



ASTERIA

Community Options and Living Customer Information Handbook



**ASTERIA
SERVICES**

This page is intentionally left blank.



Community Options and Living Customer Information Handbook

Table of contents

Table of contents	3
Locations	4
Mission, Vision and Values	6
History of ASTERIA	7
ASTERIA Community Options and Living (COL)	7
Compliments, Comments and Complaints.....	10
Rules, Rights and Responsibilities	11
Group Supports.....	13
Outreach Services.....	14
Respite Services.....	15
Individualised Support	16
Information for Carers	17
Privacy, Dignity and Confidentiality	18
Office hours.....	19
ASTERIA Business Services.....	20
Supported Employment.....	20
Leaving ASTERIA	21

Locations



ASTERIA - Main Office
20 Christian Street
Maryborough VIC 3465
Phone: (03) 5459 0300
Email: asteria@asteria.net.au
Website: www.asteria.net.au

For general enquiries, accounts and Support Coordination



ASTERIA Business Services
167-171 Railway Street
Maryborough VIC 3465
Phone: (03) 5461 4111
Email: abs@asteria.net.au

Supported Employment opportunities



ASTERIA - Community Options and Living
20 Christian Street
Maryborough VIC 3465
Phone: (03) 5459 0300
Email: intake@asteria.net.au

Planning, Individualised Support, Group Support



Clarendon Street - Short Term Accommodation
45 Clarendon Street
Maryborough VIC 3465
Phone: (03) 5461 2678
Email: clarendonstreet@asteria.net.au

Shared overnight support



Community Options and Living Customer Information Handbook



Fraser Street - Accommodation

28 Fraser Street

Maryborough VIC 3465

Phone: (03) 5460 5408

Email: fraserstreet@asteria.net.au



Wellington Street - Accommodation

46 Wellington Street

Maryborough VIC 3465

Phone: (03) 5461 3143

Email: wellingtonstreet@asteria.net.au



Community Options and Living Customer Information Handbook

Mission, Vision and Values

Our Vision

What success looks like

To be a nationally respected leading provider, which strengthens regional communities by enabling people to have choices.

Our Mission

What we deliver

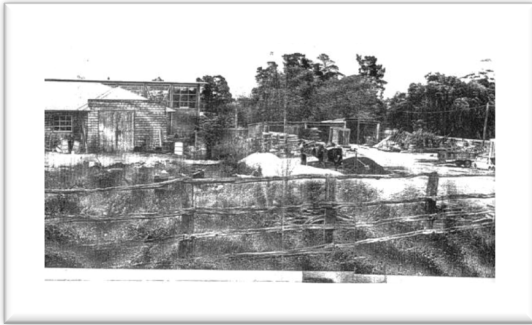
Through innovative programs and services tailored to individual needs, we remove barriers and maximise opportunities.

Our Values

How we deliver

- We embrace collaboration
- We champion our changing environment
- We value diversity
- We build on people's strengths
- We deliver on our promises
- We focus on outcomes
- We recognise the need to be commercially focussed and capitalise on opportunities
- We adapt readily to the changing needs of our customers
- We respect each other
- We are always compassionate

History of ASTERIA



Late 1960's



2015

On 23rd February 1972 the then Mental Health Authority issued a Certificate of Registration of a Day Training Centre in Maryborough.

However, prior to 1972, a group of concerned and like minded parents had been meeting to raise public awareness of the lack of facilities for their children with an intellectual disability.

In 1976 Stages 1 and 2 of the Day Training Centre known as 'Wattle House' opened. This facility was used by the Maryborough Specialist School up until the end of 2005 and is now utilised by ASTERIA Individual and Group Support.

The 1970s and early 1980s were periods of growth and development in recognising and enhancing support for people with disability. Emphasis was placed on fundraising and building new facilities at 20 Christian Street, Maryborough.

The Governor-General, the late Sir Ninian Stephen opened extensions (new adult unit) in 1984. The official change of name to Wattle House coincided with the incorporation of the association in 1986.

During this period, an innovative idea of supporting clients and introducing them to the workforce with appropriate wages was established.

Accommodation services and independent living practices were reinforced.

Today ASTERIA provides excellent support, accommodation and employment for people living with disability throughout Maryborough and surrounding districts.



Community Options and Living Customer Information Handbook

ASTERIA Community Options and Living (COL)

Any person who is eligible under the Disability Services Act 2006 and the NDIS Act 2017 can receive support from ASTERIA.

ASTERIA covers the Western and Northern Regions of Victoria. ASTERIA will also consider providing service to anyone visiting the area on a short term basis.

For anyone not funded for support through Department of Health and Human Services, ASTERIA will consider a fee for service arrangement.

You will be asked to meet with the ASTERIA Intake team and talk about what you need or may be interested in. If ASTERIA cannot help you they may be able to give you information on other organisations that can. Sometimes your support coordinator may contact ASTERIA; they will talk to you about this.

When you agree to have support from COL you will be asked to sign a service agreement. This is a document that says you will engage ASTERIA to provide your support. It outlines any charges and the provision of your support. If you leave ASTERIA you will need to talk to ASTERIA and give notice so your funding can be sorted out. Service agreements can be changed when your circumstances change and they will also be looked at when your NDIS changes.

You will be asked to provide some personal information to ASTERIA when you start and when you leave.

ASTERIA Services will only collect the information they need to provide a service to you and that which is required by law. We will give you information about what we collect and who we share it with. All information is treated as private and confidential, we will talk to you about your rights and responsibilities.



Community Options and Living Customer Information Handbook

Forms we will ask you to fill in will be:

- SupportAbility Intake form
- Image Consent Form
- Release of Information
- Medication Detail Updates
- Exit Procedure (when you leave)

Some of this information we will ask you to update each year, in case there are any changes.

Your information will be put on your file with your plan, any assessments that may need to be done; and your financial arrangements with ASTERIA. You may look at your file when you need to.



Community Options and Living Customer Information Handbook

Compliments, Comments and Complaints

ASTERIA encourages customers and their families to talk about things they are not happy with.

We would also love to hear about the things you like about ASTERIA.

Complaints are recorded in writing. This allows for complaints to be dealt with in a timely and efficient manner and all feedback to be monitored so ASTERIA can identify opportunities for improvement.

We will show you our complaints process. Information about complaints we receive is given to the Disability Services Commissioner.

When you have a complaint some people you may speak to will be staff, the Manager, the Chief Executive Officer, If your complaint is not addressed to your satisfaction it may be progressed to the Board of Directors. You can have someone help you with this.

If you have a complaint about ASTERIA that you cannot work out with us you can contact the Disability Services Commissioner on 1800 677 342.

ADE employees who cannot resolve a complaint with ASTERIA can contact the Complaints Resolution and Referral Service (CRRS) for assistance on 1800 880 052.



Community Options and Living Customer Information Handbook

Rules, Rights and Responsibilities

COL has to work towards meeting the Human Services Standards (HSS).

These are:

- **Standard 1: Empowerment:** People's rights are promoted and upheld
- **Standard 2: Access and Engagement:** People's rights to access transparent, equitable and integrated services are promoted and upheld
- **Standard 3: Wellbeing:** People's right to wellbeing and safety is promoted and upheld
- **Standard 4: Participation:** People's right to choice, decision making and to actively participate as a valued member of their chosen community is promoted and upheld

ASTERIA has policies and procedures that talk about the rules, rights and responsibilities for staff and customers. Everyone is expected to follow the rules or they may not be able to use the service. When out in the community or at ASTERIA you will have the same rights, follow the same rules and have the same responsibilities as everyone else.

We have some rules that apply at ASTERIA.

- No smoking on ASTERIA properties
- No smoking in your home when ASTERIA staff are there
- No swearing
- Only talk on your mobile phone during your breaks
- Don't touch other people's belongings
- If you break things you will have to pay for them
- No sex at work
- You will be treated with respect
- You will treat each other and others in the community with respect
- Respect each other's need for space



Community Options and Living Customer Information Handbook

- Respect each other's privacy
- You cannot be in the staff room unless asked to by staff
- No bullying
- Be tidy
- You will have to have your medication in a Webster pack and hand it to staff when you arrive

You need to ring and let us know if:

- You are sick and don't want support
- You don't want support
- If other people will be at your house when staff will be there
- No sex whilst on respite



Community Options and Living Customer Information Handbook

Group Supports

You will be part of a group to do fun things, learn skills and be out and about in the community.

You will need to bring in money for daily activities; we will talk to you about these costs. You will have to bring in your lunch.

You will have to wear the right clothes which will be closed in shoes to protect your feet, a warm coat in winter and no singlet tops in summer. We will encourage you to be sun smart, so wear a wide brimmed hat in summer and sunscreen. If you don't, we will remind you of what it can do to your health and encourage you to stay indoors.

You will have to bring any medication in a Webster pack and give it to staff so it safe. You will have to get a doctor to sign a medication treatment chart.

We will make sure you have a locker to put your things in, you can bring your own padlock and key if you want to. You will be asked to keep your things in your locker.

We will also write your name on a list when you go off-site in case of emergency evacuation. It is important that you tell us if you are going off-site during the day so we know you are safe.

If you don't like the activities you are doing you can talk to staff about changing them. You may need to wait until we have looked at the other group you want to join and talk to them before it happens.



Community Options and Living Customer Information Handbook

Outreach Services

We can come to your home and help you with things like shopping, getting out and about, learning to look after your home.

Most people only need outreach services for a few months. If you think you will need longer you can talk to ASTERIA about where to get funding.

You can have support seven days per week, through the day or in the evening. Support is not always available on public holidays.

We will come to your house to give you support.

Staff will come to your house and do a risk assessment as part of the Occupational Health and Safety requirements for working in your home. They will talk to you about it as they do it. It will be kept with your information.

You will need to be ready when staff arrives. If things change and you want a different time or day of the week, talk to ASTERIA.

We will try to match a staff person to you that we think will be best at helping you out. If you don't like working with them and would prefer someone else, talk to us and we will try to make this happen.



Community Options and Living Customer Information Handbook

Respite Services

ASTERIA has a place where you can stay with up to seven other people or go on a trip. This can be with a group or on your own, for the day or overnight.

Respite is so you and your family can have a break. You might even meet some new friends.

Respite is available seven days per week.

You will be given a residential statement outlining the costs of living in an ASTERIA house.

These costs will be for staffing, cleaning and accommodation.

You will be asked to pay \$20 for breakfast, lunch, dinner and snacks for each night you stay. This needs to be paid to administration or you can be invoiced for this cost.

When you stay overnight you will need to bring:

- A change of clothes
- Toiletries
- Pyjamas
- Spending money if you would like
- Medication in a Webster pack



Community Options and Living Customer Information Handbook

Individualised Support

ASTERIA can tailor support to meet your needs. You may not want to come in to day activities or respite or you may only need support to go to a community based event or group.

You may combine using other services at ASTERIA with some more individualised support. This will be noted in your plan.

ASTERIA will talk to you about the costs of this support. Some of the costs ASTERIA may charge are:

- Staff hourly costs
- Transport costs per kilometer
- Administration costs that cover planning, rostering staff, preparing information.



Community Options and Living Customer Information Handbook

Information for Carers

ASTERIA Board

ASTERIA has a Board of Directors consisting of seven members that meet monthly. The six general representatives are elected for a two year term and come from a wide variety of backgrounds in the local community. For historical purposes, a Carer's representative sits on the Board and is elected for a one year term. Members can be nominated to be elected to the Board by obtaining a form available from Administration when nominations are called for elections. Elections are usually held in September each year.

ASTERIA Membership

Membership to ASTERIA Services Inc. is optional but required if you wish to vote on issues pertaining to ASTERIA Services Inc. or wish to stand for election to the Board. An initial cost of \$3 is involved with an annual membership cost of \$2 per year after that. Application forms are available from Administration.

ASTERIA Carers Support Group

The Carers Group usually meets on the fourth Thursday of each month. The group is open to all Carers and everyone is encouraged to attend. It is a support group that Carers can use to gain valuable support and advice from their peers, and discuss issues, concerns and triumphs.

Carers can keep up to date with relevant information on changes and upcoming issues facing the disability sector. The CEO of ASTERIA is available at the meetings to discuss issues relevant issues if required. At times guest speakers will attend.

These can be from peak bodies, other carer support networks, funding bodies or the community.

To arrange contact with the group, contact Administration.



Community Options and Living Customer Information Handbook

Privacy, Dignity and Confidentiality

All Support Staff understand and acknowledge through signing the employment contract that they owe the organisation, its employees, and clients, a duty of confidentiality that they will not, at any time, knowingly disclose to any unauthorised personnel confidential information that comes to their knowledge during the course of their employment, including documents, materials, processes, and data whether physical, electronic or any form.

Individuals have the right to know what information an organisation holds about them, to correct that information if it is wrong, and to expect that the information will not be disclosed to others. They have the right to access advocacy or other independent support to assist in matters relating to the collection, storage, disposal, and accessibility of personal information.

All support staff understand and acknowledge through signing the employment contract that they owe the people they support a duty of privacy and dignity that they will, at all times, maintain. Privacy and dignity will be understood to cover respect for the person's physical body, personal space and belongings, living arrangements, and personal information shared with written consent.

Violations may result in disciplinary action against the offending individual which may include termination of employment.

ASTERIA will work in accordance with relevant legislation including the Disability Act 2006, Information Privacy Act 2014, the Health Records Act 2001, and the Charter of Human Rights and Responsibilities.



Community Options and Living Customer Information Handbook

Office hours

Carers and representatives are asked to contact COL Management if you have any questions or concerns. Support staff rotates through a variety of shifts and may not be able to deal with your enquiry.

ASTERIA Community Options and Living

Ph: (03) 5459 0309

8.30am-4.30pm

Monday to Friday

(Except Public Holidays)

Carers and customers are asked to remember that even though the service offers support 24/7 not all staff is available. Staff working on support coordination, planning and organising day to day activities are only available at the times listed. If a family is in crisis and needs emergency support outside of the normal office hours, they should contact the following:

Emergency On-Call/After Hours

0417 352 098

Outside COL business hours

7 days a week



Community Options and Living Customer Information Handbook

ASTERIA Business Services

ASTERIA Business Services (ABS) is a Commonwealth funded Disability Employment Agency that offers Supported Business Services and Disability Employment Services and training for people with a disability.

Supported Employment

The Australian Disability Enterprise (ADE) Employment Service is funded by the Department of Social Services. To be able to work at ABS as an ADE employee (what used to be referred to as a supported employee); a person must have a Centrelink Customer Reference Number (CRN) and/or be referred from Centrelink or another agency. Once eligibility has been determined and the person is found suitable by ABS and a vacancy exists within the organisation, the employee will start with the service.

An interview is held with the prospective worker to determine suitability for ADE or Open Employment. An explanation is given of what ABS does, the hours of work, pay and conditions, OH&S rules, three month trial etc. and they are given a tour of the Factory and Books business unit at McPhersons Print Group. All induction forms are completed and a work roster is drawn up.

All Supported Employees undergo a probationary period of thirteen consecutive weeks during which they are paid a training wage of \$2.16 per hour.



Community Options and Living Customer Information Handbook

Leaving ASTERIA

A person may choose to use another service provider at any time. This may be due to moving to another area, being dissatisfied with the service, or ASTERIA no longer being able to meet their needs.

Clients will be asked to give at least two months' notice of their intention to leave ASTERIA. They will also be asked to complete an Exit from Service form to ensure relevant information is documented so any information needed can be passed to another service provider or the client or followed up as necessary and to ensure our records reflect your current information.

Contacts that may be useful for further information

Department of Human Services

For information on all aspects of support and requirements

www.dhs.vic.gov.au/disability

Office of the Senior Practitioner

The Senior Practitioner is generally responsible for ensuring that the rights of people who are subject to restrictive interventions and compulsory treatment are protected, and that appropriate standards are complied with in relation to restrictive interventions and compulsory treatment. The Senior Practitioner has extensive powers to set standards and guidelines, and to monitor direct disability service providers in relation to the use of restrictive interventions and compulsory treatment.

www.dhs.vic.gov.au/.../office_of_the_senior_practitioner



Community Options and Living Customer Information Handbook

Carers Support Victoria

www.carersvictoria.org.au/respite-connections/disability

Public Advocate

The role and powers of the Public Advocate are set out in Section 15 of the Guardianship and administration Act 1986. The responsibilities of the public Advocate are to protect and promote the rights of the people with a disability, as outlined in the Act and to act as an independent statutory guardian, when appointed by the Victorian Civil and Administrative Tribunal (VCAT) for a person with a disability who lacks the capacity to make decisions for themselves.

www.publicadvocate.vic.gov.au

Disability Services Commissioner

The Disability Services Commissioner is an independent person, appointed by the Governor in Council.

A complaint can be made to the Disability Services Commissioner. If the complaint is about a disability service provider or if the disability service provider has not properly investigated and responded to a complaint.

www.odsc.vic.gov.au