



**DISABILITY
SERVICES**

- › Compassion
- › Integrity
- › Inclusiveness
- › Dignity

Information Booklet

ANGLICARE DISABILITY SERVICES

Contacts:

ANGLICARE Southern NSW

Goulburn Office

130 Cowper St Goulburn NSW 2580

P: (02) 4823 4000

South Coast Office

1/51 Vulcan Street Moruya

PO Box 917 Moruya NSW 2537

P: (02) 4474 7900

ANGLICARE ACT

6/80 Beaurepaire Cres

Holt ACT 2615

P: (02) 6278 8480

F: (02) 6278 8481



How Do I Start My Journey?

Your journey is very important to us. We can provide support in lots of ways.

To make an appointment and find out more about the support options available to you, simply phone your local office (Contact details of your local office on page 2).

A friend or relative can even call on your behalf.

If you have specific communication and sensory needs, these contacts are on the back of this handbook. Let us know and we can assist.

We can also assist if you are unsure or not confident in this language, through the local Multi-Cultural services.

Who are we?

As part of the Anglican Church, Anglicare is called by Christ's example to respond to human need by providing loving service and seeking to transform unjust structures in society.

What is our vision?

Anglicare aspires to be a leading provider of high quality care, support and loving service to all those in need in our society and be a principal advocate for the elimination of unjust social structures.

What do we do?

Anglicare supports individuals, families and communities in urban, rural and remote Australia by providing quality care, tackling poverty, relieving human suffering and healing illness. In doing so, we offer strength and hope and seek to transform unjust structures.

What are our values?

Compassion

We offer care and understanding to those in need in the spirit of loving service.

Integrity

We are committed to personal honesty and corporate accountability.

Inclusiveness

We serve all people with a spirit of openness, acknowledging our common humanity.

Dignity

We respect the intrinsic worth of every person and acknowledge their capacity for self determination.

Our services

Anglicare NSW South, NSW West & ACT (Anglicare) Disability Services provide a range of disability specific services as well as community based services for people with cognitive, sensory, psychosocial or physical Disability.

With the introduction of the National Disability Insurance Scheme (NDIS), Packages of support can be individually sourced and tailored to meet the need of the individual, or Anglicare can assist to manage the package for you.

Services we currently provide in Southern NSW:

- › Plan management
- › Support Coordination
- › Personal and travel assist
- › Personal activities
- › Development of life skills
- › Household tasks
- › Transition assist
- › Daily tasks/shared living
- › Participate Community activities
- › Day centre (Goulburn)

Services we currently provide in the ACT:

- › Plan management
- › Support Coordination
- › Assist access/maintain employ
- › Personal activities
- › Personal and travel assist
- › Daily/household tasks
- › Development of life skills
- › Participate Community activities
- › Personal care/safety assist
- › Day centre

- › Fee for service provides a range of services including those above and others you may like to receive. This is separate from the NDIS where in some cases such as insurance or compensation you may wish to purchase services from us at an agreed price.



Six National Standards

There are six National Standards that apply to disability service providers.

1. **Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
2. **Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
3. **Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
4. **Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.
5. **Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
6. **Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

Anglicare has met all six national standards.



Individual Planning

When you access Anglicare Disability Services we will sit down with you and your family, carers, friends, advocate, to form an Individual plan.

What is an Individual Plan?

An Individual plan will look at all the things in your life you are happy with and not happy with, what your dreams are, what you want to do, how to get there, and what support you may need for the journey.

Supports

Supports we can also provide through individually tailored packages include:

- › Support to stay in your own home
- › Support to access the community
- › Links to interest and community groups
- › Assistance to 'live your life your way'

Services can also be chosen and Anglicare will work with you to ensure a package of support or your individual needs.

Strong Community links have been formed with services such as Ability Links, Community Health, Local Area Coordinators, Benevolent Society, Carers ACT and Australian Unity, which has seen an informed and informative network to best serve your needs.





Anglicare is funded to provide the following Community Services

Community Home Support Program for Eurobodalla Region

NSW Department of Health funds Anglicare NSW South, NSW West & ACT to provide Community Home Support Program in the Eurobodalla Region.

The Community Home Support Program (CHSP) will help frail, older people in the Eurobodalla community to live more independently. The delivery of timely, high quality, entry-level support services takes into account each person's individual goals, preferences and choices and is underpinned by a strong emphasis on wellness and enablement. The CHSP will help frail older people to live in their own homes for as long as they can and wish to.

In recognition of the vital role that carers play, the CHSP also supports care relationships by providing planned respite care services for frail, older people.

Anglicare is funded to provide the following services: Domestic Assistance, Social Support, Respite and Personal Care

Community Assistance and Support Program in the ACT

ACT Government fund Anglicare NSW South, NSW West & ACT to provide Community Assistance and Support Program (CASP) for individuals under the age of 65 (or under 50 for Aboriginal and Torres Strait Islander people) who require home and community care supports due to difficulties with activities of daily living arising from a health condition living in the ACT. This includes but is not limited to: episodic health requirements, including mental health; temporary health requirements, including mental health issues; a need for post-hospital care and support or assistance with hospital outpatient visits. A disability that is not of a 'significant and permanent' nature (as required for NDIS eligibility) and any combination of any number of these characteristics; and the unpaid carers and family members of any of the above individuals.

Furthermore, in order to receive services under the program, individuals cannot be currently receiving identical home and community care services from another government program e.g. the National Disability Insurance Scheme (NDIS).

An NDIS client may be eligible if they have an additional support need arising from a health issue e.g. recovering from surgery.

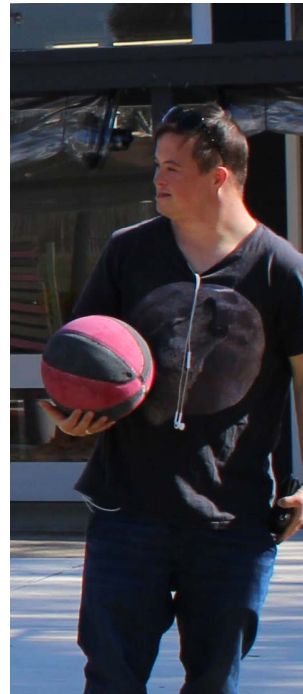
Anglicare is funded to provide client assessment and care coordination, domestic assistance, social support and transport to and from appointments.

Continuation of Support program for Eurobodalla, Goulburn Mulwaree and surrounding Areas

Department of Health funds Anglicare NSW South, NSW West & ACT Continuation of Support (CoS) Program is for existing clients with a disability whom are:

- › 65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander people at the time the NDIS commences implementation in the Goulburn and Eurobodalla Region
- › Is assessed as being not eligible for the NDIS at the time the NDIS commences implementation in their region; and
- › Is an existing client of state-administered specialist disability services at the time the CoS Program commences in their region

The service is funded to provide case management and respite care for existing clients who qualify for this service.





Your Privacy Matters to Us

Anglicare is committed to ensuring that the information you provide to us remains secure and that you are aware of what information is held and your rights. We are bound by the Privacy Act 1988 (Cth) (Privacy Act), which sets out a number of principles concerning the protection of your personal information known as the Australian Privacy Principles.

This Privacy Statement sets out the type of information we collect, how we use it and who we may share it with.

Collecting personal information about you

When you begin to access our services you are generally asked to provide us with your name and contact details as well as other information.

Under the Privacy Act information which can identify you is known as personal information. Besides personal information, some types of information are also referred to as sensitive information. Sensitive information may include your racial or ethnic origin, religious beliefs, criminal record, health information and so on.

We will not collect sensitive information about you without your express consent unless required by law. In our health service areas, including disability services, the collection of sensitive information may take place so that your needs are properly understood.



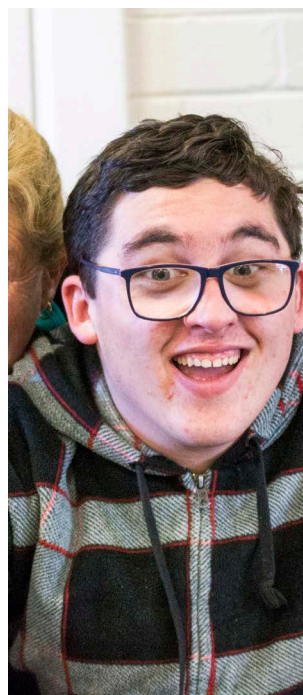
How we use your personal information

Anglicare uses the information you give us to:

- › assess what services you require and whether we can provide those services
- › evaluate ongoing services provided to you
- › assess your application to become a volunteer or contractor or employee
- › undertake approved research
- › compile funding applications
- › undertake statistical reporting, including that needed to comply with service contract agreements
- › process donations and/or
- › send our email newsletter (you can unsubscribe from the newsletter at any time)

Accessing and correcting your personal information

You have the right to request access to your personal information that we hold about you. This right is subject to certain exceptions allowed by law. You can access your personal information or correct personal information by contacting the Privacy Officer, who will connect you with the manager.





Consent

What does giving consent mean?

When you give consent, you are giving permission or saying that it is alright for something to happen.

Things Anglicare will need your consent for:

- › Access information that other services or people have about you.
- › So we can provide information to your family, your support person or your advocate.
- › So we can provide Information to medical people or assist to give you any medication.
- › So we can provide statistical Information to the Government so they can better plan.

By giving your personal information and sensitive information you are consenting to our use of this information in accordance with the principles outlined in the Anglicare Privacy Policy. This policy is available for free, upon request.

Feedback

If you are not happy with something that has happened or the service you receive, you have the right to make a complaint. When you begin using our service we will make sure you are informed about the complaint process.

Let us know if you have cultural and/or linguistic requirements, and we will assist you to gain information about the complaints process in a manner which is respectful, informative and provided in language that is required.

Some other people who can help are:

- › **District Multi Cultural Centres** are available at their local office; on Facebook and the following:

Theo Notaras Multicultural Centre,

2nd Floor, North Building, 180 London Circuit, Canberra City

Phone: (02) 6205 3297 **Fax:** (02) 6207 5862

Email: multiculturalcentre@act.gov.au

Goulburn Multi Cultural Centre

205 Auburn St Goulburn NSW

Phone: (02) 4803 9042 **Email:** info@gmc.org.au

Queanbeyan Multi Cultural Centre

12 Rutledge Street Queanbeyan NSW 2620

Phone: (02) 6297 6110 **Fax:** (02) 6297 0386 **Email:** info@qmlc.org.au

Bega Valley Migrant and Multicultural Services

PO Box 492 Bega, NSW, 2550

Phone: (02) 6499 2222 **Email:** council@begavalley.nsw.gov.au

NSW Ombudsman:

Deals with written and oral complaints about the conduct of a community service provider or an employee of such a service and inquire into major issues affecting clients and services. Further information about the NSW Ombudsman can be found at www.ombo.nsw.gov.au or by calling 1800 451 524 (toll free) or (02) 9286 1000 (Sydney).

National Disability Abuse and Neglect Hotline:

Australia-wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for enquiry and / or investigation. The National Disability Abuse and Neglect Hotline is fully funded by the Australian Government through the Department of Family and Community Services. Further information about the Hotline can be found at www.disabilityhotline.org or by calling 1800 880 052.



Case study - Jess' story

For 19 year old, Jess, Anglicare's Disability Services centre has made a significant difference in her life. "I love it here! It's a really fun place. And I love the staff. They are the best," gushes Jess. "I feel happy when I come here. I have lots of friends and I have lots of support. Jess' individual NDIS plan includes gym lessons and swimming classes to assist in the recovery of an old knee injury.

"I feel happy when I come here. I have lots of friends and I have lots of support."

—Jess



Case study - Dan's story

Daniel is 41 years old, and despite living with a disability, he moved in to supported accommodation about 10 years ago with the help of Anglicare. Dan also attends one of Anglicare's Disability Services centres almost every week. The service gives him opportunities to socialise, learn new skills and receive greater individualised care and attention. Staff are able to work with him to develop his NDIS plan.

"If I didn't have the help of Anglicare, I'd probably just be sitting at home doing nothing or playing on the Playstation."

—Dan



Advocacy and substitute decision makers

Anglicare Disability Services is committed to the principles of respecting and protecting the legal and human rights of individuals and their right to services.

If you need someone to help you, we may encourage you to use an advocate of your choice to negotiate on your behalf.

This may be in relation to assessment, reviews, complaints or any other communication between you and Anglicare Disability Services.

Anglicare Disability Services is also committed to facilitating advocacy and support when it is requested by clients.

If you have requested an Advocate or a substitute decision maker, Anglicare will assist with information and process.

Substitute decision making means that someone can be a representative for the person with the disability and tries to make the decision that the person would have made for themselves.

For further help, contact:

People with Disability Australia Incorporated Postal Address:

This is an Advocacy Service which can provide support for people with Disability PO Box 666 Strawberry Hills NSW 2012 Street

Address:

Ground Floor, 52 Pitt Street Redfern NSW 2016

Phone: (02) 9370 3100 **Toll Free:** 1800 422 015

Fax: (02) 9318 1372

TTY: (02) 9318 2138 **Toll Free TTY:** 1800 422 016

Email: PWDA@PWDA.org.au

TIS: 13 14 50 **NRS:** 1800 555 677

What is “Packaged Support” and what does it look like?

Through the new National Disability Insurance Scheme, a person with a disability is assessed to receive a funding package to purchase their own support needs.

This means that you will be able to decide what support you want in a way that best suits you and fits in with your funding package. This can be managed by you, or with the help of a family member or Anglicare Services.

A representative from the National Disability Insurance Agency will contact you and make an appointment for you to have an assessment to work out what support you may need. They will explain that you can take a support person or people with you for the assessment.

We are here to help with this process and to support your appointment with the NDIS.

This is all about what you would like to do





Communication

Many people who access Anglicare's Disability Services have communication support needs. We always try to provide you with the communication form that best suits your needs.

This could mean using pictures, large print, an iPad, slowing down the conversation, and many other ways.

If you have specific sensory needs we can also assist through using the services available at:

<http://resources.collins.co.uk/free/BTECHSCunit1.pdf>

Deaf Blind Association

Phone: (02) 9473 5479

If you are not comfortable with the English language, we can assist by connecting you with the services of the local multi-cultural centre to provide an interpreter or translation services.



Need some communication support?

- › **Advocacy through Department of Social Security:**
Phone: DSS 1300 653 227
- › **PWD Advocate**
Phone: (02) 9370 3100 **Toll Free:** 1800 422 015
- › **District Multi Cultural Centres:**

Theo Notaras Multicultural Centre

2nd Floor, North Building,
180 London Circuit, Canberra City
Phone: (02) 6205 3297 **Fax:** (02) 6207 5862
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Sensory

Deaf Blind Association

Phone: (02) 9473 5479

resources.collins.co.uk/free/BTECHSCunit1.pdf

A full-page photograph of a person from behind, wearing a dark long-sleeved shirt and jeans, shooting a basketball into a hoop. The scene is outdoors on a basketball court with trees and a fence in the background. The entire image has a blue color overlay.

**HOPE.
HEAL.
THRIVE.**