled with environmental restrictions, you may choose to provide us access to your money to purchase items at your request, a receipt for spending will be provided.

Where we have access to your money or other property, we have a Customer Money and Property Management Policy and Process to ensure that it is managed, protected, and accounted for. Your money or other property is only used with your consent and for the purposes intended by you.

Should your property be damaged or broken due to incorrect use or wilful damage by GCLA Workers when on support, or similarly, if you cause damage to GCLA or GCLA Workers' property during support such as damage to vehicles, accommodation, and sundry items such as mobile phones. The Customer Money & Property Policy will apply, and request for quotes from either party will determine reimbursement after a thorough investigation is completed.

If a Worker is required to drive your personal vehicle to assist you to access the community, you are required to provide evidence of full comprehensive vehicle insurance and a copy of the vehicle's current registration. The vehicle must be serviced and maintained, in a clean roadworthy condition and a GCLA Vehicle Inspection Checklist completed.

Before a GCLA Worker is permitted to drive your personal vehicle, the GCLA Plan Partner must check if there are any age excess clauses in the Full Comprehensive Vehicle Policy and check the date of birth of the Support Worker to ensure there is insurance coverage. We complete a Risk Assessment regarding your request and activity and notify you of the outcome of this.

In keeping with legal decisions on professional indemnity, Workers are not able to give advice including financial advice other than that which would be required under your plan. The main purpose of the service is to assist you, the Customer, to achieve your goals. Our goal is to give you a range of options and choices rather than offer advice. We encourage you to seek independent opinions and consult qualified professionals for advice.

## Keeping me safe

We recognise that you must access supports in a safe environment that is appropriate to your needs. The health and safety of all Customers, Employees, and Visitors is of the utmost importance to us. We aim to continuously improve the health and safety of our Customers and Workers through consultation and increased awareness.

## Employee Identification Cards

To make sure you can easily identify GCLA Workers and know the person who is supporting you, be protected, and feel safe, our Workers are issued with an Identification Card. This card is for all Employees of GCLA. All Workers have the Identification Card with them, and you can ask to see it for verification.

Some of the uses for the Identification Card are:

- School pick-ups when Support Workers are picking up students for Flexi Respite Service
- When you have new Support Workers
- Visits to Customer homes.

## Infection Control

Policies, work instructions and practices are in place to make sure you, our Workers and any other person in the home is protected from harm because of infection and exposure to waste or hazardous substances while providing supports to you.



It is important for all of us to minimise the risk of infection, maintain good infection control and improve antimicrobial use to reduce antibiotic resistance to improve the health, safety, and wellbeing of all of us.

The spread of infection can have a substantial effect on accessing support services. Several infectious diseases can be spread from one person to another by contaminated hands. These diseases include but are not limited to gastrointestinal infections (such as Salmonella and Gastroenteritis), and respiratory infections, such as COVID-19 or influenza. If you have any symptoms of an infectious illness or are feeling unwell. Please advise your Support Worker immediately so appropriate action can be taken.

The most effective way to reduce the spreading of infection is to regularly **wash your hands** with either soap and water or alcohol-based hand gel.

If you are showing symptoms of an infection, we will discuss with you whether our service continues during your infectious period or is suspended. Where the service is found to be essential, our Support Workers will need to wear PPE (Personal Protective Equipment) when providing your services. All Support Workers have been trained in the correct use and wearing of PPE.

Where one of our Support Workers shows signs or symptoms of infection, we will remove the Support Worker from your support shifts until they are no longer infectious.

Workers involved in the management of waste and hazardous substances receive training to ensure safe and appropriate handling.

All incidents involving infections, infectious material, body substances or hazardous substances are reported, recorded, investigated, and reviewed.

We strongly encourage you to discuss with their medical practitioner whether the COVID-19 vaccination and the annual influenza vaccination is suitable for you.

## Customer Medication

You can be confident our Workers are appropriately trained and competent in how to assist with administration and how to store medication safely and securely. GCLA Medication Management Policy and procedures along with employees training provides guidance to our Workers to make sure that they can assist you to manage and administer your medication. Our records clearly identify your consent for assistance with medication administration

When you commence services with us, we do require a current Medical History/Summary and Medication List (with all noted side effects from these medications that you may experience) from your doctor. If you have a change in medication or at least annually, please provide an updated Medical History and Medication Summary. This is required whether you need assistance with medications or not. Support Workers must undertake 7 checks before providing any assistance to you with medication. All medication must be in its original packaging with the labelling clearly visible showing your name, dosage, and route or is in a Dosage Administration Aid (DAA), known as a Webster Pak.

Support Workers must adhere to the 7 Rights of Medication Administration:

- the right person,
- the right medication,
- the right dosage,
- the right time,
- the right route,
- the right documentation
- right to refuse.

All Workers responsible for assisting with medications know where to find information on medication and the steps to take in the event of an incident involving medication. Our Support Workers try extremely hard to prevent errors or incidents.

Should you refuse your medication, this choice is communicated by the Worker to a GCLA Plan Partner to ensure we observe your wellbeing and so that emergency actions can be undertaken, if necessary.

If the Support Worker suspects that you are experiencing an adverse reaction to medication, or you report this to the Support Worker, Medical advice will be sourced from your Medical Practitioner. If a medical practitioner is unavailable, they seek advice from either:

- your pharmacist
- 13Health 13432584
- the Queensland Poisons Information Centre on 13 11 26.
- Qld Ambulance Service or Gladstone hospital.

## Emergency Medical Treatment

If you have a medical event or your health deteriorates suddenly, the Support Worker will contact emergency services on 000 to provide you with support.

This is what they have been trained to do. If you choose to refuse the Ambulance Services when they arrive, the Ambulance Officers will explain the risks to you.



If you have a medical condition that may deteriorate quickly, we request that you provide a medical management plan from your doctor. Some examples are Asthma, Diabetes, Mental Health, or Seizures.

In the event of an emergency and an ambulance is required to attend to your needs, you will be responsible for any costs that may be incurred.

## Disaster Emergency Response

GCLA has documented procedures in place in the event of a disaster such as flood, cyclone, or severe weather warnings. Where you are impacted or if our ability to provide services to you is not possible, GCLA will communicate with you and assist to put alternative support in place. This may be family or friends of yours or emergency services.

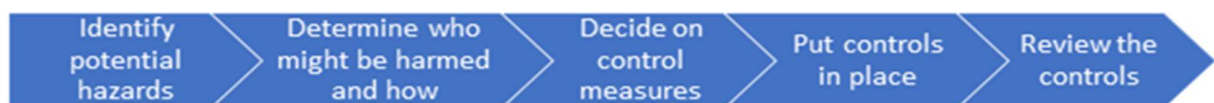
Your Plan Partner will check with you what is important to you in the event of an emergency. This will be documented on your care plan to assist in supporting you if required.

## Customer and Employees Safety

- Managing risks and incidents

We work hard to deliver safe services because your safety is particularly important to us. It is our responsibility and obligation to assess risks when supporting you. Support Workers have a requirement to notify your Plan Partner if a risk or hazard is identified or encountered during support.

Where a hazard or risk is identified, a Risk Assessment will be done to identify ways to minimise the likelihood of an incident occurring, by including controls that either manage or prevent hazards and their risk. Risk Management Plans are updated regularly by monitoring and reviewing risks to ensure we have effective risk management.



It is part of our intake process to conduct a Premises Check Risk Assessment. This is to ensure your safety and the safety of GCLA Workers.

Risk Assessments are reviewed under the following circumstances:

- if your service routine changes, an assessment may be required.
- if a hazard has been identified at the home.
- if you move into another home.
- your 12-month review is due

- you request an assessment.

To ensure you receive quality support it is the responsibility of GCLA Workers to report all critical incidents. You are safeguarded by our Incident Management System, ensuring that incidents are acknowledged, responded to, well-managed and learned from. We review the causes of incidents by seeking the views of Customers and Workers so we can learn to prevent these from happening again in the future.

All GCLA Workers have undergone training in completing Incident reports.

## • Child and youth risk management

GCLA is committed to ensuring the safety and wellbeing of all children and young people accessing our services and support and create supportive environments, free from harm and abuse, where children and young people feel safe and supported

Here at GCLA, we value that you trust us with your children, hence we are very committed to providing the highest standard of care. This standard of care ensures the safety and wellbeing of all children and young people who use our service. Everyone within the GCLA team has the responsibility to protect children from harm.

### Custody/Access Matters

If there are any custody or access matters, your Plan Partner requires the following for your child's personal, secure file:

- A certified copy of the order
- A photo of the non-residency parent
- A list of those authorised by you, the residency parent, to be responsible for your child.

## • Abandonment of a Customer while accessing our services

Where GCLA is notified by a Carer or Guardian that they will not be collecting their family member from our services and that they are not able or willing to continue to provide care, we will instigate the following:

For the Abandonment of a Child (birth to 18 years)

- The family will be advised that the Director-General of National Disability Services (NDS) will be notified and that a formal notification will also be made to the Department of Child Safety of the abandonment of the child.

For the Abandonment of an Adult

- Where the Customer has no other support networks that make formal decisions for them, the family will be advised that the Adult Guardian will be consulted.

## Violence, Abuse, Neglect, Exploitation and Discrimination

We believe all Australians have rights, which do not diminish with age, to live dignified, self-determined, lives, free from violence, abuse, neglect, exploitation, and exploitation. We work hard to make sure that supports and services are provided in safe and healthy environments that support individuals to exercise their legal and human rights.

GCLA has zero tolerance for violence, abuse, neglect, exploitation, and discrimination of Customers and Workers and is committed to protecting the health, safety and welfare of all Customers and

Workers. This goes well beyond our legal obligations because we respect and value the Customers we support.

We have systems and practices to provide appropriate protections and safeguards around the delivery of support and services, to respond effectively to incidents of abuse, to investigate allegations, to support and assist those Customers who are involved in an allegation.

It is the responsibility of all GCLA Workers to immediately report any suspicion of violence, abuse, neglect, exploitation, and discrimination to ensure that they are fully investigated, reported in compliance with all legislative requirements and to develop an action plan to eliminate any future occurrence of an event from occurring again in the future.

We are committed to:

- respecting your human worth and dignity as individuals
- making sure that your health, safety, and wellbeing is the paramount consideration in service provision and that you are provided with maximum protection from violence, abuse, neglect, exploitation, and discrimination.
- promoting a culture of no retribution in the case of reporting, including reporting of suspected or alleged violence, abuse, neglect or exploitation or incidents suggestive of this.
- making sure there are systems to identify violence, abuse, neglect, exploitation, or discrimination of customers.
- ensuring timely, adequate, and appropriate responses to any known or suspected instances of abuse or neglect of customers.
- providing you with information about the use of an Advocate (including an independent Advocate) and facilitating access to an Advocate where allegations of violence, abuse, neglect, exploitation, or discrimination have been made.
- complying with all legislative requirements when identifying any known or suspected instances of harm, abuse, neglect, or exploitation of customers including reporting to the NDIS Quality and Safeguards Commission Compulsory Incident Reporting, and Workplace, Health and Safety Act 2011 Notifiable Incident Reporting.

## Customer Feedback

We value your feedback, whether it is a compliment, complaint, idea and/or suggestion about our service.

### Why give feedback?

Your feedback helps us to know what we are doing well and look at where we need to improve. Your feedback helps us improve services for our community.



GCLA employees are bound by the GCLA Code of Ethics and Professional Conduct Policy and NDIS Code of Conduct.

### Below are the different ways you can give us your feedback:

- Talk to our employees
- Fill in the form on the back and put it in the feedback box in reception in our office in Herbert Street, The Hub or Port Curtis RnR or give it to one of our employees.
- Fill in and submit the online feedback form at [www.gcla.com.au/feedback](http://www.gcla.com.au/feedback)
- Phone our office on 4972 8855 and ask for the relevant department/manager

- Email to: [feedback@gcla.com.au](mailto:feedback@gcla.com.au)
- You can use an advocate to assist in providing feedback. An advocate could be a friend, relative or professional advocacy worker
- Write a letter and post to Feedback, GCLA Office, PO Box 5103, Gladstone, Qld 4680
- If you need an interpreter or further assistance, please let us know.

### **What happens with your feedback?**

We will investigate what you say and respond as soon as possible.

### **You don't have to tell us your name**

But, if you would like to hear back from us, we will need your name and contact information.

### **Not happy with our response to your feedback?**

You can contact:

GCLA Quality & Compliance Team on 4972 8855 or email: <a href="mailto:compliance@gcla.com.au">compliance@gcla.com.au</a>	
<b>OR:</b>	Ombudsman Queensland – phone 1800 068 908 or <a href="mailto:ombudsman@ombudsman.qld.gov.au">ombudsman@ombudsman.qld.gov.au</a>
<b>OR:</b>	NDIS Commission, 1800 035 544 or by completing <a href="#">NDIS online complaints form</a> .

***We trust you have found this Customer Handbook useful  
and look forward to working with you.***

If you want to find out more or require further assistance  
please contact us:

Phone: 07 49 728 855

Email: [ndis@gcla.com.au](mailto:ndis@gcla.com.au)