



supported tenancy
accommodation and respite

ACCOMMODATION PROGRAM

Information for people with
disabilities and their families

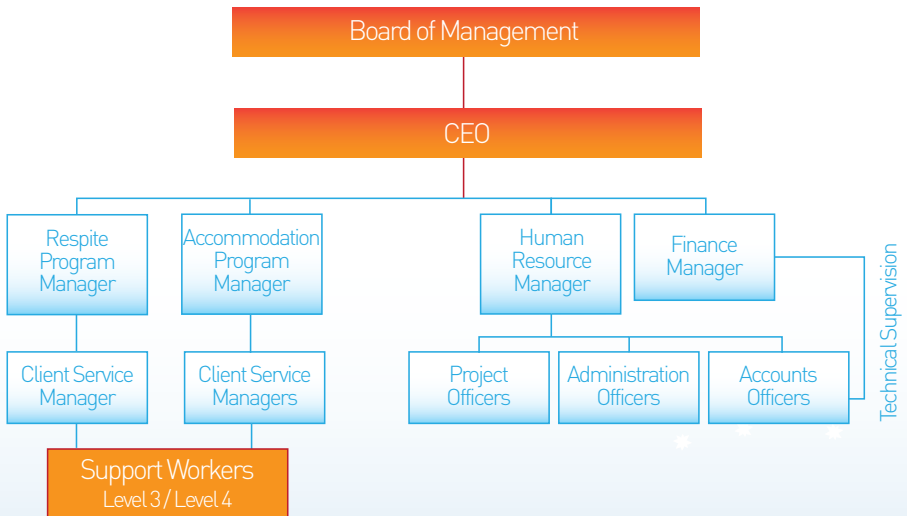
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ORGANISATIONAL STRUCTURE



WELCOME TO STAR TASMANIA (STAR)

This information pack has been compiled in order to provide information about the STAR Tasmania Accommodation Program for families and carers of people with disabilities.

We hope it answers most of your questions, however if at any time you have any doubts, queries or questions please feel free to ask our Accommodation Program Manager.

WHO WE ARE

STAR Tasmania is one of the leading accommodation providers in the disability sector in Tasmania.

The organisation was established in July 2009 following the amalgamation of established community accommodation support agencies, Supported Housing Inc and Star Tasmania Inc.

Supported Housing began operation in 1989 after the closure of Willow Court complex in New Norfolk and the original Star Tasmania was formed in July 1994 to provide accommodation to community clients.

STAR Tasmania merged with another not for profit supported accommodation provider, Tranquility Base, in November 2009.

STAR now employs in excess of 120 part time and casual support staff across 11 supported accommodation sites.

WHAT KIND OF ACCOMMODATION SUPPORT DO WE PROVIDE?

The supported accommodation provided by STAR Tasmania is;

- long term and permanent
- full time
- funded by the State Government

WHAT IS SUPPORTED ACCOMMODATION?

Supported accommodation provided by STAR Tasmania is provided in a home environment in community based locations. On average there are between three and five people supported in each house. Sometimes there may be a unit attached for someone who needs a different type of support to the shared.

At present, STAR supports 41 residents in this way across the 11 accommodation sites which are in various locations around Hobart.

HOW ARE WE FUNDED?

STAR receives funding from the State Government to provide Supported Accommodation services and enters into what is called a Funding and Service Agreement with the Government. This outlines the conditions upon which the funding is provided, what is expected from us and how many people we are funded to provide services to.

One of the most significant implications of this agreement is that STAR must adhere to what are called Disability Service Standards. The Standards are the backbone of the State Disability Service Act 1992 and therefore are part and parcel of legislation. This means that the principles are legally binding and our policies, decisions and staff training will need to comply with the standards.

Some of the standards are listed over the page.

QUALITY ASSURANCE GOVERNMENT FRAMEWORK

In March 2008 the State Government established the Quality and Safety Standards Framework as part of a suite of strategies developed to effect community sector reform in the state.

There are six Standards that the organisation is required to report upon. They are:

- Safe Environment – our residents receive support in an environment that is safe.
- Consumer Focus – our residents receive services that respect their rights and are responsive to their needs and desires.
- Workforce – our residents receive services that are provided by appropriately trained and supported staff.
- Incidents and Feedback – our residents receive services from community sector organizations that appropriately manage incidents and actively see and respond to feedback.
- Consumer Information – our residents receive services that recognise and respect their right to have their personal information managed in an appropriately confidential manner.
- Governance – our residents receive services that are effectively and efficiently managed.

Examples: Tasmanian Standards for Disabilities taken from Disability Services Act (1992)

Standard 1 Services are to be designed and administered so as to achieve positive outcomes for persons with disabilities, such as increased independence, education and employment opportunities and integration into the community.

This may mean that you will be invited to participate in the development of plans for your son/daughter. We use these plans to monitor progress and development and to encourage participation in the community.

Standard 2 Services are to be designed and administered so as to ensure that conditions of everyday life of persons with disabilities are the same as, or as close as possible to, the conditions of everyday life of other members of the community.

Standard 4 Services are tailored to meet the individual needs and goals of persons with disabilities.

Standard 12 Services are to be designed and administered so as to ensure that persons with disabilities have access to advocacy support where necessary to ensure adequate participation in decision making about the services they receive.

Standard 13 Programs and services are to be designed and administered so as to ensure that appropriate avenues exist for persons with disabilities to raise and have resolved any grievances about services.

Standard 16 Programs and services are to be designed and administered so as to respect the rights of persons with disabilities to privacy and confidentiality.

If you would like more information or a copy of the Tasmanian Disability Services Act (1992) please let us know.

THE TEAM

The team at STAR Tasmania is highly professional, with a diverse range of qualifications and experience.

All staff are required to undergo a National Police Check prior to employment with the organisation.

Staff are actively supported to pursue further study and personal development opportunities. This ensures an ongoing improvement to the services provided to clients of the service.

ACCOMMODATION PROGRAM MANAGER

The Manager of the Accommodation Program is responsible for the day to day management of accommodation service operations in line with the Disability Service Standards (some of which are listed above) and relevant legislation.

This position is also responsible for the supervision of the Client Service Management Team and Direct Support Team within the Accommodation Program.

CLIENT SERVICE MANAGERS

Each of our 11 sites is managed by a Client Service Manager (CSM). CSMs are responsible for the direct supervision of our Level three and four Support Workers who support our clients. CSMs are allocated to particular sites, supervise approximately 15 staff and anywhere from two to eight clients.

The team has considerable depth of experience across the sector in both management and direct client support. Our CSMs undertake ongoing training to assist in ensuring quality values based service delivery to our clients.

DIRECT SUPPORT TEAM

Our level three and four Support Workers form the backbone of our organisation as members of our Direct Support Team. Over 100 part time and casual staff, provide physical, emotional, social and developmental support to a client group varying in levels of care requirement. Support Workers are required to have or agree to obtain a minimum Cert III in Disability.

SERVICE SUPPORT TEAM

The STAR Tasmania Service Support Team provides a range of tasks integral to the smooth running of the organisation. These tasks include administrative support, project management, financial accounts, administration and site maintenance.

STAFFING RATIOS

Staff hours and ratios are not fixed and vary according to client need.

CLIENT INFORMATION

Each client of STAR Tasmania has a detailed profile to facilitate the provision of consistent personal care and general support.

The Personal Profile is to be completed with information provided by family members / carers as well as that information contained on files from previous and current services and therapists.

The profile covers areas such as daily living skills, communication, mobility and health. The information is updated every year or as needs change.

Information contained in the profile is strictly confidential and is not shared with any other person or service that is not an employee of STAR or on a strictly “needs to know basis”.

The profile is reviewed by the CSM every six months regarding medical information, routines and significant events.

PERSONAL PLANNING

All clients of STAR are invited to participate in the personal planning process. The best way to explain planning is that people with a disability are given the opportunity to discuss their goals, needs and aspirations and the way they can be supported to achieve these. Planning has a different focus for each of our clients recognising their different needs, abilities, likes and dislikes.

Participation in the planning process is not compulsory.

HEALTH CARE SYSTEMS

Clients and families are actively involved in decision making in relation to health care needs. Clients are encouraged to learn how to manage their own health care needs. Where appropriate, expert health professionals are consulted in order to ensure that the systems are appropriate, reflect legislation and national best practice.

Client Health Policies have been designed to ensure that individual client health care needs are identified, monitored, recorded and consistently used across the organisation. Client health care records are maintained on a daily basis by Support Workers directly involved in providing support to clients.

Records pertaining to client health are kept in one or more of the following: Personal Health Files, Medication Folders or Daily File Notes or Personal Profiles.

FREQUENTLY ASKED QUESTIONS

Can my son/daughter stay in the house indefinitely?

Yes. Once your son/daughter has secured a place in STAR accommodation support it will become their home indefinitely. The only exception to this is through:

- Client choice
- Service closure
- Service incompatibility

Who will my son / daughter share the house with?

STAR supports the rights of individuals to choose where and with whom they live. To facilitate this choice, all vacancies will be filled through a process of consultation with current clients, families, advocates and relevant representatives from STAR and the Gateway Services. Vacancies may be filled by people whose interests, age and level of support needs are compatible with those already in residence.

Will female staff look after my daughter for personal care?

STAR Tasmania employs both male and female support workers. If a client/family member has specific requirements we endeavour to do all we can to accommodate however there may be times when this is not possible.

Will I be able to visit anytime I like?

Yes as long as the time is convenient for your son/daughter and other clients, you will be able to visit. STAR is committed to maintaining and nurturing positive relationships with family members.

Will my son/daughter be able to come home for visits?

Yes. Parents and carers are encouraged to have their son/daughter home to visit as often as they like. Staff will help facilitate this where required.

How will I know the service is addressing my son/daughter's needs?

Our CSMs will be in regular contact with you about your son/daughter. Any issues, questions or concerns can be directed to them at any time.

How will I be involved in decisions about my son/daughter?

The CSM is responsible for ensuring that contact with families is made on a proactive basis which involves the process of both day to day and future decision making. Your level of participation is entirely the choice of your son/daughter and yourself.

What is it going to cost my son/daughter?

All clients living in a shared home make a standard contribution by way of direct debit from their personal account or via Centrepay on a fortnightly basis. The Board and Lodging Fee is calculated at 80% of the base pension. This figure was arrived at by reviewing current industry standards, the "actual" cost of expenses including maintenance and a contribution towards long term upgrade. This cost is offset by rental assistance provided to clients by the state government.

A full outline of the policies and procedures in relation to client finance and asset management is available for all clients and or family members/carers on request.

Can I read policies and procedures?

Yes. STAR Policies and Procedures are available to every client, family/carer and staff member to read. Please contact the office if you would like a copy.

What social activities will my son/daughter participate in?

Clients have the opportunity to participate and are supported to engage in activities of their choice. As an organisation we actively coordinate regular social events to encourage community participation and the opportunity for clients to try new activities.

Who do I talk to within the organisation?

Your first point of contact is your son/daughter's CSM. Your son/daughter will have a Key Worker within the house who is also available to liaise with.

What is the complaints/grievance procedure?

Procedures are in place for any client who is aggrieved by a decision or action of another client, family member, visitor, agency or STAR – including any of our employees. If appropriate the client will be supported to access an advocacy service to help resolve the issue.

The main difference between a complaint and a grievance is that the nature of a grievance is more serious, therefore warranting a formal process to see resolution, and keeping a full record of this process and its outcomes. The actions taken, and/or resolutions, shall be recorded on a Grievance Form after each step of the process.

How is privacy managed?

Privacy is a basic right of all people. STAR recognises the clients' rights to privacy. Wherever possible, clients should experience a level of personal privacy typical of any person their age.

In practice, privacy means that:

- Clients are supported with all aspects of daily living in a way that encourages independence, respect and dignity.
- Employees should seek permission before carrying out personal care tasks for clients.
- Both employees and clients should knock before entering bedrooms, bathrooms or toilets.
- Clients, where possible, are able to choose whether they wish to be on their own or with others.
- Clients do not have to reveal personal details, thoughts and feelings.
- Clients can receive and make telephone calls in private and have their mail delivered promptly and unopened.

In regards to confidentiality, STAR respects the need to keep information related to clients and families in the utmost of confidence. A requirement for employment is for all employees to sign a Declaration of Confidentiality document and an Employee Code of Conduct, which are countersigned by a witness.

How will my son/daughter's money be managed?

Clients should manage their own funds wherever possible. Employees should not manage, or make decisions regarding client funds if the client is capable of doing so themselves. In such instances, employees play an advisory role.

Families play varying levels of involvement for each client. Accordingly, STAR is committed to the development of Financial Support Plans which establish common financial goals and ensure consistency in decision making.

STAR believes that family involvement in the management of finances provides another level of scrutiny and accountability for the client and the organisation. Relationships with families are critical and positive relationships are in the best interest of the clients. It should be noted that clients over the age of 18 must have a financial administrator appointed by the Guardian Administration Board. STAR will assist clients and families in this process.

As noted above, a full outline of the policies and procedures in relation to client finance and asset management is available if required.

COMPLAINTS / SUGGESTIONS / COMPLIMENTS

Complaints, suggestions or compliments about any aspect of STAR's service assist us to achieve our aim of providing a high quality service.

STAR is committed to resolving any conflict in a manner which recognises both parties rights, responsibilities and beliefs and takes into account special needs and circumstances.

Issues can be raised direct with your son/daughter's CSM or Accommodation Program Manager. If you feel that the issue is not addressed to your satisfaction, it can be raised with the CEO of STAR Tasmania or referred externally to one of the advocacy agencies listed below:

Department of Health and Human Services **Ph: 1300 135 513**

Advocacy Tasmania **Ph: (03) 6224 2240**

National Disability Abuse and Neglect Hotline **Ph: 1800 880 052**

VISION, MISSION AND VALUES

1

Our Vision

Innovation, energy and consistency in the pursuit of service excellence

2

Our Mission

To collaboratively promote and support full life opportunities for people with disabilities

3

Our Values

At STAR we believe that all individuals make a difference.

We value respect, professionalism and commitment.

Respect

What this means to us:

- Punctuality and courtesy
- Being supportive and cooperative
- Listening to and considering the opinions of others

Professionalism

We demonstrate this through:

- Honesty and integrity
- Accountability and transparency
- Providing and being open to feedback

Commitment

We show this by:

- Being reliable and adaptable
- Following through on what we say
- Striving for continuous improvement