

# Participant Handbook

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How things work at  
Burke and Beyond



Inclusion that  
Counts.

February 2026

# Contents

## Our Conduct

PAGE 03

## Your Rights

PAGE 04

## Feedback and Complaints

PAGE 05

## Diversity

PAGE 06

## When you are not well

PAGE 07

## Your Supports

PAGE 8 - 9

## Privacy, Confidentiality and Consent

PAGE 10

## Fees and Costs

PAGE 11

## Your Safety

PAGE 12 - 14

## Your Say

PAGE 15

## Leaving Burke and Beyond

PAGE 16

## Day to Day

PAGE 17

## When and how to get here

PAGE 18

## Food and Drink

PAGE 18

## Contacting Us

PAGE 21



# Our Conduct

Burke and Beyond staff are guided by the following Code of Conduct:

1. Act with respect for individual rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions.
2. Respect the privacy of people with a disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with a disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

## Our Trademark

Supportive, Progressive  
Accountable

Underpinned with the following principles:

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



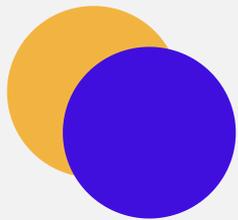


## Rights

- Respect and dignity
- Choice and control
- Privacy and confidentiality
- Cultural safety and inclusion
- Freedom from abuse, neglect, exploitation
- Access to an advocate or support person
- Make complaints without fear of reprisal

## Responsibilities

- Treat others respectfully
- Provide accurate information
- Follow agreed safety rules
- Notify changes to plans or circumstances
- Participate safely



# Your Rights

# We Love Feedback!

## Feedback and Complaints

- At Burke and Beyond we welcome your feedback and will ask you and your support network to complete our annual satisfaction survey which informs our continual improvement process
- Participants, their families/carers, staff, visitors and the community are encouraged to provide feedback at any time
- 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

CEO [ceo@burkeandbeyond.org.au](mailto:ceo@burkeandbeyond.org.au)

GENERAL MANAGER  
SERVICE DELIVERY [csm@burkeandbeyond.org.au](mailto:csm@burkeandbeyond.org.au)

MANAGER QUALITY  
AND RISK [feedback@burkeandbeyond.org.au](mailto:feedback@burkeandbeyond.org.au)

ONLINE FEEDBACK FORM <https://forms.office.com/r/G0gAuGmADc>

Feedback can be submitted anonymously via our online form. Forms are submitted directly to the CEO and Quality and Risk Manager



You will never be treated  
unfairly for raising a concern.

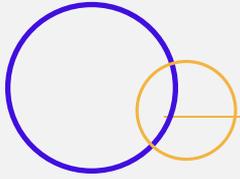
If we are unable to resolve your concerns you can contact the NDIS.

NDIS Quality and Safeguard Commission,  
Making a complaint 1800 035 544  
[www.ndiscommission.gov.au](http://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 diversity 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

Our 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 Requests

Burke and Beyond will work with participants, their families and their support networks meet any needs or requests.

## Culture, Values and Beliefs

We encourage you to share with us any religious or cultural, values, beliefs or preferences so we can document these in a support plan to help staff understand and respect your identity and beliefs.

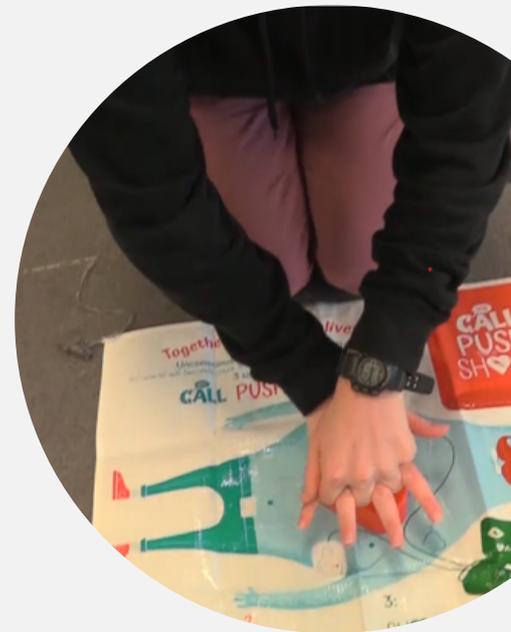
## Traditional Owners

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

## Interpreters

If English is not your preferred language, we can arrange a free professional interpreter to support you in meetings or to resolve issues.

# When you are not *Well*



## At Burke and Beyond

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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.

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.

If you are experiencing high temperature, diarrhoea/vomiting, undiagnosed rash/spot/sores, infectious diseases, are generally unwell or your physical and emotional wellbeing is seriously affected, you should stay home and seek medical attention.

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. Decisions are made based on our infectious disease policy, health advice and individual circumstances.

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### First Aid

All staff are trained in basic First Aid and CPR and we have defibrillators at all of our service sites. If required, 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.

### Infectious Disease

Please let us know if you become aware you have an infectious disease. We monitor for outbreaks and will always respond as recommended by the Department of Health.

# YOUR Supports



## Support planning and goals

Each semester participants will be provided with an opportunity to identify the top themes they would like to work on that relate to their goals.

- Participants will be supported to identify the top three themes they want to work on.
- An email will be sent to families with details of choices and goals. Families will have the opportunity to discuss any other needs at this point.
- Groups will be created based on the themes people have identified and the days they attend.
- Once these themes have been identified a detailed timetable will be created and a copy provided to participants.
- Once this has been created participants are expected to commit to that activity for the term.
- If a change needs to be made due to a change in circumstances a written request needs to be sent to the coordinator. All efforts will be made to accommodate the change where resources and participant ratios permit.

## Themes



Physical health and wellbeing



Emotional health and wellbeing



Social Skills



Independent Living Skills



Communication skills



Local Community Participation



Work-ready skills



Advocacy Skills



Numeracy and Literacy skills

# Planning your supports together

Your supports are guided by your goals, interests, strengths and needs, as outlined in your NDIS plan.

You are welcome to involve your family, carers, friends or other people you trust in your planning if you choose.

Together, we will develop programs that:

- are individualised to you
- build on your strengths and interests
- maximise your choice, independence and participation
- respond flexibly to your changing goals and needs
- support your safety and wellbeing

We regularly catch up with you to make sure your programs and supports are working well.

## Key workers

Each participant is allocated a key worker to support coordination and communication.

Your key worker will:

- get to know you and your goals
- monitor and review your progress
- check in with you regularly
- help plan your activities and timetable
- keep your support information up to date
- communicate with your family or carers (with your consent)
- be a main point of contact for questions or concerns

## Individual Support Plans

To help us support you safely and effectively, please provide us with any existing Individual Support Plans before you start or as soon as your supports begin. If you have a medical condition that requires specific support we may ask you to have a plan developed by your healthcare provider so we can support you safely.

- Anaphalaxis Management Plan
- Mealtime Management Plan
- Eplepsy Management Plan
- Asthma Management Plan
- Behaviour Support Plan
- Medication Administration Support Plan
- Personal Care Support Plan

Sharing this information helps our staff understand how to support you safely, respectfully and consistently.

YOUR  
Supports

# Privacy, Confidentiality and Consent

## Our Commitment

- We will protect the privacy and confidentiality of you, your family, our staff, and the organisations we work with.
- We follow all relevant legislation and standards.
- We only collect information that we need to help us provide you with the best possible service, and we will keep that information private.
- We will ask for your consent before we talk to anyone about you or your supports at Burke and Beyond.
- You can say no, or change your mind, at any time. In an emergency, we may need to share your information to keep you or others safe, even if you have not given consent.
- It is your right not to share your information; however, we may not be able to support you in the best way if there are important things you choose not to tell us.

## Collecting and Storing Information

So we can support you well, Burke and Beyond collects information about you, such as your contact details, goals, support needs, health or safety information, and service records.

We only collect information that is necessary to support you.

Your information is stored securely in protected digital systems and confidential files, and only authorised staff can access it.

You can ask to view or update your information at any time.



# Fees and Costs

## NDIS Price Guide

Burke and Beyond charge fees in line with the National Disability Insurance Agency (NDIA) guidelines. Service Agreements will clearly outline this information for participants and their representatives.

## Service Agreement

The Service Agreement you have signed is a requirement of the NDIS and is an agreement of the rights, responsibilities and expectations of service delivery.

Your Service Agreement includes :

- **Programs of Supports** The services will be delivered in six-month blocks. All absences will be charged as per the Programs of Supports guidelines.
- **Schedule of Supports** A breakdown of the expected cost of services agreed to in your Service Agreement.

## Invoicing

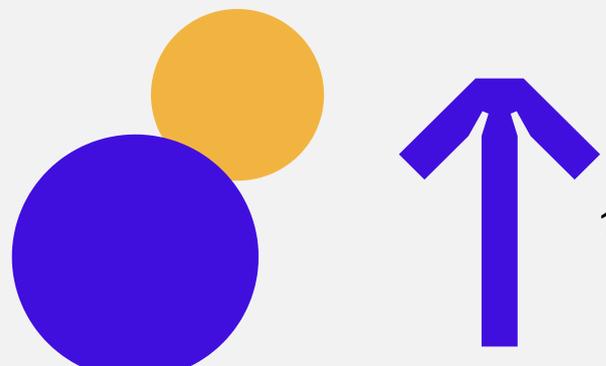
We invoice every week. Any invoice unable to be paid by a participant's NDIS plan including any rejected by the NDIA for manual payment will be passed on to the plan nominee for payment. Unpaid invoices may mean we need to suspend service.

## Additional Expenses

Additional expenses (i.e. not included as part of a participant's NDIS supports) are the participant's responsibility.

- **Activities** You may be asked to bring money in for activity. Examples include entrance fees, event tickets, meals and drinks etc. Balwyn participants receive a quarterly invoice for activities.
- **Program Resource Fee** This fee contributes to the cost of resources provided for participants during their attendance, such as equipment, technology, internet, program-related subscriptions, site special events, activity-related stationery, art and craft supplies, sunscreen, and other items. This is an out-of-pocket fee calculated per day of attendance, which is billed monthly and sent directly to families and/or representatives. These necessary expenses are not covered by the NDIS and directly contribute to the quality of the programs and activities we provide.

More information can be found in our Fees Policy available on our website.



# Safety and Wellbeing

Your safety, wellbeing and dignity are our highest priorities. Burke and Beyond is committed to providing supports in environments that are safe, respectful and free from harm.

We work in line with the requirements of the NDIS Quality and Safeguards Commission and the NDIS Practice Standards to protect the rights and safety of all participants.

We regularly review feedback, incidents, risks and outcomes to improve our services. Participants and families are involved in this process through surveys, meetings and the Participant Advisory Committee.



## Dignity of Risk

We recognise that everyone has the right to make their own choices and live their life the way they want, including taking reasonable risks.

Our role is to support you to make informed decisions while helping to reduce the chance of harm.

When an activity may involve risk, we will:

- Talk to you about your choices and preferences.
- Consult with your family, carers or support network (with your consent).
- Complete a risk assessment.
- Plan supports and strategies to keep you safe.
- Document and review the plan together.
- We aim to balance independence, dignity of risk and safety.

# Safety and Wellbeing



## Abuse and neglect

Burke and Beyond has zero tolerance for abuse, neglect, exploitation, violence or discrimination.

You have the right to feel safe at all times. Everyone involved in our organisation; staff, volunteers and contractors; is expected to protect your rights and wellbeing.

If we become aware of any concerns, we act quickly and take them seriously. Reportable incidents, including abuse, neglect or the use of restrictive practices, are reported to the NDIS Commission as required.

If you ever feel unsafe or uncomfortable, please tell a staff member or make a complaint straight away.

## Incident reporting

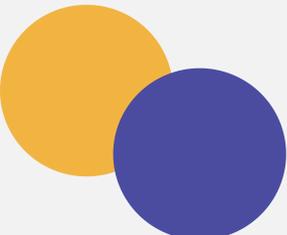
If an incident or near miss occurs, our first priority is the immediate safety and wellbeing of everyone involved.

We will:

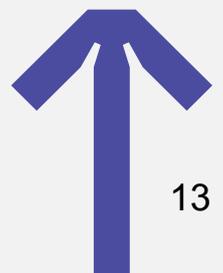
- provide first aid or support as needed
- Call an ambulance if we have any concerns about your health
- make the area safe
- record the incident
- review what happened to prevent it happening again

Serious incidents are reported to the NDIS Commission in line with legal requirements. If a law has been broken we will report it to the Police.

If an incident involves you, we will contact your nominated family member, carer or authorised representative as soon as possible (unless you tell us otherwise).



YOUR  
SAFETY





# Safety and Wellbeing



## How We Keep you Safe

To help keep everyone safe, Burke and Beyond:

- Employs trained and screened staff (NDIS Worker Screening and Working with Children Checks)
  - Follows clear safeguarding and Code of Conduct requirements.
  - Provides staff training in safety, behaviour support and incident management.
  - Maintains safe buildings, vehicles and equipment.
  - Uses infection control and hygiene practices.
  - Has emergency and evacuation procedures in place.
  - Regularly reviews risks and improves our practices.
- 

## Restrictive Practices

We are committed to supporting people in the least restrictive way possible.

Restrictive practices are only used:

- as a last resort
- to prevent serious harm
- with appropriate approvals
- with a Behaviour Support Plan in place
- and always reported and monitored

Your rights, dignity and wellbeing always come first.

# Your Say

Burke and Beyond is committed to promoting and protecting the human and legal rights of people with disability. You have the right to be heard, make your own decisions, and be involved in all matters that affect you.

## Advocacy

You can choose to speak for yourself (self-advocacy) or have someone support you to speak on your behalf.

An advocate is someone who stands alongside you, listens to what you want, and helps make sure your rights, views and preferences are respected. This might be a family member, friend, or an independent advocacy organisation.

We will support you to:

- access an advocate at any time
- contact an independent advocacy service
- have an advocate attend meetings with you
- use an interpreter or communication support if needed
- receive information in a way that works best for you
- Having an advocate can help during planning meetings, service reviews, complaints, or any decisions about your supports.

If you would like help finding an advocate or interpreter, please speak with a staff member.

## Participant Advisory Committee

Burke and Beyond also has a Participant Advisory Committee made up of participants who want to be more involved in shaping our services.

The committee:

- shares participant ideas and experiences
- provides feedback on programs, policies and activities
- suggests improvements
- helps guide decision-making across the organisation

If you would like to join or learn more about the Participant Advisory Committee, please speak with a staff member

## Participant Voice

Your feedback helps us improve.

We provide regular opportunities for you to share your ideas and experiences, including:

- one-on-one conversations with staff
- planning and review meetings
- surveys and feedback forms
- monthly participant meetings

# Leaving our Service

You may choose to leave Burke and Beyond at any time.

We require 2 weeks notice of intention to exit the service.

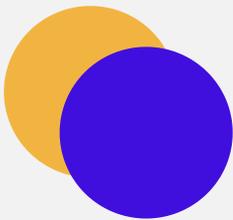
That way we can

- plan together
- organise final supports
- assist with referrals if needed
- celebrate your success and farewell your friends.

We are happy to help you find supports that suit your goals and preferences.



If you decide to move to another service, we will support you to make the transition smooth, safe and well planned.

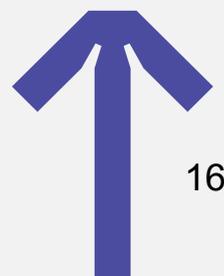


With your consent, our team will work with you and your family, carers or support network to:

- attend meetings with you and your new provider
- develop a clear transition plan
- share relevant information and documentation
- ensure continuity of your supports
- provide a staff contact person during the transition

Our goal is to make sure you feel informed, supported and confident throughout the process.

# Transitions



# Day To Day



## Dress Code



Due to the array of community settings Burke and Beyond participants 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.

Sneakers/runners are required for outdoor activities such as bushwalking/walking and exercise programs. Safety boots or High Vis clothing may also be required for some activities.

Suitable:	Not Suitable:
Closed toe shoes Jeans T-Shirts Shirts Trousers Dresses Skirts	Open-toe shoes Shorts above knee length Shoestring straps or singlet tops holes in clothing

## Sun Safety

During warmer months and whenever UV levels are high, we support everyone to stay sun safe when outdoors. We will ask you to wear a hat and protective clothing, and bring and apply SPF 30+ sunscreen, drink plenty of water and spending time in the shade. Staff will remind and assist you with these measures, and we will always respect your preferences.

## Emergencies

If an emergency or unexpected event occurs, such as bushfire, extreme weather, power outage, or water supply issues. We may need to change or temporarily close services to keep everyone safe. Participants, families and carers will be contacted as soon as possible with clear information about service changes and any alternative support arrangements.

# Transport Arrangements

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

Many Next Step participants use the **public transport** system as all of our Next Step sites are located within walking distance. If your young person is interested in learning how to use public transport please speak to the Coordinator.

If **taxis** are used—it is the responsibility of the participant or carer to book. We can support you on your arrival and departure.

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.

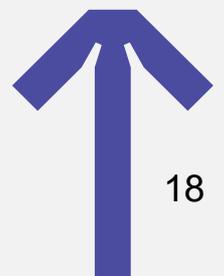
## Service Hours - 8:45am - 3:15pm

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

If you arrive after 9am you may miss an activity that is off site. You will be provided an onsite activity instead.

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.

## When and How to get Here



# Food and Drink

Burke and Beyond provides tea, coffee and also caters for events at the sites to celebrate special days, so it is essential that you advise us of any dietary requirements.

Please bring your own morning tea and lunch each day, unless other arrangements have been made or you are choosing to purchase food while out.

Food should be packed safely in a sealed, suitable container. If bringing frozen or reheatable meals, please ensure they are stored in a durable, undamaged container that can be safely heated.

Check your daily timetable, as some activities or outings may affect lunch plans.

Please let us know about any food allergies, intolerances, or special dietary needs so we can support you safely.

If lunch arrangements change due to excursions or special events, we will let you and your family or carers know in advance.



## Personal Belongings

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



## Holidays

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

## Personal Care

Our staff will support you with any personal care or daily living tasks you choose and need assistance with. We will always respect your privacy, dignity, cultural and religious preferences, and support you in a way that feels safe, comfortable and respectful.

## NEXT STEP Independent Participation

Next Step services are designed to simulate real life situations and events. This involves the reinforcement of workplace expectations at our sites. This includes being on time for the start of programs, being dressed in clothes suitable for the activity, and ensuring our behaviour and language is appropriate for the workplace.

When attending a Next Step site staff will support you to minimise risk while supporting you to transition into an adult life including achieving goals, preparing for a job and managing friendships/relationships in ways appropriate for a workplace.

Day  
to Day



To contact us call

(03) 9886 1111

and follow the prompts

Email

admin@burkeandbeyond.org.au



**ADMINISTRATORS**

admin@burkeandbeyond.org.au



**INTAKE**

Liz Doran

intake@burkeandbeyond.org.au



**GENERAL MANAGER  
SERVICE DELIVERY**

Deanne Ray

csm@burkeandbeyond.org.au



**MANAGER QUALITY AND  
RISK**

Danielle Coulson

daniellec@burkeandbeyond.org.au



**CEO**

Lisa Sawatzky

ceo@burkeandbeyond.org.au



**Service Coordinator**

Lyndi Nuthall

**NEXT STEP - BOX HILL**

29 Ellingworth Parade, Box Hill

Site Mobile

0425 251 690



**Service Manager**

Tam Nuguyen

**NEXT STEP - DANDENONG**

260 Lonsdale Street, Dandenong

Site Mobile

0448 028 184

**NEXT STEP - BRYANTS RD**

5A /11 Bryants Rd, Dandenong

Site Mobile

0404 952 557



**Service Coordinator**

Veronica Paouros

**NEXT STEP -RINGWOOD**

90B Maroondah Hwy,  
Ringwood

Site Mobile

0437 019 994



**Service Manager**

Louise Baker

**BALWYN LIVING AND  
LEARNING**

51 Naroo St, Balwyn

Direct Line

8824 0030



**Service Coordinator**

Elyce Morison

**OUTREACH**

0439 439 476

Contacts

