

Possability

# Working together

Our policies and practices



# Welcome

## Thank you for choosing Possability!

We have more than 30 years' experience working with people with disability to support them to develop their skills and confidence, live the lives they choose and achieve their goals.

Possability provides services tailored to meet individual needs and goals. We aim to provide the very best service and hope your experience with us is positive and rewarding.

## About this booklet

This booklet talks about your rights and what we do to protect them. It includes a summary of our policies that are designed to protect your rights and respond to your needs and wishes.

This booklet also talks about our processes and expectations to make sure that your time with Possability is positive. It is up-to-date at the time of printing. Please keep this booklet so you can refer to it.

**If you have any questions relating to this booklet or your services, please contact us:**

**Phone:** 1300 067 067 **Email:** [info@possability.com.au](mailto:info@possability.com.au)

The latest version is available on our website at: [possability.com.au/resources/publications/](https://possability.com.au/resources/publications/)



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**Possability  
provides services  
tailored to meet  
individual needs  
and goals.**

# Privacy and confidentiality

**Possability collects some personal and health information to help us to provide you the right services, as well as do things like planning, funding, monitoring and evaluating our services. We only collect the information that we need. We keep your information private and safe.**

## Internal use of personal information

Your information is protected. It is stored electronically on our IT system and is only used by employees who need to know. Information stored in paper copies is kept in a safe place at all times. You can ask to see and update your personal information at any time.

We usually collect personal information directly from you. However, we sometimes collect personal information from others like family members, carers, volunteers, employees, trustees, or from publicly available sources.

Information is only collected if you have agreed to it, or it is expected that we would collect your personal information in this way, or if we need it for a good reason. Any information that is used by our employees is only so we can provide the best care for you.

It is not made available to others, unless you have given your permission or if it is required by law.

All our employees sign an agreement when they start work with Possability that they will not share your information.

## Notifiable Data Breaches (NDB) Scheme

A breach of privacy may be reportable under the Privacy Amendment Act to the Commission. Please contact us immediately if you think there has been a privacy breach.



### External use of personal information

Your personal information will not be given to other people or organisations without your permission, except where allowed or required under the Privacy Act.



### Families

Possability protects your right to privacy concerning your personal relationships, such as with family members. We will encourage you to keep in touch with your family but will also respect your wishes if you choose not to see your family. Our employees make sure that matters between you and your family are kept private. **We will only discuss your support with others when you have agreed.**



# Consent

**Before we start providing a service to you, we will ask for your permission to collect the personal information we need to provide the service and to report to funding agencies such as NDIS.**

If you can't give consent, we can assist you to access other services that can help you to understand and make choices and decisions.

These services might include guardianship and advocacy services.

Possability must meet the standards and requirements of our funding bodies such

as the NDIS, which sometimes includes providing them with access to records and contact information so they may contact you about the services we provide. You can ask us not to share your records and contact information by contacting the supervisor of your service or your local office.

We might take pictures of you to use in your support plan, to document daily activities and achievements, and to share in Possability's client/family newsletter and other communications.

We will always seek your permission before we share pictures of you in public documents and on social media.

Possability engage in practice research to improve the quality of services. Please let us know if you do not want us to use de-identified data about the support you receive in research.

# How we support you

**We will support you to live your best life, make your own choices and decisions and be in control while:**

- Getting involved in your local community
- Doing things you enjoy
- Building strong relationships with others
- Living a healthy lifestyle
- Becoming more independent in daily activities like shopping, cooking or paying bills.

We want to help improve your quality of life and support your skill development.

We will provide supports to meet your needs and goals.

## Person-centered support

Possability is committed to person-centered service delivery. This means we make sure that you are in control of your own support and can make your own decisions.

We will listen to you, and if needed we will talk to your support network to ensure you live in your community in the way that you choose.

## Risk Management

We work within what we call a Risk Management Framework. We help you with opportunities to try new things, develop skills and reach your goals. If your choices for activities or support are harmful to you or others, we will complete a risk assessment to see what we can do to make things as safe as possible. At times, if we can't make an activity or support safe, then we may not be able to support you with it.

## Participation and inclusion

### Community participation and inclusion

Possability supports you to make decisions about how to connect with your community. We provide information, training and support for community participation in areas such as employment, social and recreational activities, adult education (e.g. TAFE), and sporting facilities. We will support you with your chosen cultural and/or spiritual communities (e.g. Church).

We seek out information about local community supports and services available to help you achieve your goals.

We will do everything we can to make sure you are safe and well while you are involved in community-based activities.

### Choice of Support Professionals

Possability works with you to find Support Professionals who have similar interests and preferences.

