

1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013



all about living inc

Group Program - Participant Handbook

Version .2.



choice | support | connection

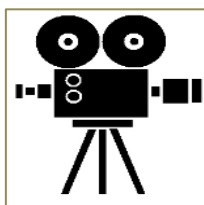
1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013

SUPPORTING PEOPLE IN THE LOCAL COMMUNITY FOR MORE THAN TWENTY YEARS

# Welcome to **all about living**

## Group Activities

We would like to thank you for selecting **all about living** Group Activities. We are committed to providing you with high quality activities that are engaging and enjoyable. Group Activities are all about having fun and socialising with other people. **all about living** has a range of group activities available for you to choose from including the following popular groups:



### **Movie Buffs**

Do you enjoy a good movie? Each month join others at the local movie cinema and see the latest releases.



### **Tai Chi**

Would you like an exercise that will help you with balance and enhance your wellbeing? Why not join our Tai Chi classes and reap the living and lifestyle benefits.



### **Out N About**

- Take a mystery trip
- Go on lunch outing



### **Amigo's Group**

Join our men's group the "Amigos"



### **Games**

Enjoy a range of games at our Baskerville Street Centre



### **Specialised / One-Off Events**

A range of one-off events are scheduled each year

# frequently asked questions

---

**Q. How many groups can I join?**

**A.** Participants can elect to join one social group and one exercise program at any one time. Before joining the exercise program, we ask that you seek medical advice to ensure that the program is appropriate for your current medical conditions.

**Q. What are the costs associated with group activities?**

**A.** While costs vary based on the type of group activity you are engaged in the base cost of all groups is \$10.00 if you are eligible for Government funding. A base fee for service rate of \$25.00 per group/activity is available to those who are not eligible for Government Funding assistance.

*\* note: additional costs may apply and are dependent on the activity undertaken*

**Q. Is transportation provided for group activities?**

**A.** Yes, we offer transport to and from group activities

**Q. Are meals provided?**

**A.** Yes, when you come to a group you may be provided with lunch as well as a light morning tea.

**Q. When food is provided does all about living take into account my dietary requirements?**

**A.** Yes, all about living will cater for your individual needs.

**Q. Do I need to phone the office if I wish to attend a group?**

**A.** Participants are asked to contact the office on 3269 1915, two (2) working days to confirm your group attendance. This is essential to ensure car bookings are made and the allocation of extra staff.

**Q. If I can't attend the group activity how much notice do I need to give?**

**A.** Due to catering and transportation costs please let all about living know as soon as possible or at least within 24 hours of the scheduled group activity.

**Q. Is there an excepted standard of conduct while participating in groups?**

**A.** Yes, see the attached Group Activities Code of Conduct

**Q. What if I am not happy with my group activity?**

**A.** all about living values your feedback as an opportunity to improve our services. A feedback form and a complaints process are attached for your use.

**Q. Can you assist me with taking my medication when I am attending groups?**

**A.** No, we are unable to administer medication to you due to legislative requirements.

# key contacts

---

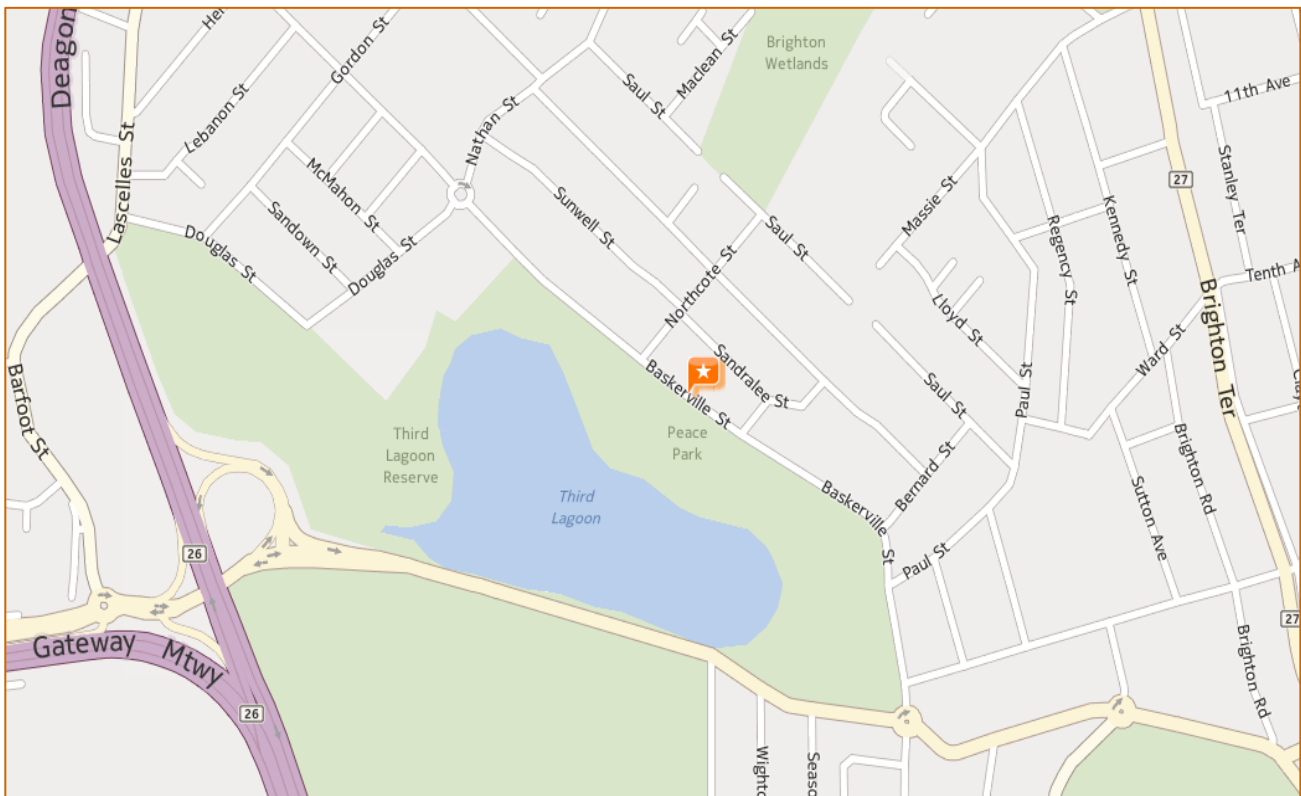
Email Address: [groups@allaboutliving.com.au](mailto:groups@allaboutliving.com.au)

Contact number: 07 3269 1915 (Press 2 from the menu options)

# activities centre

---

All About Living conducts a range of groups from its Activity Centre located on Baskerville Street, Brighton:



174 Baskerville Street, Brighton Qld 4017

07 3269 1915

# behavior and code of conduct

---

## GROUP ACTIVITIES:

Group activities are designed to benefit all Participants equally in an environment free of prejudice and discrimination. The Group Activities Code of Conduct reflects **all about living**'s commitment to working together and outlines the conduct and behavioural expectations of all Participants involved.

**Behaviours which are contrary to this Code will result in action being taken.**

## REQUIRED CONDUCT:

**all about living inc** Group Activity Participants are expected to:

- 😊 Treat all Participants, Activity Officers and Volunteers with respect and courtesy
- 😊 Make other Participants feel welcome, safe and included
- 😊 Respect the view of other Participants and their right to speak
- 😊 Take responsibility for your own wellbeing and seek assistance when required
- 😊 Respect the privacy and confidentiality of personal information of all Participants
- 😊 Co-operate with Activity Workers at all times
- 😞 **DO NOT** use threatening behaviour, violence, obscene language and/or discriminatory language (eg: racist, sexist etc)
- 😞 **DO NOT** make threats towards other Participants, Activity Workers and/or volunteers

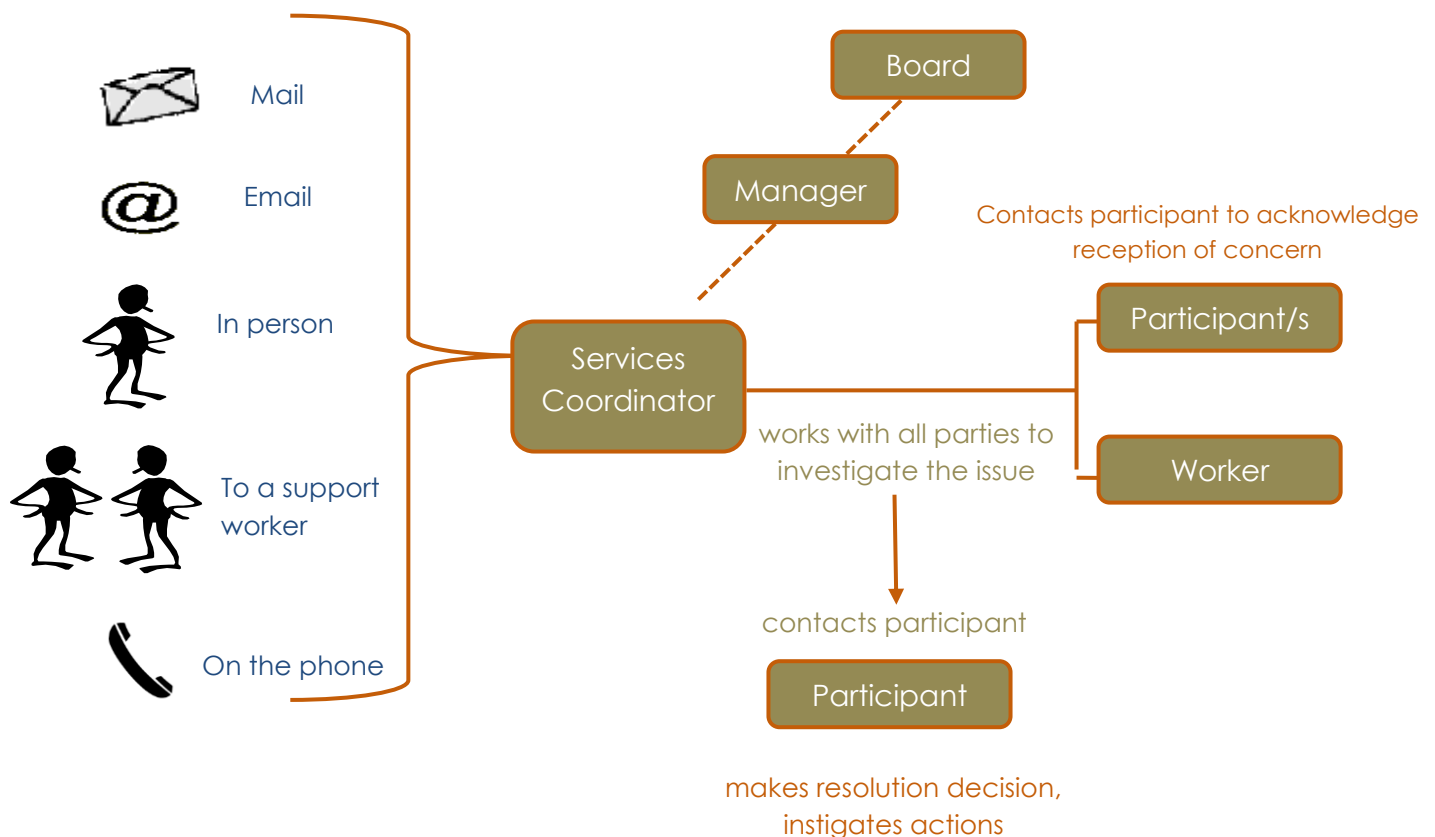
## BREACHES OF THE CODE:

Depending on the severity of the breach, if a participant fails to abide by the Code they may be subject to sanctions that include but are not limited to the following:

- Immediate removal from the group
- A warning which could result in a one week suspension
- A second breach may result in being suspended for two weeks
- A third breach may result in permanent suspension

# feedback / complaints process:

All feedback and/or complaints are reported to the central role of the Services Delivery Co-ordinator. **all about living** guarantees that you will be contacted within 48hrs (2 working days) to acknowledge the receipt of your complaint and to gain any additional information if needed. The Services Delivery Coordinator works with all parties involved including the **all about living** manager (when necessary) to find a resolution for your concerns. You will be contacted with details of the proposed resolution and advised of any decisions and/or actions taken.



## What if I am not happy with the Services Delivery Coordinators Decision?

You can appeal the Services Delivery Coordinators decision by contacting the **all about living** manager. The manager can be contacted via all the same avenues as the Services Coordinator. The Manager will review the decision with you and the services coordinator to resolve your concerns. Where appropriate the manager will liaise with the **all about living** Board.

## Where else can I raise my concerns and/or make a complaint?

While **all about living** encourages you to contact us with any concerns you may have there are a range of external bodies that can assist you. Their relevance to you is dependent on the programs within which you are receiving services. Contact details have been provided in your **all about living**

# Useful forms

This induction handbook contains a range of useful information including a range of forms that you may need during your engagement in Group Activities





# FEEDBACK AND COMPLAINTS FORM

---

**all about living** values your feedback and guarantees that all complaints will be dealt with in a timely, transparent, fair and respectful manner.

■ **Participant's Name:** \_\_\_\_\_

■ **Date:** \_\_\_\_\_

Please tick the relevant areas your comments cover:

- |                                             |                                        |                                          |
|---------------------------------------------|----------------------------------------|------------------------------------------|
| <input type="checkbox"/> AAL Worker         | <input type="checkbox"/> AAL Volunteer | <input type="checkbox"/> Service Quality |
| <input type="checkbox"/> Service Timeliness | <input type="checkbox"/> Venue         | <input type="checkbox"/> Catering        |
| <input type="checkbox"/> Participants       | <input type="checkbox"/> Board         | <input type="checkbox"/> Costs           |
| <input type="checkbox"/> Activity / Group   |                                        |                                          |

## Feedback / Complaint

*Please record as much detail as possible including the names of individuals and workers involved (if relevant)*

- Your complaint will be processed and you will be contacted within 48 hours of its receipt.
- All feedback and complaints are registered and presented to the internal management and the AAL Board.



# Group Activities Participant Agreement

## Activity Details:

- |                                       |                                        |                                  |
|---------------------------------------|----------------------------------------|----------------------------------|
| <input type="checkbox"/> Monday Group | <input type="checkbox"/> Out 'n' About | <input type="checkbox"/> Movies  |
| <input type="checkbox"/> Amigo's      | <input type="checkbox"/> Men's Group   | <input type="checkbox"/> Tai Chi |
| <input type="checkbox"/> Other: _____ |                                        |                                  |

## Transport Requirements:

Will you be using your own transportation to and from Activities? Yes  No

Do you have **OR** do you need a mobility aid? Yes  No

If yes, what type?  Wheelchair  Wheelie Walker  Walking Stick

Other: \_\_\_\_\_

Is your Pick up and Drop off location easily accessible for a car **OR** a bus? Yes  No

## Dietary Requirements:

Do you have any special dietary needs? Yes  No

*Details:*

\_\_\_\_\_

Do you have any allergies? Yes  No

*Details:*

\_\_\_\_\_

Participants Name: \_\_\_\_\_ Date: \_\_\_\_\_

Care Team Member: \_\_\_\_\_

Date of Review: \_\_\_\_\_ Participants Signature: \_\_\_\_\_

# Permission to take Photo / Video Image

I, \_\_\_\_\_  
(name)

of \_\_\_\_\_  
(address)

**give my permission** to **all about living** to take:

**my photograph or image**

**photographs or images of my children**

I acknowledge that these photographs or images may be made available for the purposes of publication by:

**all about living Inc:**

- Reports and applications to funding bodies and sponsors
- Web page
- Promotional materials, such as brochures, fliers and display boards
- Monthly newsletters
- Workshop, conference and video presentations

And other areas of public interest:

- Local area newspapers, magazine and/or media articles
- Approved research projects and/or studies
- Approved student project illustrations and classroom presentations

**I consent to these images being used by all about living for a period 1 year from the date of my signature and I will advise my family and other key people of this consent.**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_