



Participants Handbook

January 2017 – December 2018



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Welcome

Welcome to our family at Community Heart 2 Heart Community Respite Carer Service. (H2H CRCS).

We are a family business who was inspired to develop services within the Geelong and Bellarine Region as we have three children, two that have a disability. Through the learning and understanding the life of being parents with children with 'Special Needs' we wanted to offer our own life experiences along with our education expertise, a service that understands the life of living with a disability or caring for someone with a disability, including sibling support.

Our Mission, Vision and Values all focus on the direction that leads by your choice, needs, goals and advocacy that provides disability services to those who pursue support.

We have created this information booklet, so you can learn more about the services that we can provide to you or a someone you care for.

You will learn more about who we are, our staff, our programs and how we will work with you to meet your needs, to the highest standards.





A Message from the Trustee – Lisa Miller

I am a parent of three children, two of which are twins living with a disability. My qualifications are in 'Disability, 'Home and Community Care' & 'Aged Care'.

I have been a volunteer in several organisations including 'CFA' and 'Do Care'. My biggest achievement was when I established a support group in Geelong for parents with Post Natal Depression, as there was no local community supports and I was in the 'black hole' of having PND. I needed to meet other parents feeling like I did. Geelong had no group support, so I made it my mission not to let anyone else feel lonely like me in our community.

Within the first 12 months, I spoke at SJOG hospital antenatal classes and was supported by all MCH Nurses and Barwon Health Antenatal and Birthing Department. I was awarded by Barwon Health and Rotary Australia for my efforts in helping the community. SJOG Hospital established the 'Raphel Clinic' as the group grew so large that it became aware that Geelong needed a clinic to support parents with PND.

I also had my story published in a Novel, 'Back from the Brink' with some famous Australian icons who overcome depression and made a difference in the community.

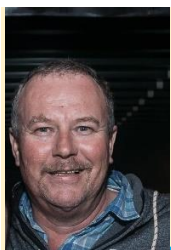
I have a passion for helping and supporting people and in June 2017, I wanted to fulfil my long-life dream and start our own family business and putting all our life skills along with being parents of special needs children back into the community. This is now my new mission.

Our company name is important to us as we wanted to provide a service that comes from our heart to your heart. We wanted to facilitate quality care for individuals and their families within the community.

Our family business follows the National Disability Service Standards to maintain excellent results for both you and for us. Our disability services have been formed from these National Standards which we will outline in this 'Participant Handbook'.

Through consultation, you will be supported in life goals that create opportunities, memories and experiences in a caring and supportive environment. I am a strong believer in listening to you and hearing what you say, encouraging independence and respecting your decisions, opinions and views.

I am very excited for you to experience our services and working with you in the future on creating memorable memories along with supporting you in achieving your goals.



A Message from the HR/HSE Director – Mark Miller

I firmly believe that everybody should have the right to work and or be involved with community programs in a safe and healthy state.

Lisa and I are consistently committed to providing services while never compromising the high-quality standards we have come to expect of ourselves. We recently brought the van below to ensure that our participants have easy access into a vehicle for group outings and we have heaps of boot room if we need to put a wheelchair in the back.

We are extremely proud of the programs we offer, and hope they positively enrich the lives of the families we support and our staff.

My role as HR/HSE Director is to ensure H2H CRCS processes are implemented and are continually improved to ensure best practice is achieved. Consultation is paramount to achieve this. I am continually engaging with staff.

We ensure that “an open door” policy is implemented and will always ensure that the best result is achieved by all parties involved.

Feedback and reviewing our practises to continually maintaining ‘National Standards’ will be an area that I focus on to ensure that our level of service is always improving.

As a parent with special needs children, I have learnt over the years of what was important in communication and feedback when our girls were using services and what we felt we missed.

Together with Lisa, I will ensure that we try and support you in maintaining a high level of communication at all times.



The 6 National Disability Standards important to us.

These standards represent the importance of people with a disability participating in decisions that affect their lives along with family, friends, carers and advocates. The National Disability Strategy promotes active participation in decision making to safeguard and advance the human rights, wellbeing and interests of people with disability.

This is how we meet these standards through our delivery of service:



1. RIGHTS:

Your *rights* are extremely important to us at H2H CRCS. Our staff will support you in freedom of expression, self-determination and decision-making. You have the right not to be discriminated on any choices that you make. We will support your right to try new things, and we will assist you to do so whilst ensuring that you are treated fairly and independently.

You have the right to privacy. The right about what we can disclose and how it should be disclosed. Information can only be transferred to others if our participant or their authorised representative gives written permission.

2. PARTICIPATION AND INCLUSION:

H2H CRCS includes individuals and families, friends and carers to promote opportunities for meaningful *participation* and active *inclusion* in society. H2H CRCS will empower you and your support network to ensure you make the most of your NDIA funding.

While we will support you in any cultural requirements to ensure that you are included in what is important to you. We will help you to take part in services that we provide, whilst getting to know the things you love doing.

3. INDIVIDUAL OUTCOMES:

H2H CRCS will plan, deliver and review care plans to build on individual strengths and enable individuals to reach their goals. We will assist you to develop your skills and help you recognise and achieve new ones. Our staff will work objectively with all participants irrespective of age, gender, cultural background or sexuality at all time in reaching your *individual outcomes*.

4. FEEDBACK AND COMPLAINTS:

H2H CRCS truly believes in consultation with both our participants and staff. Regular *feedback* is sought and used to inform individuals and organisations-wide services for reviews and improvement.

It is imperative that we uphold our “open door policy” which allows you to encourage open communication, feedback and discussion about any matter of importance.

H2H CRCS recognises that constructive and timely feedback, including compliments and *complaints*, is a key driver for continuous improvement. H2H CRCS acknowledges that people need to feel safe to make a complaint or provide negative feedback. Our services have procedures in place for complaints and resolutions. H2H CRCS support your right to independent advice if you feel your complaint has not been meet.

5. SERVICE ACCESS:

H2H CRCS will allow all our participants to access *services* based on fair, equal and transparent criteria including diversity of choices.

We will try and support you in finding a service within our own framework of service delivery and if we can not support you, we will help provide you a referral to an alternative provider.

6. SERVICE MANAGEMENT:

H2H CRCS will ensure that services are managed effectively and efficiently.

Our focus is to deliver services that are person-centred whilst ensuring flexibility to respond to individual strengths and needs. It also requires services to promote a culture of continuous improvement as a basis for quality service delivery.

Through our management leadership team, our focus is on best practice of service delivery. Our staff are continually liaising with management on participant outcomes to continuously improve our programs and maintain the high-quality service that we offer.

By ensuring we deliver effective policies and procedures we will be able to support all of our staff and our participants in upholding all the National Disability Standards that governs our services.

OUR MISSION STATEMENT

Heart 2 Heart CRCS is motivated to facilitate excellence in care for individuals and their families, within the community.
We are passionate about building skills in social interaction, independent living and empowering lives for a brighter future.

OUR VISION

Heart 2 Heart CRCS is driven to improve the quality of life and empowering our participants to exercise their rights and independence.
Through consultation our participants will be supported in life goals that create opportunities, memories and experiences in a caring and supportive environment.

OUR VALUES

L oyal	To always be true to our participants in empowering them
O pen Minded	Non-Judgemental, receptive to new ideas
C reativity	Consultation for brighter and rewarding outcomes
A ppreciation	Respecting participants, staff members external supports and the environment
L iable	Committed to reaching National Disability Standards

Our Programs work within in conjunction with a 'Participant Centred Practice' approach

Our Services:

1:1 Participation in the community

Learner Program – Learning the road rules to get your L's

Group Community Programs – weekdays and weekends

School Holiday Programs

Weekend Camps

Household Tasks

Group Programs include

- ✓ Build on social skills in a small group setting
- ✓ Create a safe and welcoming environment to promote social skills and increase communication
- ✓ Delivery of services that engage participant's interests and hobbies
- ✓ Develop participant's ability to partake in group programs

One on One Support Can Include:

- ✓ Support ways to improve overall health and wellbeing
- ✓ Enhance confidence and development opportunities to support individual community participation
- ✓ Inspire and support life skills
- ✓ Encourage and support financial independence
- ✓ Assist in employment and further education transitions
- ✓ Assist Travel/Transport
- ✓ Learning the road rules to get you Learners



Delivery of Services

H2H CRCS is about empowering lives, achieving goals, respecting our participant's choices and supporting our participants to create opportunities while in our care. Our staff will work within a relevant and ethical framework when working with our participants. We will advocate, recognise the participant's rights and interests, maintain a duty of care and respect privacy and confidentiality when providing support to our participants.

With our support services we will not focus on the disability but rather on the person's ability and strengths.

When delivering our services, we enforce the '16 Life Areas' which are important to most people.



H2H CRCS acknowledges the traditional custodians of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

SUPPORTING DIVERSITY

We are committed to providing an inclusive culture when delivering services.

All our staff and participants are valued and recognised for their unique qualities, ideas and perspectives and we will work in a holistic approach to deliver a quality level of service representing their culture ideology values

Service Frameworks

What does this mean to you and us?

It is about developing a team approach in working together in building pathways that provides a service that focus on achieving your goals and providing you with positive life choices.

The Trustee of Heart 2 Heart CRCS believes in a team approach in developing a framework that is individualised, whilst also flexible and open to discussion because it is tailored to meet your specific needs.

How do we do this?

Our framework is based upon **a holistic approach in delivering services to you.**

Working in partnership with yourself and other important supports and services in your life, we will work as a team in looking at you as a whole person. Looking at your strengths, what is important to you and challenges that you might come across.

Other factors we take into consideration is your physical, mental and emotional health. Social and spiritual wellbeing factors are also taken into consideration

H2H CRCS Participant Centred Individual Approach

Through the holistic approach will develop a 'Participant Centred Approach' when developing your 'Care Plan' by:

- ❖ Promoting and supporting independence
- ❖ Treat you with courtesy and respect and have your choices and aspirations supported as far as is reasonably possible
- ❖ Will allow flexibility in the plan
- ❖ Being aware of the needs of the participant
- ❖ Respecting and including the family and significant others in planning
- ❖ Making sure our participants have assistance with decision making if they need it
- ❖ Providing a service promoting diversity
- ❖ Keeping our participants and staff safe as reasonably practicable as we can
- ❖ Recording and monitoring participant's goals and objectives and work with them using different strategies, so they can achieve them.
- ❖ Communicate openly and honestly in a timely manner
- ❖ Give you information about managing any complaints or disagreements and our cancellation policy

Individual plans are set once per year unless flexibility is needed or a NDIA Plan Review takes place in which case they are changed more frequently. Plans are changed following a meeting that takes place at your home with yourself and all involved in the process such as: Trustee, Key Disability Worker/s, Your Carer or family member and any other support service that you give consent to.

Complaints and Disputes

If you experience any problem with our service that you receive from H2H CRCS or are unhappy with the way you were treated, you have the right to raise a complaint.

The Trustee of Heart 2 Heart CRCS has a complaints and disputes procedure that is friendly and fair. If a problem does happen we will work through it with you until it is resolved. The Trustee will take all grievances seriously and, should they become aware of an issue, they shall as soon as is reasonably practical meet the affected participant.

You will not be discriminated against for raising a complaint with us. Your complaint is an opportunity for H2H CRCS to improve our service.

If you want to make a complaint?

Step 1:

✓ Speak to your support worker directly if you are unhappy about the support you have received or if you have any other concerns regarding your treatment at H2H CRCS.

✓ If you prefer not to discuss your concerns with your support worker, you can speak to the Trustee, about what you are not happy about and together try to resolve the complaint.

The Trustee will: -

- Identify the exact nature of the problem;
- Examine ways in which they can resolve the problem;
- Continue communications with the aggrieved party/ies and reassure the participant that they are taking the matter seriously;
- Ensure that the participant understands their role in the decision-making process
- Take minutes and ensure minutes are forward onto all parties involved

The Trustee can be contacted on:

Telephone: 0475 280 691 or Email lisa@h2hcrs.com.au

Or write to: Heart 2 Heart
Community Respite Carer Service
PO Box 4004
Norlane West 3214

Step 2:

If you do not want to discuss the complaint with the Trustee, or if you believe the problem cannot be fixed by the Trustee, the following people will be invited to attend the conciliation meeting:

- Yourself and/or an advocate or representative of your choice.
- The Trustee and/or HR Director
- The Support worker

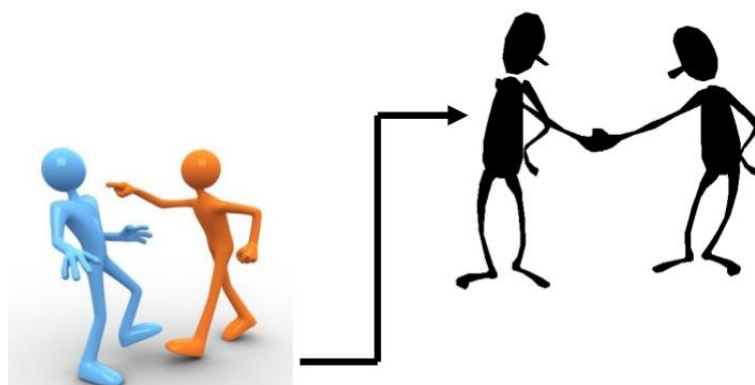
(Following the same process as Step 2.)

Step 3:

If you are still not satisfied with the outcome of the meeting, you will be advised of your right to seek further help to fix your complaint. A conciliation meeting with an independent conciliator will be arranged. At the conciliation meeting, information about the problem will be asked from both sides. Everything at this meeting will be confidential. Minutes of all meetings will be taken.

Everyone at the meeting will be given a copy of the minutes. These will verify what happened at the meeting including actions to be taken, if any, and when these actions will happen.

CONFLICT RESOLUTION



Out of Pocket expenses on programs

If your support funding does not include any out of pocket costs and expenses such as entrance fees, event tickets, movie ticket or meals, these are payable by the participant.

Out of pocket expense to be paid no later than 48 hours before the service.

Staff will be responsible to provide receipts for all additional spending money for all purposes made when the participant does not have the ability to manage their own money, or arrangement have been made with the Trustee that support workers will be managing the participant's money.

Our staff work under a smoke free and 0.00% Alcohol level at all time. Please respect our staff and not smoke or consume alcohol during our time with you.



Important information that you should know:

Self-Managed and Agency Plan Managed Plans.

We will issue invoices and of the supports delivered to you within 7 days of service delivery for you to submit to NDIA for payment.

Due date will be 7 days form invoice date for self-managed and 14 days for plan managed

Provider Managed

We are currently going through our DHHS Registration so waiting lists only for this service

All our clients will sign a service agreement before services commence

Cancellation/Suspend A Support Service - due to illness, holidays, appointment or other commitments

- **You must provide us with at least 24 hours' notice if you wish to cancel/suspend a support service.**

Otherwise, we will charge you a cancellation fee equal to 100% of the cancelled supports.

Minimum Supports –

Respite: 2 hours

1:1 Community Access: 2 hours

Group Programs: 2 hours

Mandatory Reporting – We have a duty of care and we must report any neglect or abuse.

Other information you need to know

- Our staff all have Level 2 First Aid
- When working with food, our staff have their food handlers certificate
- Risk Assessments are conducted to ensure Participant Risk Assessment, Venue Risk Assessment, Program Risk Assessment
- Behavioural Management Support Plans are supported with families, service providers and medical staff to ensure the safety of the participant and our staff. – Reference from Disability Act 2006, Part 1 Preliminary Section: 3
- Medication Treatment Sheet and our Policy will be put in place if any medication is required while in supports. They must be signed off by a medical professional
- Participant Consent Forms must be signed before we ask for any medical support information from approved providers that are part of your care team

COMMUNICATION IS IMPORTANT TO US

Every shift we will do progress notes of how your supports went.

After an 'Out and About' Program will email you what was achieved on the day and how we supported you.

When we support you with 1:1 supports, we can email you monthly the progress notes or when required for supportive evidence

We will send progress notes with your consent to all professionals of your care team each month

Victoria's Charter of Human Rights and Responsibilities, we will always ensure that we follow this in delivery services.

- Your right to recognition and equality before the law
- Your right to life
- Your right to protection from torture and cruel, in human or degrading treatment
- Your right to freedom from forced work
- Your right to freedom of movement
- Your right to privacy and reputation
- Your right to freedom of thought, conscience, religion and belief
- Your right to freedom of expression
- Your right to peaceful assembly and freedom of association
- Your right to taking part in public life
- Cultural rights
- Property rights
- Your right to liberty and security of a person
- Your right to humane treatment when deprived of liberty
- Rights of children in the criminal process
- Your right to a fair hearing
- Rights in criminal proceedings
- Right not to be tried or punished more than once
- Retrospective criminal laws

