



Southern Stay

DISABILITY SERVICES



Participant Handbook

Our Vision

To enrich the lives of people with a disability by promoting choice, inclusion and achievement

Registered NDIS provider

choice

inclusion

achievement

Words we use

What they mean in this booklet

Southern Stay	The shortened name for our organisation. Our full name is 'Southern Stay Disability Services Incorporated'.
Services Programs	What it is that Southern Stay provides for individuals with a disability. The different types of services that Southern Stay is funded to provide for individuals with a disability.
Client or Participant/Resident	A person with a disability who receives services from Southern Stay. For those individuals who would prefer to be called a 'consumer', a 'customer' or even a 'patient', or 'a person with a disability', our apologies; there is no intention to offend you.
NDIS	The National Disability Insurance Scheme (NDIS) provides people with disability with support they need to live a full and independent life. It is the new way of funding disability supports through a national no fault insurance scheme.
NDIA	The National Disability Insurance Agency (NDIA) is the statutory body who is responsible for implementing and overseeing the NDIS.
Plan	Your Plan is the funding allocated to you under the NDIS. You develop your plan with an NDIS Planner. The plan identifies the reasonable and necessary supports you require to meet your immediate needs and start to identify and achieve your goals. Once completed your plan will provide you with individualised funding that you control and choose how to use.
Package	Funding allocated to individuals with a disability by the government or other agency (for example, the Traffic Accident Commission for a person injured in a vehicle accident), often within a particular program, and that Southern Stay can access to be able to provide services for its participants.

NOTE: Although funding may be 'attached' to an individual, it may usually only be accessed through an organisation recognised by the government and/or other agency that provides the funding. It is often specified how such funding must be used, for example, 'for support services'.

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About Southern Stay

Purpose - The objects for which the Association is established are:-

- 1.1 To provide accommodation and support services through the South West region of Victoria for people with disabilities;
- 1.2 To encourage participation of people with disabilities in the community; and
- 1.3 To promote the ability of people with disabilities to live successfully and actively in the community.

Vision - To enrich the lives of people with a disability by promoting choice, inclusion and achievement.

Mission – To provide a range of accommodation, programs and services based on peoples individual needs and to work with our community to enhance opportunities for the people we support

Values - As we move forward with our vision we will be guided by what is important to us.

- **Client Focus** –refers to being focused at all times on achieving client goals and aspirations (daily living, health and wellbeing, accommodation, learning, relationships, control and choice, social and community participation)
- **Respect** – We respect the individuality of all and embrace the collective strength gained from each other's support. Respect will be demonstrated by assuring confidentiality and privacy at all times, respecting differences and being aware of individual freedoms and values.
- **Empowerment** – ensuring the people we support have **choice, control** and a voice in determining the supports, services and community activities they need in their lives
- **Dignity** – ensuring the people we support feel in control, valued, confident, safe, comfortable and able to make decisions for themselves.
- **Inclusion** – refers to staff genuine belief in the rights of people with a disability to have full social and economic participation

Southern Stay operates from two sites

Hamilton:

46 Brown Street, Hamilton

PO Box 397, Hamilton, Vic, 3300

(03) 5572 1028

admin@southernstay.org.au

www.southernstay.org.au

Warrnambool:

181 Fairy Street, Warrnambool

PO Box 1011, Warrnambool, Vic, 3280

(03) 5564 3444

Office Hours: 8.30am – 5.00pm, Monday to Friday.

Emergency on Call:

Hamilton - 0419 399 602

Warrnambool 0407 052 278

We are a non government, not for profit, charitable organisation providing high quality accommodation and support services to people with disabilities in our region including the Shires of Corangamite, Glenelg, Moyne, Southern Grampians and Warrnambool City Council.

Services are provided to over 200 participants, over 200 staff are employed and expenditure amounting to over \$8 million.

Board of Directors

President

Jacob Taylor

Vice President/Treasurer

Keith Haines

Secretary

Kathryn Emeny

Gillian Jenkins

Michael Tudbull

Karly Saunders

Claire Nailon

Brendan Moore

Management Team

Chief Executive Officer

Paul Loughheed

Chief Financial Officer

Daniel Pearson

Chief Operating Officer

Lynne Millard

Business Manager

Allison Beveridge

Compliance Manager

Graeme McDonald

NDIS Services Manager

Bridie West

Operations Manager Hamilton

Jace Hollard

Operations Manager Hamilton

Emily Wall

Operations Manager Warrnambool

Sarah Lilley

Operations Manager Warrnambool

Anthony Love

Operations Manager Warrnambool

Gayle Boyle

Supervisors

Kent Corner

Josie Lean

Kent Road/Gordon Street

Stacey Crumpton

Rippon Road

Mable Udarbe

Roberts Street

Jess Sparks

Individual Support

Rebecca Rowbottom

Day Programs

Makerita Savea

3 and 5 Worland

Debra Claven

Kerr Street

Jackie Johnson

Loyola and Peter Street

Don Rundell

Gavin St, Crawley St, Banyan St

Nikole O'Neill

Ryot Street

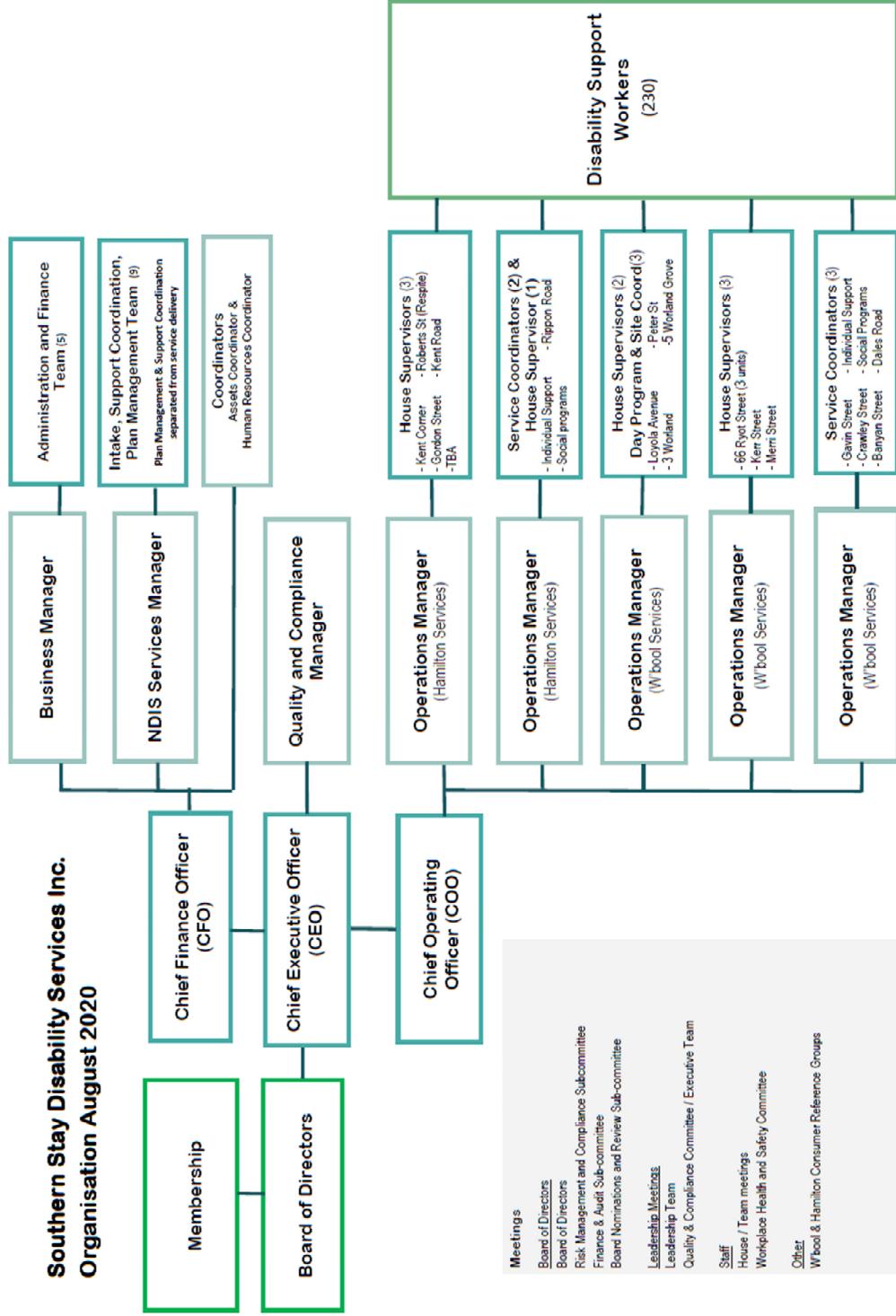
Kylie Ellis

Ryot /Merri

Anna Baxter

Southern Stay Disability Services Inc.

Organisation August 2020



Participant/Resident Rights

You can expect Southern Stay to provide you and your family with:

- information to make it easy to contact us
- privacy and dignity, i.e. being treated with appropriate respect as an individual in both private and public situations;
- confidentiality – i.e. restricting disclosure of personal information and issues without prior consent (see Southern Stay’s Confidentiality Policy);
- information about Southern Stay’s services that are presented in an understandable way;
- advice about personal information needed by other agencies;
- consultation about issues that affect your personal care and future;
- information regarding right of complaint and redress. Any person making a complaint will not be adversely affected because a complaint has been made;
- the opportunity to be involved in decision-making that affects your personal care and future. We will tell you about any decision that effects you and support you to have a say.
- services that:
 - Meet your needs and goals within your funding schedule
 - Respects your right to privacy and confidentiality
 - Are reviewed at least annually or at your request
 - Meet the requirements of the Disability Act Standards
 - Meet the Charter of Human Rights
- services that are free from abuse, exploitation and neglect, violence and personal injury;
- involvement in planning and decision making;
- information including financial reports of your package;
- access to advocacy, the right to be represented by an advocate of your choice (friend/family) or an Advocacy Service;
- access formal or informal interpreter services as requested or required. Information for accessing interpreter services is available through the office, Southern Stay Policy & Procedures, website, or through your program manager;
- maintenance of cultural connections within your networks;
- services that are sensitive to gender, culture, social and spiritual needs;
- access to modern technology and to purchase technology to enhance their life, communication skills and connections with family and friends.
- information in an accessible format whether it be verbally or in written form of your right to be free from abuse, neglect, violence and preventable injury.



Our Services

Southern Stay provides a variety of services to children and adults with a disability. These services include but are not limited to:

- supported accommodation;
- after school respite;
- holiday programs;
- a range of **community based** choices that may include in-home assistance with living skills,
- recreation based activities in the community (swimming, sports clubs etc.);
- support to attend educational and hobby classes etc.
- respite house for children and adults with a disability who would like a break from staying at home.

Our services are aligned with the “Zero Tolerance” to abuse and neglect philosophy of the industry and strive to safeguard the rights of all participants/residents that we support.

We are focused on helping participants achieve their individual goals within the NDIS Outcomes Domains Framework of:

- | | |
|------------------------|-------------------------------------|
| 1. Daily Living | 5. Work |
| 2. Home | 6. Social & Community Participation |
| 3. Health & Well-being | 7. Relationships |
| 4. Lifelong Learning | 8. Choice & Control |

Who can receive a service from Southern Stay?

Southern Stay is non-discriminatory and believes people are entitled to a service regardless of disability, age, sex, race, religious beliefs, or cultural background. Generally, Southern Stay provides services for individuals who are:

- 5 - 65 years old
- have a disability
- in need of support

Services provided by Southern Stay need to be:

- Self-funded
- Government funded - DHHS or NDIS
- Funded by the Traffic Accident Commission or through insurance
- Funded through ‘brokerage’ from another agency or
- A combination of the above.

NOTE: There are specific eligibility criteria for the programs offered by Southern Stay and these can be discussed with the Intake Officer.

Priority for Service

Services are provided in response to participant/resident need and within residential services people must have appropriate funding in their NDIS Plan to be eligible.

NDIS Plans and other Government funding determines what support services Southern Stay are able to offer to meet the participant/resident's needs..

Access to respite programs is determined by whether the program can meet the participant's needs, compatibility with other participants and funding available. The Respite House and Holiday House endeavours to meet participant needs where able to and has a feedback process – the Unmet Respite Needs form that allows participants to express where their needs are not being met.

Where funding is limited, services are provided on a priority-needs basis.

Referrals

Referral of individuals to Southern Stay may be made by:

- A person with a disability, or
- The primary carer, NDIS nominee, family or guardian of a person with a disability

or

- Staff from other organisations or government departments.
- NDIS Local Area Coordinators, Support Coordinators and Plan Managers.

All referrals received are managed by Southern Stay's Intake Officer and are responded to personally by the Intake Officer. After speaking to the person requesting the service, where possible the Intake Officer will make an appointment within 5 working days to meet with the participant/resident and to start the formal intake process. If the referral is for Support Coordination or Plan Management an appointment will be made with Southern Stay's Support Coordinator or Plan Manager respectively.

How do I get started?

Contact Southern Stay by phoning **5572 1028** or **5564 3444** and we will help you to get in touch with the NDIA.

Ending or Changing Services

People exit Southern Stay when/if:

- They decide they no longer need the service
- They believe another service would be more suitable
- Their needs are unable to be met by Southern Stay.



People MAY be asked to leave Southern Stay services if:

- They become abusive or aggressive either verbally or physically towards others at Southern Stay.
- They steal from Southern Stay or people at Southern Stay or they damage property or equipment on purpose.

If you feel another service provider would suit your needs better:

- Talk to your house manager/supervisor, they will help you to notify the right people.

Should either party wish to end a Service Agreement they must give two weeks notice in writing and that this will be in accordance with Southern Stay's Exit Policy. If either party seriously breaches this Service Agreement the requirement of notice will be waived. When service is ended or you wish to change service we ask that you complete a Participant Exit/Termination Interview so we can evaluate the service that we provide.

Services to individuals may be changed, withdrawn or terminated for any one or combination of the following reasons:

- if funding is not available for service provision;
- when the service is no longer needed;
- at the participants/resident's request – on completion of appropriate procedures;
- when an agreement is reached between Southern Stay and the participants/resident that a positive outcome is not obtainable from the services available;
- when a Southern Stay staff member and/or Southern Stay participant/resident would be placed in an actual or potentially unsafe situation.

How will Southern Stay meet my Individual Needs?



The services provided by Southern Stay are centred around people's individual needs in the following way:

- People who live in any of Southern Stay's houses and the respite house are supported by the house manager/supervisor and the support staff. People who take part in Community Based Programs have a support person.
- Your keyworker participates in the development of your Person Centred Plan (PCP).
- Your Person Centred Plan is a 'plan of action' which will detail the things you want to achieve (your goals).
- Southern Stay will develop your PCP with you within 10 weeks of you starting with us.
- Your PCP will record how Southern Stay, you and your keyworker will work together with others to achieve your goals.
- Your PCP is reviewed at least every year.
- You can ask for a review of your PCP if things change a lot before the review is due.

Who makes the decisions?

You will make the decisions about where you would like to work and/or what programs you would like to take part in at your day program centre; at the residence where you live or at respite.



Southern Stay will help you with choices to make sure you make decisions using correct information (making sure you are fully informed).

Southern Stay believes you have the right to make your own decisions about what goes on in the house you live in, what you wear and eat, your keyworker, some of the support staff and many others decisions.

What if I need help to make decisions?

Your keyworker will give you information that may help you make a decision. You are welcome to have an advocate, parent or family member help you make a decision. Your advocate, parent or family member can join in meetings with your keyworker e.g. Person Centred Plan.

Advocacy

An advocate is someone you choose to speak on your behalf and express your views.

Who can be your advocate?

- A trusted friend or family member
- An agency whose role is to advise people about their rights and responsibilities when receiving services or when a person feels they are not being listened to.



These agencies are known as Advocacy Agencies. The agencies have no conflict of interest and will work with a person with a disability and/or their family members or any other person that the participant/resident nominates to help resolve issues.

Individual Advocacy is:

- Action taken to assist individuals to defend and assert their rights for themselves where the person feels their rights have been violated.

Southern Stay promotes access to the South West Advocacy participant meetings which are held every two months on a rotational basis in the various townships within the Western District. These meetings aim to educate and provide information to assist people to resolve their own issues and facilitate Individual Advocacy.

Southern Stay to its best ability will provide information to participant/residents in the most understandable format to meet the participant/resident's needs. We will recommend when necessary that a participant/resident nominates an advocate to best facilitate understanding where a persons understanding is limited.

The following principles underpin advocacy within the disability sector:

- Advocacy has a clear value base of social justice, equity and the full inclusion of people with a disability as participating members in the community.
- Advocacy focuses on the fundamental human needs, rights and interests of people with a disability.
- Advocacy remains loyal and accountable to the people with disabilities it serves.
- Advocacy strives to be independent, to act with the highest standards of integrity and to minimise conflicts of interest and should not be involved in any other type of service provision.



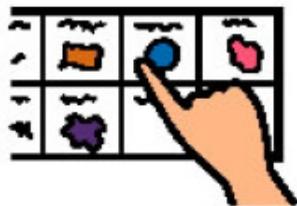
Advocacy Contact:

South West Advocacy Association
45 Hider Street
Warrnambool 3280
Telephone: 5561 4584
www.southwestadvocacy.org.au

Or call:

The Disability Services Commissioner
Phone: 1800 677 342

Making my own choices



Having a say about what happens to me

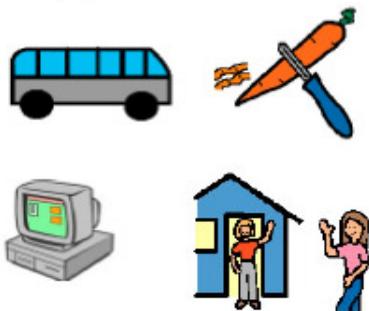


SELF-ADVOCACY IS.....

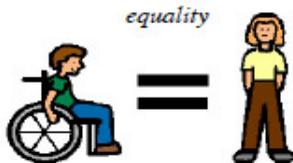
Doing things for myself



Staff giving me opportunities



People treating me as just as important as they are



What about my privacy?

You will only be asked for information that is necessary for Southern Stay to help you. All information kept is secured in our filing systems.



Only information about your support requirements is discussed between our staff. Any personal information released or gained will only be done with your written permission.

Can I see the information about me, correct anything that is not right, or take my file with me?

The information kept about you by Southern Stay will be kept private and confidential. It is locked in a filing cabinet or stored electronically.

If you ask your house manager/supervisor they will give you access to your file. You will need to make a meeting time. You can look through the file but you cannot take the file away with you. You have a right to correct any wrong or misleading information in your file.

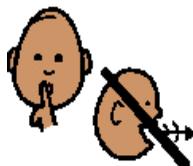
You have a right to take away copies of information kept about you, but the records belong with Southern Stay.

Southern Stay's Participants/residents, staff, volunteers and students are committed to the requirements of the Information Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic).

Therefore:

“We will not disclose any information that we gather about our staff or participants/residents to any one without their permission. We use the information we collect only for the services we provide. No staff or participant/resident information is shared with another person or organisation without their written consent.” With exception of Mandatory Reporting or Legislative Requirements

You can withdraw your consent to share information at any time by simply speaking with a staff member or emailing admin@southernstay.org.au or phoning 5564 3444



Will Southern Stay Listen to my Ideas?

You are invited to contribute your ideas about improving our services. All residents have a meeting once a month. Ideas from the residents' meetings are taken to the house staff meeting.



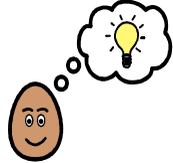
Every two years Southern Stay conducts a participant survey as an assessment/audit across all services. Residents/ participants and all service users are invited to answer a questionnaire and/or meet with their advocate(s) to give their views about Southern Stay.

How will Southern Stay represent me?

At all times Southern Stay will represent you in a professional and positive manner.

When dealing with outside community organisations, day programs or others, we will:

- Respect and abide by any guidelines agreed to in your Person Centred Plan.
- Ensure that your privacy and dignity is respected.
- Ensure Southern Stay staff possess the skills, experience, and attitudes to assist people living with a disability to gain valued roles in the community.



Equity and Access

Southern Stay ensures equity and access to its services by:

- following eligibility criteria for each program;
- providing program information and guidelines in plain English and in other communicative formats that meet participant/resident needs;
- communicating clearly with participant/residents, primary carers, families and staff;
- being straightforward when outlining expectations of participant/residents, primary carers, families and Southern Way staff;
- withholding services that place staff and/or other participant/residents in a situation that is actually or potentially unsafe;
- being culturally aware and offering access to interpreter services;
- respecting participant/residents rights to access their personal records upon request. The request can be made verbally or in writing to their Manager/supervisor, Business Manager or the CEO. A suitable time is made to view these files and any documentation requested may be copied;
- providing access to advocates and interpreters as requested or as identified.



What are the Financial Arrangements?

Most of the fees for services Southern Stay provides to participants/residents are paid through the NDIS, State Government (or other agency) packages allocated to these individuals. All fee adjustments are made as directed by the NDIA in the NDIS Price Guide and/or DHHS.



Participants/residents who do not receive Government funding – or who require extra services from Southern Stay – pay for, or contribute towards, the cost of services.

Service charges vary depending on the program being accessed. Southern Stay charges the relevant DHHS or Agency rates for services and all NDIS funded services are charged at the current NDIS Price Guide rate unless specifically quoted.

The supports provided by Southern Stay and their prices are set out in the Schedule of Supports attached to each individual Service Agreement and agreed to by Southern Stay and the Participant/resident (or their nominee) before service commences. All prices are GST inclusive (if applicable) and include the cost of providing the supports. Additional expenses (i.e. things that are not included as part of a participant's NDIS supports or other funding) are the responsibility of the participant/resident (or their nominee as appropriate) and are not included in the cost of the supports. Examples include entrance fees, event tickets, meals, some travel costs etc.

Participants/residents (or their nominee) are advised if there will be any changes in pricing and the Service Agreement will be amended accordingly and are informed if there will be any payment required for services prior to service delivery beginning. Payment of accounts are required within 30 days of an invoice being issued.

Service may not be provided if Southern Stay is unable to staff the program or due to other factors beyond our control.

Vulnerable People in Emergencies Register?



The Vulnerable People in Emergencies Policy was initially established by Department of Health & Human Services as a response to the Bushfires Royal Commission and the Victorian Floods Warnings and Response report. Southern Stay Disability Services Inc as a funded disability service and a responsible corporate citizen has determined to implement the findings of these reports to protect participants/residents who could be considered vulnerable

Southern Stay achieves this through:

- emergency planning with and for vulnerable people; and
- developing a Southern Stay list of vulnerable people (**Vulnerable Persons Registers**) who may need advice of a recommendation to evacuate in the case of an emergency, and make these lists available to those with responsibility for helping vulnerable residents evacuate.



My Well Being

Some ideas for staying happy and healthy...

- ◆ Having Fun.
- ◆ Regular exercise
- ◆ Not smoking keeps me healthy
- ◆ Not drinking too much alcohol
- ◆ Having Hobbies.
- ◆ Community Involvement
- ◆ Eating healthy food
- ◆ A Good sleep



Risk and Me

I am competent at what I can do, but, I can ask these questions:

- What could go wrong?



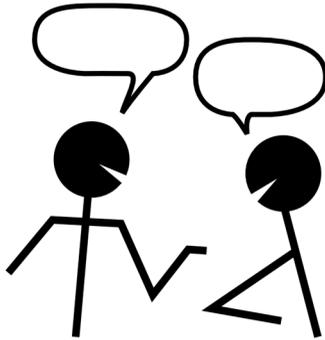
- How likely is it something could happen?



- How can I reduce or transfer the risk?



- Who do I need to tell about this risk?



- Who owns this risk?



- Who will help me?



To feed and care for the chickens?



To mow the lawns?



To work in the garden?



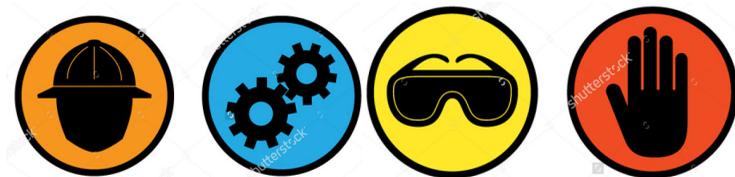
To prepare and cook a meal?



To do home duties?



We need to do all these things safely, using the correct personal protective equipment where needed.



What if I suffer from Abuse, Neglect or Exploitation

Southern Stay support workers have a responsibility to support you and if you think you are or have been abused or neglected, talk to the support worker, or ask a friend, family member or advocate to talk to the CEO on your behalf.

Who could abuse or exploit who?

- Staff person/support worker abuses or exploits a participant
- Participant abuses staff person/support worker
- Participant abuses participant
- Visitor abuses or exploits participant
- Family member abuses or exploits son/daughter

Where can the abuse happen?

Abuse can happen anywhere. It could happen:

- In your home, whether you live alone or with someone else.
- At work or day program centre.
- Any place where you go to get help
- In a public place



'Southern Stay takes a Zero Tolerance approach to abuse and neglect of people with a disability'



What will happen after I tell you about the abuse or neglect?



- We will always listen to you and take what you say seriously
- Any information you give us will be used sensitively and will only be shared with other people that might need to help.
- We will help to keep you safe and make sure the abuse or neglect stops.
- We will act in your best interests.



People to talk to about things that worry and upset me:

Southern Stay contact details:

If you would like more information about anything in this document, please contact us.



Telephone Office: **5572 1028 Hamilton**
5564 3444 Warrnambool



In urgent or emergency situations
please call the mobile no:
0419 399 602 Hamilton
0407 052 278 Warrnambool

Email: admin@southernstay.org.au



What if I am unwell?

Southern Stay support workers have a responsibility when a person is unwell. They will assist in whatever way they can, including organising for you to be supported at home. Support staff will also take you to the doctor if you are really unwell or wish to see the doctor.



What if I have a complaint?

Should you have any complaints about Southern Stay we invite you to tell us. You can ask a friend, family member or advocate to talk to us about your complaint. Your complaints are seen as a way of improving our services.

Southern Stay values your feedback whether it be:

- A compliment
- An idea to improve our service
- A comment
- A concern about the service being provided to you
- A question

Southern Stay staff have a responsibility to support you if you think you are or have been abused or exploited. Abuse violates your rights and it can take the form of physical, sexual, psychological, emotional, financial and/or chemical abuse.

If you think you are being mistreated or neglected by not receiving the necessary care or guidance by those responsible for your care, you can report it to a Southern Stay staff member, CEO or ask a friend, family member or advocate to act on your behalf. You can make a complaint about this treatment.

To make a complaint or express your opinion in an informal or formal manner, Southern Stay welcomes comments, complaints and feedback on the 'Your Opinion Counts' form.

The process for making a complaint can be accessed in the Policy and Procedures - Complaints and Grievances. A copy can be provided upon request. You will not be disadvantaged in any way by telling us of your concerns, but try to work it out with the persons or persons involved.

These are the steps you can take if you have a complaint.

1. Tell the staff or managers/supervisors. You can have an advocate with you if you want



2. If the problem is not worked out, you can tell the Chief Executive Officer (Paul Lougheed) who will take action and will write or telephone, if required, within 7 days of receiving the complaint. You can have an advocate with you if you want.



3. The CEO (Paul Lougheed) will investigate the issues of the complaint.



4. The CEO will let you know of the outcome in writing, within 20 days, telling the reasons for the decision and the implication of the decision.



5. If you are not happy with the decision, you can ask an advocate to help you find the people to help you.



South West Advocacy (03) 5561 4584

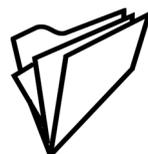
Or call the Disability Services Commissioner
Phone: 1800 677 342

6. If the above options are not appropriate or fails to sort out the problem you can contact

NDIS Quality and Safeguards Commission Online: www.ndiscommission.gov.au
Phone: 1800 035 544.



7. Southern Stay will keep all the records of the complaint on their files.



Incident reporting



If an undesirable or unusual “incident” occurs while our staff are providing your support, our workers will focus on any immediate needs you may have to ensure your safety, health and wellbeing.

Our staff member will report the incident to management as soon as possible so that appropriate support can be provided to those affected.

Our incident management system includes recording of the reported incident, including the circumstances surrounding the incident, so it can be analysed and recommendations made to reduce the likelihood of the same or similar incident happening again.

If you have been affected by the incident we will provide you with feedback on what actions we have taken.

Other Communication Information:



If you are using a TTY, please call telephone

no: **13 36 77**



If you are using Speak and Listen, please call telephone: **1300 555 727**

Then ask for: **1300 650 172**



Interpreter services - The Victorian Interpreting & Translating Service (VITS) is the provider of the language service to the DHHS please visit their website (www.vits.com.au) for details - booking an interpreter can be made through the office.

If you would like to receive contents of this document in another format, or some areas explained to you, please ask your manager/supervisor or phone the office on **5572 1028** or **5564 3444**.

Empowerment



Access & Engagement



Victorian DHS Standards

Wellbeing



Participation



Privacy Statement

Southern Stay Disability Service Inc is committed to meeting the requirements of the Information Privacy Act (2000) and the Health Records Act (2001) these two pieces of legislation govern the way we handle your information from collection through to disposal.

We will:

- *identify the primary purpose for the collection of information from you*
- *collect only the information required for this purpose*
- *not share this information without your consent unless required by law*
- *provide you with access to your file on written request*
- *correct file information if it is established that file content is inaccurate*
- *provide you with a copy of your file, if you require it, when your case is closed*
- *keep your file in a secure place*
- *destroy your file in accordance with our statutory requirements*
- *depending on the size and volume a cost for staff time and/or photocopying may be applicable and will be determined at the time of application before proceeding*

We reserve the right given to us under both Acts to restrict your access to information in your file because that access may:

- *unreasonably affect the privacy of other individuals*
- *pose a serious threat to the life or health of any person*
- *expose information given in confidence by a third party*
- *be unlawful because other legislation requires our agency to withhold information*
- *prejudice a law enforcement function by a law enforcement agency*

Southern Stay supports the rights and responsibilities of an individual to the right to have privacy within their own personal space, living space, personal belongings and private time.

Southern Stay is an organisation that aligns its values, policy and procedures with the Quality Framework and recognises that all service users and staff should be treated with dignity and respect.



Paul Lougheed
Chief Executive Officer



Respite Roberts Street



Respite Kitchener Street



Kent Road



Kent Corner



3 Worland



Rippon Road



Kerr Street



Loyola Avenue



Gordon Street

Merri Street



Peter Street

Ryot Street

