



CENTRAL COAST LIVING OPTIONS

SERVICE USERS

EASY READ VERSION

2014

INTRODUCTION

This book is about Central Coast Living Options and how it helps people with disabilities get the services they need.

People with disabilities have helped in writing this book. We would especially like to thank Jeannie Kop, David Meehan, and Lance Campbell.

If you need help reading this book, a friend, advocate or support worker may be able to help you.

If you need to find out more about the information in this book talk to someone from Central Coast Living Options.

You can ring them on (02) 4353 2411

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1. CENTRAL COAST LIVING OPTIONS INC.

What does Central Coast Living Options do?

Central Coast Living Options helps people with disabilities get the services they need. This allows them to live the way they want to and with the people they want to, just like everybody else.

Sometimes these will be services to help you learn new things such as cooking for yourself or looking after your own money. Or sometimes somebody might help you do the things you can't do by yourself.

Central Coast living Options doesn't provide the services themselves but helps you decide what type of services you need and then find someone who can provide that service for you. This is called brokerage - they find the right services for you.

Central Coast Living Options Mission

To provide the highest quality service that responds to the ever changing needs of individuals with a disability.

Central Coast Living Options Operates under principles that include

- National Standards for Disability Services

Central Coast Living Options can help you find services that will

- Help you do the things you want to do
- Teach you new skills so you can become more independent
- Help you use facilities in the community like joining a club, visiting a swimming pool or library and many other activities.

Central Coast Living Options helps those people that have a funding package, through ADHC or NDIS when it comes being. Through these programs the government makes money available to people with disabilities that have ageing carers or a disability. This money is then used to buy services for the person with a disability. The Ageing and Disability Department (ADHC) or National Disability Insurance Scheme (NDIS) arrange funding packages.

If you have one of these funding packages, or a similar funding package and you live on the Central Coast you can ask Central Coast Living Options to find services for you.

Do I have to pay to get help from Central Coast Living Options?

Generally, if you have a funding package you will not have to pay for services. The services you receive will be paid for out of your funding package and Central Coast Living Options will arrange for that to happen.

You will need to pay for the things everybody has to pay for like rent, food and other groceries, bills and some social outings.

2. How do I get things started?

Once you have decided you would like Central Coast Living Options to arrange services for you, someone from Central Coast Living Options will help you to decide what help you need so you can be as independent as possible. The services you need and things you want to do, along with your Person Centered Plan will be developed.

Your Person Centered Plan explains what you want to do and what support you will need to reach your goals. It will also explain who will be helping you, how they will help you and when.

Your Person Centered Plan will be written in a way that you understand it. The Person Centered Plan is important so that everybody knows what is going to happen. You should have a copy of your Person Centered Plan so you can look at it whenever you want to.

You play an important part in developing your Person centered Plan. Other people you might want to help you might be

- a Family member
- a Friend
- your House Mate
- your Guardian or,
- your Advocate

Do I need a guardian to help decide what I need?

All people under the age of sixteen have a guardian. This is usually their parent. Once you are over sixteen years old you are an adult and able to make decisions for yourself.

Some people with a disability need help to make their own decision. If you have a good relationship with your parents, another family member or a friend they will be able to help you make your own decisions and you don't need a guardian.

If you do not have anyone to help you make important decisions then you might need a guardian.

The Guardianship Board appoints guardians, for people over sixteen years old. The Guardianship Board is made up of three people who will look at your situation. They then decide if you need a guardian and what decisions the guardian is allowed to make.

If you have a guardian they will be involved in your Person Centered Plan and decisions about the services you receive.

Once I've decided what I need how do I purchase services?

Once you have agreed what your needs are in your Person Centered Plan, the services to be purchased will be written in your " Agreement".

This is an agreement between you and people providing the service. The agreement or contract sets out the details of exactly what services will be provided to you and what you can expect. It will also include how much of your funding package these services will cost.

Once you agree that these are the services you want you sign your "Agreement". Central Coast Living Options will arrange for them to start and arrange for payment from your funding package.

You will usually need to sign a new " Agreement" each year.

Example Person Centered Plan

Patsy has a funding package and has asked Central Coast Living Options to help her access the services she needs. A worker at Central Coast Living Options explains how her Person Centered Plan will help everybody know what is going to happen. Patsy agrees to set a date for a planning meeting.

Patsy plans the meeting with the Central Coast Living Options worker. She decides she would like her boyfriend at the meeting and her boss Di who helps her out a lot and Kim who helps her at home. Patsy and the worker talk about what will happen at the meeting and some of the areas Patsy would like some help in.

At the meeting Patsy says she would like to move into a place of her own. Her boyfriend, Di and Kim all agree this would be a good idea. They help her identify the skills she will need to learn and together they decide what help she will need.

Central Coast Living Options agrees to find the services that Patsy requires and arranges for them to start.

They all agree to review the Person Centered Plan in three months, than again in six months time.

What if my needs change?

A person's needs change for lots of different reasons. Central Coast Living Options will check your needs and your Person Centered Plan with you at least twice each year. You can also ask for your Person Centered Plan to be reviewed whenever you think you would like something changed.

You have the right to leave Central Coast Living Options whenever you want. If you no longer want Central Coast Living Options to arrange services for you, or there is a better service for you, Central Coast Living Options will help you arrange these changes.

Your funding package would then usually be transferred to another service, depending on the Funding Package

You will need to change services if you move away from the Central Coast or if you no longer have a funding package.

3. What can I expect from Central Coast Living Options?

Central Coast Living Options aims to provide high quality services that responds to the ever changing needs of individuals with a disability. Central Coast Living Options believes services provided to individuals should allow them to enjoy the same rights and responsibilities as anyone else in the community. These rights are an important part of a law known as the NSW Disability Services Act (1993).

Central Coast Living Options can help support you with

- support with daily life
- getting a job, or working somewhere, like in supported employment or other workplace
- working with an advocate
An advocate is someone who can help you understand and speak up about a problem or other issues
- We want to make sure that people with a disability get good service.
- You should be allowed to take part in all the decisions about your life.
- You have the right to be treated fairly, just like everyone else.
- Treat you well and keep you safe
- Let you make choices
- Include your family, friends and carers if you want them to be included
- Provide information in a way that's right for you
- Respect your privacy
- Let you speak
- Support you to take part in the community
- Get to know you and the things you like to do
- Work with other organisations in the community if that's what you want
- Understand and respect your cultural background
- Help you make goals and support you to reach them
- Notice the things you are good at
- Respect everything about you when you are making choices and decisions, including
 - Your Age
 - Whether you are a man or women
 - Your cultural background, religion or faith
 - Your sexuality

- Whether or not you're married
- Offer other options if you can't use our service this might include a referral to another service
- If you can't use our service we will provide the details and explain why.
- Central Coast Living Options staff are well trained and are good at their job
- Obey all the laws that apply
- Have good processes in place to manage finances, staff and safety
- Learn from feedback we receive and make improvements
- Ask other people, including people with a disability, families and carers, advocates and others, if the service is working well.

How does the NSW Disability Services Act (1993) affect me?

The NSW Disability Services Act (1993) is a law about making sure that people with a disability and their families are getting good and helpful services.

This law says that people with disabilities have the same rights as all other people. This includes the right to be respected, the right to have a say and to live in and be part of the community.

All services provided by Central Coast Living Options are expected to meet the requirements of the NSW Disability Services Act.(1993)

Consumers, such as you and your family, advocate and guardian have a chance to say how things are going. You can also say how things could be changed to give you even better service.

What does this law mean for Central Coast living Options?

This law means that when Central Coast Living Options is helping you get the services you need, they will make sure that:

National Standards for Disabilities



• Your rights

You have the right to be treated fairly when you use disability services

- to receive a good service
- make your own choices and have control over your life and the supports that you need.
- be safe – no one is allowed to hurt you
- try new things and take risks sometimes
- speak up for what's right for you
- get help if you need it
- know that your information is kept private



• Participation and Inclusion

You can take part in the community and feel included when you use disability services.

- you have the right to take part in your community
- you can decide when and how you do this
- and you can decide when and how you have contact with your family and friends



• Individual Outcomes

Your service supports you to make choices about what you want to do. You can work towards your goals.

- you have the right to make choices about what you want to do
- how you will reach your goals



• Feedback and complaints

You can tell people what you think about the service you receive.

- you have the right to tell people what you think about the service you receive
- your feedback could be good or bad
- you can tell someone if there is a problem
- and you can get support to do this, you have the right to seek advice from someone like a support person, lawyer or an advocate
- your problem should be fixed
- And you should not be made to feel bad because you said that something is wrong with the service you use.



• Service Access

Finding and using services is fair. You can access the service you need.

- You have the right to be able to find and use disability services
- Everyone should be allowed to ask if they can use a service
- If you can't use a service, the reason why should be explained clearly to you
- And the service should put you in touch with another organisation that may be able to help you. This is called a **referral**



• Service Management

Disability services should be managed well.

- you have the right to use a service that is managed well
- Good Management includes things like**
- having good staff
 - making sure there are no problems, or fixing problems if they happen
 - having good processes and ways of working
 - communicating well

What if I have a problem or complaint?

If you are unhappy with the service you are getting or you think Central Coast Living Options is not doing the things the Disability Services Act says it should, you can make a complaint.

It is your right to make a complaint and you will not get into trouble for making a complaint.

You can make a complaint by

- Talking to a staff member about the things you are unhappy about
- If your problem is with another consumer, ask a staff member to help you talk to the other person and sort things out
- Talk to the Operations Manager or the Chief Executive Office of Central Coast Living Options

It is best to first make your complaint to the person you have the problem with. If your problem is not fixed, then talk to Central Coast Living Options.

If after you have done these things and you are still not happy other people you can talk to are:

- The Chairperson of the Central Coast Living Options Management Committee. Call Central Coast Living Options 02 43 532144 and ask for the Chairperson's telephone number.

- The Disability Complaints NSW Ombudsman
Telephone 02 92861000 Freecall 18004515214
- Intellectual Disability Rights Service
Telephone: 02 93180144 Freecall 1800666611

Remember that it is your right to make a complaint. It is OK to make a complaint and your services cannot be stopped because you make a complaint.

Your problem will be written down and a way to fix it will be worked out with you. The person helping you will tell you what they are going to do next to fix the problem.

Example Kathy's Complaint

Kathy is unhappy that each time her support worker visits her at home she arrives later than the agreed time. This means they don't finish what they need to do until later and then Kathy misses part of her favourite TV show.

Kathy talks to her support worker about this. Her support worker apologises that she has often been late and explains why.

Kathy and her support workers agree that they will arrange to meet half an hour later. She will also help Kathy tape her favourite program so she doesn't miss it and can watch it after she leaves.

Kathy is happy with this solution.

Staying Safe

You don't have to put up with other people hurting you or treating you badly. Central Coast Living Options has a responsibility to make sure you are safe and that no one is hurting you or treating you badly. If someone is treating you badly it is important you tell someone so that Central Coast Living Options can help you stop it from happening again.

If you think you are being treated badly tell someone you like and trust. Ask them to help you stop it from happening. If the first person you tell doesn't stop it happening tell someone else.

People can treat you badly in different ways. Two main ways are abuse and neglect.

Neglect happens when the people who should be looking after you don't do it well. They might not give you proper food to eat or clothes that keep you warm.

Abuse is when someone tries to hurt you.

They might try to hurt you by talking to you in a way that makes you scared or unhappy. This is called emotional abuse.

They might try to hurt you by hitting, kicking or touching you in a way that hurts you. This is called physical abuse.

Or they might hurt you forcing you to have sex with them when you don't want to. This is called sexual abuse.

Sexual abuse also includes someone touching the private parts on your body or making you touch their private parts when you don't want to. Talking about sex in front of you in a way that makes you scared or uncomfortable is also sexual abuse.

No one is allowed to have sex with you unless you want to.

It is **never** okay for a staff person to have sex with you.

It is also abuse if someone stops you from seeing family or friends you want to see. Or if they stop you using your own money to buy food, clothes or other things you need.

If you are being abused tell Central Coast Living Options or someone you trust. To help you stop the abuse happening again Central Coast Living Options will:

- Help you talk to someone about how you are feeling and help make sure you are safe again
- Help you talk to a counsellor and get other special help if you need it
- Help you talk to the police if you need to
- Help you decide who else you want to tell and help you tell them

4. If You Need More Information

You can find out more information about Central Coasting Living Options by ringing them up (Telephone: 02 43532411) or www.cclo.com.au

If you would like more information about Central Coast Living Options' policies on how they should support you, ask a staff member or the Central Coast Living Options Operations Manager to help you.

Central Coast Living Options has written policies and procedures that are available at our head office located at Tuggerah Business Park.

SOME USEFUL CONTACT NUMBERS

Central Coast Living Options

Phone: 43 532411 / Fax: 43 532266, Email: manager@ccllo.com.au

Chief Executive Officer: Kevin Johnston

Phone: 43 532411 Mobile: 0477021007 Email: manager@ccllo.com.au

Operations Manager: Lee-anne Hollis

Phone: 43 532411. Mobile: 0434005591 Email: lee-anne@ccllo.com.au

Administration Officer: Karen Lee

Phone: 43 532411 Email: karen@ccllo.com.au

Ageing and Disability Department

Gosford 1300160096 or 1300555727 TTY 133677

(NSW Government Department responsible for allocation of funding packages and monitoring of service quality)

National Disability Insurance Scheme

1800800110 or TTY 1800555677

National Disability Insurance Agency

1800800110

National Disability Services

02 92563111

NSW Guardianship Board

Freecall 1300364103

(Appoints legal guardians and assists in issues surrounding guardianship)

The NSW Ombudsman

Complaints enquiries: 02 92861000 Freecall 1800451524

(Free Advocacy services to assist people with disabilities make and resolve complaints.)

Central Coast Disability Network

02 4324 2355

(Representing People with disabilities on the Central Coast)

NSW Council for Intellectual Disability

02 88799100

(NSW peak group representing people with an intellectual disability)

Intellectual Disability Rights service

02 93180144 Freecall 1800666611

(A legal/rights service for people with an intellectual disability)

Office of the Public Guardian

02 43233523

(Acts as guardian where the Guardianship board appoint a Public Guardian)