

**GOLD COAST  
COMMUNITY LIFESTYLES LTD**

**POLICY MANUAL**

**Section 1  
Organisation**



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Any documents referenced in the Policy and Procedure Manual can be found in GCCL's filing system.

## **1. Introduction**

Gold Coast Community Lifestyles (GCCL) is a growing not for profit organisation that manages provides services to people with disabilities and their families, who receive NDIS funding or other funding.

Services include:

- Provision of quality support workers to undertake delivery of support services requested and directed by the person or family
- Provision of NDIS Plan Management for those who have this allocated under their NDIS plan
- Provision of Coordination of Supports for those with this allocation under their NDIS plan
- Support for NDIS participants who are self-managing

Gold Coast Community Lifestyles LTD. supports approx.: 38 families who are mostly located on the Gold Coast.

### **1.1 Mission**

People Working Together Towards Community Living by

- Maximising lifestyle opportunities
- Planning supporting and providing the safeguards that protect people's choices
- Facilitating access to other formal and informal supports that people may choose
- Facilitating personal and community networks that will enrich people's lives

### **1.2 Values**

- Individual and family driven
- Keeping small and personalised
- Community driven
- empowering individuals
- Supporting opportunities to gain new awareness

### **1.3 The Objectives of Gold Coast Community Lifestyles**

- Maximising lifestyle opportunities
- Identifying the supports and providing the safeguards that protect people's choices
- Facilitating access to other formal and informal supports that people may choose
- Facilitating personal and community networks that will enrich people's lives

### **1.4 History of Gold Coast Community Lifestyles**

Gold Coast Community Lifestyles was developed for people with a disability and their families who were in receipt of funding and in need of a service to be able to access funds for personal support needs. The primary people who developed Gold Coast Community Lifestyles were well aware that they did not require a service to provide this and were quite capable of directing their own supports, however it is a requirement from the funding bodies at the time, and was decided that they would set up their own service.

Gold Coast Community Lifestyles Administration and Board knows that the person with a disability and their family know their own needs better than anyone and give them the respect to do this with little intrusion from the service. The administration and Board are simply there as a necessity to facilitate autonomy for people and families to manage their own supports, and ensure legal obligations are met.

## **2. Gold Coast Community Lifestyles Office**

### **2.1 Office Location**

Gold Coast Community Lifestyles LTD  
ABN 41 675 485 810 ACN 607223389

Address: 24/1 Colin Close, Currumbin Valley, QLD 4223  
PO Box 320  
Currumbin 4223

Phone: 07 55939069  
info@gccl.org.au

## **2.2 Hours of Operation**

The hours of operation are Monday to Friday 9am – 3pm.

## **2.3 Geographical Area**

Gold Coast Community Lifestyles provides community lifestyle support to people with disability within a 200km radius.

# **3. Who's Who at Gold Coast Community Lifestyles**

## **3.1 Board of Directors**

Directors Sandra Dawson, Geoff Menyweather, Joanne Wake

## **3.2 Service Employees**

Executive Officer	Leisa Cooke
Snr Coordinator of supports	Kirsty Schmitt
Coordinator of supports	Nicole Hinchcliffe and Clair Sykes
Service Coordinator	Nicole Souness
Finance Coordinator	Judy Adams, Jess Menyweather
Plan Management	Judy Adams, Jess Menyweather
Human Resource Coordinator	Cat O'Driscoll
Administration	Sue-Ellen Collas and Andre McCarthy

## 4. People Who Receive Support from Gold Coast Community Lifestyles

People with a disability and their families who access Gold Coast Community Lifestyles are those who are already focussed and have planned for meaningful lives. These families have, or are developing, strong informal networks and articulate their requirements. Most families have NDIS plans or are self-managing their other funds where GCCL aim to have a small presence in their lives in order to uphold the natural authority of families in decision making, goal setting and dreaming. We provide service **individually**, one person at a time; we do not intentionally 'group' vulnerable people together. Our role is to connect people with the activities, places and relationships that reflect their chosen lifestyle within the local community.

### 4.1 Eligibility for Service

People with a disability who have individualised funding or have NDIS plans with funding in the appropriate categories and are located within the defined geographical area. This geographically area is defined as being within 250 kilometres of the GCCL head office on the Gold Coast, Queensland. People who have appropriate NDIS funded plans, have other funding and are wanting to direct their own supports are encouraged to apply. GCCL will provide a list of alternative services for families who do not want to work towards this aim.

### 4.2 Eligibility for

People with a disability and/or their families who receive an individualised funding package, or have an appropriate funded NDIS plan, are actively directing their own supports (or aim to) and service and live in the defined geographical area are eligible.

### 4.3 Role of the Service

Gold Coast Community Lifestyles is a small, personalised and un-intrusive service that, enables service participants to manage and direct their own supports in line with NDIS principles of choice and control.

### 4.4 Role of Families/Service participants

Gold Coast Community Lifestyles asks service participants to plan for meaningful lives and direct their services accordingly. People with a disability and their families using Gold Coast Community Lifestyles as their service are asked to contribute to mandatory regulatory processes (as directed by government) where required.

#### 4.4.1 Authority of Families

The following is a statement by lauded academic Michael Kendrick on *The Natural Authority of Families (Advocacy & the Challenging of Authority, 2000)* It underpins in detail GCCL's philosophy of service delivery to people with a disability and their families. This has become particularly important with the rollout of NDIS and its principles of choice and control.

“With great regularity, consumers of services and their families will find themselves having to confront professionals, bureaucrats and others in roles of authority. Not uncommonly the authority of these persons tends to overshadow the authority of “small people”. It can sometimes help to remember that families have a natural authority of their own which can go a long way to reducing this imbalance of power and authority. For this to happen, however, families need to appreciate this natural authority and be willing to act on it. What follows is a brief description of some of the common sources of authority that families can call on when they are acting in the interests of a family member.

1. The public generally recognises the primacy of families in terms of their responsibility for a person’s wellbeing. In this way, families have the authority to be highly engaged because they also tend to have greater responsibility for the wellbeing of their family members.
2. Families have authority (normally) arising from knowing their family member the most fully and over the longest period of time. In this way they have the authority that arises from long term observation, insight and personal relationship.
3. Families typically care about or love their relative more than would be true of others, however committed the others may be. Not only do families usually care more but they are also expected to care more.
4. Families have a stake in outcomes. For example, they have to live with the long term consequences of service failures to a greater extent than any other party, except the person themselves.
5. Families are expected to advocate for their own members. Not uncommonly, they are granted considerable presence in the decision making processes affecting their family members, even where legal formalities do not require it.
6. The family is an authoritative witness to the performance of professionals and systems and may have special (though not necessarily exclusive) insight into events that take place.
7. Family members bring to their role a wide range of talents and experiences which can give them additional authority on many matters. For example, a parent might also be an expert educator.
8. Families are often best positioned to see how everything, in its entirety, adds up in a person’s life. For this reason, they can often see the incongruencies of different interventions.
9. Family members are often free of the vested interests which call into question the credibility of other parties. Frequently family members are granted a degree of independence which highlights their credibility and purity of motive.

While these common sources of authority do not, in the end, resolve the question of ultimate authority, they do offer families some measure of security that their views should matter as much as, or more than, others who also claim authority in deciding what will happen to a person. Because it is very difficult for a person to advocate if they hold some doubt about the legitimacy of taking on the role, these points may help to strengthen the resolve to hang in there and advocate for your family member

- When a person has a disability and has limited capacity to make decisions, the family will often use their natural authority on behalf of that family member. Michael Kendrick talks about why this should be so. The public generally recognises the family’s greater responsibility for a member’s wellbeing. In this way, families have the authority to be highly engaged
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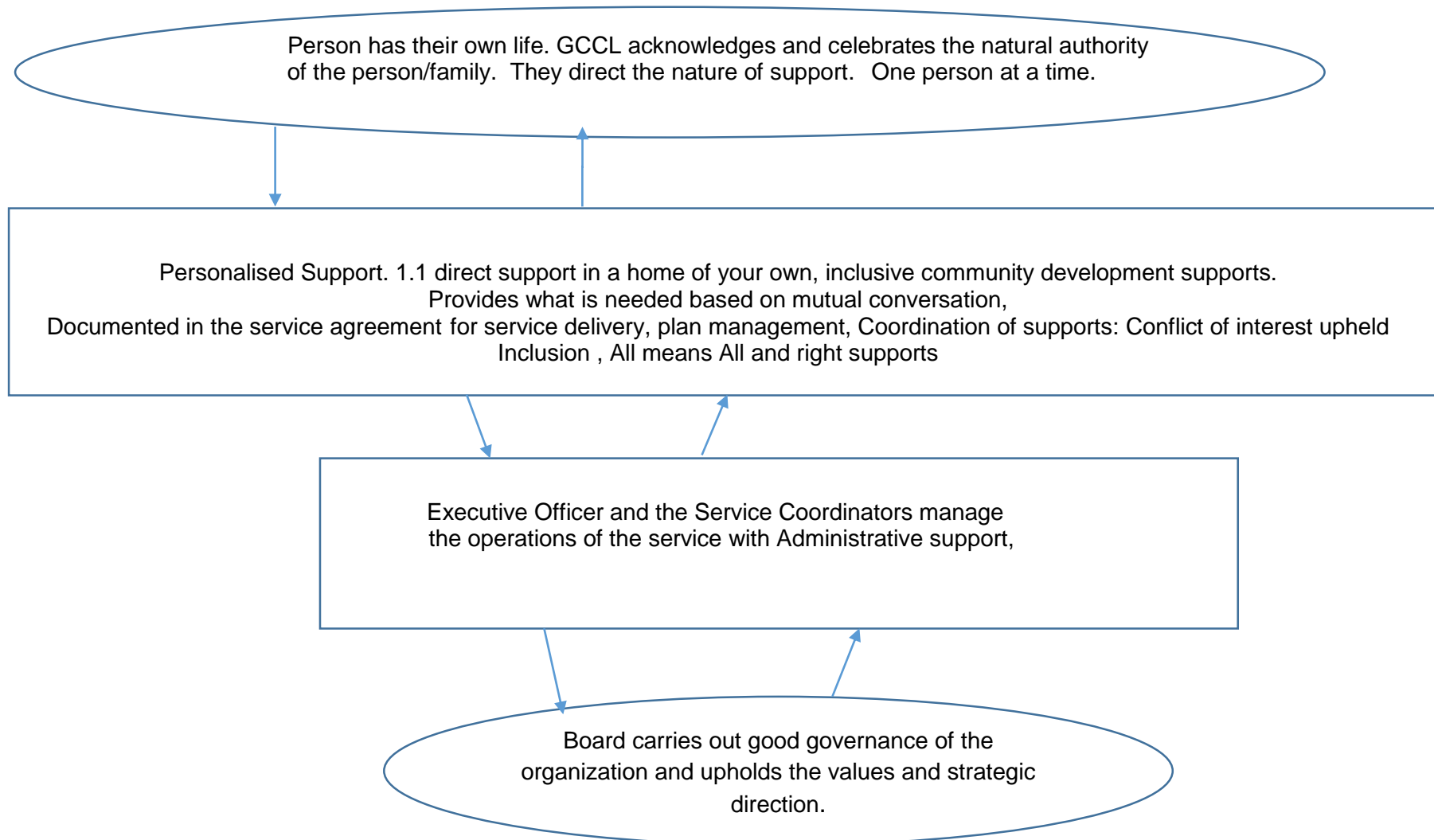
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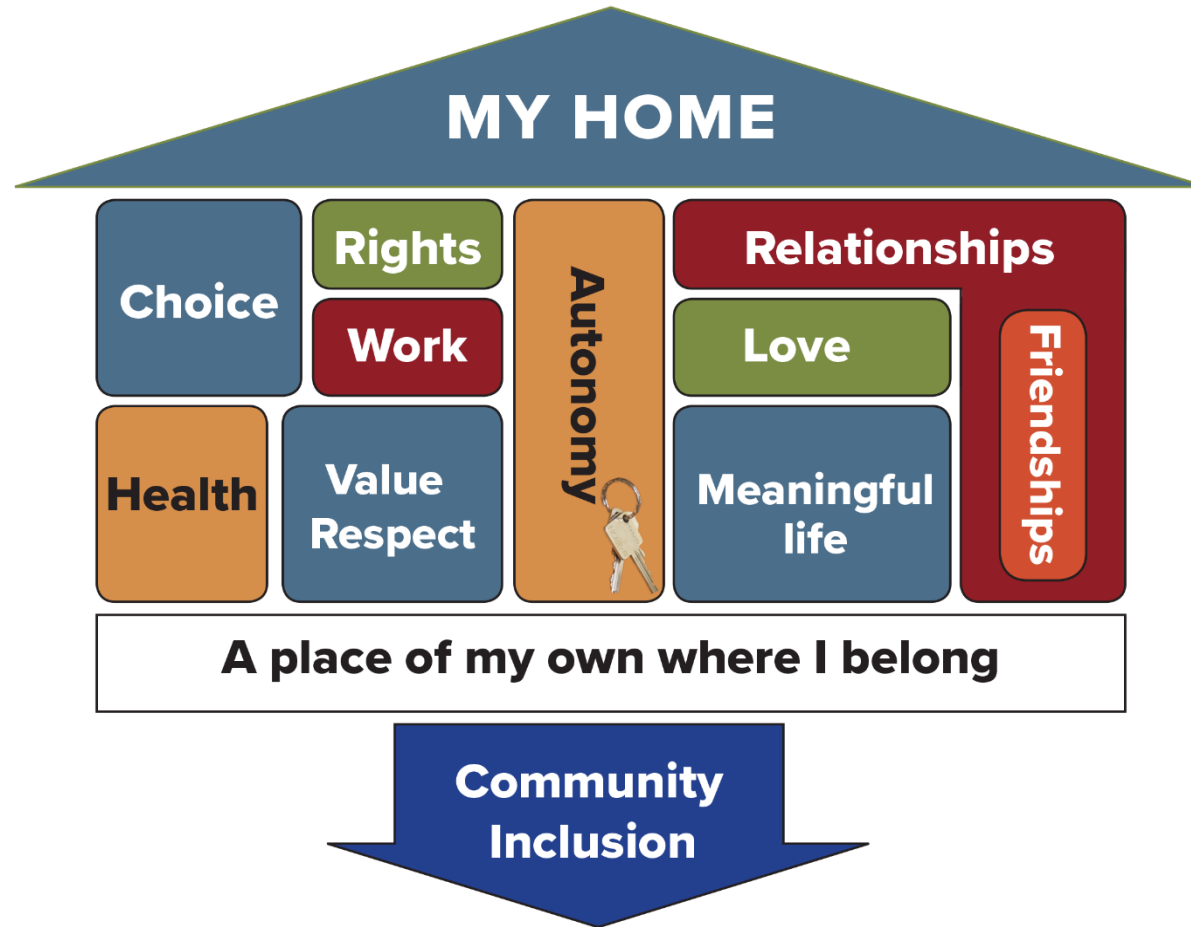


## 5. Organisation

### 5.1 Structure

This is the best representation of how Gold Coast Community Lifestyles operates:





## 6. Government Service Standards NDIS Quality and Safeguards Commission

Gold Coast Community Lifestyles adheres to the NDIS Quality and Safeguards Commission Practice Standards, Code of Conduct and requirements for incidents management, complaints management, worker screening and behaviour support (where applicable).

It will also adhere to NDIS operational guidelines, principles, National Disability Standards and other regulatory processes.



# NDIS Quality and Safeguards Commission: what does this mean for providers?

### About the NDIS Commission

The NDIS Commission works with providers to improve the quality and safety of NDIS services and supports.

The NDIS Commission oversees:

- Registration and regulation of providers
- Compliance with the Practice Standards and Code of Conduct
- Complaints about NDIS services and supports
- Reportable incidents, including abuse and neglect of a participant
- Use of restrictive practices
- Nationally consistent NDIS worker screening

The NDIS Commission is independent of the National Disability Insurance Agency (NDIA). Both play a part in ensuring the principles of the National Disability Insurance Scheme (NDIS) are delivered.

The NDIA's focus is on managing:

- plans
- payments, and
- pricing for participants.

The NDIA will also detect and investigate allegations of fraud.

The NDIS Commission does not regulate the NDIA. Complaints about the NDIA should be made directly to the Agency.

### More Information

The NDIS Commission can provide information, resources and support to providers about how to meet their obligations.

Contact the NDIS Commission:

### NDIS Code of Conduct

The NDIS Code of Conduct sets expectations for appropriate and ethical conduct in delivery of supports and services.

Providers are expected to support workers to understand and apply the Code of Conduct in their organisation.

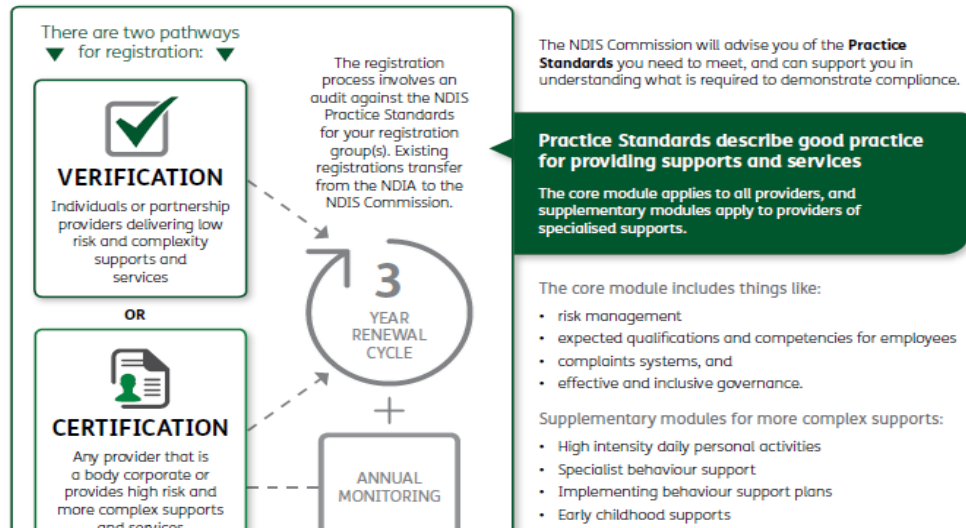
- Respect individual rights
- Respect self-determination
- Respect privacy
- Act with integrity, honesty and transparency
- Deliver services competently
- Ensure quality and safety
- Prevent and respond to violence, neglect, abuse, and exploitation

All providers must follow the NDIS Code of Conduct which is available at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### Provider registration

Providers must be registered to deliver services and supports to NDIS participants who have their plan managed by the NDIA. NDIS providers that deliver specialist disability accommodation, use restrictive practices, or develop behaviour support plans must also be registered. The registration process depends on providers' size and scope as well as service delivery risk.

The NDIS Commission will advise you of the **Practice Standards** you need to meet, and can support you in understanding what is required to demonstrate compliance.



### Complaints process

NDIS participants have the right to complain or provide feedback about the safety and quality of NDIS supports and services.

NDIS providers need to have a way to record and manage complaints they receive and make it easy for the NDIS participants they support to complain. Providers must apply procedural fairness to people when managing a complaint.

The NDIS Commission takes complaints where the person is unable to resolve issues with their NDIS provider or does not feel empowered to make a complaint directly.

Every NDIS provider must have effective complaints management and resolution arrangements.

Complaints and feedback are an opportunity for providers to improve service delivery.

### Reportable incidents

Providers must notify, investigate and respond to reportable incidents. The following incidents must be reported to the NDIS Commission:

- Death
- Serious injury
- Abuse and neglect
- Sexual or physical assault
- Sexual misconduct, and
- Unauthorised use of restrictive practices.

Reporting the incident to the NDIS Commission does not replace notifying any appropriate authorities, such as the police.

### Behaviour Support arrangements

Restrictive practices can only be used as part of a behaviour support plan developed by a registered Specialist Behaviour Support provider. The use of restrictive practices must be authorised by states and territories, and behaviour support plans lodged with the NDIS Commission.

Providers registered to deliver Specialist Behaviour Support Services must engage Behaviour Support Practitioners who are approved by the NDIS Commission.

### Worker screening

Providers have a responsibility to ensure paid and volunteer workers who have more than incidental contact with participants have been screened.

Registered providers need to assess which roles in their organisation require a clearance and maintain records for all workers. It is the responsibility of the worker to re-apply for clearance.

The states and territories will conduct the screening using nationally consistent criteria, which means workers with a valid clearance can work