Banana Shire Community Resource Centre

NDIS Client HANDBOOK

Registered NDIS Provider

June 2026

Contents

Our Contact details 4
Terms and abbreviations 4
Principal Care Coordinator – Message 4
Banana Shire Community Resource Centre (CRC) 5
What is the CRC? 5
How does the CRC work? 5
What services does the CRC offer? 5
How can you borrow from the CRC Resource Library? 5
Assistance with reading and translating 6
Advocacy 6
CRC housekeeping – for safety and protection of clients and staff 7
National Disability Insurance Scheme (NDIS) 9
What is the NDIS? 9
Are you eligible for NDIS funded services? 9
If you have a NDIS plan, how can the CRC help you? 9
How can you enquire about NDIS services with the CRC? 10
What happens when the CRC has a vacancy for NDIS supports? 10
What is a NDIS Service Agreement? 10
What happens at the signing of a NDIS Service Agreement? 11
What is a Goal Plan? 11
Child and Family-Centred Support Plans 11
Recognising Family Expertise 12
Informed choice, decision making and control 12
How will the CRC look after you? 12
Financial Guidance Policy 13
Family Notification of Access to Participant's Money 14
Codes of Conduct 14
Banana Shire Council 14
Regarding Participant's Money and Property 14

National Disability Insurance Scheme 15
What you can expect from the CRC in relation to the NDIS Code of Conduct 15
Management of Conflict of Interest 16
Definitions of Conflict 16
Continuity of Supports 16
Emergency and Disaster Management 17
Banana Shire Council (BSC) protects you 18
How will BSC protect your privacy? 18
How will BSC keep you safe? 18
How will BSC protect your human rights? 18
Your rights 19
What is an incident? 19
Feedback, Complaints and Disputes 19
How can you give feedback? 19
What can you do if you're not happy with CRC services? 19

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Our Contact details

Name	Telephone	Email Address
CRC Administration	07 4992 7360	crc@banana.qld.gov.au
CRC Principal Care Coordinator	07 4992 7352	crc@banana.qld.gov.au

Terms and abbreviations

BSC	-	Banana Shire Council
CRC	-	Banana Shire Community Resource Centre
NDIS	-	National Disability Insurance Scheme
Client	-	Individuals who use CRC resources, services and facilities
Member	-	Community members with a significant or permanent limitation or impairment.
	-	Individuals, Groups or Organisations that work in health or education and / or work with individual members.

Principal Care Coordinator – Message

Welcome to the Banana Shire Community Resource Centre (CRC). The CRC recognises the challenges of daily living for people with disability as well as the challenges involved in actively promoting their growth and development, so we aim to provide resources, facilities and services to support children, adults and families with identified needs.

We hope this booklet will assist you to understand and make the best use of our services, resources and facilities.

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Banana Shire Community Resource Centre (CRC)

What is the CRC?

The CRC is owned and operated by the Banana Shire Council (BSC) with support from non-government and government funding sources and public donations. It provides services, resources and facilities for people with identified needs and for the professionals and organisations who help them.

How does the CRC work?

If you or your child has an identified disability or you work in health or education with people who have an identified disability, you or your organisation may be eligible to become a member of the CRC. Membership fees are listed on the Banana Shire Council Website under *Fees & Charges* or by contacting the CRC.

What services does the CRC offer?

- CRC Therapy Services - delivered by a multidisciplinary Allied Health Team.
- Resource Library - a large collection of resources & specialised equipment to help with the development of particular skills.
- Facilities - including life skills training areas, outdoor playgrounds and meeting rooms for use and hire.
- Additional Services - printing, photocopying, laminating & scanning.

How can you borrow from the CRC Resource Library?

- CRC resources may only be borrowed by current financial members.
- To become a member, ask the CRC staff for a membership form and pay the annual fee.
- All resources are cleaned, counted and repaired if necessary, before being made available for borrowing.
- An email reminder asking you to return resources is sent out at the end of each school term.
- If a resource is not returned or returned broken or with parts missing, you will be responsible for the replacement of the item or its parts.

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Assistance with reading and translating

If you have difficulties with your communication needs, any of our team will make the necessary arrangements to ensure we are considering your needs. For example, we can source an interpreter, if you have vision loss or are hard of hearing, we can make the necessary referrals to organisations such as those below.

The National Relay Service is a free Australia-wide phone solution for people who are deaf or have a hearing or speech impairment.

For TTY/voice, call **133 677**

For Speak & Listen, call **1300 555 727**

For SMS relay, message **0423 677 767**

The Translation and Interpreting Services

(TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Advocacy

At the CRC, we actively support the rights of our clients to have access to an advocate. We believe all our clients have the right to actively participate in decisions that affect their life. 'Advocacy' involves a person or group speaking, acting or writing on behalf of a disadvantaged person or group to promote, protect and defend their well-being and rights.

Our clients have the option to request an independent advocate to act on their behalf at any time. This advocate can be a family member, caregiver, friend or an advocacy service. Clients have the choice to have an advocate present during any meeting, assessment, making complaints or for any other communication with the CRC. We accept and respect the presence of advocates who represent the interests of our clients.

In cases where a client is unable to independently request the services of an advocate or require support to do so, our staff can assist to make referrals on your behalf. Information regarding advocacy agencies and contact details will be provided and explained to clients during intake and at reviews.

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CRC housekeeping – for safety and protection of clients and staff

Please help us to maintain this excellent facility by observing or completing the following:

Sign in and sign out

- All visitors must sign in on arrival and sign out when leaving.
- Sign in sheet is located at reception.

Behaviour

- All users of the CRC are to show respect for staff, volunteers, clients, the facility, it's equipment and resources. NOTE: All children are to be accompanied by an adult.

Cleanliness

The building is to be left in the same clean and tidy state in which it is found. To ensure this:

- Food and drink may be consumed only in the kitchen and covered outdoor areas, not in any of the rooms or playgrounds.
- The kitchen is to be left in a clean and tidy state with all crockery and cutlery placed in the dishwasher for washing.
- Ensure footwear is clean.

Smoking

- Smoking is prohibited in all sections of the building and within 5 metres of doorways.
- Designated smoking area is in the grassed car parking area at front of building.
- Cigarette butts are to be placed in the bin provided.

Toilets

- Unisex, disabled toilets and baby change room.
- Sani and nappy bins are provided.
- Toilet facilities should be left clean and tidy.

Evacuation

Designated assembly point is in the grassed car parking area at front of the building. Emergency evacuation plans are located throughout the building. In case of emergency, exits are located:

- At the rear of large meeting room
- Kitchen / dining room
- End of toilet hallway
- Sliding doors from meeting rooms 1 and 2
- Front door
- Sliding door from resource library to outdoor area
- At carpark end of resource library
- Through the loading dock

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National Disability Insurance Scheme (NDIS)

What is the NDIS?

NDIS stands for National Disability Insurance Scheme. The NDIS provides support to eligible people with an intellectual, physical, sensory, cognitive, or psychosocial disability. Early intervention supports can also be provided for eligible people with a disability or children with developmental delay. The NDIS provides support for children or loved ones born with, or who acquire a permanent and significant disability. The NDIS is designed to help people get the support they need so their skills and independence can improve over time. For more information, please visit NDIS website https://www.ndis.gov.au/

You can also visit or phone the CRC and the staff will assist you.

Are you eligible for NDIS funded services?

To check your eligibility please go to the NDIS website:

https://www.ndis.gov.au/applying-access-ndis/am-i-eligible or phone NDIS on 1800 800 110.

ndis 1800 800 110

If you have a NDIS plan, how can the CRC help you?

Banana Shire Council is a registered provider of National Disability Insurance Scheme (NDIS) supports.

Banana Shire Council is registered to provide services in Queensland in the following NDIS registration groups:

- Early Childhood Supports (under 9 years of age)
- Therapeutic Supports (over 9 years of age)

If either or both of these supports are part of your NDIS Service Agreement, CRC staff will happily speak with you about supports we can offer.

All NDIS therapy supports are dependent on our therapists' capacity. Your name will be placed on a wait list, and you will be contacted when a vacancy becomes available. We can also provide details of other service providers.

Unfortunately, the CRC cannot currently provide other support that may be listed in your NDIS Service Agreement.

How can you enquire about NDIS services with the CRC?

Phone 4992 7360, email crc@banana.qld.gov.au or visit us at 102 Rainbow Street Biloela.

Staff can:

- Advise you of therapist capacity.
- Place your name on our wait list.
- Provide you with details of other service providers and how to access them.

What happens when the CRC has a vacancy for NDIS supports?

The CRC will contact you to:

- Confirm that you still require NDIS therapy supports.
- Schedule an appointment to sign a NDIS Service Agreement.

What is a NDIS Service Agreement?

If you have a NDIS Plan you will need a NDIS Service Agreement. This is a contract between you and your service provider and outlines what services you want and for how long you want them. It will also explain your responsibilities and the service provider's responsibilities. This Service Agreement aims to:

- Support independence, social and economic participation of people with disabilities.
- Enable people with a disability to exercise choice and control in the pursuit of their goals, and the planning and delivery of their supports.
- Includes costs for services.

What happens at the signing of a NDIS Service Agreement?

CRC staff will discuss and explain the following with you:

- CRC's responsibilities.
- Your responsibilities.
- Feedback and complaint processes.
- Costs and payment options.
- The CRC's Cancellation Policy.
- How to end the Service Agreement.

CRC staff will confirm the above arrangements, provide you with a *NDIS / FFS Client Intake Form*, and schedule a time to meet with the Therapist to develop your Goal Plan.

What is a Goal Plan?

A goal plan is an individualised and confidential document that outlines therapy goals that are set in collaboration with yourself and the therapist, which reflect and support the client's documented NDIS goals. The goal plan is focussed on the client and it's flexible, which means that you can make changes to it and add to it at any time. It will be reviewed at regular intervals to determine your progress and assess the level of support you require.

Child and Family-Centred Support Plans

At our centre, each support plan is designed with a strong emphasis on choice and control for both the child and their family. We believe that families are best positioned to determine the needs and goals for their child's support. Therefore, we actively involve families in the planning process, ensuring that their insights and preferences are at the forefront of every decision. This collaborative approach empowers families and fosters a sense of ownership over the support they receive.

EXEC-CCS-CR-01-026

Recognising Family Expertise

We recognise and respect the invaluable expertise and knowledge that families possess regarding their child. Each family has unique experiences and insights that contribute significantly to understanding their child's needs, strengths, and aspirations. Our staff is committed to listening to families and integrating their perspectives into the development of support plans. This respectful recognition of family knowledge is fundamental to creating effective, personalized strategies that truly benefit the child.

Partnership in Identifying Strengths and Needs

Our approach is centred on partnership, working collaboratively with families to identify their strengths, needs, and priorities. Through open dialogue and active participation, we strive to understand the specific circumstances and aspirations of each family. By focusing on their strengths, we can build a support plan that not only addresses challenges but also enhances the family's capabilities and resources. This partnership ensures that the support provided is tailored to meet the unique needs of the child and family, fostering a holistic approach to development and well-being.

Dignity of Risk

Dignity of Risk is the belief that each person that is aged, or with a disability is entitled to experience and learn from life situations even if these, on occasion, may be a threat to their well-being. Each person experiencing a risk, of which they have been informed, is to receive support in the situation.

Informed choice, decision making and control

We give information and support to clients to understand and exercise their rights to be in control and make independent, informed choices about their services. This includes respecting the "dignity of risk" that might come with client choice. We work with each client to develop and implement an individual plan that identifies and builds on their strengths, aspirations and goals.

How will the CRC look after you?

The CRC will:

- Act in accordance with Australian Consumer Law and NDIS Terms of Business.
- Contact you about appointments and send reminders.
- Charge amounts specified in the *NDIS Pricing Arrangements and Price Limits.*
- Declare prices to participants before delivering a service.
- Provide a receipt to acquit against your plan.
- Request payment after support has been provided.
- Request payment for NDIS-managed participants within a reasonable time.
- Keep full and accurate records of supports delivered.
- Proactively manage perceived and actual conflicts of interest
- Negotiate with you regarding arrangements for providing supports to be put in place in the event of an emergency or disaster.

More information can be found regarding NDIS Scheme integrity on the website below:
https://www.ndis.gov.au/providers/becoming-ndis-provider/am-i-ready/requirements-and-eligibility/your-legal-requirements

Financial Guidance Policy

To ensure that participants receive the appropriate support without the risk of financial mismanagement, our centre has established a strict policy regarding financial advice. Staff members are prohibited from providing any financial advice or information that exceeds what is necessary for the implementation of the participant's individual plan. This policy aims to protect the financial well-being of participants, ensuring that all financial interactions are conducted with integrity and transparency. Staff will only assist participants with financial information that directly relates to their care plan and is essential for their day-to-day activities.

EXEC-CCS-CR-01-026

Family Notification of Access to Participant's Money

To ensure transparency and maintain open communication, a letter will be provided to family members and significant others of participants regarding access to the participant's money. This letter will outline how and why staff may access funds, ensuring that families are informed about the financial practices in place. It will detail the specific procedures for managing funds, including how expenditures will be recorded and reported. By fostering clear communication, we aim to build trust and ensure that families feel confident in the financial management of their loved ones. Any questions or concerns regarding these procedures can be directed to our administrative staff for further clarification.

Codes of Conduct

Banana Shire Council

BSC which owns and operates the CRC has a Code of Conduct in place that all employees and contractors are to abide by. It describes the standards of behaviour and conduct expected from employees and contractors in their dealings with clients, employees/contractors, management, other stakeholders and the general public.

Regarding Participant's Money and Property

Our Code of Conduct emphasizes the ethical responsibility of staff members in managing participants' money and property. Staff may have access to participants' funds or property as part of their support services; however, this access is strictly regulated. All staff members are required to respect the confidentiality and integrity of participants' financial assets. Any expenditure of participant funds must be documented thoroughly to ensure accountability and transparency. This includes keeping records of all transactions, the purpose of each expense, and obtaining participant consent when necessary. Regular audits will be conducted to maintain oversight and uphold the highest standards of trust and professionalism.

EXEC-CCS-CR-01-026

National Disability Insurance Scheme

As a NDIS registered provider, we are bound by NDIS Code of Conduct in our interactions and work with families and children. All NDIS providers and workers must comply with the NDIS Code of Conduct.

What you can expect from the CRC in relation to the NDIS Code of Conduct

- **We will respect your rights**
  We will act with respect for your individual rights and support you to express yourself and make your own decisions
- **We will respect your privacy**
  We will use confidentiality and secure information management systems to protect your privacy. We will confirm consent with you before sharing information with other people or agencies on your behalf.
- **We will act with integrity**
  We will deliver supports to you with integrity, honesty and transparency.
- **We will deliver services to you in a competent way**
  With care and skill we will provide supports to you in a safe and competent manner in the environment you have identified.
- **We will provide a safe quality service to you**
  We will actively take steps to ensure we deliver a safe, quality service to you. Some of these steps include completion of client risk assessments and ongoing professional development for workers.
- **We will do everything we can to prevent violence, neglect abuse and exploitation**
  As mandatory reporters, our clinicians are trained in child protection. We will take reasonable steps to prevent any violence, abuse or exploitation in relation to our clients and their family.
- **We will do everything we can to prevent sexual misconduct**
  As mandatory reporters, our clinicians are trained in child protection. We will take reasonable steps to prevent and respond to sexual misconduct.

All CRC employees and contractors who provide NDIS supports also complete the training module: 'Worker Orientation Module: Quality, Safety and You'

https://www.ndiscommission.gov.au/workers/worker-training-modules-and-resources/worker-orientation-module

Management of Conflict of Interest

At the CRC, our service delivery includes therapy supports and services. We are committed to providing safe and high-quality support by managing conflicts of interest that may negatively influence our services. We exercise good governance to ensure that any conflicts between personal interests and work-related or volunteering responsibilities are identified and prevented or resolved.

We understand that conflicts of interest may arise naturally and not necessarily indicate improper activity. Therefore, we require that all conflicts be identified, declared, recorded, and managed. There are three types of conflicts of interest: actual, potential, and perceived.

Definitions of Conflict

An actual conflict of interest occurs when there is a real conflict between a person or business's official duties and private interests.

A potential conflict of interest arises when a person or business has private interests that could conflict with their official CRC duties. This type of conflict may be foreseeable, and steps should be taken to mitigate the risk.

A perceived conflict of interest arises when the public or a third party may form the view that a person or business's private interests could improperly influence their decisions or actions, now or in the future.

Personal interest refers to a person or business's own interests, those of their family and friends, and any organisations they support or are involved with. Benefit refers to any product, service, or advantage given to a person due to their work, including money, gift cards, gifts, discounts, or favourable treatment.

Continuity of Supports

The CRC is dedicated to providing unwavering support to each client. We ensure the continuity of our services by conducting regular reviews of client goals and intervention strategies.

These reviews occur at the initial assessment when commencing with the CRC and at the beginning of each school term. Regular reviews allow us to monitor progress closely and make adjustments as necessary, ensuring that every client receives the personalised care they deserve.

If there are changes to scheduled appointments, we will do our best to reschedule them at a mutually convenient time for both the client and the therapist. However, please note that alternative appointment times may not be possible due to the nature of our service which has set times across a fortnightly rotation.

Emergency and Disaster Management

The CRC is committed to the safety and well-being of its clients and employees and to minimise risks and ensure the safety of everyone involved, including clients, their families, and our staff and volunteers.

During natural disasters or emergencies such as bushfires or floods, we monitor various sources of information from appropriate channels, including the Banana Shire Council Disaster Management Dashboard, Qld Health, Qld Police, and Qld SES. Our top priority is to ensure the safety of our clients and employees, and we will communicate with them through phone calls, text messages, or emails to inform them of any changes to our services.

In case of increased or imminent risk, we will provide opportunities to reschedule or offer alternative continuity of supports for each client, such as telehealth or zoom sessions, rescheduling of appointments, or completing a home program of activities until the following appointment. We may also offer holiday intensives to ensure uninterrupted support.

We will resume face-to-face appointments when it is deemed safe to do so.

Banana Shire Council (BSC) protects you

How will BSC protect your privacy?

- The personal information gathered by the CRC is for the purpose of providing therapy services and will not be used for another purpose or given to any other party unless you have consented, or Council is required or authorised by law to do so.
- All client records are kept on a secure database and/or filing system with access only to approved BSC CRC employees/contractors.
- A copy of the BSC's *Content Release Form* can be provided on request or found on the council website: https://www.banana.qld.gov.au/

How will BSC keep you safe?

Under BSC Child and Youth Protection policy, BSC is committed to creating a safe environment for you or your young participant by:

- Ensuring all staff are approved to work with children and vulnerable people.
- Providing child protection training for BSC staff.
- Reviewing our policies and procedures to ensure they recognise and respect your rights.
- Providing you with opportunities to give feedback.

How will BSC protect your human rights?

BSC takes your human and legal rights very seriously by:

- Regularly reviewing our policies and procedures to ensure they recognise and respect your rights.
- Treating you with respect and courtesy at all times.
- Making sure the services you receive, respect your wishes and beliefs.
- Providing you with options and respect your choice.
- Providing you with opportunities to provide feedback.

Your rights

BSC is committed to your right to:

- Safety.
- Dignity and respect.
- Transparency.
- Privacy and confidentiality.
- Support during an incident and/or investigation of an incident.
- Procedural fairness.
- Support for reporting your NDIS services complaint with the NDIS commission.

What is an incident?

An incident can be an act, event, circumstance, or failure to do something that has caused harm, or could have caused harm to any person, including a person with a disability.

The CRC is committed to providing high quality services to our clients, but sometimes incidents happen while those services are being provided. If an incident occurs, we want to make sure it is reported, managed effectively, and resolved. Sometimes incidents can't be prevented but looking into how or why they occurred can help improve outcomes for our clients and services.

Feedback, Complaints and Disputes

How can you give feedback?

At BSC we value your input and look forward to receiving feedback to improve our services. If you need any further information or assistance regarding anything you have read in this booklet, please don't hesitate to contact our friendly staff.

What can you do if you're not happy with CRC services?

You can find information about providing feedback, making complaints, and managing disputes in your *NDIS Service Agreement*. CRC staff will discuss this information with you before you sign the *NDIS Service Agreement*.

EXEC-CCS-CR-01-026

You have a right to complain to BSC and the CRC about any incident or issue that occurs during the delivery of our therapy services, or in connection with our services. You can contact the CRC via email crc@banana.qld.gov.au or phone **4992 7360.** We will try to resolve your complaint immediately or within 15 business days as stated in the BSC *Customer Service Charter*.

The NDIS Commission encourages you to raise any concerns or complaints about NDIS services or supports with BSC. If you are not satisfied or do not wish to talk to CRC staff, you can contact the NDIS Quality and Safeguards Commission (**NDIS Commission**) by calling **1800 035 544**, submit a complaint online at www.ndiscommission.gov.au or email it to complaints@ndiscommission.gov.au

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102 Rainbow Street
Biloela QLD 4715

Phone: 07 4992 7360
Email: crc@banana.qld.gov.au