

**INDIVIDUALISED
COMMUNITY ACCESS
SERVICES**



CLIENT HANDBOOK
FOR CLIENTS, THEIR
FAMILIES AND CARERS
OCTOBER 2022

MISSION STATEMENT

To provide consumer driven, personalised, flexible and responsive services to people who live with a disability, so that they may optimise their quality of life and live as independently as they would like, in the home of their choice.



Welcome to ICAS

We look forward to working with you.

This Client Handbook will help you understand:

- ICAS
- Our policies and procedures
- Mutual rights and responsibilities

If you have any questions regarding any aspect of this Handbook, please see the ICAS Director.

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Who are ICAS?

ICAS is a disability support agency, providing a range of direct services designed to optimise the quality of life of adults who live with a disability and who reside in the Greater Brisbane Region.

What can ICAS offer me?

ICAS provides numerous support options for people who live with a disability and who reside in the Greater Brisbane Region.

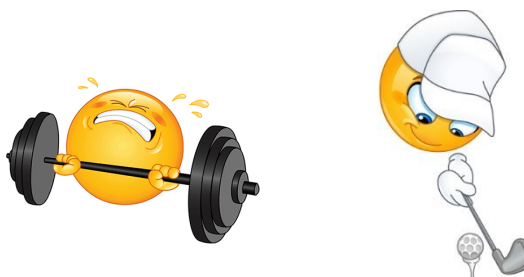
The types of services ICAS offers include:

Community Access Support Services

ICAS supports people to access a variety of experiences, activities and relationships such as social groups, special interest groups and general community services. This service is designed to assist people to develop networks of support which allows for greater involvement in their community. We will support you to go to places you like to go. You will have complete choice in who supports you and what activities/experiences/services you would like to utilise.

ICAS supports clients to participate in a broad range of activities of their choice, such as:

- Swimming programs
- Aromatherapy
- Aerobics
- Golf
- Bowling
- Local gym
- Volunteer work



Just to name a few. The possibilities are endless of how you would like ICAS to assist you to meet your own goals in relation to social & community participation.

Independent Living Support and Learning

ICAS provides support to people who want to gain skills and confidence in a range of activities which will allow them greater independence and control in their day to day lives.

Clients use the Independent Living Support and Learning to obtain support when they want to develop skills in areas including:

- Social skills improvement
- Interpersonal relationships
- Personal independence and household skills
- Using public transport, etc.

We will assist you to live in your own home and provide support and learning to help you to cook and clean. We will help you to learn to be as independent as possible by providing assistance with daily life.

Capacity Building

ICAS can assist you to learn new skills to build your capacity to live with more independence and to achieve your longer term goals.

This may include:

- Finding and maintaining an appropriate place to live.
- Developing longer term skills to increase your ability participate in community, social and recreational activities.
- Employment related opportunities, such as finding and keeping a job or undertaking learning.
- Physical and nutritional assistance to manage the impact of your disability.
- Lifelong learning and help across many areas of daily life.
- Assessments, learning or therapy to help increase your skills.

We will do anything to assist you to build your ability to be more independent.

Support Coordination

ICAS can help to support you to understand and utilise your NDIS plan to ensure you are getting the most out of your funded supports.

We can help with coordination all of your NDIS supports, including:

- Therapy needs – speech therapy, physiotherapy, occupation therapy, etc.
- Equipment needs – wheelchairs, shower commodes, vision equipment, hoists, etc.
- Connection needs – connecting you with informal, community and funded supports.
- Negotiation – ensuring service agreements with providers meet your needs and budget.
- Preparation – for your plan review

We will ensure that all of the services in your plan are coordinated to enhance seamless support for you.

Plan Management

ICAS is able to facilitate and support you to manage your NDIS funding. Plan Management assists you to:

- Manage your NDIS support budget.
- Processing your claims and paying funds to providers.
- Providing information and statements to show the status of your plan budget.
- Provides increased choice and control in your plan implementation.

Using ICAS as your Plan Managers, gives you the flexibility of self-management without the hassles.

Receiving Support from ICAS

“With ICAS, you will get support based on your needs”.

When you ask for support, ICAS will talk to you about your needs and goals. ICAS will then find support to meet your needs and goals. You can have a friend, family member or advocate help you get support.

An advocate is someone who helps you to say what you want. Their job is to speak on your behalf. It can be a friend or family member of someone else. You are able to change your advocate when you wish. **Please inform ICAS if you have an advocate.**

Being Able to Choose

“With ICAS you will get help to make choices and decisions”.



Right from the beginning in your relationship working with ICAS you will have the ability to choose and make decisions. ICAS will find ways to help you with your choices. This includes choosing who you would like to support you. You can also talk about your choices with other people.

Joining In with Others

“With ICAS you will get help to join in with other people”.

ICAS and your support workers will help and support you to join in with activities that take place around where you live. They will also help you to use local shops and services. E.g. dentist, bank, post office etc.

Having Important Roles

“With ICAS you are an important and valued person”.

ICAS will assist you to get help from your support workers to have an important role in the area you live. Your support workers can also help you play an important role in the lives of others in the community and your family life.

ICAS wants you to be HAPPY

If something happens in your time at ICAS that you do not like or makes you feel unsafe....

- You can tell your support worker about it.
- You can talk to another adult you trust about it, who can help you make a complaint.
- You can ring Sarah or Chris and ask for a Feedback and Complaints Form.
- You can write a letter to ICAS.



Making a Complaint

ICAS wants all clients to know it is okay to complain or provide feedback/compliments.

“With ICAS it is okay to make a complaint. No one will be upset”.

If you are not happy with any part of the ICAS services, we would appreciate you telling us. It may be about the service, a person or something else. Firstly, you can talk to your support workers about your concern. Your support workers can help you sort out any complaints you may have. If you do not want to talk to your support workers, you or your advocate are welcome to contact the ICAS Director personally. However, if you are uncomfortable talking with anyone at ICAS, or you are dissatisfied with the outcomes of your complaint investigation with ICAS, you are welcome to contact the NDIS Commission. They will assist and support you to make a complaint. Their contact details are:

NDIS Commission – Phone 1800 03 55 44 or Website www.ndiscommission.gov.au

Will my Compliment, Feedback or Complaint make a difference?

Yes, definitely! ICAS is committed to providing a quality service that best meets your needs as our client. Your compliment, feedback or complaint will help ICAS to improve our work practices and processes and provide you with a better service.

How do I make a Compliment, Provide Feedback or a Complaint?

You can provide feedback, a compliment or a complaint in person, in writing (email or letter) or over the phone. You can discuss your comments with any staff member of ICAS who will note your statements and process them immediately according to our Feedback and Complaints process. You may bring an advocate/interpreter with you or as mentioned above you can go direct to the NDIS Commission and they will assist and support you to make a complaint.

What happens to my Feedback, Compliment or Complaint?

Your feedback, compliment or complaint will be sent to ICAS' Director. They will deal with your feedback or complaint. If you have a complaint, an objective investigation of your complaint will be carried out with the details of the complaint and the action taken. This is done according to our Feedback and Complaints policy and process. You will be informed of the outcome of your complaint and will be asked for feedback about the outcome.

You may also be offered an interview to further discuss a complaint and the outcomes of the investigation. You may bring an advocate or interpreter with you.

Your Rights and Safety

“With ICAS your support workers will help you feel safe”.

You have the same legal and human rights as every other person in the world. ICAS will assist you to make sure these rights are supported. We will make sure that you feel safe and secure at all times and that your money is safe.

What happens if an incident occurs?

ICAS has a detailed incident management process. This ensures that all incidents are documented, responded to, managed and learnt from. ICAS staff are familiar with the process of handling incidents and will ensure that you are safe and your needs are addressed. If required, our staff will contact the Director. All incidents will be documented via the Incident Form.

Your Support Worker/s

“With ICAS your support worker/s will have the skills to support you”.

ICAS will ensure that only those people with the right skills will be hired as support workers to meet your needs and goals. Your support worker/s will also get training and will be shown how to personally support you. We encourage you to tell us what you would like from your support worker and endeavour to meet these requests.

ICAS Client Rights & Responsibilities

Remember your Client Rights

As a client of ICAS:

- I, and with my permission, my carer, have a right to see all information that ICAS has about me. If I have a legal guardian or advocate, their rights will be respected.
- I, and with my permission my carer, have a right to be involved in decisions about my assessment and support plan. I have a right to know what options are available and any fees charged.
- I am aware that ICAS delivers services in line with the National Disability Insurance Services (NDIS) standards. ICAS support will be provided in a safe manner which respects my dignity and independence and is responsive to my social, cultural and physical needs and the needs of my carer.
- I understand that accessing service from ICAS is decided only on the basis of my needs and the capacity of ICAS to meet that need. I have a right to refuse a service and if I do, it does not mean I cannot access ICAS in the future.
- I have a right to complain about the service I receive from ICAS and ICAS will listen and respond to my complaint without making me feel scared or uncomfortable. I know I can get an advocate to assist me to complain.
- I have a right to tell ICAS how they can improve their support to me.
- I have a right to have my information respected and kept private and confidential.

Remember your Client Responsibilities

- I will let ICAS know if I am not going to be home when a staff member is due to visit.
- I will respect the rights of other clients and ICAS support staff.
- I will take responsibility for the results of any decisions I make.
- I will play my part in helping ICAS to provide services to me.
- I will not smoke whilst a support worker is in my home or I am in a support worker's vehicle.

What is Advocacy?

An advocate can be a friend, relative, neighbour, delegate or someone from a professional advocacy service. Using an advocate, when required, should always be seen as a positive action.

Advocacy can be broadly broken into three categories:

1. **Self Advocacy** is when you speak, act or write on behalf of yourself and your circumstances.
2. **Individual or Personal Advocacy** is when a person speaks, acts or writes on behalf of another person with regard to their personal circumstances.
3. **Systemic Advocacy** is speaking, acting or writing on behalf of a group e.g. 'children with disabilities' or 'carers'. This type of advocacy is aimed at increasing public policy or improving both government and non-government services.

You may consider the use of an advocate at times when you feel unable to express your opinion, or where you feel someone else may have better knowledge or should speak on your behalf.

On any of these occasions you have a personal and legal right to request the use of an advocate and ICAS supports your right to do so.

Achieving Advocacy

Achieving Self-advocacy – if you wish to advocate on behalf of yourself but are feeling a little hesitant, speak with your support worker/s or ICAS' Director. They will provide encouragement as you work through the process and offer helpful hints to you.

Achieving Individual or Personal Advocacy – if you wish to obtain the services of an individual, consider in the first instance contacting a friend or someone known to you or your family whom you respect. E.g. your local priest or family doctor.

If you wish to obtain the services of an experienced advocate, there are numerous organisations that can assist you, many at no cost, within Brisbane.

The following organisations can offer you assistance: *(This is not an exhaustive list, other contacts can be found on the web or in your telephone directory)*

- ❖ Queensland Advocacy Incorporated. Phone: 07 3844 4200
- ❖ Speaking Up for You Inc. Phone: 07 3255 1244

ICAS' Privacy and Confidentiality Policy

ICAS is committed to making sure that your personal information is kept personal and not told to anyone you do not want to know. We will not share any information about you without having obtained consent from you. Your privacy and confidentiality are very important and will reflect in every part of your dealing with ICAS.

What type of Information does ICAS obtain?

ICAS will only obtain information from you to provide support services to you. Some personal information we will ask is:

- Where you live.
- Contact Names and Numbers.
- Your Doctor.
- If you live by yourself or with someone else.
- Medical conditions.
- What medication you make take.
- What your hobbies are.
- Do you have any cultural requirements.
- What other activities you do through the week.
- If you receive help from other services.

What does ICAS use my Information For?

ICAS uses your information to help us to provide support to you. It will help us to decide how much support you require and what we can offer, and if needed, any help from other services.

Who will obtain the Information from Me?

ICAS' Director will organise an interview with you and anyone else you would like to invite. Having other people involved is entirely up to you. If you are not able to speak for yourself, then have someone you trust to speak on your behalf. You can bring someone along for moral support as well.

Where will my Personal Information be Stored?

Any information that ICAS obtain from you is put into your client file. Your paper file is stored in a lockable office room. Electronic files are backed up and all computers have password protection to ensure your information is kept private.

Who sees my Information?

The Director of ICAS will let staff know information for them to do their job properly, so that they can understand your needs and work efficiently with you.

Can I have access to my Information?

Yes, you can look at your file. Just ask us, or you can send in a written request. We will then make an appointment for you to come in and read your information. We will also provide a quiet place for you to do this. Afterwards, the ICAS Director will make a case note stating that you have accessed your information.

Will anyone Outside ICAS see my Personal Information?

If you ask ICAS to help you to obtain other services, you will need to give us consent to provide relevant information to other organisations. You are able to change your mind at any time and withdraw this consent. You can nominate who you choose to provide information to on our Client Consent Form.

Disclosing Information without Consent

ICAS is not required obtain your consent to disclose information if information is necessary to prevent or lessen a serious threat to life or the health of a client in a medical emergency, or where information is required by law or subpoena.

If I Stop using ICAS for whatever reason, will you keep all of my information?

Yes, ICAS will keep your information for a period of seven (7) years in a secure, locked environment. After seven years your information will be securely destroyed by a professional document destruction company.

Will Staff Maintain my Privacy and Dignity when Supporting me?

Yes they will, and if they do not help you in a way that you feel comfortable with, it is really important that you let us know. All ICAS staff understand the Privacy and Confidentiality guidelines, and each staff member has signed an agreement to abide by them. It is our intention to support you in the way that you want to be supported and in a way that makes you feel comfortable.

Copies of all of our Policies and Procedures are available to you.

Frequently Asked Questions

What about Smoking?

All of ICAS staff are asked not to smoke in people's homes, in vehicles or whilst supporting a person in the community. We also request that you do not smoke whilst a staff member is in your home.

What should I do if I am not going to be Available for my Support session?

You, or your carer, should contact your support worker to inform them of any changes to the support session. These changes could be when you are sick, when you are away or when you need to make another appointment, etc. **Please give as much notice as possible to your support worker.**

If you provide more than 24 hours cancellation notice, your support hours will be banked and you will be able to use these hours at a later time. ICAS asks that you use these banked hours as soon as possible.

What about Signing Documents?

No contracts or documents should be signed while you are being supported by ICAS. ICAS support workers are not able to support you in signing any contracts or documents.

ICAS Office Details

Office Hours

The office operating hours will be between 9.00am and 5.00pm Monday to Friday. If the office is unattended, please leave a message saying your name and phone number on the answering machine and we will return your call as soon as possible.

Contact ICAS

ICAS values and appreciates open communication across the organisation. ICAS can be contacted via:



Office Phone:	07 3385 0529
Director Mobile (Sarah):	0499 994 987
Senior Manager Mobile (Chris):	0407 643 958
Support Coordinator (Jodi):	0493 384 857
Administration (Duane)	
Administration (Jo)	
IT Support (Sri)	



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