

Participant Handbook

With  icas, I can...
INSPIRED • TAILORED • SUPPORT

Individualised Support • Support Coordination • Plan Management



Our Mission

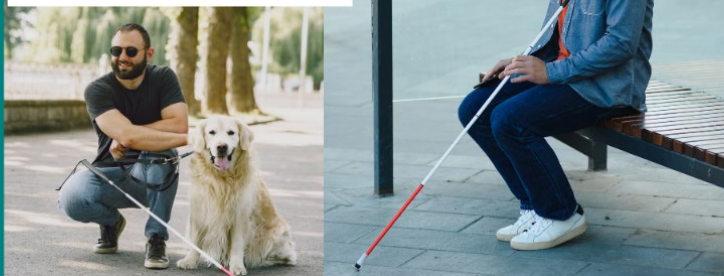
With  **icas**, I can...
HEARD • TALKED • SUPPORT



To provide client 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.

Our Vision

With  **icas**, I can...
HEARD • TALKED • SUPPORT



To make a difference by supporting people with a disability to develop their independence and make their own choices.
Because “With ICAS, I can...”

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Who are ICAS?

ICAS is a disability support company focused on providing tailored support solutions for people with a disability. At ICAS, you, the individual, are the heart of all that we do. We develop tailored supports for each individual, acknowledging we are all uniquely created. Life is not a one size fits all mold, so we seek to understand your personal lived experience and varied abilities considering your NDIS goals. Our tailored supports are as unique as you!

We work with you, to achieve greater independence and make your own choices. We believe and stand behind our motto, that we all need a little extra support sometimes but, with support we can achieve anything. And so, we encourage all our participants to be able to truly say, that “With ICAS, I can...”

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:

Provision of Support Services

“With ICAS, I can... have support to help me access the community, complete day to day tasks and learn to become more independent.”

With our Provision of Support Services, you decide how you would like to be supported, and together, we empower you to find and build your own individualised support network.

When you choose ICAS for Provision of Support services we will talk to you about your needs, goals, and the types of things you require support with. We ask you about your choice of Support Workers and you are involved in the decision of who you would like to work with you.

ICAS ensures that only those people with the right skills are hired as support workers to meet your needs and goals.

Provision of Supports could include the following areas:

Social and Community Participation

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 places you like to go, and you have complete choice in who supports you and what activities, experiences, or places you would like to explore.

This may include activities like:

- Swimming
- Bowling
- Going to the movies
- Attending the local gym
- Undertaking volunteer work
- Catching up with a friend.



The possibilities are endless of how you like ICAS to assist you to meet your goals in relation to social and community participation.

Daily Living Activities and Self-Care

ICAS supports people to gain skills and confidence in their daily activities, including undertaking day-to-day activities that you may need assistance with.

This could include:

- Personal care and hygiene
- Household tasks such as assistance with groceries, cooking, and meal preparation
- Assistance to arrange and attend medical appointments.
- Assistance with planning and developing life skills and social skills.
- Assistance to develop your independence within the home.



We will assist you to live in your home of choice and provide support and learning to help you be as independent as possible.

Capacity Building

ICAS can assist you to learn new skills to build your ability to live with greater 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 to undertake community, social and recreational activities, such as building your social skills.
- Learning to use public transport.
- Lifelong learning and help across many areas of daily life.

Support Coordination Services

“With ICAS, I can... use my NDIS plan to reach my goals.”

With our Support Coordination services, YOU inspire the journey we take together. We support you to make your own choices, increase your independence and achieve your goals by helping you find and engage with supports and services you choose.

By utilising our Support Coordination services ICAS can assist you to use and understand your NDIS plan and ensure you are getting the most out of your funded plan.

ICAS can help by coordinating and connecting your NDIS supports including:

- Therapy – speech therapy, physiotherapy, occupational therapy, music therapy, exercise physiology etc.
- Equipment – wheelchairs, shower commodes, vision equipment, assistive technology, hoists etc.
- Connection – connecting you with informal, community and funded supports.
- Negotiation – reviewing service agreements with providers to meet your goals, needs and budget.
- Preparation – for NDIS planning review meetings.
- Liaising – with the NDIS and your other support networks.
- Building your capacity to know and understand how to use your NDIS services.
- Review and monitor your budget for services engaged.

We will ensure that our Support Coordinator's assist you to be able to access seamless assistance to use, review and implement your NDIS plan to achieve your NDIS goals.

Plan Management Services

“With ICAS, I can... have the flexibility of self-management while you take care of the paperwork.”

With our Plan Management services, you decide how you would like to be supported, and together, we empower you to find and build your own individualised support network.

ICAS Plan Management services assists to facilitate and support you to manage, monitor and use your NDIS funding.

Plan Management helps you to:

- Manage and monitor your NDIS support budget.
- Process your claims from the NDIS.
- Pay your providers for services.
- Maintain the appropriate financial records.
- Provide you with statements illustrating your plan budget.
- Increase your choice and control in your plan implementation.

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 or someone else. You can change your advocate when you wish. **Please inform ICAS if you have an advocate or would like 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

“With ICAS, your thoughts and feelings matter.”



ICAS and your support workers want you to know that your thoughts and feelings matter. We want you to feel safe and be heard.

If something happens during your time with 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 (or your family or advocate) you trust about it, who can help you make a complaint.
- You can ring Sarah, Chris or any ICAS Admin member and ask for to lodge a complaint or provide feedback.
- You can write a letter, email, or send a text message to ICAS.
- You can provide feedback on our website at www.icasau.com

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. If we are not aware of how you are feeling, we cannot take the necessary steps to fix what is impacting you. 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, your family or your advocate are welcome to contact the ICAS Director personally on sarah.smith@icasau.com or 0499 994 987.

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 policy. 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 we want to 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 always feel safe and secure 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 and you will be kept informed of incident outcomes.

What happens in an Emergency?

ICAS has a detailed emergency and disaster management plan and process. Our staff are trained in emergency management annually and will support you to respond appropriately in an emergency situation. We will work with you to create an emergency and disaster management plan for your own unique situation and will test your plan with you for its effectiveness. In case of emergencies, always call Triple Zero (000).

Your Support Worker/s (if applicable)

“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. Your support workers will have secure access to your Support Plan and other necessary documents to be able to deliver supports to you in a professional manner.

ICAS Your 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 based on 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.
- I will communicate with ICAS about how my supports are being provided.

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:

- **Self-Advocacy** is when you speak, act, or write on behalf of yourself and your circumstances.
- **Individual or Personal Advocacy** is when a person speaks, acts, or writes on behalf of another person regarding their personal circumstances.
- **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 family, nominee, 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, your nominee 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

"With ICAS your privacy is important to us."

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 dealings 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 may 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 a meeting 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 obtains from you is put into your client file. We do not hold paper records at any time. Any paper documents containing your information will be electronically scanned, saved, and securely destroyed. 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. This is shared via a secure platform that requires password access. The Director manages who has access to your electronic records.

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 or discuss with you the way you would like your information shared with you. 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 can change your mind at any time and withdraw this consent. You can nominate who you choose to provide information to on our Participant Consent Form. Often we will also verbally ask you to consent as a back up for the consent form.

Disclosing Information without Consent

ICAS is not required to 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 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. If they do not help you in a way that you feel comfortable with, it is 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.

ICAS has an extensive range of policies and procedures for how we operate. Copies of all our policies and procedures are available to you, should you wish to view them all. We also have a range of Easy Read policies your convenience.

Frequently Asked Questions

What about Smoking?

All 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, as a safe working environment is required for supports to be delivered.

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

You, or your carer, should contact ICAS office and 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 saved, and you will be able to use these hours later. If you cancel your support services within 24 hours, you will be charged for the services as scheduled.

What about Signing Documents?

Contracts or documents should not be signed when requesting support workers to interpret or provide information on documents. ICAS Support workers can assist you with the technical setup and requirements to access electronic versions of forms or documents, however they cannot explain or interpret contracts or documents for clients.

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
Quality Assurance & Training (Duane) 0427 119 489
Administration (Jo, Jane, Sara)
IT Support (Sri)



Office Email - General: support@icasau.com
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Office Email – Support Coordination coordinator@icasau.com
Office Email – Provision of Supports icasmanager@icasau.com
Director Email (Sarah): sarah.smith@icasau.com
Senior Manager Email (Chris): chris.smith@icasau.com
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Accounts Manager Email: accounts@icasau.com
Coordinator Email: coordinator@icasau.com
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