



Towards the Horizon
“Participant Handbook”





Towards the Horizon (TTH) in the Northern Territory provides behaviour support services that reflect the mission and Guiding Principles of the Towards the Horizon movement towards Australian community.

Our Mission: ***“Empowering people with disabilities to live meaningful and fulfilling lives in their community”.***

Guiding Principles:

- ***Equip:*** providing practical help, care giving skills and knowledge to participants to achieve how to tackle learning challenges. We believe everyone plays a vital part in individual’s growth.
- ***Inspire:*** Inspire participants to build a better future by focusing on cognitive, academic, communicative and emotional development. We believe every individual contains amazing capacity to make changes.
- ***Dignity:*** The right of a person to be valued and respected for their own sake, and to be treated ethically, equally in his community.
- ***Diversity:*** understanding that each individual is unique, and recognizing our individual differences



What we do:

Towards the Horizon is an emerging NDIS registered provider headquartered in Darwin, Northern Territory, which specialises in Positive Behaviour Supports for NDIS Participants. Our team pride ourselves on our strengths-based approach and on meeting the individualised needs of each person we meet. We deliver quality, supportive, evidence-based services that are tailored for NDIS participants in Northern Territory

Towards the Horizon (TTH) is currently providing Behaviour Support Services to NDIS participants across the Northern Territory including:

Darwin
Katherine
Alice Springs
Barkley Region
Jabiru (Kakadu) and Canberra (ACT)

Towards the Horizon is one of the fastest growing behaviour support providers in the Northern Territory. Additionally, Towards the Horizon's Registered Behaviour Support Practitioners work with all age groups and assist with behaviour assessments as well as behaviour support plans.

Give us a call to book your appointment on
+61 448 724 591 or email us on: enquiries@towardsthehorizon.com.au

www.towardsthehorizon.com.au



Email : enquiries@towardsthehorizon.com.au



Service Access:

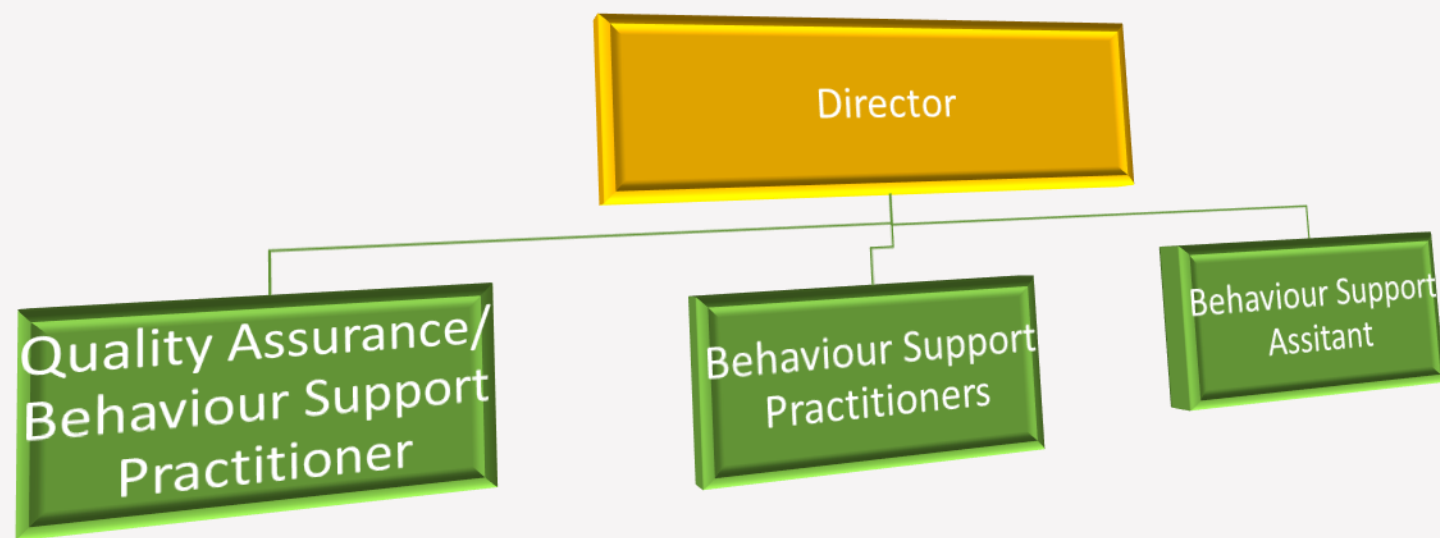
The office is open Monday to Friday 8:30am- 4:30pm,
closed on Public Holidays. We can be
contacted on +61 448 724 591 during the above times.

The office is located at **20/82 Nightcliff Road, Rapid Creek, NT**
0810.

www.towardsthehorizon.com.au

Email: enquiries@towardsthehorizon.com.au

Organisation Chart





Our commitment:

We will:

- Provide you information about your rights and responsibilities
- Provide you best support by working with other services
- Provide you all relevant information in easiest possible way
- Protect your personal information and only using it for the right reasons
- Work together towards your goals and be actively participative to required changes
- Promote choices and your control of them
- Be mindful of your safety and cultural beliefs

Being able to communicate with you regularly while we are supporting you is very important to being about to support you

www.towardsthehorizon.com.au



Your Rights as a participant at Towards the Horizon

You will always be able to:

- Access supports that promote, uphold and respect your legal and human rights
- Exercise informed choice and control
- Have freedom of expression, self-determination and decision-making
- Access supports that respect your culture, diversity, values and beliefs
- Access a service that respects your dignity and right to privacy
- Support access to make informed choices to maximise your independence
- Access supports free from violence, abuse, neglect, exploitation or discrimination
- Receive supports which are overseen by strong operational management
- Access services which are safeguarded by caring carers who work within a well-managed risk and incident management system
- Receive services from workers who are competent, qualified and have expertise in providing person-centred supports
- Consent to the sharing of information between providers during transition periods
- Select to opt-out of providing information, as required by NDIS.

www.towardsthehorizon.com.au





Towards the Horizon

Your Responsibilities as a participant at TTH

You must:

- Respect the rights of our Staff; to ensure a workplace that is safe, healthy and free from harassment
- Abide by the terms of your agreement with us
- Understand that your needs may change and, correspondingly, services provided may need to change to meet your needs
- Accept responsibility for your actions and choices, even though some decisions may involve risk
- Inform us if they have any problems with our Staff or the services received
- Share appropriate information to develop, deliver and review your support plan
- Care for your health and wellbeing, as much as you able to
- Provide information that will help us better meet your needs
- Provide us with a minimum of 24-hours' notice if you won't be home for you service
- Understand that our Staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement
- Contribute and participate in the safety assessments of your home
- Control pets during service provision
- Provide a smoke-free working environment
- Pay the agreed amount for the services provided
- Inform us in writing (where able) and provide appropriate notice before terminating our service
- Advise our Staff, when asked, if they wish to opt-out of a service.

What can my practitioner do for me?

A Positive Behaviour Support Practitioner works to understand your behaviour, meet your needs, and provide the right support for you. We will work closely with you, the people in your life and other support people to write a Positive Behaviour Support Plan. Your Positive Behaviour Support Plan will include helpful strategies to use in different situations that keep you safe and calm. This plan also aims to guide others on how to best support you.

- We work together to improve:
- The supports you receive.
- The control you have in your life.
- Activities/groups you engage in within your community.
- Get along with other people.
- Help you and your support people to learn ways to reduce behaviours that might hurt you or other people.

We also work to identify any *Restrictive Practices* which may be occurring for you. These are usually put in place to stop or change a behaviour. Restrictive Practices can also take away your rights. Rights are rules about how everyone should be treated. There are rules around Restrictive Practices to help protect your rights. As your practitioner, we may look into how other strategies may be used before or instead of a Restrictive Practice. This aims to protect your rights.

The goal of Positive Behaviour Support is to help you live a happy, full life!





**NDIS Quality
and Safeguards
Commission**



The NDIS Code of Conduct promotes safe and ethical service delivery, by setting out expectations for safe and ethical services and supports for both NDIS providers and workers.

It requires workers and providers delivering NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- take all reasonable steps to prevent sexual misconduct.

The NDIS Code of Conduct applies to all workers of:

- registered NDIS providers
- unregistered NDIS providers
- community partners of the NDIA – LAC and ECEI providers
- providers delivering information, linkages, and capacity building activities
- providers delivering Commonwealth Continuity of Support Programme services funded by the Department of Health for people over the age of 65

The NDIS Commission will apply the Code to its employees, in addition to the Australian Public Service Code of Conduct.

Guidance has been developed to help NDIS providers and workers understand their obligations under the NDIS Code of Conduct.

Client Charter -

We are committed to providing high quality services to our participants and the wider community of Northern Territory.

SERVICE STANDARDS

Service to our participants is paramount. We aim to provide you with the highest level of assistance across our range of services.

GENERAL ENQUIRIES

You can contact us by phone, email, mail or through our social media networks. You can make an appointment to meet with our Registered Behaviour Support Practitioners if you need to. When contacting us by phone; we aim to respond to you either at the first point of contact or within three (3) working days. If we cannot respond to your query within this timeframe, we will acknowledge your communication, let you know why we cannot fully respond and give you an estimated time when you can expect a more detailed response.

WE ARE COMMITTED TO

- Providing you with information about your rights and responsibilities
- Providing you with the best support by working with other services
- Providing you all relevant information in easiest possible way
- Protecting your personal information and only using it for the right reasons
- Working together towards your goals and be actively participative to required changes
- Promoting choices and your control of them
- Be mindful of your safety and cultural beliefs
- Communicating with you using your preferred modes and within appropriate timeframes



Client Charter Continue -

OUR SERVICES TO YOU

- We strive to always treat participants fairly and honestly. As a result, our services to clients aim to be efficient, accurate, and reliable
- We will provide our services to you in a trustworthy and responsive manner
- We will demonstrate professionalism, appropriate and positive behavior
- The staff who work with you will be qualified, dressed smartly and be in a possession of identification
- All staff will have current first aid certificate, working with children card, driving license and have undergone criminal history check
- Towards the Horizon is committed to adhering to the NDIS Quality & Safeguards Commission.

YOUR CONCERNS, COMPLAINTS AND FEEDBACK

We value our relationships with participants, their family members and public guardians and aims to resolve complaints and disputes to the satisfaction of members, licensees and us. Feedback and complaints are great tools to evaluate whether we are meeting our commitment to you. We will aim to address any complaint, suggestion or feedback quickly and openly.

You can make suggestion or complaint:

- You can say it via calling us on +61 448 724 591 or via our website link <https://towardsthehorizon.com.au/feedbacks-and-complaints/>
- You can tell any TTH staff member or go directly to Director who can be contacted on 0460 320 151 or alternatively see in person at office located at 20/82 Nightcliff Road, Rapid Creek, NT 0180 during office hours.
- If you are not satisfied with complaint outcome, you can ring the NDIS on 1800 800 110
- If you are not satisfied with the results of your discussion with NDIS, you can contact the [Office of Ombudsman NT on 08 8999 1818 or Health and Community Services Complaint Commission on 08 8999 1969](#)



Client Charter Continue -

PARTICIPANT RESPONSIBILITIES

As a valued participant, it is your responsibility to abide by any responsibilities set out under Service Agreement and:

- Allow us all the information we need to help you- and tell us if this information changes
- Show staff members respect, courtesy and honesty
- Let us know if there is any change in organized plans as soon as you become aware
- Tell us your feedback about our staff, services we provide and facilities

FEEDBACK

We take our client service standards seriously and welcomes feedback and suggestions from participants and the community members about the Charter or any other aspect of our business.





Decision making and Choices:

At Towards the Horizon, you have the right to make decisions and choices about how and when you receive your support, and aspects associated with the delivery of that support. You can request a discussion/review with us at any time so as to ensure that we continue to meet your requirements.

NOTE: For NDIS participants, your identified goals (also documented on your Individual Service Agreement) are considered when developing your support. The key strategies identified to achieve your goals will be documented and monitored by us and reviewed with you.



Decision making and Choices cont.:

Any time you speak with the Towards the Horizon, you have the choice of bringing a family member/advocate with you if you would like.

Having choice and control means you have the right to make decisions and choices about:

- What activities you do and what other services you can access
- Where you go in the community
- When you are supported by Towards the Horizon and
- Who you would like to support you



Advocacy Services in Northern Territory

| Organisation | Address | Contact | Email/ Website |
|---|--|-------------------------------|---|
| Darwin Community Legal Service Inc. | 75 Woods St, Darwin City NT 0800 | 08 8982 1111 | https://www.dcls.org.au/contact-us/ |
| Disability Advocacy Service Inc | Shop 4, 54 Reg Harris Lane, Alice Springs, Northern Territory 0870 | 08 8953 1422 | admin@das.org.au |
| Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council Aboriginal Corporation | 3 Wilkinson Street Alice Springs, NT 0870 | 08 8958 2345 | enquiries@npywc.org.au |
| Northern Territory Community Visitor Program | Level 9 NT House, 22 Mitchell St, Darwin City NT 0800 | 08 8999 1451, 1800 021 919 | cvpprogramadc@nt.gov.au https://cvp.nt.gov.au/ |
| Carers NT Australia | 1 Willeroo St, Tiwi NT 0810 | 08 8944 4888 | carersnt@carersnt.asn.au |



Privacy and Confidentiality:

Towards the Horizon will protect your private information and respect your rights as an individual. This means that all your personal and private information will only be available to those who need this information to provide you with support. This may include:

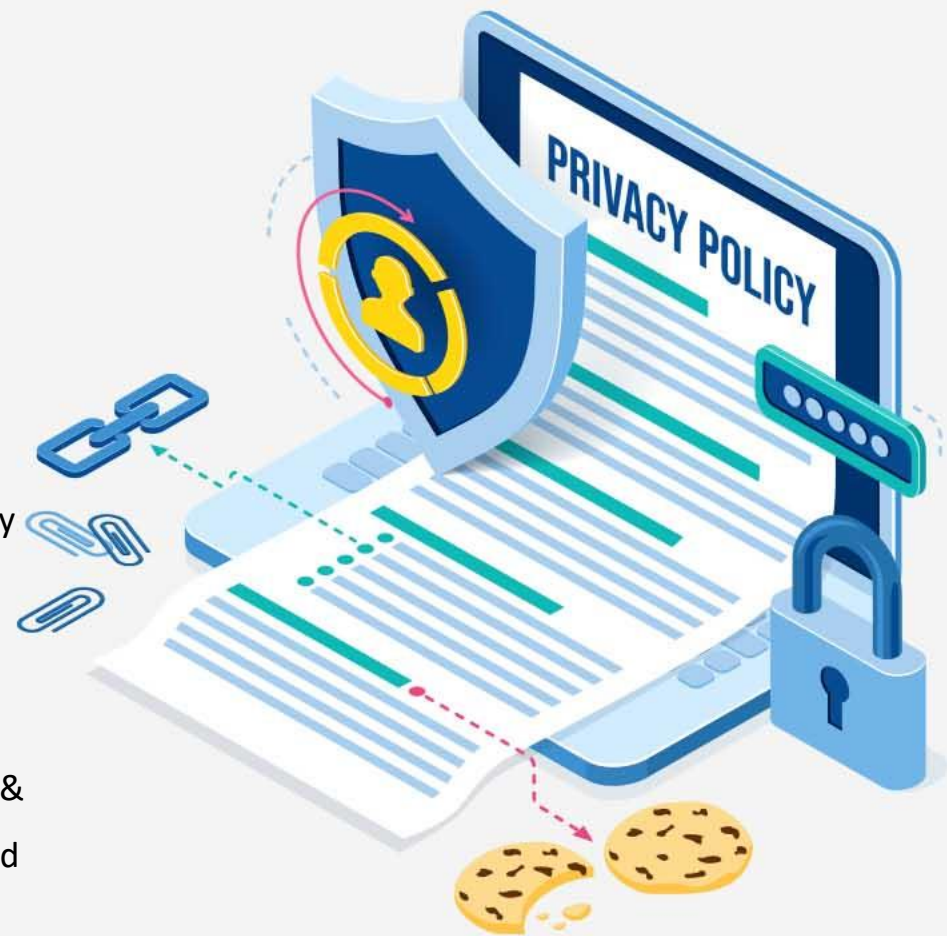
- Behaviour Support Practitioners,
- Towards the Horizon management team, and
- Other people that you give permission for us to release this information to

We will only use your information for the reasons it was given to us. We only discuss information with people who need to know and where it is permitted under the Privacy Laws.

A copy of our Privacy Policy can be supplied by our team whenever you request it.

Once you have decided that Towards the Horizon is your provider of choice for Behaviour Support (signed service agreement & consent form), a Factsheet on Privacy & Confidentiality will be provided to you. During our intake meeting, this will be discussed further.

www.towardsthehorizon.com.au





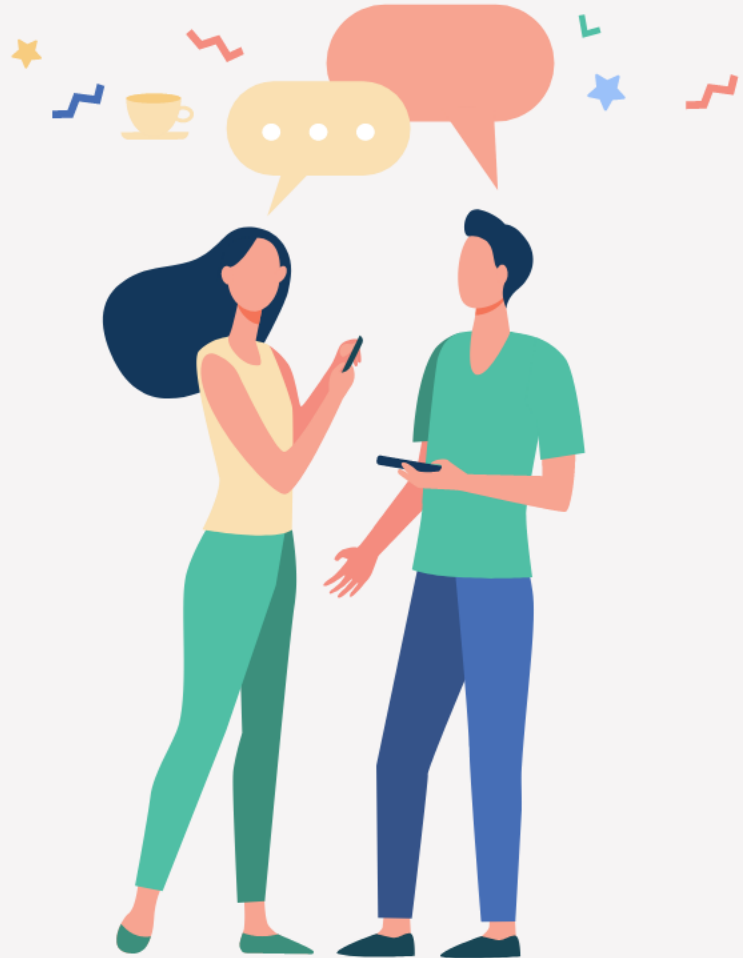
Individual Needs :

Your Registered Behaviour Support Practitioner will perform functional behaviour assessments to understand your specific needs and challenges. He/she will create personalised, interim/comprehensive behaviour support plans, person-centered behaviour support strategies, ensuring all relevant stakeholders involved in the person's care are informed and equipped to provide appropriate support. Additionally, he/she will identify any restricted practices, assist with the reporting obligations of these practices, and strive to enhance your quality of life by aiming to reduce the frequency and intensity of challenging behaviours.



Incident Management

- Completion of an Incident Report that identifies and records the incidents
- Staff report all incidents to Director
- The Director is responsible for reporting incidents that are reportable incidents to the Commissioner.
- Towards The Horizon will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018.
- Support and assist you if you may be affected by an incident.
- The Director will review the incident with you, if you are affected.
- The Director will collaborate with you and your representatives to manage and resolve the incident.
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence



Communication :

You can contact us in person at 20/82 Nightcliff Road, Rapid Creek, NT 0810 or by email at enquiries@towardsthehorizon.com.au or by calling us on +61 448 724 591. Please advise our staff if you require alternative communication formats.

www.towardsthehorizon.com.au



Concerns, Complaints and Suggestions:

Towards the Horizon management encourages all staff, volunteers and clients to let us know how they feel about our service. Any feedback, whether good or bad, will help us to know if we are providing a good service to our clients, and if we aren't then we can take steps to improve that service. It is OK to talk about a compliment, a concern or make a complaint. No one will get upset with you.

You can provide feedback whether it be a compliment, a concern, a complaint, or any other suggestion by talking to your Registered Behaviour Support Practitioner or any member of our staff.

If you prefer, you can provide feedback in writing. Your Registered Behaviour Support Practitioner can help you with this if required. Forms for this are located at the front foyer office desk. You can choose whether to put your name on the form, and put it in the feedback box located in the front foyer, or hand directly to a staff member.

Alternatively, concerns, complaints and suggestions can be given on our website

www.towardsthehorizon.com.au

Complaints / Feedback Form

Fill in the details of the person who is making the complaint/ providing feedback.

| | |
|--------------------------------|--|
| Name of Person | |
| Address | |
| Phone | |
| Email | |
| My preferred contact method is | |

If you are making the complaint/feedback on behalf of another person provide the following details.

| | |
|--|--|
| Your Name: | |
| What is your relationship to the person? | |
| Does the person know you are making this complaint/providing feedback? | |
| Does the person consent to the complaint/feedback being made? | |

Who is the person, or the service about whom you are complaining or providing feedback about?

| | |
|----------------------------|--|
| Name | |
| Contact Details (if known) | |



Concerns, Complaints and Suggestions:

A concern is when you feel uneasy or unsure of something and you tell someone the reason why you feel that way. A complaint is when you are not happy and you tell someone the reason why you are not happy. Either way if you have a concern or complaint we will listen and find a way to work through it.

What is your Complaint/Feedback about?

Provide some details to help us understand your concerns. You should include what happened, where it happened, time it happened and who was involved.

Supporting Information

Please attach copies of any documentation that may help us to investigate your complaint/feedback (for example letters, references, emails).

What outcomes are you seeking as a result of the complaint/feedback?



Towards the Horizon

**Thanks for choosing Towards the
Horizon Pty Ltd.**

