

PARTICIPANTS

EASY TO UNDERSTAND

SERVICE DELIVERY



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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 Jeannee 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



Or look for information on the Central Coast Living Options Website
www.cclo.com.au



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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 or have mental health 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 provide the services and helps you decide what type of services you need.

Central Coast Living Options Mission

**To provide the highest quality care
and support responding to the changing
needs of people 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 who have National Disability Insurance Scheme (NDIS) plans or self-funded. The National Disability Insurance Scheme (NDIS) will help you get the plan you need for the support and service you want.

If you have an NDIS plan or self-funded and you live on the Central Coast you can ask Central Coast Living Options to find services for you.

We have information to help you understand the National Disability Services Scheme (NDIS).

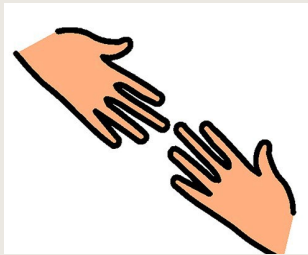




This information is about the **National Disability Insurance Scheme**.

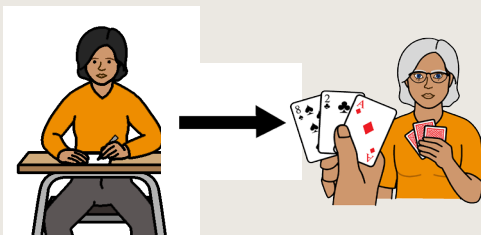
The National Disability Insurance Scheme is called the NDIS. The NDIS is the new way to help people under 65 with disability get

- care
- supports.



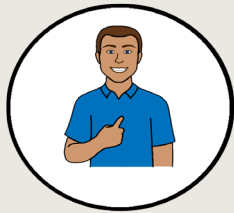
The NDIS also helps families and carers with information about services to support people with disability.

When people get help from the NDIS they can enjoy an ordinary life
and



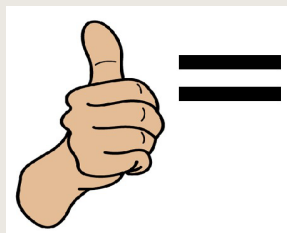
- as their life changes.

What supports will the NDIS pay for?

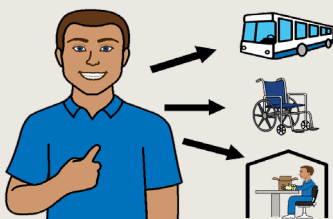


We call a person who gets the NDIS a **participant**.

The NDIS will pay for the **reasonable** and **necessary** supports that a participant needs to enjoy an ordinary life.



Reasonable means something that is fair.



Necessary means something a person **must** have.

Why do we need the NDIS?



Before the NDIS some people got the supports they needed.



Other people did **not** get the supports they needed. This was **not** fair.



We need the NDIS so that anyone with permanent disability under 65 knows that they can

- get the supports they need

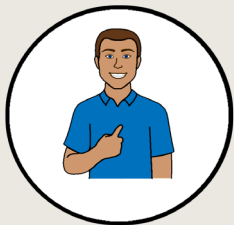
and



- have
 - choice
 - flexibility
 - control over their supports.

The NDIS supports can help people with disability reach their goals

Who can get the NDIS?



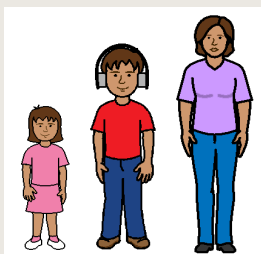
There are rules about who can be an NDIS participant.



To be a participant a person must be allowed to live in Australia forever. This means you

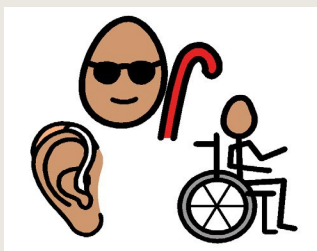
- were born in Australia

or



- have a special piece of paper saying you can live in Australia forever.

A person must be under 65.



To be a participant a person must also have a **permanent** disability that fits the

NDIS rules. Permanent means the disability will not go away.



A person must live in an area where the NDIS has started.

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

Generally, if you have a National Disability Insurance Scheme (NDIS) plan you will not have to pay for service that is listed. The services you receive will be paid for you out of your National Disability Insurance Scheme (NDIS) plan 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 and services. 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 eighteen have a guardian. This is usually their parent. Once you are over eighteen years old, you are an adult and able to make decisions for yourself.

Some people with a disability need help to make their own decisions. 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 eighteen 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 receive services?

Once you have agreed what your needs are in your NDIS plan, your:

- Coordination of Supports (COS)
- A Family member
- A Friend
- Your Guardian or Advocate

will help you with using your plan to get into the services of your choice. The services to be received from Central Coast Living Options will be written in your "Service Agreement".

This is an agreement between you and Central Coast Living Options 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 National Disability Insurance Scheme (NDIS) plan these services will cost.

Once you agree that these are the services you want, you sign your Service Agreement. Central Coast Living Options will arrange to start your service and for payment of service from your National Disability Insurance Scheme (NDIS) plan.

You will need to sign a new Service Agreement each year.



Example Person Centered Plan

Patsy has a NDIS Plan 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 or the Coordinator of Support 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 and the Coordinator of Support 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 NDIS plan would then usually be transferred to another service, depending on the NDIS plan.

You will need to change services if you move away from the Central Coast or if you no longer have an NDIS plan.

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

Central Coast Living Options aims to provide the highest quality care and support responding to the changing needs of people 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 Disability Inclusion Act 2014.

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 issue
- ✓ 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 is 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 are 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 Disability Inclusion Act 2014 affect me?

The Disability Inclusion Act 2014 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 Disability Inclusion Act 2014.

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 Services



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

What should my service do?

Your service should:

- treat you well and keep you safe
- let you make choices
- include your family 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 up
- offer you support to speak up if you need it. This support might come from someone like a lawyer or advocate.





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

What should my service do?

Your service should:

- support you to take part in the community
- get to know you and the things you like to do
- work with you and your family and friends if you want them to
- work with other organisations in the community if that's what you need
- understand and respect your cultural background





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

What should my service do?

Your service should:

- let you make choices
- help you make goals and support you to reach them
- notice the things you are good at
- let you seek support from other people – such as your family, friends, or an advocate – if you want to
- work with other services if that's what is needed to reach your goals
- respect everything about you when you are making choices and decisions, including:
 - your age
 - whether you are a man or woman
 - your cultural background, religion or faith
 - your sexuality
 - whether or not you are married





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.

What should my service do?

Your service should:

- offer different ways for people to have a say
- listen to the things that people tell them
- be prepared to change the way they work if there is a problem
- work with you family, carer, support person or advocate if that's right for you
- always work hard to make sure their services are good.





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**.
- Your Coordinator of Supports can help you with Service Access

What should my service do?

Your service should:

- have a good way of working with people who make enquiries
- ask people what they think about the service and make improvements based on these ideas
- provide information in different ways – this will suit a range of communication needs
- explain who can use the service , how to join and how to leave
- explain if you need to wait before you can use the service
- offer options if you can't use their service – this might include a referral to another service
- if you can't use their service, they should explain why





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 should my service do?

Your service should:

- have staff who are well trained and who are good at their jobs
- obey all the laws that apply
- have good processes in place to manage finances, staff and safety
- learn from feedback they receive and make improvements
- ask other people, including people with a disability, families and carers, advocates and others, if the service is working 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 also ask for help to from

- Staff
- Family
- Friend or
- Advocate or Guardian

You can make a complaint by

- Talking to a staff member about the things you are unhappy about.
- If your problem is with another person or provider, ask a staff member to help you talk to the other person and sort things out
- Talk to the Team Leaders, your Coordinator of Supports or Operations Manager 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 4353 2411 and ask for the Chairperson's telephone number.
- NDIS Telephone [1800 800 110](tel:1800800110)
- The Disability Complaints NSW Ombudsman
- Telephone 02 9286 1000 Free call 1800 451 524
- NDIS Quality & Safeguards Commission Free call 1800 035 544
- Intellectual Disability Rights Service
- Telephone: 02 9318 0144 Free call 1800 666 611

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 apologies 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

The National **Disability Abuse** and Neglect Hotline (The Hotline), is a free, independent, and confidential service for **reporting abuse** and neglect of people with **disability**. Anyone can contact the Hotline, including family members, friends, service providers or a person with **disability**.

To make a report, contact the Hotline on 1800 880 052



Privacy and Confidentiality

CCLO is committed to protecting and upholding the rights of participants to privacy in the way we collect, store and use information about them, their needs and the services provided to them.

CCLO requires employees and management to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

CCLO is subject to NDIS (Quality and Safeguards) Commission. The organisation will follow the guidelines of the Australian Privacy Principles in its information management practices.

CCLO will ensure that each participant understands and agrees to what personal information will be collected and why, including recorded material in audio and/or visual format.

CCLO will advise each participant of confidentiality policies using the language, mode of communication and terms that the participant is most likely to understand.

Conflict of Interest

Whilst receiving a service from CCLO you might also receive supports from another service providers, too. This is an area for raising conflicts of interest as two service providers are working together. All conflicts of

interest will be discussed with you during the service agreement revision.
Or if you receive 2 services from Central Coast Living Option

4. If You Need More Information

You can find out more information about Central Coasting Living Options by ringing them up (Telephone: 02 4353 2411) or looking at the Central Coast Living Options website 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: 4353 2411 **Email:** info@cclo.com.au

Chief Executive Officer: Kevin Johnston

Phone: 4353 2411 **Mobile:** 0477 021 007 **Email:** kevin.johnston@cclo.com.au

Operations Manager: Lee-anne Hollis

Phone: 4353 2411 **Mobile:** 0434 005 591 **Email:** lee-anne.hollis@cclo.com.au

Accommodation Manager: Marika Williams

Phone: 4353-2411 **Mobile:** 0423 480 297 **Email:** marika.williams@cclo.com.au

Human Resource Manager: Shay-lee Williams

Phone: 4353 2411 **Email:** shay-lee.williams@cclo.com.au

National Disability Insurance Scheme (NDIS)

1800 800 110 or TTY 1800 555 677

National Disability Insurance Agency (NDIA)

1800 800 110

National Disability Services (NDS)

02 9256 3111

National Disability Insurance Scheme Quality and Safeguards Commission

1800 035 544

To make a complaint about the disability supports or services supplied by an NDIS provider, either phone or complete the Complaint Contact Form on the NDIS Quality & Safeguards Commission website.

<https://www.ndiscommission.gov.au>

NSW Civil & Administrative Tribunal (NCAT)

(Appoints legal guardians and assists in issues surrounding guardianship)

1300 066 228

Email: gd@ncat.nsw.gov.au

<https://www.ncat.nsw.gov.au/>

Rachel Kernick – Advocate

Synapse Australia Limited

1800 673 074

www.synapse.org.au

NSW Council for Intellectual Disability

02 8879 9100

(NSW peak group representing people with an intellectual disability)

Intellectual Disability Rights service

02 9318 0144 Freecall 1800 666 611

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

Office of the Public Guardian

02 4323 3523

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

Reviewing and approving this policy

Frequency	Person responsible	Approval
Every 3 years	Management Team CEO and Board – Reviewing and Approving	

Policy review and version tracking

Review Item	Date Approved	Approved by	Next Review Due
1 Conflict of Interest	April 2022	K. Lee	April 2025
2			
3			