



Living at Project Independence

A Detailed Guide for Residents and Family/Carers

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1. Introduction

Project Independence (PI) is the first organisation of its kind in Australia where people with an intellectual disability can live in a supported, person-centred environment that encourages independence through personal and financial growth.

PI provides a stepping-stone to more independent living, or a permanent home for as long as desired or needed.

All PI residents are expected to take responsibility for their own actions, respect other people and people's property and promote everyone's wellbeing. All family members and carers are expected to support the person they care for to enhance skills and maximise independence so they can achieve a lifestyle that provides them with freedom, choice and control.

The purpose of this Guide is to provide information about how PI works, the expectations for PI residents, and the role of family/carers.

This Guide to Living at Project Independence is a working document and will be updated periodically.

All Policies and Procedures referred to in the Guide are available to access on the PI website:
<https://www.projectindependence.com.au>

2. PI's Mission, Values, Philosophy and Principles

PI's mission is to transform the lives of people with intellectual disabilities by providing a safe, caring and sustainable environment where they can thrive with the support and guidance of their community, and where they can build financial security by investing in home equity.

PI aims to have a resident move towards independence, so that when the family/carer is no longer there, the resident can safely make decisions and live an independent life.

The following values are those that are considered central to PI achieving positive outcomes.

Person-Centredness	We put the resident at the centre of all our decision-making. We believe that people with disability have the same right to home ownership as people without a disability and that they will thrive in an environment that gives them the autonomy to live the life they choose (sometimes with external support), while contributing to and being part of a broader community.
Accepting and Understanding Difference	We understand that all residents have a disability, so we accept their differences and understand they may not always behave in a way that we expect. However, unless this behaviour is harmful, we accept it as part of who they are.
Respectfulness and Confidentiality	We act respectfully to all people and acknowledge that to be considered trustworthy we must respect the confidentiality of all residents and their family/carers.
Accountability and Integrity	We accept responsibility for our actions, decisions and behaviours and deliver on our commitments. We always act with the utmost integrity practicing honesty, sincerity, and trust.
Empathy	We place ourselves in the position of others, improving communication and leading to positive outcomes. This provides a supportive PI environment that nurtures growth in all individuals.
Creativity, Innovation and Adaptability	We embrace new ideas and concepts and look for ways to continuously improve and advance. We react confidently to changed circumstances and always seek alternate solutions that can lead to growth.

To read about the Philosophy and Principles refer to Appendix 1.

3. Rights and Responsibilities

The essential purpose of PI is to assist an individual with an intellectual disability to grow to become independent and to have the opportunity to have equity in their own home. The rights and responsibilities of the resident, family/carers and PI are set out below.

Residents

Residents of PI have the following rights:

- to live in a clean and safe environment,
- to live as independently as they are able to,
- to choose who enters their personal space,
- to live in harmony and have the respect of other PI residents and staff,
- to be consulted and have an active voice in decisions made in relation to their life and living environment,
- to use the common areas of their PI house to prepare meals, do laundry and socialise with occupants of the same house,
- to use the main common areas of the PI residential property to share PI prepared meals with other residents, and to socialise,
- to be a member of the Residents' Committee and contribute to decisions impacting all residents, and
- to leave PI under an Agreed Exit Plan should they feel that the model is no longer the most appropriate for them.

PI residents also have the following responsibilities:

- to contribute to the Living Together Charter,
- wherever and whenever possible, participate in domestic duties including cooking, cleaning and general tidying up of the common areas,
- work toward achieving a level of independence that is appropriate to their skills, knowledge and capacity, particularly toward the tasks of daily life,
- adhere to the Residents Living Together Charter and respect other residents and the Live In Resident Coordinator (LIRC) so as to maintain a happy, peaceful environment,
- respect each person's personal space and privacy in the PI home,
- bring a sense of goodwill and fair play to all discussions about shared living arrangements,
- act in a way that does not have a negative impact on the health or safety of themselves or anyone else in the PI home,
- attend PI formal meetings with the PI Operations Coordinator to review progress and set future goals and strategies,
- be an active participant on the Residents' Committee,
- manage their own personal care, medication and laundry,
- budget and pay for operating expenses of the PI home including the licence fee and loan repayment,
- arrange and pay for any additional support they require,
- be responsible for their own unit. This includes furnishing, insurance, cleaning and maintenance.

Family/Carers

Family/carers of residents have the following rights:

- in keeping with a Supported Decision-Making Framework (refer Appendix 2) to be consulted in key decisions made in relation to the PI resident's life and living environment,

- to provide input into formal resident reviews,
- to participate in Residents' Committee meetings to support the person they care for,
- with the agreement of the resident, initiate an Agreed Exit from PI should the resident feel the PI model is not appropriate for them.

Family/carers also have the following responsibilities:

- act with honesty and integrity within the PI environment,
- comply with PI governance rules, policies, processes and agreements,
- act in the best interests of the resident they care for and the PI community,
- respect the confidentiality of all other PI residents and their family/carers,
- support the person they care for to build their capacity to live independently,
- support the resident to make their own (appropriate) choices rather than make decisions for them,
- allow the resident to express their choices freely without fear of disapproval,
- with the PI resident, contribute to the Residents' Committee Meetings to ensure the smooth running of the PI home,
- attend PI formal meetings with the PI Operations Coordinator and the resident to review progress and set future goals and strategies,
- advise PI staff of any issue that they feel is impacting on the wellbeing of the person they care for, and
- provide advice, support and assistance as required to PI, the Operations Coordinator and the LIRC as part of their ongoing care and support of the resident.
- Sign and adhere to the PI Parents/Carers Code of Conduct. See Appendix 5.

Project Independence

The rights of PI include the following:

- to appoint the LIRC for the PI home,
- to assess eligibility of a resident
 - during the initial application period,
 - during or at the completion of the Try Before You Buy Period, and
 - at all other times during resident's time in the PI home,
- to action the Forced Exit of a resident if they are deemed to be unsuitable or act in a way that prevents other residents living in a safe and harmonious environment,
- to facilitate an Agreed Exit of a resident who feels that the model is not suitable for them.

Please note that as the holder of a Management Share PI has additional legal and operational rights which are detailed in the Constitution that specifically relates to each house.

PI's responsibilities include:

- to provide a LIRC at each premise for on-site support and guidance,
- to ensure an environment in which residents always feel listened to and can express themselves without fear of disapproval,
- to provide support for PI residents to live independently and engage in the local community,
- facilitate PI formal meetings with the PI resident and their family/carer to review progress and set future goals and strategies,
- to safeguard monies held by PI on the resident's behalf, including the initial holding deposit,
- to keep information confidential in accordance with PI's Privacy Policy,
- to maintain and repair the common areas of the PI home as required,
- ensure units owned by PI are in a suitable state of repair and conduct property inspections as per the PI Repairs and Maintenance Responsibilities (refer Appendix 3),

- work collaboratively with PI residents and their support networks to achieve the best living outcomes for all,
- ensure that the Living Together Charter is adhered to by all residents. This will be applied by the LIRC and Operations Coordinator, as per the PI Conflict Resolution Policy,
- maintain resident records to communicate with residents, and if they prefer/agree, a member of their support network to advise of any issues. In the event of more serious issues, the formal dispute resolution process detailed in PI's Complaints and Incident Procedure will be followed,
- govern and manage PI to a high standard,
- ensure that any legislation and regulations are adhered to,
- provide the resident's accounting details on an annual basis upon request of the resident or primary support person; and
- provide insurance to cover all non-resident assets and to protect the organisation against any potential liabilities.

4. How Residents are Supported

Live-In Resident Coordinator (LIRC)

Each PI residential property has a LIRC who lives onsite in their own unit and provides assistance and support to residents. The LIRC is on duty for 30 hours per week (2pm-8pm Monday to Friday), except for public holidays, and is available outside these times to assist in an emergency.

The LIRC's duties include maintaining the common areas of the PI home in a good clean and hygienic state, supporting the residents in the cleaning and appropriate care of the PI home in general, creating a weekly menu with input from residents, completing weekly shopping, preparing one main meal per day each weekday, and cooking/making available meals that may be placed in the freezer/fridge for residents to heat and serve themselves on weekend nights.

Operations Coordinator

PI also has an Operations Coordinator who works across all PI properties and reports to the Operations Manager (refer Appendix 4: PI Contact List). The Operations Coordinator is the key point-of-contact for family/carers and also provides additional support to residents. In addition to administrative functions and other responsibilities including new resident orientation and resident reviews, the Operations Coordinator supervises all LIRCs and is responsible for property safety and maintenance, attending to minor work where required and contracting out more significant work.

Casual LIRC

If the LIRC is sick or on leave, they will be replaced by casual who has disability support qualifications and is familiar with the running of the PI residence. This person will not stay on-site so a PI back-up emergency number will be provided to residents.

Resident Community

PI encourages all residents to help and support each other. Friendships and relationships will develop from respect and trust, and we aim for each PI home to be a happy community where residents feel safe and valued.

Resident Living Together Charter

Residents must uphold the principles of the Residents' Living Together Charter. This is individualised for each separate location and agreed to by all residents. New PI properties will adopt the draft charter until it can be individualised for their location. The Living Together Charter for each PI property can be accessed on the PI website.

Key Contact for Resident

When a resident moves into PI they are asked to nominate a key person to support them in the transition to PI and afterwards. The person nominated is not a substitute decision maker for the resident and cannot make a decision on their behalf, unless that person is also the resident's guardian. Instead, they support the resident to make decisions (refer Section 6, Nominating a Guardian/Key Contact Person).

Role of Family/Carers

A resident working towards independence will also require the support of family/carers. It is important that the family/carers enable the resident to work towards making independent decisions, supporting them to make their own (appropriate) choices rather than making decisions for them.

PI aims to provide a harmonious and supportive community in which residents can achieve independence. We value the role that parents/carers play in supporting residents on this journey and have developed a Parents/Carers Code of Conduct to ensure we all work together towards these goals (refer Appendix 5).

The Parents/Carers Code of Conduct will be included with the Residential Services Agreement (RSA) sent to new residents. It must be signed by parents/carers and returned to PI at the same time as the RSA. This document is also available on the PI website.

Residents' Committee

Each PI property has a Residents Committee consisting of all residents, with the assistance of parents/carers. The Committee's goal is to ensure that the needs and goals of the residents are being met, and it works closely with PI representatives, including management and operational staff. A representative of PI will attend all meetings, but the meetings are run and tabled by residents and/or their family/carers.

The responsibilities of the Committee include:

- monitoring in-house and community support to ensure its adequacy and suitability,
- promoting a person-centred model that encourages freedom of choice and community engagement,
- ensuring that the PI accommodation is run harmoniously and ethically, in keeping with the vision of PI, residents, and family/carers,
- encouraging and facilitating volunteer support where desirable,
- monitoring the health and safety of the PI home environment,
- periodically reviewing the Living Together Charter.

Resident's Reviews

PI Resident Reviews focus on the goals for the resident to move towards independence, and the strategies that the resident, their family/carers and PI can action to support them to achieve their goals.

Two Week Review

After a person has been living at PI for two weeks the Operations Coordinator will speak to the LIRC, meet with the resident and contact their key contact person to discuss how the settling in process is going, and what further support PI can provide for the resident. This is a relatively informal process designed to ensure that there is no impediment to the resident settling into life at PI.

Six Month Review

The six-month interim review is an opportunity for the resident and their family/carer to meet with PI to discuss how well the resident has settled into Project Independence, and to highlight any issues from either the resident's or PI's point-of-view that may need to be addressed prior to the end of the end of the Try Before You Buy period.

Eleven Month Review

Towards the end of the 12-month Try Before You Buy period, PI will invite the resident and their family/carer to a formal review. The purpose of this review is to set new goals and evaluate the resident's progress towards independence. PI will also determine if the resident is a suitable occupant, and the resident will have the opportunity to indicate whether they wish to stay as a long-term resident. If PI deems the resident to be suitable and the resident has acted in accordance with the Resident Guide, PI will send an Acceptance Notice.

Ongoing Annual Reviews

Once the Try Before You Buy period is over, the resident will have annual reviews for the next two years. After this period formal reviews can be requested at any time by the resident, their family/carer or PI. During formal reviews, progress towards goals will be evaluated and new strategies to support the resident will be identified.

5. How PI Residents will Live

PI Promotes:

Individual freedom of choice

Freedom of choice is a key right for all individuals. PI provides an environment in which choices can be expressed freely.

Person Centeredness

PI helps residents to become and remain in control of decisions that affect them.

Supported Decision Making

Residents are assisted to draw on support and advice from their support network should they choose to have them assist in decision-making.

Participation

PI supports an individual's development by helping them to maintain meaningful roles within the community.

Independence through financial and social growth

Residents will achieve growth by:

- Building equity in their place of residence,
- Living in a community independent of their normal support network,
- Living in harmony with everyone in the PI home so that it is a supportive, happy and a peaceful place to live,
- Being involved and listened to when decisions are being made,
- Building independent and collaborative decision- making skills which will enhance confidence and personal capability, and
- Having the right to privacy in their own home, whilst developing good life skills, interacting in the community and making friends.

Accommodation

Ten residents will live in supported, independent accommodation at a PI residential property. Each resident will have their own unit and all residents will share common areas, both indoors and outdoors. A unit within the PI home consists of a living area, bedroom, bathroom, kitchenette, and private outdoor space.

Residents are responsible for their own unit. This includes:

- furnishing their unit as desired with all items, such as a bed, chairs, TV and personal items,
- insuring the contents of all property located within the resident's unit and private outdoor area, including furniture and personal possessions,
- cleaning the unit and associated external courtyard, and
- maintaining the unit and ensuring that there is not excessive wear and tear or any wilful damage.

Unit Modifications

When a resident moves into their unit, or at a later point in time, they may decide to make some changes to their unit. Minor modifications do not require PI Board approval, but all other modifications do. See Appendix 6: Unit Modification Application.

Minor modifications not requiring written Board consent include:

- picture hooks,
- garden sheds no bigger than 4 square metres, and
- planting of shrubs that will grow no more than 2 metres in height when fully mature and that are planted at least 3 metres from any existing structure.

Modifications that will require Board approval include:

- built-in-cupboards or wardrobes and any changes or modifications to existing cupboards or wardrobes,
- carpet or floor tiles,
- fixed appliances such as air conditioners, heaters, fans (some of these appliances may incur ongoing fees),
- internal painting including decorative coats,
- indoor and outdoor security cameras and intercom systems,
- paving,
- pergolas,
- roof ventilator (whirly birds),
- security shutters,
- sheds over 4 square metres in size, and
- specialist equipment, including disability aides, spa baths for rehabilitation purposes.

Some unit modifications are not allowed at all. These include:

- swimming pools
- solar panels
- change of fencing

Personal Surveillance Cameras

A formal request to the Board by the resident or family/carer is required via the PI Application for Modification to Resident's Unit form. The Board must approve this request before the installation of surveillance equipment.

Personal surveillance cameras that encroach on the privacy of other residents are not permitted (refer Appendix 7: Surveillance Equipment Procedures).

Shared Spaces

While the shared spaces in PI properties are routinely cleaned by the LIRC, residents are expected to clean up after themselves and maintain the cleanliness of all spaces. Shared spaces within individual houses become a collective responsibility for all residents.

Normal protocol such as:

- removing wet laundry from the washing machine immediately the cycle ends,
- taking wet laundry back to individual units and not leaving it in the common area,
- emptying the dishwasher after a cycle has ended,
- wiping over benches after preparing food in the kitchen area,
- not leaving food lying around in the kitchen area,
- ensuring that personal food items stored in the house refrigerator are removed after their use by date,
- cleaning up after accidental spills, and
- emptying rubbish bins,

are the responsibility of individuals using the space/equipment.

These responsibilities are very important to ensure the smooth running of PI homes and the maintenance of harmonious relationships between residents.

Meals

The LIRC is responsible for ensuring residents have access to breakfast and lunch foods and will provide a freshly cooked dinner on weekdays. The focus will be on healthy eating and the LIRC will plan a weekly menu with input from residents. Pre-prepared dinners will be available to all residents on weekends. Residents may have to purchase their own snacks though fresh fruit is always available.

If residents have specific dietary requirements or restrictions (celiac/gluten-free, lactose intolerant, diabetes, vegan/vegetarian) these need to be submitted in writing from a dietician or GP. Any specific goals such as weight gain or weight loss should be discussed with the LIRC and Operations Coordinator. Depending on the extent of the requests, the LIRC and OC may be able to assist but this is not guaranteed.

Weekends

The LIRC will be on duty until 8pm on Friday and will resume duties at 2pm on Monday. During this time, residents will have access to the pantry, refrigerator, and freezer for meals from Saturday morning to Monday evening. Any non-emergency matters that arise during this period should be managed by the resident's family/carers.

The LIRC will still be living on-site and can be contacted in case of emergencies at most times. However, if the LIRC is unavailable for an extended period, such as when they are away for the weekend, an alternate emergency contact number will be provided to residents.

Public Holidays

There is no onsite support on public holidays however residents will be provided with an emergency contact number for these times. Any non-emergency matters that arise during this period should be managed by the resident's family/carers.

Emergencies

In the event of an emergency (an event that threatens the safety of any resident or of the property) residents are to contact the LIRC, or the nominated contact for that day, who will then contact emergency services if necessary.

Fire Emergency

If the resident hears a fire alarm, or sees smoke and fire, they must immediately evacuate the PI property and go to the designated assembly area. Once there, they should call the Fire Brigade on 000 and then contact the LIRC or another PI staff member to inform them of the situation. Residents are to remain calm and wait in the Assembly area until a PI staff member arrives to assist them (refer Appendix 9: Resident Fire Evacuation Procedures).

Keys

When a new resident moves into a PI home, they will get a set of keys. These keys are:

- Unit Key
- Letterbox Key
- Window Keys

The resident is responsible for these keys and must give them back if they leave PI.

The LIRC and the Operations Coordinator also have their own set of keys for each PI unit. They will only use these keys to go inside a resident's unit if the resident gives them permission or if there is serious concern about a resident's safety. Even then, they will ask the resident's family or carer first.

Security and Safety

To ensure safety and security, security cameras and motion light sensors are installed at PI properties. Security video is only accessed if an incident be reported to PI. The video footage is automatically deleted after seven days.

Parking

There are no assigned parking spaces for residents at PI properties. Parking is available on a "first come, first served" basis for both residents and visitors.

Financial Transactions

PI does not facilitate or oversee financial transactions on behalf of residents. It is the responsibility of the resident and/or their support network to handle any financial transactions.

Medical

PI is not responsible for providing healthcare to each resident and the LIRC will not administer any medications or personal healthcare to residents.

PI will take all reasonable steps to ensure that residents receive the healthcare and personal support they need through their carer/family. If PI is unable to obtain appropriate healthcare and personal support for a resident in collaboration with their support network, and it is deemed that the resident is a risk to themselves or others, PI may need to notify the ACT Director-General of Community Services in writing, outlining the current circumstances. This is an obligation under the ACT Disability Services Regulation 2014.

Visitors

All residents are encouraged to invite family and friends to the PI home at any time. This is provided that these visits do not impact on the good order or operation of the home or affect the wellbeing of the other residents and the LIRC.

Meals

If a resident would like a visitor/s to stay for an evening meal in the common area, they can make a special request to the LIRC who will arrange for the additional meal/s to be available. There will be a set fee associated with this and the LIRC will need a minimum 24 hours' notice.

Overnight Stay

If a visitor has been invited by the resident to stay over in a resident's unit, they may as long as any resident does not have visitors staying overnight for more than two days each week. Some properties have a guest room available for visitors who may be travelling from outside the ACT.

LIRC Unit

The LIRC unit is a private space for the LIRC and their family. It should not be accessed by residents, family/carers, or other PI staff, unless agreed to by the LIRC (mostly for maintenance purposes) or in the case of an emergency.

Respect for Privacy

Residents and family/carers should respect the privacy of the LIRC and their family members and avoid knocking on the door outside of the LIRC's hours of duty (2pm-8pm Monday to Friday), except in the case of an emergency (such as an injury or perceived threat to life).

Contacting the LIRC

The LIRC may be contacted by phone, text, or email outside of their hours of duty in the case of an emergency. However, if the issue is not of immediate importance, the LIRC may not respond until they are back on duty.

LIRC Family Members

The LIRC is responsible for the safety and proper behaviour of their family members at all times. Children may interact with residents under the supervision of the LIRC, who is responsible for their safety at all times. However, during meal preparation, children are not allowed in the common kitchen area.

LIRC family members are also subject to the rules of the Living Together Charter and Code of Conduct for PI Parents/Carers, which can be accessed on the PI website.

6. New Resident Procedures

Prior to Moving In

Prior to moving into their PI unit, the resident will be asked to:

- nominate (if they wish to do so) a person to receive information about their accommodation and personal support,
- provide the name and contact details of their guardian or administrator or the person the resident has nominated,
- sign and return the Resident Services Agreement (RSA), and
- agree a moving-in date with the Operations Coordinator.

PI also recommends that the resident practises skills that will be valuable as a new resident, such as:

- going on the bus routes that they will be using when they become a PI resident,
- becoming familiar with the local shopping area closest to the PI residence,
- practising daily living skills such as food preparation, cleaning and washing clothes.

Nominating a Guardian/Key Contact Person

When a resident moves into PI, they are asked to nominate a person to receive information about their accommodation and personal support. The role of the resident's person nominated is to support the resident in the transition into PI and afterwards.

The person nominated is not a substitute decision maker for the resident and cannot make a decision on behalf of the resident unless that person is also the resident's guardian. They support the resident to make decisions and have a right to access information about the resident's accommodation and personal support at PI.

A resident may nominate a parent, other family member, carer, guardian or any other person. It is PI's responsibility to keep a record of the name and contact details of the person nominated and ensure that person is kept up-to-date with information around the resident's accommodation and support.

Members of the PI Board and their close associates must not accept an appointment as a resident's nominated person or guardian. The only exception to this is if you or your close associate is the resident's nearest living relative.

The resident's key contact person will be consulted by PI when:

- preparing an RSA,
- making changes to an RSA,
- preparing the resident's ongoing support plan,
- making changes to the resident's ongoing support plan.

PI will notify the key contact person if there is:

- a significant sign of deterioration in the health status of the resident,
- any injury to the resident,
- any risk-taking behaviour by the resident that threatens the safety of the resident, or other residents, visitors and staff,
- any proposal to relocate the resident to another unit within PI,
- any intention to terminate the residency of the resident, and
- if the resident dies.

PI will provide written information to the key contact person, as follows:

- a copy of the resident's interim support plan,
- a copy of the ongoing support plan for the resident,
- changes to the resident's RSA if written notification is required,
- any notice for the resident to vacate their unit, and
- a copy of the written receipt for a security deposit, a fee paid in advance, an establishment fee, or reservation fee paid by, or on behalf of, the resident.

Moving Day

The resident will be given a time for collection of their keys on the day they are moving in. The Operations Coordinator will discuss with the resident the importance of locking doors when they leave, deciding who enters the unit and when, and the circumstances under which the LIRC might be required to access the resident's unit.

The Operations Coordinator will have completed an inspection of the unit prior to the resident moving in. The resident will be asked to check this for accuracy, sign it and then return it to the LIRC or Operations Coordinator.

First Day/Night

On a resident's first day/night of staying at the PI residence they will be shown around (including all common areas) and introduced to all other residents. At the resident's first dinner they will be given information on how the weekly menu is developed, resident contribution tasks around mealtimes and use of the House 1 common kitchen by residents. Additionally, residents will be shown where to access provisions for all other meals that are not provided by the LIRC.

First Week

During the resident's first week, fire and emergency procedures will be discussed with the resident, including the location of hydrants, assembly points, and exits. The resident will be reminded to evacuate immediately if an alarm sounds and leave everything behind.

PI will also inform the resident about the local area, such as where the nearest bus stop and shops are, and other locations of interest.

The LIRC and the Operations Coordinator will frequently check in to see how the resident is doing.

First Two Weeks

Two weeks after the resident moves into PI, the Operations Coordinator will have a meeting with the LIRC to discuss the settling in process. Following this, the Operations Coordinator and LIRC will meet with the resident and get in touch with their key contact person to review how things are going and determine what additional support PI can provide to help the resident adjust to independent living. During this meeting, the resident can raise any concerns or difficulties they may be experiencing, and PI will work with the resident to create a plan to support and assist them.

7. Entry Arrangements and PI Fees and Charges

PI is a home-ownership model whereby after an initial 12-month trial period residents can purchase their unit or pay it off over time by taking out an interest-free loan through PI.

Prior to the resident entering the PI home, they will be required to:

- pay a deposit,
- sign an RSA,
- sign an NDIS Service Agreement,
- sign the Deed of Option to Purchase Shares.

Deposit

When an individual first becomes a resident of PI they must secure their residency with a 10% deposit of the price of their unit.

Should the resident choose to leave before the end of the Try Before You Buy period, the deposit will be returned in full.

Should the resident choose to leave after the Try Before You Buy period, the deposit plus equity payments will be returned to the resident.

Residential Service Agreement (RSA)

PI provides each new resident with an RSA before the resident enters PI. Both PI and the resident are required to sign the RSA.

The RSA is a legally binding document which specifies a number of matters, including:

- the items and services provided by PI, as well as limitations to the services provided by PI,
- details about the resident's accommodation,
- the house rules/ Living Together Charter at PI,
- fees and charges payable by a resident,
- the commencement date and term of the agreement,
- variation of the RSA (with notice by PI),
- termination of the RSA.

Residents and their families/carers are strongly advised to seek independent professional legal advice before signing the RSA.

NDIS Service Agreement

Each resident has in place an NDIS Service Agreement with PI.

The NDIS Service Agreement provides for payment by the resident (through their NDIS package) under line item 01_011_0107_1_1, Assistance with Daily Life. The payments contribute to the costs of the LIRC and the Operations Coordinator who provide direct support to each resident.

The Try Before You Buy Period

The Try Before You Buy (TBYB) period ensures that the resident will have the opportunity to decide whether a PI house is the right accommodation option for them, and for PI to ensure that the resident can live without excessive support and in harmony with other residents.

Reviews conducted throughout the TBYB period

The reviews conducted during the TBYB period are to ensure the resident is content at PI and getting the support they need. They also enable PI to determine if the resident and family/carers are fully committed to the resident moving towards independence.

Offer of Permanent Residency

If a person wants to become a permanent resident at the end of the TBYB period, and PI deem the person to be a suitable resident, PI will:

- notify the resident and/or their guardians and family of the procedures to be followed with regards to becoming a permanent resident of PI (at the 11-month Review),
- forward all legal documentation to the resident and/or the appropriate person,
- ensure the PI Review Panel receives all relevant information about the resident's fulfillment of the criteria of having the desire of living in harmony with others,
- in collaboration with the Review Panel organise an appropriate time to meet with the resident requesting permanent residency and/or guardians and family members,
- forward all relevant information to the PI Board for decision making regarding the application to become a permanent resident,
- formally notify the resident of the Board's decision.

Where the resident accepts the invitation to be a permanent resident, they will need to complete all legal documentation in a timely manner and return it to PI Board for signing.

Residents and their families/carers are strongly advised to seek independent professional legal and financial advice before signing the documentation.

No Offer of Permanent Residency

Where the PI Board notifies the resident of a non-acceptance, this means PI believes that a PI home is not appropriate accommodation for the resident. The resident will need to vacate the PI premises within 28 days of the end of the TBYB period. The resident's deposit will be returned when they vacate unit.

Fees and Charges Payable to PI

Residents pay the following fees and charges to PI:

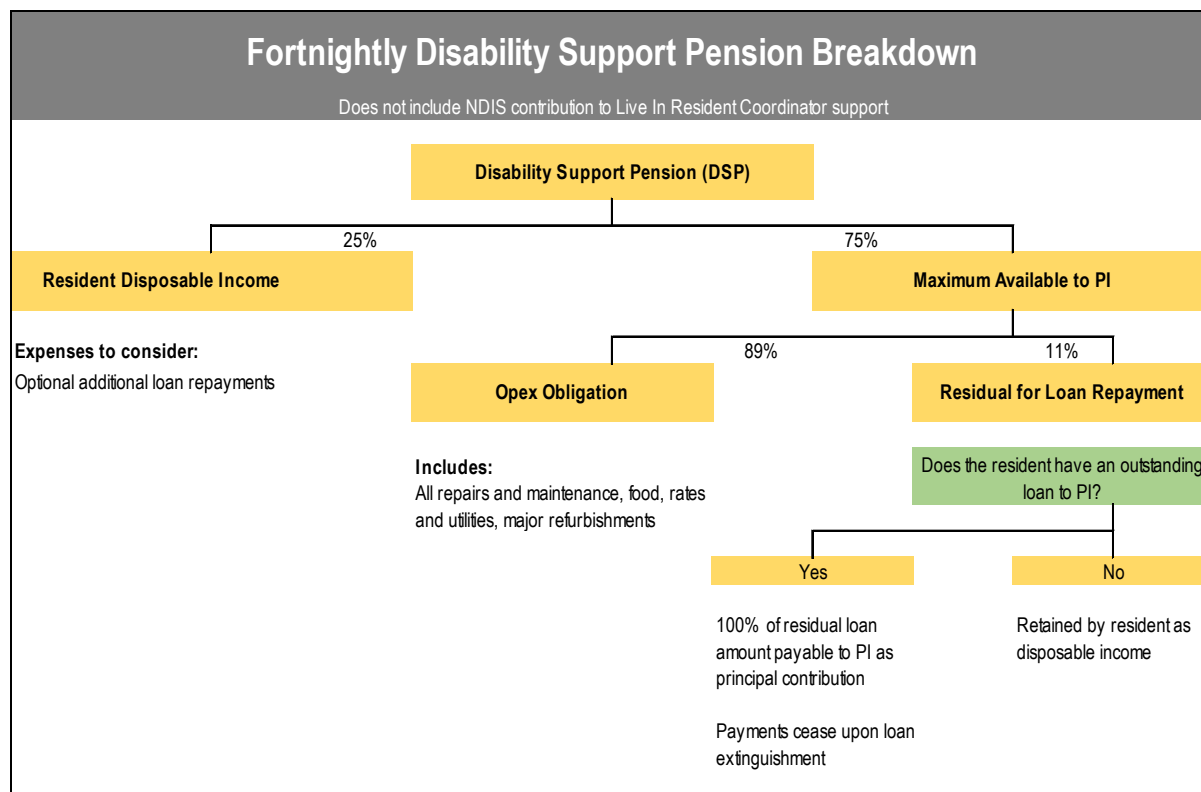
- a fortnightly payment equal to 75% of the full Disability Support Pension (DSP),
- a contribution to the cost of the LIRC and the Operations Coordinator.

DSP payments for Operating Expenses and Equity Payments

Residents are required to pay a maximum of the equivalent of 75% of the full DSP to PI each fortnight. This is to cover residential operating expenses and food, but also includes an amount (of 11%) which accrues towards the payment of the resident's unit.

The resident's DSP payments to PI will increase consistent with any increases to the rate of the DSP made by Government. Residents will be notified in writing of any changes.

Once a resident's loan is repaid in full, or if a resident purchases their share outright, the fortnightly DSP payment will only consist of the portion that covers the operating expenses.



Contribution to LIRC and Operations Coordinator Costs

Residents are required to contribute to the cost of direct support provided by PI (assistance with daily life). This payment contributes to the cost of the LIRC and the Operations Coordinator and is claimed through the resident's NDIS package.

The resident's NDIS payments to PI will increase consistent with any increases to the line item rate made by Government.

Payment Procedures

Due Date

Each resident's fortnightly DSP payment will begin from the day that the resident has their first evening meal at the PI house and fortnightly from that date.

Each resident's NDIS Service Agreement payment will commence from the the day that the resident has their first evening meal at the PI house.

Late Payment

If the resident is concerned that they may not be able to pay their fortnightly payments, they should immediately contact PI.

The following process will be put in place for late payments:

- Payment is not made within 10 business days then a reminder will be sent and the resident may be

- subject to interest charges as set out in the Constitution,
- Payment is not made within 20 business days of the due date, the resident will be asked to attend a meeting with PI to discuss options available to get payments back on track.

The Dispute Resolution Process will be followed if payment arrangements cannot be resolved within 30 business days of the due date. In the most extreme instances this may result in a forced sale.

Shares and Unit Ownership

If both the resident and PI decide that long term residence is appropriate, then the resident will need to sign and return to PI the Annexure D of the Deed of Option to Purchase Shares. PI will then send the resident an Exit Option Deed to sign and return to PI.

PI will also ask the resident if they wish to take up an interest free loan with PI Home. If the answer is yes then PI will forward a loan document for signature and return.

Residents and their families/carers are strongly advised to seek independent professional legal and financial advice before signing the documentation.

Once all legal documents are signed, the resident is a permanent resident of PI.

If a resident has a loan with PI, or once the amount owing for the share has been paid in full, PI will issue to each resident Shareholder, free of charge and in accordance with the Corporations Act, one certificate in respect of each Share registered in the Shareholder's name.

Residents may make extra repayments toward their loan of any amount at any time.

8. Exit Arrangements

A resident's time in the PI home may end in one of two ways:

- the resident decides to leave – this is called an Agreed Exit,
- at PI's discretion, at any time when your residency negatively impacts on the PI home – this is called a Forced Exit.

Agreed Exit

At times a resident may decide to leave PI (an Agreed Exit).

Reasons a resident may want to leave the PI home include:

- the resident's life position and circumstances change, and the PI home is no longer suitable for their ongoing or long term needs,
- the resident wishes to live somewhere else, or
- the resident is unhappy living in the PI home.

During the Try Before You Buy Period

If a resident decides they want to leave the PI home during the initial 12 month Try Before You Buy Period in an Agreed Exit, the resident must notify PI in writing giving a minimum 60 days' notice.

After the Try Before You Buy Period

If a resident decides they want to leave the PI home after the Try Before You Buy Period in an Agreed Exit, the resident must notify PI in writing that they are ready to sell their share (by way of selective share buy-back/re-issue).

As soon as the resident informs PI that they want to sell their share, PI will actively seek an eligible buyer for the share (through a selective share buy-back and re-issue).

Forced Exit Initiated by PI

If PI decides that remaining in the PI home is not appropriate for the resident, the resident will be requested to vacate the PI premises (a Forced Exit).

Some reasons that a resident may be asked to leave PI include:

- PI considers that the resident's life position or circumstances have changed and the PI home is no longer suitable for their ongoing or long term needs,
- a resident displays antisocial behaviour that is disruptive to other residents. Anti-social behaviour includes but is not limited to:
 - vandalism,
 - a nuisance that is stopping other residents from leading an ordinary life,
 - aggressive and/or abusive behaviour whether physical or verbal,
 - public drunkenness causing a disturbance to other residents,
 - breaking the law of the land (stealing, fraud, the use of illicit drugs),
 - sexual abuse and/or exploitation,
 - continuous disregard or violation of the rights of other residents and/or neighbours,
 - wilful damage to property, and
 - family/carer not supporting the resident to live independently.
- inability to meet the agreed financial commitments.

During the Try Before You Buy Period

If PI decides that remaining in the PI home is not appropriate for the resident, the resident will be requested to vacate the PI premises within 28 days. A resident may apply for an extension of this if there are extenuating circumstances and/or if it is the best interests of the harmony of the household.

After the Try Before You Buy Period (Forced Sale)

A Forced Sale is when PI believes it is in the best interest of the PI community that a resident leaves. This may occur when any of the circumstances outlined above occur.

How PI will facilitate the Sale Process

As soon as you let PI know that you want to sell your share, you and PI will actively seek an eligible buyer for your share (through a selective share buy-back and re-issue).

PI will:

- arrange for a valuation of the resident's share to find out how much the share can be sold for, and
- complete a property inspection of the unit to see if there is any maintenance or repairs that need to be completed.

The resident and PI will decide what date the resident will put their share for sale through a selective share buy-back. The resident will also need to make sure any excessive wear and tear, maintenance and/or repair work needed are completed seven days prior to the date that the resident has agreed with PI to put their share for sale.

PI will do a final inspection of the unit five days prior to the agreed date. If the resident does not complete the needed maintenance or repairs by the set date PI will complete any work required and take the cost of this work out of any final payment the resident may have due.

Ten days prior to leaving PI the resident can apply to the PI Board, for a grant to assist the resident in achieving further independent living. The grant amount that the resident can apply for will depend upon how much the resident has repaid of the purchase price of the resident's share within the first five years of exercising their option to buy (refer table below).

The maximum grant funds available will be 20% of the difference between how much the resident paid for their share and how much the resident will sell their share for, minus any excessive wear and tear repair work or maintenance that needs to be completed and selling costs.

% of Loan Repaid	<20%	20%< 30%	30% < 40%	40% < 50%	50%< 60%	60%< 70%	70% < 80%	80%< 90%	90%< 100%	100%
Grant Funds Available	0%	1%	2%	5%	10%	12%	13%	14%	17%	20%

When the new resident has signed the Deed of Option to be issued shares for the unit that the previous resident is moving out of, PI will repay to the previous resident all funds that the previous resident has contributed towards their loan, including the initial holding deposit. The previous resident will give their share documents to PI, as part of the selective share buy-back, to hold for the new resident until such time as they have completed their 12 months Try Before You Buy period.

Share issue details and legal processes are detailed in the Constitution that each resident receives when they enter the PI home.

9. Complaint and Incident Reporting

Residents have a right to raise concerns and make complaints about PI, other residents, resident committee members, PI representatives, volunteers, and any other visitors to the PI home, and have these addressed in a fair, reasonable, confidential and timely manner.

PI has a Conflict Resolution Policy and Procedure which outlines the process for receiving and responding to complaints and/or incidents reported by residents, or complaints and/or incidents made on behalf of residents.

The Conflict Resolution Policy and Procedure can be accessed on the PI Website.

Making a Complaint or Registering an Incident

If a resident wishes to make a complaint or register an incident, they should speak to the LIRC or the Operations Coordinator.

The resident may be supported by a family member/carer in this process if so desired.

Upon being made aware of the complaint the LIRC and/or Operations Coordinator will decide which of the following courses of action is most appropriate:

- handling it on an informal basis in which case they will assist involved parties to come to a resolution, or
- handling it on a formal basis which will require the complainant, a family member/carer, or PI staff member to fill out the PI Complaints/ Incident Report Form (refer Appendix 10) and send it to the Operations Manager who will commence the formal complaints process.

Formal Complaints/Incidents Process

NDIS Reportable Incidents

If the incident is a serious Reportable Incident (to see incidents reportable to the NDIS - go to this [link](#)) the LIRC or Operations Coordinator will immediately escalate it the Operations Manager and CEO, while advising families/carers at the same time. The CEO will ensure relevant authorities such as the NDIS Commissioner are made aware of the incident within the first 24 hours of it being reported.

All Reportable Incidents will be thoroughly investigated by PI who will make all relevant authorities aware of the outcome of their investigation and proposed actions (as approved by the Board). Involved parties and their family/carers will also receive this information.

Other Formal Complaints/Incidents

The following process will occur:

- The Complaint/Incident Report Form is to be completed by the person making the complaint. PI residents can be supported by PI staff and/or family/carers to fill out the form.
- Email the completed form to the Operations Coordinator sgiorioni@projectindependence.com.au copying the CEO MFisk@projectindependence.com.au
- Within 3 working days of receiving the form, an email will be sent to the complainant and family/carers to advise them of the action to investigate and resolve the complaint, and the expected timeframe for resolution.
- If the complaint implicates another PI resident, family/carer of a resident, or a PI staff member, the Operations Coordinator will inform them of the complaint and the expected timeframe for resolution.

- At this point in time an investigation into the complaint/incident will commence.
- It is expected that all PI residents, their family/carers, PI staff and visitors to PI will co-operate in the investigation process.
- Investigation findings and historical data, if relevant, will then be considered by the CEO and Operations Manager, or will be escalated to the Board for review.
- Once a decision has been made by the CEO/Operations Manager, or Board, all involved parties will be advised of the outcome within 3 business days of the decision being handed down.
- The time between the Complaint/Incident Form being received and involved parties being advised of the outcome should not exceed 21 days.
- If this timeframe cannot be met, the complainant will be informed of the reasons and given an alternative timeframe for resolution.
- All residents and their family/carers must comply with outcomes and timeframes of the PI Board decision, or the Operations Manager and CEO, or alternatively submit an appeal within 14 days of receiving the final Actions/Recommendations Report.

Outside Assistance

There are a number of external organisations available to assist resident resolve a complaint.

Name of Organisation	Contact Details of Organisation
ACT Advocacy Agencies	Information and contact details for these agencies is located on the Community Services website: Advocacy - Advocacy - Community Services (act.gov.au)
ACT Community Service Directorate Office of Quality, Complaints and Regulation	<ul style="list-style-type: none"> • Telephone 02 6207 5474 • Email quality@act.gov.au
ACT Human Rights Commissioner	<ul style="list-style-type: none"> • Telephone 02 6205 2222 • Email human.rights@act.gov.au • Web Home - ACT Human Rights Commission
ACT Senior Practitioner (re the use of restrictive practices)	<ul style="list-style-type: none"> • Telephone 02 6205 2811 • Email actseniorpractitioner@act.gov.au
NDIS Quality and Safeguards Commission	<ul style="list-style-type: none"> • Telephone 1800 035 544 (free call from landlines) • TTY 133 677 • National Relay Service and ask for 1800 035 544. • Completing a complaint contact form. • Homepage NDIS Quality and Safeguards Commission (ndiscommission.gov.au):

10. Privacy

Disclosure

Personal and private information is collected to assist those working with residents in providing the best support possible. This information may be shared with the LIRC, PI representatives, and the resident's support network, but only with the resident's consent. Requests for information must be made in writing and recorded by PI.

Confidentiality is of the utmost importance, and all parties involved will be informed of the requirements. Those providing information will advise recipients of its confidentiality and provide guidelines for its use and disclosure. Information will be used solely for the purpose for which it was intended and will not have a negative impact on the resident or be used to discriminate against them.

PI is aware of its obligations under the *Health Records (Privacy & Access) Act 1997* and will treat all personal information, including profiles, with confidentiality.

Purpose of sharing information

To ensure the wellbeing and safety of residents and staff, there may be times when it is necessary to share a resident's information. This may include situations where their health, wellbeing, or safety is impacted, or where it affects the health, wellbeing, or safety of other residents or staff. It may also involve matters related to maintenance, property damage, or ensuring that residents meet their obligations under their agreements with PI.

In some cases, information may only be shared with the resident's explicit consent and for a specific purpose, such as sharing financial or medical details or personal relationships. All shared information will be kept confidential and used only for the intended purpose.

Exceptional circumstances

In exceptional circumstances, there may be times where disclosing information becomes more important than maintaining confidentiality.

Disclosure may be necessary to prevent or lessen a serious and imminent risk to the life or health of the person. This may include situations such as contagious infections, mental health crises, psychiatric conditions, challenging behavioural issues, and drug or alcohol addictions.

If a resident and their support network choose not to disclose a medical condition, it is their responsibility to ensure that adequate precautions are in place to protect the health and safety of all individuals involved, including the resident, PI staff, other residents, visitors, and contractors.

APPENDIX 1: PI Philosophy and Principles

The following philosophy and principles underpin the operation of Project Independence homes:

Philosophy

- This social housing model is intended to support people with mild intellectual disability to meet their highest level of independence.
- Residents are entitled to a lifestyle that is based on the same rights and opportunities as other individuals.
- The ability to have equity in their home enhances the resident's independent lifestyle, provides them with the opportunity to become a homeowner and enables different independent living options in the future.
- The underpinning philosophy that each Live-In Resident Coordinator brings to the home is one of respect for the human person and a deep desire to achieve maximum life outcomes for the residents in a safe, secure and friendly environment.
- Living in a PI home should enhance a person's privacy and security, and also their independence, development of relationships, and the expression of individuality.

Principles

- Harmonious relationships are key to living within PI. This includes the development of harmonious relationships between the Live-In Resident Coordinator, Residents and Family/Carers.
- Residents will build their skills of independence when living in a nurturing environment that encourages supported decision-making, where the individual is supported to make their own choices.
- A commitment to participate in community life via work and social activities is important to foster the development of supportive networks.
- Residents will thrive by actively participating in the PI community and supporting each other. Participation includes helping with communal domestic duties.
- Residents will be given choices, consistent with their level of independence, and be listened to when they make express wishes regarding their lifestyle and the operation of the home.
- Ongoing family/carer interaction in the life of the resident is highly valued but they must support the resident to make their own decisions rather than make decisions for them.
- PI and family/carers will provide an environment where residents feel free to express their choices freely without fear of recrimination.

APPENDIX 2: Supported Decision-Making Framework

What is supported decision-making?

Supported decision-making is when a person with cognitive disability gets support to make their own decisions.

A supporter is someone who helps them:

- understand their choices
- think about what they want.

A supporter also helps them to think about what may happen because of a decision they make.

Principles of Supported Decision- Making*

There are some important ideas behind supported decision-making. We call them the principles of supported decision-making:

- **Assume I can** – I can make decisions.
- **Let me make one decision at a time** – Being able to decide depends on each decision.
- **Understand the right assistance for me** – Offer the support that is right for me.
- **Understand my preferences** – Listen to what I choose and like.
- **Remember that it's up to me** – I have the right to make decisions, even if you think they are unwise.
- **Support me to experience choice** – I have the right to learn from trying things.
- **Let me change my mind** – I have the right to change my mind.
- **Make sure you have explored all the options to assist me** – Give me enough information about the choices I have.
- **Involve me in decisions about my life** – Everyone has the right to take part in decision-making, including substitute decision-making.
- **Encourage me to connect with the people around me** – I need good people supporting me and my decisions.

* Information retrieved from: [Supported Decision-making Guide \(waindividualisedservices.org.au\)](http://waindividualisedservices.org.au)

APPENDIX 3: PI Repairs and Maintenance Responsibilities

Responsibilities of PI

PI is responsible for making sure the PI property is maintained to an acceptable standard. To do this PI will conduct ongoing maintenance and property inspections. PI may need access to your unit to complete urgent repairs for example, a broken window, door, walls that need to be repaired immediately. PI will always make every effort to contact you before entering your unit.

If you or your support network find items that you believe need maintenance work, please notify the Operations Coordinator.

Ongoing Maintenance

PI will review the common areas of the property on a regular basis to make sure that it is properly maintained. PI will also arrange for any necessary remedial work to be completed as quickly as possible.

In completing the ongoing maintenance, PI will follow these five steps:

- Inspect the property,
- Plan maintenance,
- Arrange for delivery of the work,
- Check on progress, and
- Keep a record of the work completed.

Property Inspections

A Property Inspection will be completed when:

- taking up residency,
- becoming a permanent resident, and
- vacating/leaving a unit.

When leaving the PI home you will need to make sure any excessive wear and tear, maintenance and/or repair work needed are completed 7 days prior to the date that you have agreed to with PI that you will be putting your unit for sale or leaving depending on whether you leave the PI home in the Try Before You Buy Period or as a permanent resident.

PI will do a final inspection of the unit 5 days prior to you leaving. If you do not complete the needed maintenance or repairs by the set date PI will complete any work required and take the cost of this work out of any final payment you may have due.

If requested by you, PI will conduct more regular property inspections to help you to keep your unit in an acceptable condition.

Residents' Responsibilities

You are responsible for keeping your unit in an acceptable condition, and for the day-to-day maintenance and repair of your unit including replacing light bulbs, fixing dripping taps, fixing toilet cistern issues etc. Acceptable condition means that your unit does not get more than fair wear and tear. Where there is excessive wear and tear or damage to your unit, you must return the unit back to the condition it was when you first moved in (allowing for any fair wear and tear). Examples of excessive wear and tear or damage may include holes in the walls, broken

windows. If required, PI can assist you with your unit repairs.
For the safety of all residents naked flames are not allowed in the residents' units.

APPENDIX 4: Key Contact Details

POSITION	NAME	EMAIL	PHONE CONTACT
Chief Executive Officer	Martin Fisk	Mfisk@projectindependence.com.au	0439 898 755
Operations Manager	TBA		
Operations Coordinator	Steve Giorgioni	sggiorgioni@projectindependence.com.au	0455 237 687
LIRC Harrison	Lee Helm	lircharrison@projectindependence.com.au	0409 061 329
LIRC Latham	Vickie Morris	lirclatham@projectindependence.com.au	0407 156 758
LIRC Phillip	Shari McKenna	lircphillip@projectindependence.com.au	0459 578 728
Fundraising Manager	Catherine Powell	catherine.powell@projectindpendence.com.au	0417 286 219

APPENDIX 5: Code of Conduct for Parents and Carers

Parent/Carer Name(s)

.....

Resident Name PI Community

Project Independence (PI) aims to provide a harmonious and supportive community in which residents can achieve independence. We value the role that parents/carers play in supporting residents on this journey and have developed this Code of Conduct to ensure we all work together towards these goals. It is the intent of PI that each resident has at least two nominated Code of Conduct signatories on file at any point in time.

As a parent/carers, I am expected to:

- 1. Act with honesty and integrity:**
 - a. Be open and transparent in my dealings with all PI residents, staff and board members.
 - b. Ensure that any possible conflict of interest is disclosed or avoided.
 - c. Avoid bias, discrimination or self-interest that might impact unfairly on other PI residents.

- 2. Demonstrate respect within the PI Community**
 - a. Recognise that the PI Community includes residents, parents, carers, employees and the PI Board.
 - b. Demonstrate respect and tolerance for the PI community at all levels, by acting and behaving in a considerate and courteous manner to all.
 - c. Acknowledge & respect that the PI community exists to support residents who have an intellectual disability and are working to build their independent life skills.

- 3. Comply with PI's governance rules and agreements:**
 - a. Have a good working knowledge of PI policies and guidelines that impact on residents and families.
 - b. Uphold all agreements that I/we and the person I care for have made with PI.
 - c. Notify PI when changed circumstances impact on any agreements previously made with PI, for example, agreements on accommodation should the person we care for not be able to continue in PI (known as Plan B agreements). Note that any new/changed agreements must be ratified by PI Board.

- 4. Act in the best interests of the resident I care for and the PI community:**
 - a. Provide the support required for the person I care for in a timely fashion to live harmoniously in the PI community.
 - b. Avoid activities that may negatively impact on PI communities or bring PI into disrepute.
 - c. Respect the decisions and preferences of the residents in deciding how they will live in their PI community in accordance with PI's policies, procedures and rules as defined in point 3 (above).

- 5. Support the person I care for to build their capacity to live independently in a harmonious PI community:**
 - a. Enable the person I care for to speak for themselves and develop skills required to live in harmony with others, make effective decisions and resolve conflict, both before they move into PI and during their time at PI.
 - b. Provide PI staff with the information and support they need to support residents to develop independent living skills and resolve challenges as they arise.

- c. Provide and guarantee support as required to ensure that the person I care for can meet their financial obligations to PI and support themselves financially.

6. Support and adhere to the PI Conflict Resolution Process:

- a. Support and comply with the PI conflict resolution process which places emphasis on resolving conflict at the lowest level first.
- b. Recognise that I do not have the right to reprimand another resident, and that I provide support to the person I care for, in order that they try to resolve issues for themselves, as this is an important life skill.
- c. Seek to resolve issues informally through either one-on-one conversation or involving the Live In Resident Coordinator (LIRC) as required. Discussing these matters with other residents and/or their families/carers not involved, is a breach of confidentiality.
- d. Move to formal processes only when all informal processes have been exhausted.
- e. Move to a decision by the PI Board only when all other formal processes have been exhausted.
- f. Accept and comply with the decision of the PI Board, in the timeframe specified by the Board.

By signing this document, I/we agree to abide by this Code of Conduct and to communicate these expectations to others who interact with the PI community on our behalf.

Signature.....**Date**/...../.....

Name of Signatory.....

Relationship to the Resident.....

Signature.....**Date**/...../.....

Name of Signatory.....

Relationship to the Resident.....

APPENDIX 6: Unit Modification Application

Application for Internal/External Modifications to Resident's Unit

How to apply

You need written approval from Project Independence (PI) because the proposed change to your unit must meet the PI standards.

If you wish to install an **external** item, such as a shed or pergola, you may also need to contact your local council. Your council will inform you of the specific building requirements you must meet. You may also be required to pay for a building permit. You can check if you need a development application by looking at http://www.planning.act.gov.au/development_applications

Complete this form and return it to PI. Please also provide a sketch showing location of addition/modification, measurements of any installed units and measurements from existing structures. If appropriate, include building permits, plans and other documentation.

If you need more information or assistance to complete this form, please contact PI Operations Coordinator, Steven Giorgioni.

Resident's name	PI Unit Number and Location	
Resident's Signature	Key Contact Signature	Date
Email Address	Phone Number	

If a qualified builder or installation person is to install the item, please give details below:

Name of qualified person - Please note electrical and/or plumbing modifications need to be completed by a qualified tradesperson.		
Licence /ABN/Registration number		Phone

Important Notes

- Please attach any plans or appliance/product information relevant to this application. **If there are no formal plans, please provide a simple sketch that clearly shows location and measurements.**
- External window mounted air conditioners are **NOT** generally permitted and will be assessed on a case-by-case basis.
- Changes to existing architecture and landscape features must be approved through this form. This includes cutting down existing trees, removing/extending/replacing existing pergolas, fences, clotheslines, etc.

- Changes to internal fit out and fittings must be approved through this form. This includes bathroom fittings, light/electrical fittings, curtains, and blinds, built-in robes, benches, cupboards.
- Modifications are limited during the Try Before You Buy Period. Please contact the Operations Coordinator for more information.
- Picture hooks, removable brackets and shelves and unfixed furniture do not need approval.
- Swimming pools and spas are not permitted.

Conditions (Please Read)

1. PI and any representatives are not involved in any expense for the inclusion of the item/s listed in this application form. The resident must not commence the works before PI advises the resident that the Board has approved the works in writing.
2. Each application will be assessed on its own merit and without bias. However, PI reserves the right to refuse any application deemed to be inappropriate.
3. The work is to be carried out by a qualified tradesperson, or in a trade-like manner, without damage to the property. If the property is damaged, the resident will be responsible for the cost of repairs.
4. If a permit is required for the works, the resident must get that approval at their own expense. The works must not commence before the permit is given. The works will be subject to inspection by PI. The resident is to contact PI when the works are finished. If a permit for the works has been issued, the resident must get a final inspection notice and give that to PI.
5. The item/s listed in this application is/are to be maintained at the resident's expense and insured by the resident.
6. The work carried out must comply with all laws and be relevant to Australian standards and industry standards.
7. Prior to the resident vacating the premises, an inspection of the property is carried out by PI to determine one or more of the following:
 - a) The item/s listed in this permit application will become the property of PI without reimbursement to the resident should the resident vacate without removing the item/s listed in this application,
 - b) The resident will meet the cost of restoring the property to its original condition in the event of vacating the property and removing the item/s. This may include any redecorating that may take place,
 - c) The resident will meet the cost of restoring the property to its original condition by PI and/or the PI representatives in the event that the resident vacates the property and leaves the item/s at the property, and PI takes action to remove the item/s. This includes any redecorating that may take place. If the resident does not remove the item/s and refuses to pay for restoration works deemed necessary by PI or the PI representative, then PI may seek compensation for costs associated with the restoration works.

Apply over. Please tick the appropriate item/s and give details as required.

INTERNAL WORK Please attach any plans or appliance/product information relevant to this application. **If there are no formal plans, please provide a simple sketch that clearly shows location and measurements.**

Appliances (e.g., air conditioners, ceiling fans)

Please note certain appliances may incur ongoing energy costs that will be charged back to resident. Please contact PI for further information. For conditioners/split systems, please attach a sketch of where the internal and external unit will be installed.)

Electrical (e.g., power points/light fittings)

Fixed cupboards, shelves, benches modification and/or addition

Floor coverings (e.g., carpets, sheet vinyl and tiles)

Painting (Light/pastel colours are preferred).

Security Camera

Other Internal Modifications Describe _____

Provide description, location and colour of the internal modification/s requested.

EXTERNAL WORK Please attach any plans or appliance/product information relevant to this application. **If there are no formal plans, please provide a simple sketch that clearly shows location and measurements. If a council permit is required for this work, then a copy must be attached**

Communication equipment (e.g., *TV antennas, satellite dishes, cable TV connections*)

Electrical (e.g., *power points, lights*)

External awnings

Garden shed

Security/ Surveillance Equipment

Pergola

Other External Modifications Describe _____

Provide description, location and colour of the external modification/s requested.

Applications should be emailed to sgiorgioni@projectindependence.com.au or mail to Project Independence – Modification Application, PO Box 231 Deakin ACT.

APPENDIX 7: Surveillance Equipment Procedures

Procedures for the use of Surveillance Equipment

Procedures number	<<insert number>>	Version	01
Drafted by	Sue Cameron	Approved by CEO on	<<insert date>>
Responsible person	Dianne O'Hara	Scheduled review date	<<insert date>>

Project Independence reserves the right to approve or disapprove the use of surveillance equipment (video and/or audio) anywhere on Project Independence properties including inside a resident's unit and outside in their courtyard.

In establishing guidelines, Project Independence has taken into consideration the following:

- Project Independence is bound by the Human Rights Act 1998, that seeks to protect the “private life” and privacy of individuals. The use of surveillance equipment is likely to pose a challenge to those rights and therefore agreement to install such equipment will only be considered based on a reasoned justification.
- Standard One (Rights) of the National Standards of Disability Services (2013) also emphasises the fundamental right of people with a disability to respect, dignity and privacy.
- People are more likely to exercise their independence and autonomy as they desire and to take risks in their lives. People with disability should have the same rights afforded to them as people without disability and anything that impacts on those rights must be carefully considered.
- It has not been established that there are significant safety benefits in the use of surveillance for people with disabilities. Evidence on the use of GPS trackers for people with autism and other developmental disabilities concluded that the benefit was more in the way of carer wellbeing than safety benefits.
- If surveillance is to be used in aid of regulated restrictive practice, Policy requirements for authorisation of regulated restrictive practices will apply. There must be a functional behaviour assessment and behaviour support planning and consideration of alternate ways to meet the person's needs, thereby reducing or eliminating the need for surveillance.
- Findings from the Disability Royal Commission (Issues Paper Restrictive Practices Date 28 August 2020) must be considered, specifically:
 - Surveillance is not a restrictive practice unless it restricts a person from having free access to all parts of their environment including items and activity.
 - Cameras should be positioned for reasonable and legitimate purpose with adequate signage that states a security camera is in operation.
 - Must not interfere with a residents use and enjoyment of their property.
 - May not infringe on the right to privacy of other residents, staff and visitors.

Installation of Surveillance Equipment inside a Resident's Unit

- As Project Independence seeks to encourage independent decision-making, the resident will be required to consent to the installation of a video camera/ audio equipment if the request is made by a family member or carer.
- A formal request by the resident or family/carer is required via the PI Application for Modification to Resident's Unit form. The Board must approve this request before the installation of surveillance equipment.
- The wellbeing of the resident's family alone is not considered justification for having surveillance equipment installed.
- Surveillance equipment cannot be hidden in a room and the location must be agreed between PI and the resident. Private spaces such as toilets, shower/bathing or bedroom area are not considered suitable for the placement of video/audio equipment.

- Full disclosure to all PI employees on the presence of surveillance equipment within a unit will be a condition of permission being granted.
- PI reserve the right to periodically, with permission from the resident, enter the property to check the placement of surveillance equipment.
- There must be signage advising of the presence of a security camera within the unit so that those entering the applicant's unit (upon invitation) are aware their actions and words may be being recorded.
- The approval for installation of surveillance equipment will only be for a fixed period of time after which PI will review the situation to ensure the purpose for which it was installed remains valid.
- Project Independence reserves the right to insist that surveillance equipment is removed if it is found that information that is of a personal nature is misused, modified or inappropriately disclosed.

Installation of Surveillance Equipment in a Resident's Courtyard

- As Project Independence seeks to encourage independent decision-making, the resident will be required to consent to the installation of a video camera/ audio equipment if the request is made by a family member or carer.
- A formal request by the resident or family/carer is required via the PI Application for Modification to Resident's Unit form. The Board must approve this request before the installation of surveillance equipment.
- The wellbeing of the resident's family is not alone considered justification for having surveillance equipment installed.
- Placement of any security camera within a resident's courtyard must only capture vision of the applicant's property and cannot encroach on the right to privacy of other residents by capturing vision of their properties or PI walkways and common areas.
- PI reserve the right to periodically, with permission from the resident, enter the property to check the placement of surveillance equipment.
- Signage advising of the presence of a security camera must be placed on the outside of the courtyard gate. This is so that those entering the applicant's property (upon invitation) are aware their actions and words may be being recorded.
- The approval for installation of surveillance equipment will only be for a fixed period of time after which PI will review the situation to ensure the purpose for which it was installed remains valid.
- Project Independence reserves the right to insist that surveillance equipment is removed if it is found that information that is of a personal nature is misused, modified or inappropriately disclosed.

Related Documents

- Privacy Policy

APPENDIX 8: Food Guidelines

- PI will work with residents to provide nutritious and appetising meals for the week. The weekly menu and additional food items will be selected based on individual resident preferences, negotiated among residents to ensure that the list satisfies everyone's preferences.
- The food provision will include meals prepared by the LIRC on weekdays, frozen single-serve dinners, and pantry, freezer, and fridge items accessible to residents. Residents may choose to purchase additional food items externally with their own money.
- The selection of food items will follow the nutrition guidelines developed as part of the Healthy Living Strategy in consultation with the Healthy Hub nutritionist. To promote healthy food choices, residents will be reminded about the benefits of a nutritious diet during mealtime conversations, through training, reminder posters, and recipe cards.
- The food will be provided in a way that encourages residents to develop their independent living skills, such as planning their weekly food requirements, exercising choice and control over their food intake, budgeting, participating in meal preparation, preparing meals from simple recipes, safe storage and handling of food, and expressing their needs and preferences. LIRCs will facilitate this development by openly discussing menu planning, budgets, and food preparation, and providing advice on individual food selection.
- The LIRC's weekly food budget will cover ingredients for prepared dinners and the food list. The budget is subject to change to allow for seasonal price variations and specials. The LIRC will discuss these changes with residents as part of their development of budgeting skills.
- If residents have specific dietary requirements or restrictions (celiac/gluten-free, lactose intolerant, diabetes, vegan/vegetarian) these need to be submitted in writing from a dietician or GP. Any specific goals such as weight gain or loss should be discussed with the Operations Coordinator. Depending on the extent of the requests, the LIRC and OC may be able to assist but it is not guaranteed.

Sample Food item list (additional to weekday dinners and frozen single serve dinners)

The exact food item list for each house is determined through collaboration between residents and LIRCs to create a list that meets everyone's needs and preferences and aligns with our principles. Many residents choose to purchase additional items from their own money for treats or specific preferences.

It is the LIRC's responsibility to ensure that all residents receive their fair share of the food and that individual items are not over-consumed. Limits may be imposed as necessary.

Suggestions for additional food items:

Rolled oats, quick oat sachets, muesli, Weetbix, Vitabrits, Cornflakes, Sultana Bran. According to resident preference.	Fruit salad tubs	Small yoghurt tubs. Maximum 6 per resident per week.
Crumpets, sliced bread, wraps (preferably wholemeal or wholegrain) according to resident preference.	Eggs	Margarine, olive oil, salt, pepper, spice selection,
Milk – resident preference, max 3 litres per resident per week.	Frozen mixed vegetables, frozen fruit (for smoothies). Fresh fruit and vegetables according to availability.	Cold meat slices, cheese slices. Frozen shredded cheese. (Maximums may be imposed)
Salad ingredient selection according to preference and availability.	Instant coffee, tea bags, raw sugar	Peanut butter, vegemite, honey. savoury crackers according to residents preference.
Tuna, baked beans, other canned beans, cup a soup.	A selection of sauces and spreads, e.g., mayonnaise, tomato sauce, soy sauce.	Bottled pasta sauce, pasta, gnocchi, Asian noodles.

Gluten free and lactose free versions as required.		
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PI Harrison: Fire Evacuation Plan

If you hear a fire alarm, or see smoke and fire:



1. Leave immediately through the nearest safe exit.
2. Go to the Assembly Area at the top of the driveway.
3. Have someone call the Fire Brigade on **000**



4. The address is **63 Mapleton Avenue, Harrison.**
5. Phone **Lee** if she is not with you.
6. If Lee doesn't answer call Steve. If Steve does not answer, call Martin.

Lee	0409 061 329
Steve	0455 237 687
Martin	0439 898 755

7. Calmly remain at the Assembly Area until someone from PI arrives to assist you.

PI Latham: Fire Evacuation Plan

If you hear a fire alarm, or see smoke and fire:



1. Leave immediately by the nearest safe exit.
2. Go to the Assembly Area across the road from PI.
3. Have someone call the Fire Brigade on **000**



4. Our address is **7 Wanliss Street, Latham.**
5. Phone **Vickie** if she is not with you.
6. If Vickie doesn't answer call Steve. If Steve does not answer, call Martin.

Vickie	0407 156 758
Steve	0455 237 687
Martin	0439 898 755

7. Calmly remain at the Assembly Area until someone from PI arrives to assist you.

PI Phillip: Fire Evacuation Plan

If you hear a fire alarm, or see smoke and fire:



1. Leave immediately by the nearest safe exit.
2. Go to the Assembly Area: the vacant block of land adjacent to the carpark.

3. Have someone call the Fire Brigade on **000**



4. Our address is **21 Horbury Street, Phillip.**

5. Phone **Shari** if she is not with you.

6. If Shari doesn't answer call Steve. If Steve does not answer, call Martin.

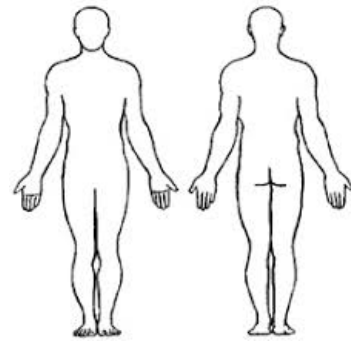
Shari	0459 578 728
Steve	0455 237 687
Martin	0439 898 755

7. Calmly remain at the Assembly Area until someone from PI arrives to assist you

APPENDIX 10: Complaint/Incident Report Form

PI COMPLAINT/ INCIDENT REPORT
Date of report:
Impacted person/s name:
Impacted person/s contact details:
Name of other persons involved:
Contact details of other people involved:
Date and time of the incident:
Location of the incident:
Detailed description of complaint/incident:

If the incident relates to a personal injury, please indicate the injury site on this diagram, and provide a description of the injury, and the medical assistance required (if any).



What led up to the incident?

Were there any witnesses (please include name and contact details)?

Was the incident reported to the LIRC or PI staff (include date, time and method of reporting)?

Has this or a similar incident happened before? If so, please provide details.

What did you do when it occurred? What did other people do to help you, and how did you help yourself?

Name of person submitting incident report:

Position:

Contact details:

Signature:

FOR OFFICE USE ONLY

Is this a Reportable Incident? Y/N. If reportable, please provide a description.

When was it reported and to which agencies?

What is the severity of the complaint/incident (low, moderate, severe)?

Estimate of timeframe to resolve the complaint /incident.

Details of any investigation undertaken by PI and outcomes of investigation

What actions will be undertaken by PI to resolve the incident?

Date of closure of Complaint/Incident:

CEO:
:

Signature:

Operations Manager:

Signature:

Operations Coordinator:

Signature:

Complete this Form and hand it into the LIRC or the Operations Coordinator, or

email it to PI Operations Coordinator sgiorgioni@projectindependence.com.au
copying the CEO Mfisk@projectindependence.com.au