

→ WELCOME

HOW THINGS WORK AT BURKE AND BEYOND!

Inclusion that
counts.



BURKE & BEYOND
'INCLUSION THAT COUNTS'



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Welcome Booklet

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OUR CONDUCT

ALL PRACTICES AT BURKE AND BEYOND ARE
GUIDED BY THE FOLLOWING PRINCIPLES:

At Burke and Beyond, we have a set of values and underlying principles (our Trademark) which we expect all staff and volunteers to aspire and adhere to. These are:

Our Trademark

Supportive Progressive Accountable

This is underpinned with the following principles:

Showing initiative
Investing in each other
Leading by example
Going above and beyond
Being respectful and honest





WE WILL PROVIDE A SERVICE WHICH: YOU HAVE THE RIGHT:

Provides a safe environment for you to pursue your goals, interests and aspirations

Empowers you to make your own decisions and choices about your life

Cares about your wellbeing

Promotes your inclusion and participation in the community

Respects your human rights and cultural identity

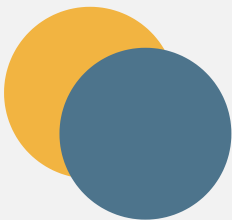
To be safe, free from abuse and without discrimination

To provide feedback, have a say and have your concerns raised and addressed

To make choices and decisions about the things which matter in your life

To be involved in the community and groups of your choice

To have your human rights, individuality and diversity respected and accepted



Your

RIGHTS ↑

WHAT DO YOU THINK?

FEEDBACK AND COMPLAINTS

- At Burke and Beyond we welcome your feedback
- We will endeavour to resolve all concerns within a reasonable timeframe
- We are committed to providing high quality support and services
- Participants, their families/carers, staff, visitors and the community are encouraged to provide feedback so that we can improve how we do things
- If you have a complaint or feedback please contact your Support Worker or Coordinator at the service you attend
- If you are not comfortable speaking to them or wish to speak about other matters, contact the Community Services Manager, CEO or the Board
-

If anyone feels their complaint is not taken seriously and would like to pursue the matter, contact the NDIS.

NDIS Quality and Safeguard Commission

Making a complaint

9.00 am to 4.30 pm

Monday-Friday

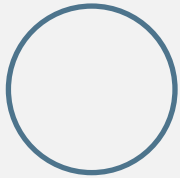
1800 035 544

www.ndiscommission.gov.au

To view the full Feedback procedure, including Complaints under the NDIS Commission, go to our website and click the publications tab.



DIVERSITY



BURKE AND BEYOND

Promotes an environment and culture which is fair, inclusive and where everyone is accepted, respected and valued.

Our commitment to diversity means that we continually strive to provide an environment which is supportive of equal opportunity, equal treatment and equal access for participants, their families, staff, volunteers and those who may visit our services. We believe the wide array of perspectives which result from such diversity promotes inclusiveness, acceptance and positive experiences.



DIVERSITY

Diversity includes differences in ethnicity, culture, gender, language, age, sexuality, sexual orientation, religion, socio-economic status, physical and mental ability, thinking styles, experience, and education.



INDIVIDUAL NEEDS

Burke and Beyond will work with participants, their families and their support networks to facilitate and meet any identified needs associated with their diversity and/or background.



CULTURE

Burke and Beyond seeks to support the needs of participants and their families from Aboriginal and Torres Strait Islander heritage, and will work with individuals to maintain and strengthen their connection to their Aboriginal and Torres Strait Islander culture and community in a way that is meaningful and appropriate for the participant.



TRADITIONAL OWNERS

Burke and Beyond acknowledges that we are on the traditional land of the Wurundjeri people and pay our respects to elders both past and present.



INTERPRETERS

Burke and Beyond will engage translation services when required to ensure that each participant's communication needs are met.



SERVICE HOURS - 8:45AM - 3:15PM

Contact staff if you are unable to arrive by 8:45am so alternative arrangements can be made. Most groups leave between 9 - 9:30am for their daily activities.

If you are unable to attend at all—please contact us ASAP to let us know. If possible we would like to know by 4:00pm the day prior.

TRANSPORT ARRANGEMENTS:

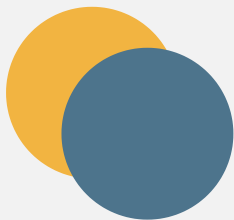
Participants and their carers are to make their own transport arrangements to attend Burke and Beyond.

If taxis are used—it is the responsibility of the participant or carer to book this.

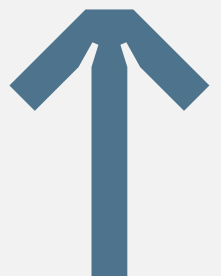
Burke and Beyond will support individuals on their arrival/departure and report any discrepancies in the taxi fare if this occurs.

We suggest that, for those who will be using taxis, it is better to book on a permanent basis to prevent ongoing problems.

Burke and Beyond does not provide transport to and from home.



When and how TO GET HERE



When you are not WELL



✓ AT BURKE AND BEYOND

We have a responsibility for all people attending the service, as well as an obligation to look after the health and safety of our staff and participants.

Burke and Beyond cannot accommodate people who are unwell and everyone needs to be fully recovered from illness, accidents or medical procedures before returning to the service.

For example, people should not attend if they have symptoms such as high temperature, diarrhoea/vomiting, undiagnosed rash/spot/sore, infectious diseases, are generally unwell or that their physical and emotional wellbeing is seriously affected.

Burke and Beyond staff will assess an individual if they are unwell and in the best interests of all, a decision may be made for the person to return home. Transport will be organised if needed.

✓ FIRST AID

All staff members are trained in basic first aid and CPR. In the case of a serious illness, staff will administer first aid until medical attention is arranged. If necessary, or as a precautionary measure, an ambulance will be called.

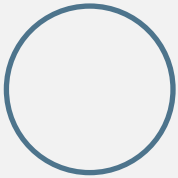
Please inform us of any known allergies and advise us in writing of any changes of medication.

We also require a copy of any relevant health plans such as Epilepsy etc.

✓ COVID GUIDELINES

We follow the current Government guidelines. It is recommended that all participants carry a Mask and a RAT in their bag.

Day TO DAY



DRESS CODE

Due to the array of community settings Burke and Beyond programs attend, everyone is required to wear neat, clean clothing, suitable to their needs and weather conditions, with closed toe shoes. Scuffs and thongs are not permitted at Burke and Beyond due to health and safety.

Program specific:

Sneakers/runners are required for outdoor activities such as bushwalking/walking and exercise programs.

Horse Riding Program: Shoes/Boots with heel, trousers (no skirts/dresses).

Suitable:

Closed toe shoes

Jeans

T-Shirts

Not Suitable:

Open toe shoes

Shorts above knee length

Shoe string straps or singlet tops

No holes in clothing

It is recommended that a spare outfit should be kept in the participants bag.

SUN SMART

Please ensure you have a hat, suitable clothing and sunscreen to bring to the service each day you attend.



EMERGENCIES

If an emergency such as bushfires, extreme weather condition, loss of electrical power or water shortage occur, participants and their carers will be contacted not to attend or be informed of alternative arrangements.

PERSONAL POSSESSIONS

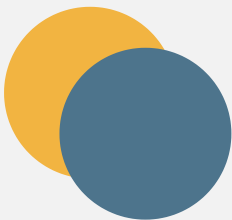
Personal possessions such as mobile phones, cameras etc. are the responsibility of the participant. Phones must be kept in bags during program times as per workplace expectations.

PERSONAL CARE

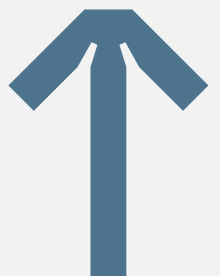
Burke and Beyond staff will assist you with any personal care requirements and assistance you may need. Cultural and religious sensitivities will be respected and your dignity will be held in the highest regard.

HOLIDAYS

A calendar is sent home at the start of each year with dates when services are closed for annual leave, training days and public holidays. You will be advised of additional days or other closures when they happen.



Day
TO TO DAY



TALKING TO EACH OTHER

COMMUNICATION

Burke and Beyond promote the use of participant diaries to communicate between carers and staff.

Please make our staff aware of any issues at home or if anything exciting has happened over the evening/weekend. This information makes it easier to discuss events with people and assist where there is minimal communication.

If you are unable to come to Burke and Beyond in person, please contact us via phone, email or appointment with Key staff, Coordinator or Community Services Manager.

Do not hesitate to contact us if there is anything that we can assist you with.

Call 9886 1111 and follow the prompts to speak with the Balwyn staff.



FOOD AND DRINK

LUNCHES AND SNACKS

Participants need to bring their lunch with them each day, unless alternative arrangements have been made or they are purchasing their own.

Food is to be packed/wrapped in a suitable container.

Frozen food requiring heating prior to eating can be brought, but must be in an undamaged, durable container. Please check the timetable and arrange lunch accordingly.

Let us know if you have a food allergy or special dietary requirement.

If there are changes to lunch requirements due to outings or special events, a notice will be sent home.





SETTING STRATEGIES FOR YOU

Together we will plan your support and program activities here at Burke and Beyond. This will be based on your goals, needs and aspirations as outlined in your NDIS plan.

This is your personal plan and we ask that you and any of your family and friends participate in this planning program.

These strategies will:

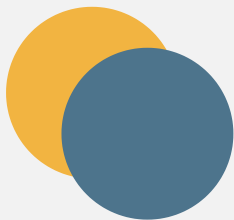
- be individualised
- consider supports available
- maximise choice and independence
- facilitate flexible responses to your goals and needs

Burke and Beyond will discuss and review these strategies regularly with you. Programs are usually set for a term.

KEY WORKERS

Each participant will have a key worker allocated. Your key worker will:

- Monitor and report on your goals each month.
- Liaise and complete your individual timetable each term.
- Keep in contact with your family/carer.
- Keep your file and information up to date.



YOUR SUPPORTS



PRIVACY CONFIDENTIALITY AND CONSENT

OUR COMMITMENT

We will protect the privacy and confidentiality of

- you
- your family
- the staff
- community organisations we work with

We follow the

- legislation and standards

We only collect information that we need to help us give you the best service.

We will ask you if it is OK to share

- your picture
- your information.

You can say no. If it is an emergency we might need to share your information even if you say no.

It is your right not to share your information but we might not be able to support you in the best way if there are things you don't tell us.

Privacy is important to us, so we have rules that everyone needs to follow.



INFORMATION

MEDICATION

Please inform us when there are changes to your medication. This ensures we can provide you with the best support for managing medication safely and can assist in the case of an emergency.

For medication requiring assistance to store and administer, please provide:

- Medication to staff upon arrival in a Webster pack.
- The Webster pack must be filled by a pharmacist, specifically for daytime doses.
- It must be correctly labeled with the person's name, medication, dosage, frequency, time to be administered and route of administration.
- A photo of the person must be on the pack.
- Treatment Sheet/plan provided by your GP.
- Name, address and telephone number of the prescribing doctor and pharmacist.

Alterations must not be made to the pharmacist's label once affixed and must include correctly labeled bottle or packet prepared by the pharmacist with summary sheet listing the desired effects and potential side effects of the medication. It is your or your primary carer's responsibility to ensure we are advised formally of any changes in medication. An information form should be filled in and returned to the service as soon as possible.





PRN MEDICATION

In cases where PRN medication may be required to be administered, an updated treatment sheet will need to accompany the medication. If any changes to the PRN are scheduled, your primary carer will need to forward these in writing.

PARTICIPANT MEETINGS

Participant meetings are held monthly. Participants are encouraged to raise items and are supported to facilitate the meeting.

FINANCES

Burke and Beyond provide services consistent with the fee structure provided by the National Disability Insurance Agency (NDIA). The prices for supports by Burke and Beyond are subject to change in accordance with the NDIS Victorian Price Guide set out by the NDIA.

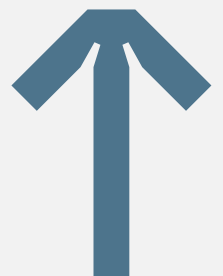
Services are delivered under the Program of Support as set out by NDIA. This means services are run in 12-week blocks, and you will be asked to confirm your attendance for each 12-week block. You will be charged for the 12 week period unless you provide us with 2 weeks notice and the absence is greater than 10 calendar days.

The Service Agreement is a requirement of the NDIS. It is important the service agreement is signed and returned so that both parties understand and agree to the rights, responsibilities and expectations of service delivery.

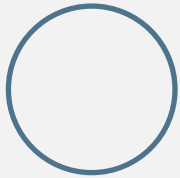
Additional expenses (i.e. things that are not included as part of a participant's NDIS supports) are the participant's responsibility. You will be invoiced for these according to the quarter timetable at the beginning of each term. This invoice will need to be paid within 2 weeks to avoid any disappointment with attending activities. Examples include entrance fees, event tickets, meals, tea/coffee, etc.

We invoice every two weeks. Unpaid invoices may mean we need to suspend service.

INFORMATION



Dignity OF RISK



WHAT ABOUT RISKS?

Burke and Beyond recognise that everyone has a right to live their life and sometimes take risks which could result in harm, loss or danger. However, we also recognise we have a responsibility to the safety of others both at Burke and Beyond and in the wider community and will have ongoing discussions with participants in order to assess that risk.

Burke and Beyond will support participants to make an informed decision whilst ensuring that all steps are taken to minimise risk to the participant.



WHAT WILL WE DO

Burke and Beyond will ensure that before any action is taken that may involve risk to a participant:

- a vigorous consultation process involving the participant and relevant stakeholders is conducted
- a comprehensive assessment is undertaken
- supporting documentation is collected and recorded



ABUSE AND NEGLECT

Burke and Beyond has a duty of care to ensure the rights of participants are respected, your well-being is safeguarded, and that you are not exposed to any form of abuse or neglect.

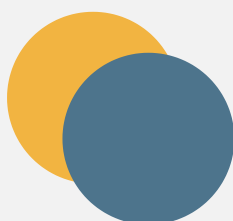
Everyone associated/involved in our organisation is expected to share our commitment in maintaining zero tolerance to abuse and neglect. We respond quickly to any allegations of abuse and neglect and will report any form of abuse, neglect or restraint to the NDIS Commission.

INCIDENT REPORTING

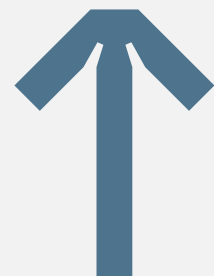
On the occasion that an incident/near miss occurs at Burke and Beyond, we will attend to the safety of those involved and complete an incident report. For serious incidents, we will report to the NDIS Commission.

If any incident involves a participant, our staff will contact the authorised residence/family member of the person involved.

Burke and Beyond has practices in place to manage and minimise chances of incidents. You can read our policy on incident reporting on our website at: www.burkeandbeyond.org.au.



YOUR SAFETY



YOUR SAY

ADVOCACY

Burke and Beyond is committed to promoting and protecting the human and legal rights of people with a disability. We respect the right of people to self advocate, access an advocate or for an advocacy agency to represent them.

Advocacy is standing alongside a person who is disadvantaged, and speaking out on their behalf in a way that represents the best interests of the person.

We will encourage and assist you to access an advocate and/or interpreter should you wish to access one or where the need for an advocate and/or interpreter has been perceived.

Having an advocate may involve their participation during meetings regarding your support plan and being a representative to communicate on your behalf.

If you would like more information about advocacy, please speak to one of our staff.





TRANSFERRING TO ANOTHER SERVICE LEAVING OUR SERVICE

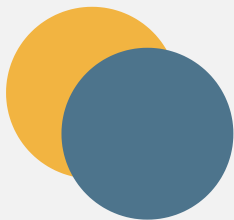
If a participant chooses to access another service or is no longer eligible to attend Burke and Beyond, our staff will cooperate with the participant and relevant circle of support to ensure a smooth transition.

Staff will:

- Participate in meetings between participant and new service
- Discuss transition plan with all stakeholders
- Ensure relevant documentation is forwarded to the new service
- Provide a staff person for any further contact

Individuals at Burke and Beyond may wish to leave the service to pursue other options. Please discuss with us so relevant arrangements can be made.

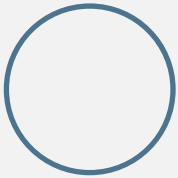
There may be a time when Burke and Beyond will withdraw services, in part or whole, where certain circumstances exist and are unable to be resolved. These will be dealt with in line with our existing policies. You can obtain a copy of our policy on this issue by contacting the Community Services Manager.



LEAVING BURKE AND BEYOND



CONTACTING US



GENERAL INFORMATION

We welcome feedback from the people who use our services and enjoy hearing about information which assists us to support you. If you are unable to tell us about these things, have someone write it in your diary.

Sometimes an issue may arise while a person is at Burke and Beyond. If you feel you need some assistance or clarification please don't hesitate to speak to a staff member, the Community Services Manager or the CEO.



CEO

ceo@burkeandbeyond.org.au



COMMUNITY SERVICE MANAGER

csm@burkeandbeyond.org.au



FEEDBACK

feedback@burkeandbeyond.org.au



ADMINISTRATION OFFICER

admin@burkeandbeyond.org.au



BALWYN

Service Coordinator

9886 1111 Ext: 351
Staff Ext: 352
51 Naroo Street, Balwyn Vic. 3126

INTAKE

0404 673 812

OUTREACH PROGRAM

0439 439 476

TO CONTACT US PLEASE CALL

9886 1111

EMAIL

admin@burkeandbeyond.org.au

OUR SITES

