



**DISABILITY
SERVICES**

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

Zoe, Anglicare client

Information Booklet

ANGLICARE DISABILITY SERVICES



Acknowledgement to Country

Anglicare acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners and Custodians of our land and seas. We acknowledge the history of this land and for the stories of resilience and survival which make up Indigenous Australia. We give thanks Aboriginal Elders and Knowledge Keepers of every generation, including the many Aboriginal families and communities which contribute to the life of our region.



Contacts:

Anglicare Goulburn

130 Cowper St
Goulburn NSW 2580
P: (02) 4823 4040

Anglicare South Coast

1/51 Vulcan Street
Moruya NSW 2537
PO Box 917
P: (02) 4474 7900

Anglicare Crookwell

17 Dennison Street
Crookwell NSW 2583
P: (02) 4823 4040

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 the Manager Intake and community development on 0438 625 013.

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.

If you are not confident using English, we can help connect you to local multi-cultural services.



Anglicare's Values

COMPASSION – In the spirit of loving service we offer care and understanding to those in need.
(see Jesus' teaching in Luke 10:29-37)

INCLUSIVENESS – We serve all people with a spirit of openness because we share a common humanity.
(see Jesus' teaching Mark 2:15-17)

INTEGRITY – We are committed to personal and corporate honesty, fairness and transparency.
(see Jesus' teaching in Luke 16:10)

DIGNITY – We respect the intrinsic value of all people and acknowledge their capacity for self-determination.
(see Jesus' teaching in Mark 12:31)

The Seven Sanctuary Commitments

The set of values that Sanctuary outlines as a way to lead Anglicare communities toward relationships and skills that build resiliency are called the Seven Sanctuary Commitments.

Growth and Change: Encouraging hope, meaning and purpose.

Open Communication: Enhancing self – correcting skills, teaching healthy boundaries.

Commitment to Democracy: Building a community where each person's opinion and voice is heard.

Commitment to Nonviolence: Building and modelling safety skills

Commitment to Emotional Intelligence: Recognising, respecting and managing feelings

Commitment to Social Responsibility: Building social connections, skills and healthy attachments.

Commitment to Social Learning: Building and modelling cognitive skills.



SANCTUARY INSTITUTE AUSTRALIA





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.

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.

Services we currently provide in Southern NSW:

- Plan management
- Support Coordination
- Personal and travel assistance
- Personal activities
- Development of life skills
- Household tasks
- Transition assistance
- Daily tasks/shared living
- Participation in community activities
- Day centre (Goulburn)

Services we currently provide in the ACT:

- Plan management
- Support Coordination
- Personal activities
- Personal and travel assistance
- Daily/household tasks
- Development of life skills
- Participate Community activities
- Personal care/safety assist
- Day centre (Holt)
- Assistance to access/maintain employment



Anglicare is funded to provide the following Community Services

Fee for Service

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.

Community Home Support Program for Eurobodalla Region

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

The Community Home Support Program (CHSP) helps 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 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.

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

Disability Service Staff

Anglicare staff are recruited through Anglicare NSW South, NSW West & ACT recruitment process. The recruitment of Disability Service staff involves psychometric testing, interview, a referee checking process and also Working with Children clearance through the Office of the Children's Guardian (NSW) or, a Working With Vulnerable People clearance through the Office of Regulatory Services (ACT), as well as undergoing a National Criminal History Check.

We believe by employing qualified and experienced staff we provide services that are person-centred and provide quality outcomes for you as a service user.

Our staff have completed the NDIS Commission "Quality Safety and You" and participate in training that is offered through Anglicare College and/or is tailored to the individual support needs of our service participants.

Anglicare ask their direct support staff to document what has occurred on your shift in a client progress note. This progress note is submitted to the service for review and follow up if required, and then placed on your client file.

Referrals to the Service

Anglicare Disability Services have a Client Intake Manager who facilitates referrals into the Disability programs. All referrals are reviewed at client intake panel. Provision of referral essential information is required In order for the panel to look to review intake.





Services Costs

The cost of services is based on NDIS pricing schedules that is released by NDIS of July each year. There may be changes to costing based on NDIS price changes.

We ask that you pay for the cost of activities at the centre and we will notify you of any costs prior to an outing or an activity.

Anglicare NSW South, NSW West & ACT will provide you with a regular statement of support which outlines the date of service, what service was provided, the hours of service and the cost of service provision and we ask that you check these statements when you receive them and if changes are required to notify the coordinator of the service.

Centre Information

Anglicare Programs are open 7 days a week. The day centres that are located in ACT, Goulburn and Crookwell will be opened from 9:00am until 4:00pm. The day centres close down for a two week period over the Christmas/New Year Period. All other services are determined in consultation with the service participant.

We have an open door policy on our services and we encourage you to join in our services and service activities.

Person Centred Planning

When you access Anglicare Disability Services we will work with you and your family, carers, friends, advocate, to form a person centred plan.

What is a Person Centred Plan?

A Person Centred Plan will look at:

- the things in your life that you're happy with
- the things you are 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 provide through individually tailored packages include:

- assistance to stay in your own home
- assistance to access the community
- links to interest and community groups
- assistance to 'live your life your way.'

Anglicare will work with you to ensure your package of support meets your individual needs.

Strong community links have been formed with Government, Non-Government and other service providers to ensure we best meet your need.





Community Assistance and Support Program in the ACT

The ACT Government funds 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 issues
- temporary health requirements including mental health issues
- a need for post-hospital care and support or
- assistance with hospital outpatient visits.

In order to receive services under the program, individuals cannot currently be 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.

The NDIS Code of Conduct

The NDIS Code of Conduct will require workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.





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 a local multi-cultural centre to provide an interpreter or translation service.



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
Email: multiculturalcentre@act.gov.au
- **Goulburn Multi Cultural Centre**
205 Auburn St Goulburn NSW
Phone: 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

Sensory

Deaf Blind Association

Phone: (02) 9473 5479

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





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. 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.

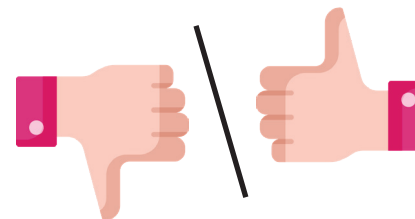
Things Anglicare will need your consent for:

- 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.

Client Rights

Anglicare Disability Services actively supports all clients to have their rights upheld. Clients will have the opportunity to express their views on matters concerning their welfare. This includes receiving information, in a way that is understandable to them, and being kept informed, at critical points in relation to all aspects of service delivery including ethical issues.



Client Rights *continued*

Clients will also be informed of their right to feel safe and be safe from abuse; their right to have contact with family and community; preservation of culture, language and religion; and the right to have the least intrusive intervention necessary. A complete Policy and Procedure Document will be included in your information pack.

Feedback complaints and disputes

If you wish to give us feedback, have a complaint or you are not happy with something in our service you can call administration and ask to speak to a manager.

Phone: (02) 4823 4000

Website: www.anglicare.com.au/disability

Address: 130 Cowper St Goulburn, NSW 2580

If you have a concern about your NDIS supports or services, important that you let someone know.

Complaints are important—they can help us improve the quality of services we provide helping other people too.

Complaints can be made to the NDIS Commission by:

- phone 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- the National Relay Service (relayservice.gov.au) and ask for 1800 035 544
- completing the online complaint form at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>





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.

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: PO Box 666 Strawberry Hills, NSW 2012

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

Some other people who can help are:

NDIS National Quality and Safeguards Commission:

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. They regulate NDIS providers, provide national consistency, promote safety and quality services, resolve problems and identify areas for improvement. Further information can be found at:

Website: www.ndiscommission.gov.au or

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

If you need some help along the way, Advocacy groups are available such as:

People with Disability (PWD):

<https://pwd.org.au>

or

ADACAS (ACT Disability Aged Carer Advocacy Service):

www.adacas.org.au





Zoe's story

When Zoe began attending Anglicare's Day Centre in Canberra over four years ago her autism meant that communication was a struggle. Zoe would often have difficulty participating in activities at the centre. However over the years Zoe has been able to access intensive speech therapy through her NDIS plan which, along with the care she receives from the team at the centre, has resulted in incredible improvements in her resilience, communication and wellbeing.

"It's so encouraging for our staff and for Zoe's family to see the changes in her life – it's transformational!"

–Margaret, Anglicare's Senior Coordinator at the Day Centre



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 most weeks. 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

