

## MAP



Our office is located at:  
suite 2 / 33 Sixth Ave, Cotton Tree

# INFORMATION ON OUR SERVICE

## **Useful Resources and References**

### *Disability Services Queensland*

1 800 177 120

3224 8444

TTY: 1800 010 222

3896 3471

[www.disability.qld.gov.au](http://www.disability.qld.gov.au)

### *Disability Lifestyles*

[www.disabilitylifestyles.org.au](http://www.disabilitylifestyles.org.au)

### *Quality Lifestyle Alliance*

[www.qla.org.au](http://www.qla.org.au)

## **Service User and Personal Support worker Responsibilities**

Service Users of Quality Lifestyle Alliance Inc. are required to act in a way that respects the rights of the Management and Staff.

Quality Lifestyle Alliance Inc. is committed to empowering people with a disability in their lives. As such, they are required to take responsibility for the results of any actions or decisions they make.

Service Users are to agree to sign and abide by the Code of Conduct for Service Users of Quality Lifestyle Alliance Inc.

Personal Support Workers are required to sign and abide by the Personal Support Worker Code of Conduct.

Quality Lifestyle Alliance, Inc. is an organisation that provides support for people with physical disabilities in the environment of their choice. The majority of funding is provided by Disability Services Queensland. Quality Lifestyle Alliance Inc. believes that it is important that the Service User's rights are acknowledged and promoted at every opportunity. The objective is to provide a variety of support services that are flexible yet secure and to assure independent choice of lifestyle and in particular, but without limiting the generality of the above to encompass the rights of the Service User and Service Provider.

To arrange a meeting please contact our office.

Telephone: (07) 5443 9777

Fax: (07) 5443 4141

Email: [contact@qla.org.au](mailto:contact@qla.org.au)

Quality Lifestyle Alliance, Inc.  
Suite 2, Sunshine Towers  
33 Sixth Avenue  
Cotton Tree Q 4558  
PO Box 368  
Cotton Tree Q 4558  
[www.qla.org.au](http://www.qla.org.au)

- ❖ Is a coordination component sufficient to provide the administration/coordination without draining our existing resources?

Consumer limits will be reviewed by the Management Committee in consultation with Manager and Coordinators. Quality Lifestyle Alliance Inc. does not prioritise its potential Service Users. Each and every applicant Quality Lifestyle Alliance Inc. puts forward is deemed to be in urgent and critical need lifestyle support.

## Procedure for Entry into the Service

When a person has been allocated an individual support package from Disability Services Queensland, they may approach Quality Lifestyle Alliance Inc. to become their Service Provider. Individuals may formally request support through Quality Lifestyle Alliance Inc. if the organisation is supporting less than the maximum of 30 people and consequently has a place available. Each individual or their Supports Facilitator from DSQ is to submit a written request (containing no identifying features) which will be brought before the Management Committee anonymously where it will be considered according to the following factors:-

- ❖ Is Quality Lifestyle the most appropriate service provider to meet that individual's needs?
- ❖ Does the person understand our philosophy and want to self manage their support as much as possible?
- ❖ Do we have the expertise available to provide the required support?

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## Introduction

Established in 1992, Quality Lifestyle Alliance is an incorporated, community based, support organisation for people with a disability. It is a service **run for people with a disability by people with a disability**.

Personal support occurs on an individual basis with as much flexibility as possible to enable individuals to live fulfilled lifestyles and participate fully in a range of life experiences. Each individual utilises their support hours according to their personal choice and circumstances. Consequently, every person has a unique pattern of support that meets their needs and enhances their self-determination and community participation.

## Service Users Right to Access Information

All Service Users of Quality Lifestyle Alliance Inc. have access to any personal information kept on their behalf.

Case Managers will make every reasonable effort to provide required information within two weeks.

## Privacy and Confidentiality

Quality Lifestyle Alliance Inc. believes that each Service User has a right to the same level of privacy, dignity and confidentiality expected by other members of the Community who do not have a disability. Furthermore, Quality Lifestyle Alliance Inc. holds the preservation of these rights to be of paramount important in service delivery

Personal Support Workers are required to complete and sign a privacy and confidentiality document at induction.

## **Procedure for Appointing an Advocate**

Service Users wishing to use an advocate can inform Quality Lifestyle Alliance in writing of the name of the person they wish to negotiate on their behalf. The Service User has the right to change their advocate at any time and should inform Quality Lifestyle Alliance Inc. in writing at any time. A family can speak on behalf of a Service User.

## **Service User Complaints**

Quality Lifestyle Alliance Inc. welcomes information and feedback from Service Users which will enable the organisation to improve the quality of services.

Service Users have the right to complain or express concerns about a service without fear of losing the service or suffering any other recriminations

Quality Lifestyle Alliance Inc. will make every reasonable effort to deal with complaints fairly and promptly.

## **Roles and Responsibilities of Quality Lifestyle Alliance Inc.**

Quality Lifestyle Alliance Inc. will make every reasonable effort to make the Service User aware of the standard of service that they can expect and that services will be provided in a safe manner which respects their dignity and independence and is responsive to their social, cultural and physical needs.

Access to the service will be decided on the basis of need and the capacity of the service to meet that need.

Quality Lifestyle Alliance Inc. will take into account the Service Users views in planning and evaluation of the service.

## **How does the service operate?**

The service is managed by an Executive Committee that is elected annually. The day to day operations are carried out by paid staff including a Manager, Coordinators who act as Case Managers and an Administrative Assistant.

## What is the Role of the Case Manager?

The Case Manager is assigned by the Manager to coordinate all aspects of service delivery. They are responsible for

- ❖ The employment, induction and training of Personal Support Workers
- ❖ Liaising with the Service User to plan, implement and review the service
- ❖ Ensuring the Manager and Committee are provided with the support, information and expertise to meet their responsibilities
- ❖ Assisting in the development of the Strategic Plan and Service Agreements
- ❖ Maintaining and assisting in implementing quality assurance procedures.

## Financial Management

Quality Lifestyle Alliance Inc. undertakes to administer funding on a sound financial basis in line with service agreements negotiated with the funding body. An annual audit is undertaken in order to comply with these requirements.

## Personal Service

Our members firmly believe that individualised funding is the most cost effective and beneficial way for people with a disability to receive the service they require.

At Quality Lifestyle Alliance Inc., the person with the disability, after securing funding and entry into the service has his/her dollar value calculated in available hours of support. The funding remains the property of the Service User, not the organisation.

The Service User decides how they can best utilise their support hours and Personal Support Workers are employed on their behalf in consultation with the Service User who has the final say in placement of Personal Support Workers. The organisation seeks to assist as much or as little as requested by the individual, keeping unnecessary intervention to a minimum and aiming to encourage each individual to progress towards the most confident and autonomous position possible.