



**Head Office:** 582 Heidelberg Road, Fairfield VIC 3078 Phone: 03 9481 2355 Fax: 03 9482 3820

**Regional Office Ballarat:** 35 Armstrong Street South, Ballarat 3350,  
or PO Box 362, Ballarat VIC 3353 Phone: 1300 362 649 Fax: 03 5332 1433

**Geelong Site:** The Stables, 265 Pakington Street, Newtown 3220,  
or PO Box 7173, Geelong West VIC 3218 Phone: 1300 362 649 Fax: 03 5223 1093

## Guide for Service Users

### VISION

DASSI's vision is a world where human difference is anticipated, celebrated and where each person will be a valued citizen, seizing opportunities, achieving goals and dreams, according to personal choice, regardless of personal support needs.

### HISTORY

DASSI was established in 1984 by a small group of people with disabilities to train and employ people to provide attendant support so that they could remain living in the community or move out of institutional care and into the community.

DASSI has remained a consumer managed and focused service with a strong commitment to training of attendants to ensure the highest quality service delivery possible.

DASSI is now a large service, providing individually designed support for a wide range of people with aging conditions or support needs as a result of a disability, accident or illness.

### SERVICES PROVIDED

DASSI provides one-to-one attendant support to people who need assistance to live, learn and work independently in the community. Support can be provided anywhere between 24 hours per day to 2 hours per week, depending on approved funding and/or resources available.

Attendant support workers can assist with any of the following:

- Personal care – e.g. toileting, bathing, dressing, meal assistance.
- Homecare or Household tasks – e.g. ironing, laundry, meal preparation.
- Mobility – e.g. transfers and transport.
- Personal administration – e.g. shopping, paying accounts.
- Social, recreational, educational activities – i.e. assistance to attend and participate.
- Skill development – i.e. to reach specific goals such as accessing public transport, making a meal, tending to housework.
- Rehabilitation/therapy programs – i.e. under the direction of a physiotherapist or other specialist provider.
- Maintenance of aids and equipment – e.g. charging batteries, cleaning equipment.

Attendant support workers are not permitted to complete the following activities:

- Home maintenance, lawn mowing or heavy gardening.
- Heavy domestic work or changing light bulbs.
- Medical or nursing duties (unless specifically trained in this area and included in the service user support plan).
- Counseling or psychological support.
- Sexual gratification.

### YOUR RIGHTS AND RESPONSIBILITIES

Service users have the right to:

- Fair access to services and supports based on funding obligations and available resources.
- Planning and support that is tailored, flexible and appropriate to meet individual needs and personal goals.
- Participate in decisions about services and supports received.
- Be treated with respect and have personal information maintained in a confidential manner.
- Participate in the life of the community.
- Recognition of individual skills, abilities and potential and achieve valued roles in the community.
- Raise complaints or disputes and have these addressed promptly and fairly.
- Support from appropriately skilled and competent staff.
- Freedom from abuse and neglect.
- Seek an alternative service provider and cease service at any time with DASSI.

Service users have a responsibility to:

- Recognise and respect the rights of other people including attendant support workers and Service Coordinators.
- Abide by all statutory and legislative requirements including maintaining a safe workplace and a workplace that is free from unlawful discrimination and harassment.
- Support us in providing a safe working environment.
- Care for his or her own health and well-being as far as he or she is capable.
- Accept the consequences of his or her decisions.
- Advise you Service Coordinator of any changes that may affect your support plan.

## RESPECTING YOUR PRIVACY

DASSI respects the privacy of individuals and acts in accordance with the National Privacy Principles. In accordance with these principles:

- We will only collect personal information from you with your prior knowledge and consent.
- We will only use personal information for the purposes for which it was collected.
- We will not disclose personal information to other parties without your consent except if required by law or other regulation.
- We will remove personal information from our records when it is no longer required, except where archiving is required.
- We will ensure that you have access to your own personal information on request unless the information is exempt.
- We will ensure that all personal information is securely maintained and will be accessed only by those who have a need to know that information in order to provide you with an appropriate service.

## YOUR SUPPORT PLAN

The Disability Act 2006 specifies that a support plan is required where a person with a disability is in receipt of an ongoing disability service.

Your support plan will reflect your goals and describe how support from DASSI is intended to address your goals; this will include an exploration of the strategies and resources required. The planning process will be directed by you to the greatest extent possible and in line with the guiding principles for planning outlined in the Disability Act 2006.

Your support plan will be reviewed within the first three months upon receiving services from DASSI and annually thereafter. If your circumstances change, additional support plan reviews will take place as required. Additionally, you or a person on your behalf can ask for a support plan review at any time.

## SELECTING YOUR ATTENDANT SUPPORT WORKERS

Attendant support workers are employed by DASSI, not service users. However, service users are involved in the selection of suitable attendant support workers to the greatest extent possible. Although the process can be negotiated between service coordinator and service user it often involves the following steps:

- If required DASSI will recruit externally.
- All staff receive a comprehensive orientation and induction.
- Service Coordinator develops a shortlist of ASW's and arranges an introductory meeting with the service user.
- Service user and Service coordinator discuss if the ASW meets the assessed support needs as per the support plan.
- Once agreed the Service Coordinator organises any necessary training, in line with the service user's support plan and available resources.
- The allocated Service Coordinator coordinates the regular roster of shifts.

## ROSTERS AND TIMESHEETS

Attendant support workers are employed under terms and conditions set out in the DASSI Collective Agreement (2008). There are strict regulations around how many hours an attendant can work each day and week and how many consecutive days they can work.

Each fortnight you will receive a roster that has been developed to meet your needs with the names of the attendants who will be working each shift along with the time and length of each shift.

You may be asked by your Service Coordinator to verify shifts work by your team of ASW's.

## QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT

DASSI is committed to providing services at a level of quality that consistently conforms to industry standards and promoting a culture of continuous improvement. Continuous improvement involves increasing value to service users and other stakeholders through changes designed to better address their needs and preferences; it enhances performance and identifies opportunities for improvement in a systematic and planned way.

Quality is the responsibility of all DASSI stakeholders, including service users and their families. Please alert a service coordinator of any opportunities for improvement that you might recognise.

## OCCUPATIONAL HEALTH AND SAFETY

It is a requirement of the Occupational Health and Safety Act 2004 that all workers are provided with a safe working environment. Individuals wanting to access DASSI services must undergo an initial assessment and annual review process. The assessment process involves an Occupational Health and Safety (OH&S) assessment in the home, which identifies environmental health, manual handling or potential occupational issues.

Therefore, there may be times when we need to negotiate changes to your home or the use of appropriate equipment, such as a hoist, to ensure the safety of both you and the attendant support workers.

It is your responsibility to provide a safe environment for attendants whenever they work with you. This includes working aids and equipment, gloves for personal care support, hand washing facilities and an evacuation plan that is communicated with you ASW's.

Your attendant support worker is obliged to report all incidents or 'near miss' that may effect the safety of yourself or themselves during shifts, in accordance with DASSI policy and procedures.

An incident is an actual event that is out of the ordinary. Possible incidents that must be reported include:

- Injuries to service users or DASSI staff.
- Vehicle accidents.
- Fire or evacuation from buildings.
- Medication error.
- Threats, abuse or harassment to service users, DASSI staff or others.

A 'near miss' is an identified risk that could cause an accident such as where you or an attendant could have slipped on a wet floor.

## COMPLAINTS

DASSI encourages feedback into the services provided and views all complaints as ways to improve. Therefore, service users and their families are encouraged to provide feedback on their experience with DASSI, either verbally or in writing.

If you would like to provide feedback, or make a complaint, these should be referred to your service coordinator in the first instance. Complaints may be referred to and investigated by DASSI's General Manager Services.

Where a complaint cannot be resolved to your satisfaction, you may wish to seek an independent review by an external complaints agency such as the Disability Services Commissioner. Contact details are as follows:

Disability Services Commissioner  
Level 3, 456 Lonsdale Street, Melbourne Vic 3000  
Local call cost 1300 728 187  
TTY: 1300 726 563  
Fax: 03 9603 8310  
Website: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

## ADVOCACY

Advocacy services have been established to assist people with a disability to exercise their rights. Advocacy services are located throughout metropolitan and rural Victoria. The Office of the Public Advocate provides last resort advocacy that focuses on the best interests of the person with a disability who is at risk of abuse, exploitation or neglect. Contact details are as follows:

Office of the Public Advocate  
Level 5, 436 Lonsdale Street, Melbourne VIC 3000  
Phone: 03 9603 9500  
TTY: 03 9603 9259  
Email: [publicadvocate@justice.vic.gov.au](mailto:publicadvocate@justice.vic.gov.au)

## CONTACT DETAILS

DASSI has offices at the following locations:

- 582 Heidelberg Road, Fairfield VIC 3078 Phone: 03 9481 2355
- 35 Armstrong Street, South Ballarat VIC 3350 Phone: 03 5332 4611

DASSI provides an emergency after hours on-call support to service users and attendants who require emergency shift replacement or support outside the office hours of 9am to 5pm weekdays. The emergency after hours telephone number is 1300 135 087.