



Client Handbook ■



Welcome.

Best Life Individual Support Services is an NDIS-registered disability support service. We provide a wide range of services that is person-focused and designed to suit each individual's needs.

BLISS is more than just a disability support service! We are the helper, mentor and coach! We partner up with participants to design the best support team and care plan!

BLISS is passionate about putting our participants first!

We never use a one-size-fits-all approach. We believe everyone knows how to live their best life – we're here to support them to do just that!



*Supporting you to
live your best life*

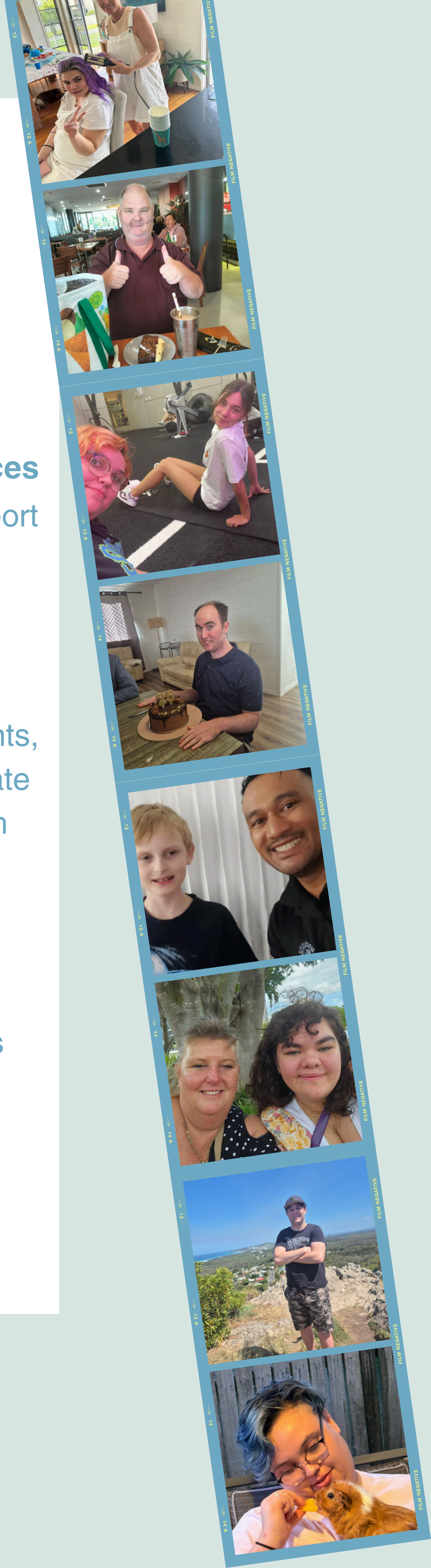


Best Life Individual Support Services (BLISS) is a dedicated disability support organisation focused on supporting individuals to achieve their goals and live meaningful, independent lives.

We work in partnership with participants, families, and support networks to create tailored support plans that reflect each person's unique needs, preferences, and aspirations.

We do not take a one-size-fits-all approach. Every service we provide is customised to support your individual journey.

About us.



Our Values

Person-Centred Care - You are at the centre of everything we do

Respect & Dignity - We treat every individual with respect and uphold your rights

Choice & Control - You make the decisions about your life and supports

Integrity - We are honest, transparent, and accountable

Empowerment - We support you to build independence and confidence



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Our services.

Supported Independent Living

In-Home Support

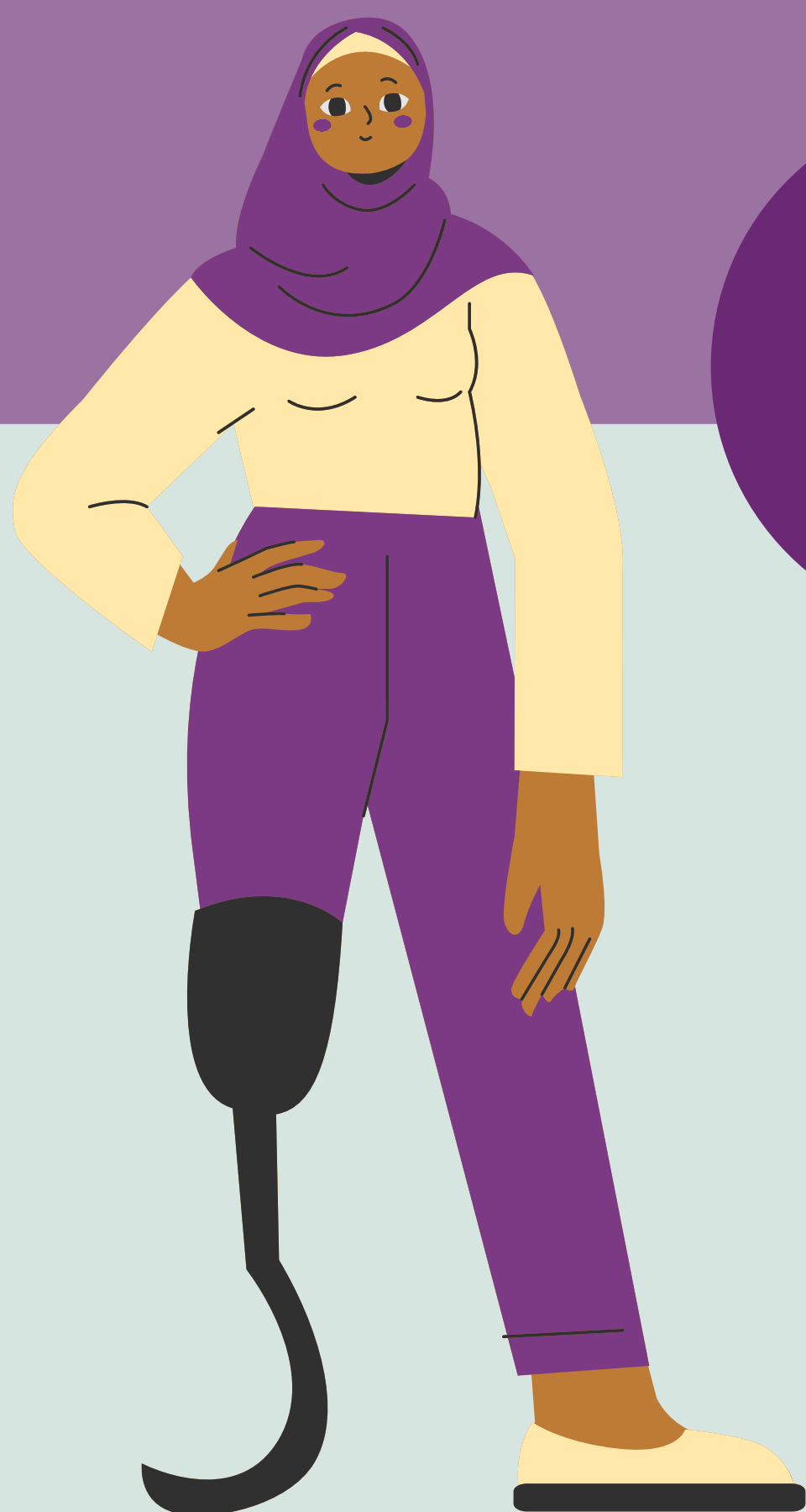
Allied Health

Community Access

Complex Care

Group Activities

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Our Services.



Supported Independent Living (SIL)

We provide 24/7 or rostered support to assist you in living as independently as possible in your home. This includes assistance with daily tasks, personal care, and developing your skills.

Medium Term Accommodation (MTA)

We offer temporary accommodation solutions while you are waiting for your long term housing arrangements.

Community Access & Support

We support you to engage in your community, attend social activities, build relationships, and pursue your interests.



In-Home Support

Support provided in your home to assist with daily living tasks such as care, household tasks, and routine development.

Complex Care & Nursing

Our qualified team. provides high-level care for participants with complex medical needs, including nursing support when required.

Allied Health Services

We offer a range of allied health supports including:

- Occupational Therapy
- Exercise Physiology
- Speech Pathology
- Counselling

These services are designed to improve your independence, communication, mobility, and overall wellbeing.



You should know.

Your Rights - As an NDIS participant, you have the right to

- Be treated with dignity and respect
- Receive safe and high quality supports
- Be involved in decisions about your supports
- Have your privacy and confidentiality protected
- Make complaints without fear of retaliation
- Access information in a way you understand

Your Responsibilities - To help us provide the best possible support, we ask that you:

- Treat staff with respect
- Provide accurate and up-to-date information
- Communicate your needs, preferences, and concerns
- Follow agreed support plans where possible
- Give reasonable notice for cancellations



Your rights.

Support Planning

We work with you to develop a personalised support plan aligned with you NDIS goals.

Choice & Control

You have the right to choose your supports,, staff preferences, and how services are delivered.

Communication

We maintain open and respectful communication and encourage you provide feedback at any time.

Privacy & Confidentiality

We are committed to protecting your personal information. Your information will only be shared with your consent or where required by law,

Feedback & Complaints

We value your feedback and are committed to continuous improvement. If you have feedback or a complaint, you can:

- Speak directly with your support worker or manager
- Contact our office
- Submit a formal complaint in writing
- If you are not satisfied with our response, you can contact the NDIS Quality Safeguards Commission.

Important.

incident Reporting

We take all incidents seriously and follow strict procedures to ensure your safety and wellbeing. You will be informed and supported if an incident occurs. Support workers are also mandated to report any breach of laws to authorities.

Fee & Cancellations

Our services are delivered in line with the NDIS Pricing Arrangements. We require notice of cancellations in accordance with your Service Agreement. Late cancellations will incur 100% of the fee of the service.



Acknowledgement.

Be engaging with BLISS, you acknowledge that you have received and understood this handbook.

We look forward to supporting you on your journey.



*Supporting you to
live your best life*

Contact Us.

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Best Life
individual
Support Services