

Participant Information booklet about ASSIST LIFESTYLE PTY LTD services

Approved By:	Marina Kozhukhova	Version	2
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1. Introduction

We are delighted to have you join ASSIST LIFESTYLE PTY LTD Disability and Mental Health Support! This booklet is designed to provide you with essential information about our services and how we can support you. If you have any questions, please don't hesitate to reach out to us. Welcome to ASSIST LIFESTYLE PTY LTD Disability and Mental Health Support!

Our website: <https://assistlifestyle.com.au/>

2. Contact Information

You can contact us anytime:

Phone: +61 756 127 7045, Mob: 0405720651

Email: support@assistlifestyle.com.au

3. Our Services

At ASSIST LIFESTYLE PTY LTD, we offer a range of services to meet your needs:

- Support Coordination
- Psychosocial Recovery Coaching
- Assistance with travel/transport: (attending appointments, shopping, etc)
- In-home support (with daily life tasks)
- Development of daily living and life skills
- Household tasks and cleaning
- Community access, social participation activities: Art classes, cooking classes, interest group, gardening.
- Supported outdoor activities: Golf, Archery, Fishing, Bushwalking, Biking
- Supported getaways of your choice (Short Term Accommodation, Respite)
- Therapy dog- companion on your request
- Accommodations/Tenancy assistance
- Independent Living Options

For detailed service information, please visit our website. For more detailed information about our services, please visit our website: <https://assistlifestyle.com.au/>. The prices for these services are outlined in the NDIS Price Guide, which can be found here: [NDIS Price Guide](#).

4. Our Process

To determine if we can provide the support you need, we will ask you some questions and possibly have a conversation. We offer services based on eligibility criteria, and you will need to have a source of individualized government funding (e.g., NDIS participant) or private funding.

If we believe we can assist you, we will arrange a meeting to discuss your needs and a potential service agreement. After the meeting, we will conduct further checks and review relevant evidence. If everything aligns, we will create a service agreement for you to review and sign.

5. Support Planning

Once you have access to our services, we will conduct an assessment to understand your needs, strengths, and goals. You will be actively involved in this process, and you can have an advocate, family, or other trusted individuals participate. We will develop a support plan tailored to your unique requirements, and you will have the opportunity to review and sign it.

6. Staff Matching

We understand the importance of matching you with the right staff member who can meet your specific needs, including considering personality, language, culture, and skills. Your input in this matching process is valued, and you can access an advocate to support you in this process.

7. Our Staff

Our team comprises qualified and experienced staff who undergo a rigorous recruitment process, including background checks. They are trained in NDIS requirements, COVID-19 infection control, and receive ongoing professional development.

8. Exiting Service

You can leave our services at any time, and we will assist you in finding alternative services if needed. If you ever wish to return, we are here to support you through the intake process.

9. Our Responsibilities

We commit to acting with respect for your rights, privacy, and safety. We provide services in a safe and competent manner, uphold integrity, and take prompt action to address concerns or issues. Our goal is to ensure that you receive services consistent with applicable laws and regulations.

10. Your Responsibilities

As our client, you are expected to communicate concerns, actively participate in designing your support plan, ensure timely payment of fees, and inform us of any changes in your circumstances that may affect our service delivery.

11. Your Safety

We prioritize your safety and have policies in place to address any form of unacceptable conduct. We encourage an environment where everyone is treated with dignity and respect. If you ever feel unsafe, we have a complaints process and can support you in accessing an advocate.

12. Privacy

We respect your privacy rights and handle your personal information in compliance with the law. Information collected helps us provide quality services and is used for internal processes. You can request access to your information or report any privacy concerns.

13. Feedback and Complaints

If you have feedback, concerns, or complaints, please feel free to discuss them with us first, as it often leads to quicker resolutions. You can contact us through various channels, including our website for anonymous submissions.

You can make a complaint :

- a. In person to the principal or a staff member of ASSIST LIFESTYLE PTY LTD;
- b. by email to support@assistlifestyle.com.au;
- c. Verbally by telephone to +61756127045; Or
- d. Visiting our website <https://assistlifestyle.com.au/feedback/> ,
- e. you could also submit your feedback or complaint anonymously by not providing your email address on our website.
- f. You can make a complaint to the NDIS Commission by:
 - i. Calling: 1800 035 544 [Free call from landlines] or TTY 113 677. Interpreters can be arranged;
 - ii. Visiting <https://www.ndiscommission.gov.au/about/complaints> and completing a complaint contact form.

14. Incident Management

We maintain an incident management system to ensure compliance with NDIS regulations. If you witness or are involved in an incident, please report it to us. Reporting will not result in negative consequences, and we take all incidents seriously.

15. Advocacy

You have the right to be represented by an advocate at any time during service delivery. We support the use of advocates during assessment and planning processes and can assist you in accessing advocacy services if needed. Please see the Advocacy Services list available on the Office of Public Advocate website: <http://www.publicadvocate.qld.gov.au/>

16. Booking and Cancellation

Please notify us during business hours (8.30 am - 5.00 pm) at least 2 business days in advance if you need to cancel an appointment. Cancellation policies apply, and fees may be charged to your NDIS Plan based on notice provided. If we need to cancel, we will discuss alternative arrangements with you.

17. Ending the Service Agreement

Should you or we wish to end the service agreement, we require 14 business days' notice. Termination fees may apply, subject to agreement terms.

18. Exclusions and Limitations

Please be aware of our conditions and limitations, as outlined in this booklet. We comply with statutory requirements, and our liability is limited to the resupply of the service if necessary.

Thank you for choosing ASSIST LIFESTYLE PTY LTD for your support needs. We are here to assist you on your journey to achieve your goals and improve your quality of life.

[End of Client Information Booklet]