



DISABILITY
SERVICES

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

Information Booklet

www.anglicare.com.au

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 the stories of resilience and survival, which make up Indigenous Australia. We give thanks to Aboriginal Elders and the Knowledge Keepers of every generation, including the many Aboriginal families and communities who contribute to the life of our region.

Contacts

Anglicare Goulburn

130 Cowper Street, Goulburn NSW 2580

 (02) 4823 4040

Anglicare South Coast

1/51 Vulcan Street, Moruya NSW 2537

PO Box 917

 (02) 4474 7900

Anglicare Crookwell

17 Dennison Street, Crookwell NSW 2583

 (02) 4823 4040

Anglicare ACT

6/80 Beaufort Crescent, Holt ACT 2615

 (02) 6278 8480

 (02) 6278 8481



How Do I Start My Journey?

Your journey is very important to us, and we can provide support in lots of ways.

To make an appointment and find out more about your support options, simply phone your nearest service outlet.

A friend or relative can even call on your behalf.

If you have specific communication and sensory needs, please see the contacts in this handbook.

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

Compassion
Integrity
Inclusiveness
Dignity

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)

Integrity

We are committed to personal and corporate honesty, fairness and transparency.

(See Jesus' teaching in Luke 16:10)

Inclusiveness

We serve all people with a spirit of openness because we share a common humanity.

(See Jesus' teaching in Mark 2:15-17)

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

Our Seven Sanctuary Commitments outline ways to build relationships and skills of resiliency together in our Anglicare communities.

1 Growth and Change

We encourage hope, meaning and purpose.

2 Open Communication

We enhance self – correcting skills, and teaching healthy boundaries.

3 Commitment to Democracy

We build a community where each person's opinion and voice is heard.

4 Commitment to Non-violence

We build and model safety skills.

5 Commitment to Emotional Intelligence

We recognise, respect and manage feelings.

6 Commitment to Social Responsibility

We build social connections, skills and healthy attachments.

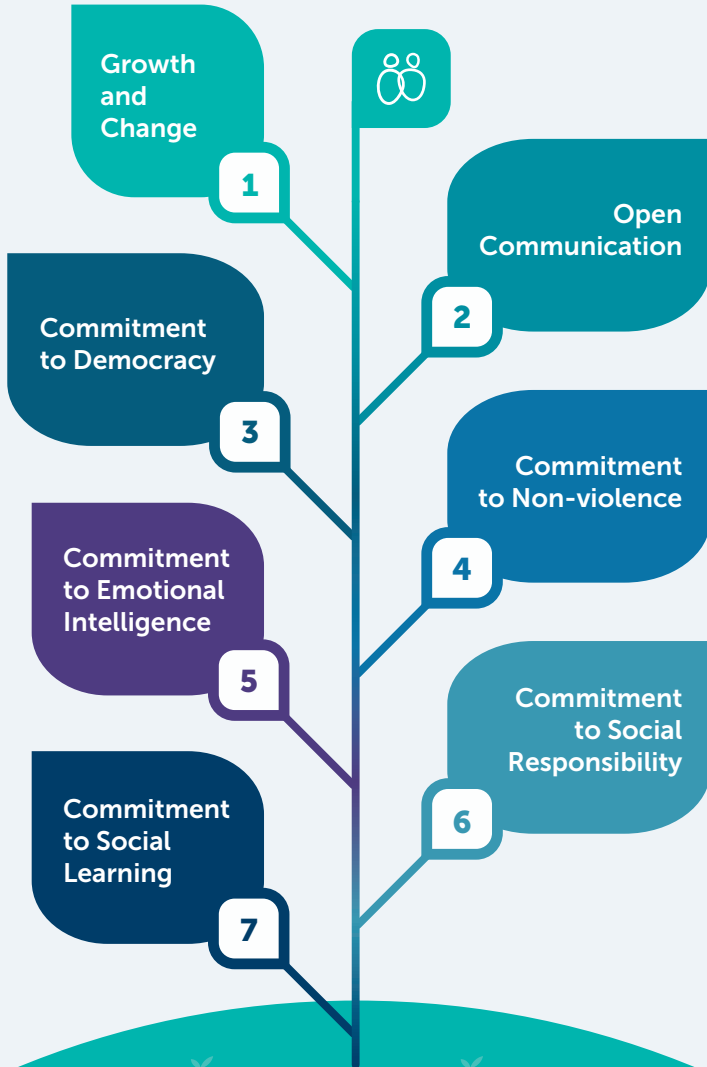
7 Commitment to Social Learning

We build and model cognitive skills.



SANCTUARY INSTITUTE AUSTRALIA

The Sanctuary Commitments



OUR VALUES

Compassion | Integrity | Inclusiveness | Dignity



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. We tackle poverty, relieve human suffering and help healing. In doing so, we offer strength and hope as we seek to transform unjust structures.



Our Services

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.

**NSW South, NSW West & ACT (Anglicare)*

Services We Currently Provide in Southern NSW and the South Coast

- Plan Management
- Support Coordination
- Personal Activities
- Life Skill Development
- Household Tasks
- Transition Assistance
- Daily Tasks
- Community Activity Participation
- Day Centre (Goulburn)
- Day Centre (Crookwell)

Services We Currently Provide in the ACT

- Plan Management
- Support Coordination
- Personal Activities
- Household Tasks
- Transition Assistance
- Daily Tasks/Shared Living
- Life Skill Development
- Community Activity Participation
- Day Centre (Holt)



Anglicare is Funded to Provide Community Assistance and Temporary Supports Program

Community Assistance and Temporary Supports (CATS)

This program supports people living in the ACT who have been discharged from the hospital and require home and community care due to daily challenges arising from a health condition. Referrals to the CATS Program can be made by clinical hospital staff, general practitioners, community support organisations, family or carers, as well as through self-referral.

When a person contacts either a CATS Service Provider or the Central Intake Service (CIS), an initial screening is conducted to determine eligibility. If eligible, the screening process will also assess the person's needs and determine whether prioritisation and/or waitlisting is appropriate. Additionally, the screening process should evaluate whether a different program might be more appropriate.

Eligibility

People who are eligible for the CATS Program must be a resident of the Australian Capital Territory AND either:

- Be clinically ready for discharge from hospital, but unable to access the supports necessary to facilitate a safe and timely return to home through an existing program (such as the NDIS or aged care programs) OR
- Have a mental health condition that is temporary and/or a health condition that is temporary or terminal, and is not of a nature that would be likely to attract support or assistance through another program (such as the NDIS and aged care programs) OR
- Have a health and/or mental health condition that is significant and permanent, and be in the process of applying, or appealing an unsuccessful application, for supports through another program (such as the NDIS and aged care programs) OR
- Be the carer or a member of the family unit of an eligible participant (eligibility based on the above criteria).

The CATS Program is available to people of any age and regardless of Medicare eligibility, or citizenship and residency status.

People who do not meet the eligibility criteria are ineligible to access the CATS Program.

Fee for Service

Fee for Service provides a range of services. You may wish to purchase services from us at an agreed price. This is separate from the National Disability Insurance Scheme (NDIS).

These services could include personal care, domestic assistance, meal preparation, access to the community, access to appointments, individual in-home supports and also individual supports within the

community, and respite care. Please call the nearest office located to you.

During this contact staff will be able to discuss a quote for service; skilled and experienced staffing availability and travel arrangements on request. If you would like services to move forward, a service agreement will be released for sign off. The services provided by Anglicare will be invoiced monthly.



Centre Information

Anglicare Programs are open seven days a week. Our day centres located in ACT, Goulburn and Crookwell are open from 9:00am until 4:00pm.

The day centres close down for a two week period over the Christmas/ New Year. During this time there is availability of other services upon request to ensure your person-centred supports remain in place.

Services Costs

The cost of services is based on NDIS pricing schedules that are released by NDIS in July each year. Costs may change based on these NDIS price updates.

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

Anglicare NSW South, NSW West & ACT will provide you with a regular statement of support, this outlines:

- date of your service
- the provided service
- the time your service took
- the cost of your service.

Please check these statements when you receive them and if changes are required, notify the coordinator of your service.

Establishment Fee

May be charged for setting up your services and support if you are new to NDIS and as per your Schedule of Support(s) with us.

Service and Support Fees

Charged for planning, coordinating, and providing services and support as per your Schedule of Support(s) with us. Payment for individual service outings, which include 1:1 support, and group based activities may also apply.

NF2F charges for Group Based Supports will be charged in line with NDIS pricing guide. This is for NDIS participants who access Day Centre and Group Based Supports. This will be discussed in the development of your service agreement and Schedule of Support(s).

Travel Fees

Charged for transportation to and/ or from services and support as per your Schedule of Support(s) with us.



Person-centred Planning

When you access Anglicare Disability Services, we will work with you and your family, carers, friends and advocates 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 are happy with
- the things you are not happy with
- what your dreams are
- what you want to do
- how to get there
- what support you may need for the journey.

Your Supports

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

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.'

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

Disability Service Staff

At Anglicare, 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.

Anglicare staff are recruited through Anglicare NSW South, NSW West & ACT recruitment process. The recruitment of Disability Service staff includes the following:

- checking process
- Working with Children clearance
- Working with Vulnerable People clearance
- NDIS Worker Screening check
- National Criminal History check.

Our staff have completed the NDIS commissioned 'Quality, Safety and You' module and participate in extensive training that is offered through Anglicare College and is tailored to the individual support needs of our service participants.

Anglicare support workers take shift and progress notes, which are documented electronically at the time of service. These notes are instantly added directly to your file on our client management system for review and follow up if required.

Referrals to the Service

Anglicare Disability Services have a client intake panel who facilitate referrals into our Disability Programs. There is essential information that needs to be provided in order for the panel to look at the referral.

The service requires documentation to be completed before accessing services. This includes a participant journey form, consent form, and any additional documents that ensures services will support your individual needs. This may include an asthma management plan, epilepsy plan or any allied health plans.

Before your services begin, Anglicare will work through a service agreement and schedule of support, which outlines the cost of service provision for you.



We work with you to ensure your support meets your individual needs.

The NDIS Code of Conduct

The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to do the following:

- 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.

What are Practice Standards and Quality Indicators?

NDIS Practice Standards specify quality standards that **MUST** be met by unregistered and registered NDIS providers to provide support and services to NDIS participants. That means **YOU!!!**



Need Communication Support?

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


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

Advocacy through Department of Social Security

 DSS 1300 653 227

PWD Advocate

 (02) 9370 3100

 1800 422 015 (toll free)






District Multi Cultural Centres

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.



Theo Notaras Multicultural Centre

2nd Floor, North Building
180 London Circuit
Canberra City ACT 2601

 (02) 6205 3297
 (02) 6207 5862
 multiculturalcentre@act.gov.au




Goulburn Multi Cultural Centre

205 Auburn Street
Goulburn NSW 2580

 (02) 4803 9042
 info@gmc.org.au



Queanbeyan Multi Cultural Centre

12 Rutledge Street
Queanbeyan NSW 2620

 (02) 6297 6110
 (02) 6297 0386
 info@qmlc.org.au

Bega Valley Migrant and Multicultural Services

PO Box 492
Bega NSW 2550

 (02) 6499 2222
 council@begavalley.nsw.gov.au

Sensory

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

Deaf Blind Association

 (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, 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, contractor or employee
- undertake approved research
- compile funding applications
- undertake statistical reporting, including that needed to comply with service contract agreements
- process donations
- 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 or change your personal information by contacting the the manager, who will connect you with the Privacy Officer.



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 to information that other services or people have about you.
- Providing information to your family, your support person or your advocate.

- Providing information to medical people or to assist in giving you any medication.
- Providing statistical information to the Government so they can better plan.

By giving us your personal 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.

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 is included in your information pack.



Feedback Complaints and Disputes

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

- 📞 (02) 4823 4000
- 🌐 www.anglicare.com.au/disability
- 📍 130 Cowper Street
Goulburn, NSW 2580

If you have a concern about your NDIS supports or services, it is 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>



Role and Responsibilities

National Disability Insurance Scheme (NDIS) 1800 800 110

The NDIS is the new way of providing support to Australians with disabilities, their families, and carers. The NDIS provides Australians under the age of 65 who have a permanent and significant disability with the support they need. People with disability will get greater flexibility and choice of support and services to meet their individual needs. The NDIS funds people and providers to deliver services and support.

National Disability Insurance Scheme Commission 1800 035 544

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. The NDIS Commission regulate NDIS providers, provide national consistency, promote safety and quality services, resolve problems, and identify areas for improvement. This is achieved by implementing Incident Management, Complaints Management and Practice Standards and Quality Indicators.



Advocacy

1800 818 338

Aged and Disability Advocacy Australia (ADA Australia) is a not-for-profit, independent, community-based advocacy and education service with more than 25 years of experience in supporting and improving the wellbeing of older people and people with disability.

Our Disability Advocacy Service provides information, referrals or individual advocacy support to people with disability who are experiencing issues with support services, discrimination or unfair treatment.



Zoe's Story

When Zoe began attending Anglicare's Day Centre in Canberra over four years ago, her autism meant that communication was a challenge. 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. This, along with the care she receives from our 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 Day Centre Senior Coordinator



Daniel'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. Daniel attends one of Anglicare's Disability Services Centres most weeks. This gives Daniel 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.

Daniel

Anglicare Goulburn

📍 138 Cowper Street
Goulburn NSW 2580
☎️ (02) 4823 4040

Anglicare Crookwell

📍 17 Denison Street
Crookwell NSW 2583
☎️ 0438 440 178

Anglicare ACT

📍 6/80 Beaurepaire Crescent
Holt ACT 2615
☎️ (02) 6278 8480



📍 1/51 Vulcan Street, Moruya NSW 2537 | ☎️ (02) 4474 7900 | 🌐 anglicare.com.au/disability