

Client Handbook

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Overview

Achieve Australia extends you a warm welcome to our service. This Handbook has been developed to provide you with an overview of what to expect as a client of Achieve Australia and how you will be supported to lead the life you want. It can be read along with your Achieve Services Handbooks, personal agreements, and current organisational policies and procedures, which help to support the delivery of our services.

If you have any questions or require additional information, please contact your on site support person at Achieve Australia or our Head Office.

Contact

Achieve Australia Head Office
Level 1, 1 Epping Road
North Ryde NSW 2113

-  1300 22 44 38
-  info@achieveaustralia.org.au
-  achieveaustralia.org.au

About Achieve Australia

Achieve Australia is a for-purpose community organisation that has been providing services and support for people with disability in New South Wales since 1952. Our passion is social inclusion for people with disability and our purpose is to build extraordinary lives, supporting people with disability to be well, have a home, choose a career, learn new skills, participate in the community, and enjoy a full life.

We offer a range of essential services for people with disability and their families, including community living and drop-in support, short term accommodation and respite, community and lifestyle services, wellbeing, employment, and support coordination.

Our team

We employ more than 1,000 professional and qualified staff, including:

- Social educators
- Disability support workers
- Registered Nurses and Nurse Managers
Clinical Nurse Educators
- Nurse System Support Coordinators
- Support Coordinators



Our services

My Home: Accommodation and Supported Independent Living (SIL)

Our My Home services provide supports for people with disability to live as independently as possible in their own homes. You might live on your own, or in a community or group setting with other people, while receiving services to assist with daily living. This can include help with shopping, cooking, cleaning, personal care, getting to appointments or going out.

We will work closely with you and your family or carers to determine your personal goals, needs and preferences, health or medical requirements, areas of interest, and support your participation in the community.

My Home services include:

- Supported Independent Living (SIL)
- Shared and individual disability accommodation options
- Short term accommodation and respite
- Drop-in support



Supported Independent Living (SIL)

Supported Independent Living (SIL) services are funded under the National Disability Insurance Scheme (NDIS) or Continuity of Support (CoS) funding.

Achieve Australia's SIL services provide the opportunity for people with disability to live independently, either in group or shared accommodation settings or as a single occupant in their own home, while receiving daily living supports.

SIL services are tailored to individual needs and can include:

- 24/7 daily living supports with trained staff
- Help managing money and household budgeting
- Assistance with cooking, cleaning and laundry
- Personal care such as showering and dressing
- Support for grocery shopping and to catch public transport
- Household participation and community integration
- Support with creating new social networks and for visiting family

Our team work closely with our clients to help determine the right supports that suit individual needs, personal interests and preferences.





Inclusive Housing Australia (IHA)

From 1 March 2020, Specialist Disability Accommodation (SDA) services currently delivered by Achieve Australia will transition to Inclusive Housing Australia (IHA). IHA has been established by Achieve Australia, in partnership with Leftfield Social Housing, to service a growing demand for quality, fit-for-purpose accommodation for people with disability.

The creation of IHA is in line with the philosophy of the National Disability Insurance Agency (NDIA). The NDIA supports separating accommodation from support services to enable more choices and encourage greater accountability, clarity, specialisation and responsiveness from accommodation and support service providers.



Drop-in support

Drop-in support services are designed to assist people with disability to live independently in their own homes or to move to more independent living arrangements. You may live on your own, with family, or in another shared living environment.

Our services can help with:

- Housekeeping such as cooking, cleaning, washing, ironing, and gardening
- Personal care such as showering and dressing
- Shopping and meal planning
- Maintaining relationships with family and friends
- Creating new friendships and social connections
- Attending medical or hospital appointments
- Finding employment and going to work
- Budgeting and banking
- General health and wellbeing

We currently provide Drop-in support services in the areas surrounding Hornsby, Epping, Ryde, Lismore, Casino and surrounding areas as well as other locations on request.



Short term accommodation and respite

Summer Hill House offers short term accommodation and respite for people with an intellectual disability, high physical support and/or complex health needs. Our accommodation options provide a fully furnished 'home away from home' with qualified nursing staff on duty 24 hours a day, 365 days a year.

In addition, we have a range of special events and regular group activities throughout the year featuring movie nights, music therapy, health and wellbeing, gardening, family days, and more.



My Life: Community and lifestyle day programs

Our day programs are designed to help you live the life you want through a wide range of activities and lifestyle programs at hubs based in Sydney and the Northern Rivers region of NSW. We work with you to explore program options near you and assess individual support needs to suit your preferences.

My Life services support people with disability in a range of areas:

- **Skills building** – Literacy and numeracy, travel training, computing, cooking, gardening, and independent living.
- **Hobbies** – Art and craft, drama, music therapy, fishing, and gentle exercise such as yoga and tai chi.
- **Community engagement** – Local sports, swimming, library, coffee club, movies, volunteering and work options.



My Career: Employment

My Career provides NDIS employment, training and supports to assist people with disability to find and maintain a steady job. Ongoing work can help open up many doors in life, including greater independence, choice and social networks.

Our disability employment services can include:

- Career guidance
- Job opportunities
- Travel and on the job training
- Ongoing support

Employment opportunities are available at Achieve's social enterprises, The Sewing Basket and AchievAble Enterprises.



Support Coordination

NDIS Support Coordination is a service that supports NDIS participants to get the most out of their support plans. We give you choice over the disability supports and services you access. We work closely with you and your family or carers to find the most effective way to achieve the goals in your NDIS plan.

While our service is run by Achieve Australia, our team provide independent support to find the best outcome for you.



What to expect from us

When you choose Achieve Australia as your disability support provider, you can expect quality services and an individual approach that is tailored to your needs and preferences. We want to support you to live the life you want through independent living, passions and hobbies, new skills, employment, and health and wellbeing.

Your feedback is important

Our experienced team are here to support you every step of the way and we welcome your feedback and thoughts on your day-to-day experience in our service. There are several ways to provide feedback on our services, which is also included in this Handbook, so you choose the best option that works for you.

A safe environment

Achieve Australia aims to provide a safe environment for everyone who uses our services, including freedom from violence, abuse and neglect. We have rigorous policies and procedures to protect the health, safety and wellbeing of children, young people and adults in our service as well as stringent incident and risk management protocols in place.

Your Service Agreement

When you join our services we need you to sign some paperwork, which includes an Achieve Australia Service Agreement. A service agreement confirms in writing the services that have been agreed with you and Achieve Australia.

We will meet with you individually to discuss the information in each document, answer any questions you may have and assist you in completing any documentation if required.

However, please note that each individual, or their guardian, will need to be able to sign their own documents.

Service agreements help to ensure everyone has the same expectation of what services and supports will be delivered and how these will be delivered.

Pricing

As an NDIS registered provider, payments and charges as stated in your agreement are in line with the current NDIS Price Guide. We will keep you informed if there are any changes to the NDIS Price Guide that affect your current agreement with us.

Getting an advocate to support you

Financial management and guardianship

The NSW Civil & Administrative Tribunal (NCAT) can appoint a financial manager to manage the financial affairs of a person with disability if they are unable to make decisions about their personal finances. This nominated individual can be a family member, formal guardian or the NSW Trustee. Financial management and guardianship are different and require separate applications with NCAT.

How to apply to be a financial manager

In the instance when an individual is unable to make decisions about their personal finances, a financial manager must be appointed. If required, Achieve Australia can provide support for individuals and their families to make an application to the NSW Civil & Administrative

Tribunal (NCAT).

A family member, formal guardian or the NSW Trustee can then be appointed to be a financial manager. This is a formal arrangement for Enduring Guardianship or Financial Management and is recommended by the NCAT & the NSW Trustee.

For more information, visit ncat.nsw.gov.au and search for 'financial manager'.

How to apply for guardianship

A guardian is authorised to make personal and lifestyle decisions on behalf of the person who is not able to make decisions themselves. To apply to become a guardian for a person with disability, you must complete an application form with NCAT and lodge the form together with supporting documentation to NCAT's Guardianship Division.

If you require assistance in completing your guardianship application, contact Achieve Australia or visit ncat.nsw.gov.au and search for 'guardianship' for more information.

Rights and responsibilities

Achieve Australia recognises all people with disability have human and legal rights which should always be respected. We promote and protect these rights as an integral part of the services and supports we provide and are committed to ensuring that the people we support are made aware of their rights and responsibilities and supported to exercise them.

As part of our Customer Charter of Rights and Responsibilities we are committed to ensuring that:

- the rights of people with disability are upheld during the planning and provision of services
- we actively prevent abuse, harm, neglect and violence
- all staff identify and meet their duty of care to clients, while recognising people's right to make informed choices and take calculated risks
- our role in advocating on behalf of clients,

their family members and carers, and our commitment to ensuring each person has a third party, independent of Achieve Australia, to represent their interests

- we respect people's rights of freedom of expression, self-determination and decision-making
- we respect people's right to privacy of their personal information
- all staff are aware of forms of independent advocacy and respond effectively to the involvement of advocates on behalf of clients.

Privacy and dignity

Achieve Australia is committed to providing support that recognises and respects the human rights of people with disability, including the right to privacy and to make choices. Our policy complies with the *Australian Privacy Act 1988 (C'th)* and the *Australian Privacy Principles* and in line with the *United Nations Convention on the Rights of Persons with Disabilities*.

We recognise and support your right to access supports that respect and protect your privacy and dignity. We recognise your right to understand:

- What information we collect about you
- Why and how we will hold information
- Who has access to your information

This also includes providing information in the mode, format and language requested that is best understood. As caretakers of your personal information, we have a moral and legal responsibility to maintain, update and protect it appropriately. We are committed to the *NDIS Code of Conduct* and our supports are provided to enhance and promote the dignity of all clients.

Duty of care

All staff at Achieve Australia have a duty of care to you as the client. We will support you and your family with quality services as planned.

There are, however, some times when the requirements we need to fulfil are not the same as what is planned, such as if there is an unforeseen illness or infectious outbreak on site. We ask that families and carers understand that, in these instances, changes to planned services are sometimes necessary.

Staff also have rigorous policies and procedures to follow that maintain our service standards at all Achieve Australia locations and must adhere to these at all times.



Our operations

Achieve Australia's operations are overseen by robust governance and operational management systems relevant to the organisation and the range and complexity of supports we provide. Organisational policy in this area complies with the requirements under the *National Disability Insurance Scheme Quality Indicator Guidelines 2018* and the *NDIS Code of Conduct*.

The Governance and Operational Management Policy is based on:

- Providing opportunities for people with disability to contribute to the organisation.
- Ensuring that our Board of Directors has a defined structure.
- Having a process for the monitoring of the performance of management of the organisation.



Feedback and complaints

At Achieve Australia, your feedback and suggestions are important to us so that we can better understand what we are doing well and where we can improve. We continuously review and test different ways that clients, family members and carers can provide feedback on the delivery of our services.

You can have your say in a number of ways, including through our website, in person with your Achieve contact as well as through Bheard, a third-party and independent feedback hotline. There are also regular opportunities to participate in face-to-face and phone interviews, surveys and by attending our Local and Global Talks family forums throughout the year.

How to provide feedback or lodge a complaint:

- Via an online form on Achieve Australia's website: achieveaustralia.org.au/aboutus/feedback
- In person with an Achieve staff member.
- Over the phone by calling 1300 22 44 38. You will then speak to a member of our Quality and Risk team.
- Through Bheard, a third-party complaint management hotline, on 1800 925 520.



Contact

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