

Disability Participant Handbook

About Us

Life Adore Living was established to meet the community's demand for high-quality disability support services. Services may be provided by staff or sub-consultants.

Contact Information

- Phone: 422009989
- Email: admin@lifeadoreliving.com.au
- Address: 16 Birkdale RD COLEBEE NSW 2761.

Our Services

Our offerings include:

(List your services here)

For more information, please call us at (NUMBER) or speak to a staff member. Our opening hours are Monday to Saturday, 08:00 to 17:00.

Service Quality

Life Adore Living is committed to delivering services in compliance with the Disability Services Act 2006, NSW Disability Services Standards, and NDIS Quality and Safeguards Framework (QSC). We adhere to comprehensive policies and procedures that are regularly reviewed, incorporating feedback from participants and stakeholders.

The NDIS Practice Standards establish a benchmark for assessing performance and ensuring high-quality, safe supports for NDIS participants. The standards include core and supplementary modules relevant to the supports and services we provide.

Your Rights

Life Adore Living respects and is dedicated to upholding the rights of all individuals, including those with disabilities. We aim to ensure participants are aware of their rights and responsibilities and can confidently exercise them.

When you interact with Life Adore Living, you will:

- Be treated with respect and dignity.
- Have choice and control over service delivery, with your autonomy supported.
- Receive high-quality, safe, and personally relevant services from qualified staff.
- Have your personal and health information kept confidential.
- Be provided with information to make informed decisions.
- Be supported by a person of your choice for advocacy.
- Have access to interpreting or translating services as needed.
- Be encouraged to voice any complaints about our services.

Diversity and Participation

Life Adore Living promotes active participation and inclusion in the

community for all participants. We support the development of independence, problem-solving, social, and self-care skills tailored to each individual's age, cultural background, or other specific needs.

Our approach includes:

- Delivering services that respect personal, cultural, and spiritual identities.
- Employing a diverse and culturally competent workforce.
- Collaborating with various services to ensure holistic support.
- Recognizing the importance of family and community ties.

Effective communication is vital for safe, high-quality service delivery. Interpreters and translators will be provided at no cost as needed.

Advocacy

Life Adore Living supports your right to have an independent advocate. If you need assistance finding one, please ask a staff member or visit the Disability Advocacy Finder online:

[Disability Advocacy Finder] ([https://askizzy.org.au/disability-](https://askizzy.org.au/disability-advocacy-finder)

[advocacy-finder](https://askizzy.org.au/disability-advocacy-finder))

Email: feedback@ndis.gov.au

Phone: 1800 035 544

Privacy and Confidentiality

We prioritize the privacy and confidentiality of our participants and their families. Life Adore Living collects and manages personal information in compliance with relevant privacy laws, ensuring it is used only for the purpose for which it was collected.

We will explain why we collect your information and how it will be used. Photographs or videos will only be taken with your explicit consent. You can request to access or update your information, subject to certain exceptions.

When your information is no longer needed, it will be destroyed or de-identified.

Feedback, Compliments, and Complaints

Life Adore Living values feedback as a means of continuous improvement. If you feel your concerns haven't been addressed adequately, you can escalate them to our Director or contact the following agencies:

- **NDIS Commission:(number)**
- Department of Social Services:
 - Phone: 1800 634 035
 - Email: complaints@dss.gov.au

For abuse concerns, contact the ****National Disability Abuse and Neglect Hotline: 1800 464 800**

Accessing Life Adore Living Services

We strive to provide accessible, engaging, and responsive services. Access is based on need, capacity, and the best interests of participants. An Intake Interview is required for anyone wishing to access our services, and we will provide support to facilitate this process.

Following the Intake Interview, you will be informed of the outcome within one working day. If accepted, we will work with you to assess your needs and develop a Service Agreement.

Participants' supports are reviewed every six months, with flexibility based on your needs. You may also request a review at any time.

Service Refusal

Life Adore Living may refuse services if:

- Eligibility requirements are not met.
- There are higher-priority needs.
- We lack capacity to accommodate additional participants.
- Specific needs cannot be met.

If we cannot provide services, we will assist with referrals to alternative options.

Waiting List Processes

If you meet our eligibility criteria but cannot be offered services, you may choose to join our waiting list. We will contact you every three months to update you on your status and provide referrals if necessary.

Appeals

If you are refused services, you have the right to appeal in writing to the Director of Life Adore Living.

Exiting Life Adore Living Services

Participants may exit our services at any time with at least two weeks' notice. An Exit Interview will be offered to gather feedback and assist in finding alternative services.

Participants who leave may re-access services within one month without needing to go through the formal intake process, provided resources are available.

If you wish to discontinue services, please speak to a staff member.

Service Termination

Life Adore Living may terminate services if:

- Goals are not pursued.

- Risk of harm is present.
- Financial obligations are unmet.
- Severe incompatibility with other participants exists.
- Significant health changes require different service models.

You have the right to appeal any service termination in writing to the Director.

Fees and Charges

Fees vary depending on the services and funding sources. We will discuss costs before service commencement, and all fees will be detailed in the Service Agreement. Regular invoices will be provided to help you manage payments. If you experience difficulty with payments, please discuss this with a staff member.

Freedom from Harm, Abuse, and Neglect

Life Adore Living ensures a safe environment free from harm and any form of abuse or neglect. We take allegations seriously and may involve mandatory reporting and police if necessary. If you have concerns about abuse or neglect, please report them to a staff member.

All staff undergo thorough background checks before employment.

Work Health and Safety

Life Adore Living is dedicated to maintaining a safe and healthy environment. We encourage all stakeholders to report hazards and

ensure safety during visits and service participation.

Community Participation and Inclusion

We work collaboratively to remove barriers and foster a positive environment for full community participation. We encourage you to communicate specific needs or goals to staff members.

For further opportunities, consider the following services and activities:

(Provide a list of services/activities with contact details)

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