WELCOME

Congratulations on your choice and welcome to SGSCC disAbility. We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Our business is primarily about supporting you to achieve your goals and choices.

All services are subject to national and state Acts and Regulations. This document supports this legislation but is not itself legislation.

For the purpose of this manual the client means all of the stakeholders; the client/participant, parent/carer/person responsible, residential services etc- ie anyone who can benefit from the information contained in the manual.

The purpose of this Manual is to introduce the stakeholders to SGSCC disAbility and give you some information about our history, our clients and what we do. You will also find information about your terms and conditions of service and support. This manual should be read in conjunction with your Person Centred Plan and any Service Agreement.

This Manual is by no means an exhaustive guide. It has been developed to act as a resource and reference for you. The items within this Manual are listed and easily accessed via the contents page. This Manual will be updated as required as our service evolves and responds to your needs and feedback. You will be notified of any changes as they occur.

If you have any questions about the content or would like to suggest improvements on the manual please do not hesitate to contact us on disability@sgsc.edu.au or phone 8543 7429. We will then put you in contact with the best person to assist you with your query.
JANNALI & LOFTUS SERVICE LOCATIONS, OFFICE & CONTACTS

JANNALI- Includes Elouera, Options, Bransgrove areas

LOFTUS- Entry via Nattai St

St George & Sutherland Community College (SGSCC) Office
127-129 Sutherland Rd, Jannali

Reception Office Hours
Monday-Friday 9:00 -5:00
Wheelchair access.
Accessible toilet available.
SGSCC disability Office
Ph:  8543 7429
Fax: 9589 0517
Email:  disability@sgsc.edu.au
Website:  www.sgscc.edu.au
GLOSSARY OF TERMS/ACRONYMS

ADHC  
Ageing, Disability and Home Care (ADHC) is part of the NSW Department of Family and Community Services and is currently responsible for disability services until the complete introduction of the NDIS.

NDS  
National Disability Services is the Australian peak body for non-government disability services. Through the provision of information, representation and policy advice, NDS promotes and advances services which support people with all forms of disability to participate in all domains of life.

NDIA  
The National Disability Insurance Agency is an independent statutory agency whose role is to implement the National Disability Insurance Scheme (NDIS).

NDIS  
National Disability Insurance Scheme

Support Planner  
A Support Planner (previously known as Caseworkers at SGSCC disAbility) is a senior staff member who assists clients and/or families/carers to develop, implement and review their Person Centred Plan. The Support Planner is the point of contact for the client, family, carers and any other stakeholders involved in the client’s life.

Support Worker  
The Support Worker is a direct support staff person who assists and supports the client in their day to day activities in small groups and/or individually.

Team Leader  
The Team Leader is a senior staff member who is responsible for leading a small team of staff in an area in the Day Program service. Their role involves but is not limited to coordinating staff in their day to day roles, ensuring the clients involved in the day program setting are being supported appropriately and ensuring the environment is a safe area for all concerned. We have Team Leaders for Bransgrove, Options, Elouera and Loftus areas.

Client  
The person with a disability supported by a service. Sometimes called Service Users or the “people we support”, or participant.

Parent/person responsible  
Parent is the mother and/or father of the client. Person responsible is a term used for the client’s parent or a family member who supports the client. For example a client could have a sister as a person responsible.

Carer  
For the purpose of the SGSCC disAbility Policies & Procedures the term Carer refers to a paid worker who supports the client outside of the SGSCC disAbility Service. For example a paid residential worker at the home of the client is referred to as a carer.

Person Centred Approach  
A way of supporting and working with people with a disability which puts the person at the centre of decision making about their plans and supports and services.

Person Centred Plan  
An individual plan developed by a person with a disability, with assistance if required, that documents their hopes, dreams and goals, strategies to achieve them and the time frames.

Service Agreement  
An agreement that outlines details on funding available and how it will be used to support a Person Centred Plan at a particular service. A person with a disability may have more than one Service Agreement at several different services.
SGSCC & SGSCC disAbility

BACKGROUND

SGSCC

St George & Sutherland Community College (SGSCC) is an adult community education (ACE) organisation with an over 30 year history of commitment to providing quality programs and courses that meet the lifelong learning needs of the community.

At SGSCC we have a history of demonstrated commitment to provide course and programs for all equity groups. Over recent years the College has been a forerunner in the ACE Sector in providing innovative programs for people with disabilities. The College provides Disability Programs that meet the educational, vocational, social and leisure needs of people with a disability.

SGSCC disAbility

SGSCC disAbility is committed to meeting the flexible needs and choices of each client. The focus is on the ability of each and every person in any service offered. The aim is to maintain and develop those abilities through the many options available at the College and in the wider community. Current available programs are in a state of transition from Program-centric ADHC funded to individual packages. Services and programs are dependant on current ADHC funding and guidelines.

SGSCC disAbility manages Individual Packages in order to meet the choices, goals and aspirations of the client within that individual package. A service plan and budget is developed in line with the person’s goals and funding.

Day Program locations are in Loftus and Jannali, which includes Bransgrove, Elouera and Options areas. SGSCC disAbility is an approved provider of the following funded programs. Not all of these programs may be available to new clients:

- Community Participation Centre Based;
- Community Participation Individual Community Based;
- Community Participation Self Managed;
- Transition to Work;
- Life Choices Centre Based;
- Life Choices Individual Community Based;
- Life Choices Self Managed;
- Active Ageing Centre Based;
- Active Ageing Individual Community Based;
- Active Ageing Self Managed;
- Post School Options;
- Fee for Service
OUR MISSION, VISION & VALUES

St George & Sutherland Community College have overarching values for the whole college but SGSCC disAbility have developed and also follow values specific to the department. Both are listed below:

SGSCC VISION

SGSCC will be a learner centred college providing dynamic education and training, contributing to the social, economic and cultural well being of those we serve.

SGSCC MISSION

Enabling lifelong learning & growth by providing a range of quality, vocational, cultural, leisure, English, disability and related services.

SGSCC VALUES

Lifelong learning
Continuous improvement
Learner-focused delivery
Community Responsiveness
Quality of service
Entrepreneurialism, Initiative & innovation
Ethical behaviour
Equity & diversity
Accountability
Family friendly workplace
Team-work
Co-operation with other organisations

SGSCC disAbility VALUES

Passion and creativity:
Our passion and creativity is limitless in our partnership with the people we support

Respect & Empowerment:
We respect everyone and we will empower the people we support to gain control in the choices they make to achieve their hopes and dreams.

Integrity:
We will ensure what we do is what we believe. We will have integrity in all that we do.
DISABILITY SERVICE STANDARDS, HUMAN RIGHTS, NDIS

DISABILITY SERVICE STANDARDS SUMMARY

SGSCC disAbility follows the NSW Disability Service Standards which are aligned with National Standards. Further information on the National Standards is available:

Or an Easy Read Version with visuals is available:

1. **Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

2. **Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

3. **Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

4. **Feedback and Complaints:** Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

5. **Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

6. **Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

HUMAN RIGHTS PRINCIPLES

It is a requirement of employment with SGSCC disAbility that staff will complete the e-learning tool; an Introduction to Human Rights in Disability Services: A training Program for disability support workers in NSW from National Disability Services http://nds-nsw.cl-hostingsolutions.com/

Australia has agreed to uphold human rights set out in a number of international treaties and declarations, including the Convention on the Rights of Persons with Disabilities. The National Standards draw on these and in particular the principles within the Convention on Rights of Persons with Disabilities, which was developed by the United Nations.

An additional principle has been added to strengthen the focus on partnerships, consistent with the National Disability Strategy. This emphasises the importance of people with 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.

The Human Rights principles are:
• respect for the inherent dignity, independence of persons and individual autonomy, including the freedom to make one’s own choices;
• non-discrimination;
• full and effective participation and inclusion in society;
• respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
• equality of opportunity;
• accessibility;
• equality between men and women;
• respect for the evolving capacities of children with disability and respect for the right of children with disability to preserve their identities; and
• active partnerships between services and people with disability, and where appropriate, their families, friends, carers and/or advocates.

NDIS-NATIONAL DISABILITY INSURANCE SCHEME

Disability Services are in a state of transition towards the introduction of the NDIS. Further information can be obtained from the NDIS website: www.ndis.gov.au
RIGHTS & RESPONSIBILITIES OF SGSCC disAbility CLIENTS

Clients are the focus of SGSCC disAbility operations and it is important that their rights are acknowledged and promoted at every opportunity. As clients, however, they also have responsibilities to the agency which they should be aware of.

Client rights and responsibilities may be mitigated by the cognitive abilities of the individual. In these cases the parent/carer or person responsible may take on some of these items.

Clients of SGSCC disAbility have the following rights and responsibilities:

Client's Rights

- The Client, has access to all information about themselves held by SGSCC disAbility.

- In cases where a Client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements;

- The Client, and with their permission, their person responsible must be involved in decisions about their support plan. A person-centred plan will be developed including goals, hopes and dreams. All information regarding any costs will be provided at planning meetings. If the client chooses to have an individual budget this will be determined in consultation with the client and other stakeholders

- The Client will be made aware of the standard of service, which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the client, is responsive to the social, cultural and physical needs of the client and their family;

- The Client’s access to services should be decided only on the basis of need and the capacity of the service to meet that need. Clients have the right to refuse a service and refusal should not prejudice their future access to services at SGSCC disAbility.

- The Clients have a right to complain about the service they are receiving without fear of being disadvantaged;

- Complaints by Clients will be dealt with fairly, promptly and without discrimination. The Client may involve an advocate of their choice to represent his/her interests;

- A person-centred approach will ensure the Clients' views and choices will be at the centre of all planning and evaluation of the service maximising social participation and cultural inclusion;

- Client’s rights to privacy and confidentiality will be respected at all times;
• Clients have a right to information and support to understand and exercise their legal and human rights;

Client's Responsibilities

• Clients should let the agency know if he/she is going to be absent from the service;

• Clients should act in a way which respects the rights of other Clients and SGSCC disAbility staff;

• Clients need to take responsibility for the results of any decisions they make;

• Clients are to play their part in helping SGSCC disAbility to provide them with services;

• Clients need to respect the property of SGSCC;

• Clients need to be punctual;

• Clients need to provide accurate information about themselves;

Person Responsible/Parent/Guardian Responsibilities

• Person Responsible Parent or Guardian will act in a way that respects the rights of the client and staff;

• Person Responsible Parent or Guardian will speak to the staff and make requests in respectful ways;

• Person Responsible Parent or Guardian will share appropriate information only with the correct people

• Person Responsible Parent or Guardian will work with the support planner to ensure information is correct and clearly explained;
FEEDBACK, COMPLAINTS, PROBLEMS & ADVOCACY

SGSCC disAbility has always welcomed feedback as a way of ensuring continuous improvement. It is also a requirement of the NSW Disability Standards that all participants and their families, advocates or carers have the opportunity to make a complaint and provide feedback. SGSCC disAbility has a complaints procedure in place that ensures all participants can freely make a complaint without any recrimination. SGSCC disAbility will ensure the procedure is adhered to at all times. The procedure will be explained to the participants regularly at Induction, Student Meetings and Support Planner Meetings. Plain English and Visual versions will be distributed to clients at inductions and throughout service and displayed in service locations. Resolution of a complaint or problem should always be attempted as soon as possible before it becomes a bigger issue. The 6 steps complaints procedure in summary is: Step 1 Small Problem – Talk to a Support Worker; ➔ Step 2 Medium Problem- Talk to the Team Leader; ➔ Step 3 Big Problem – Talk to Your Support Planner; ➔ Step 4 Very Big Problem –Talk to the Manager Cathy Lovelock; ➔ Step 5 Very, Very Big Problem- Talk to the Principal Patricia Carroll; ➔ Step 6 Extremely Big Problem that can’t be resolved with other steps- Ask an Independent Service for Help

Tell us what you think
Feedback and complaints help us know what we do well and how we can improve so we welcome them. We try to resolve complaints quickly. If the complaint has not been resolved immediately at the source, we will contact you with an initial response and let you know how we will deal with the complaint. You may appeal if you are not happy with the way we have handled your complaint or the outcome. Sometimes problems /complaints can be fixed immediately by talking to a Support Worker.

You can give us feedback or ask questions by:
• Speaking with a Support Worker, or Support Planner you have regular contact with
• Completing the Annual Survey
• Participating in Feedback Week
• Emailing us at disability@sgsc.edu.au
• Ringing us on 8543 7429

Feedback and suggestions are welcomed at all times from clients, families, carers residential services. However, there are more formal surveys available at various times in the year. If you are not happy and wish to make a complaint about the program, you can arrange an appointment to talk to your Support Planner. You can also arrange to have an advocate come to discuss the problem if desired.
ADVOCACY

Information on advocacy services and legal advice and other independent supports about services available is available, should the client/parent/carer choose to access such a service. Please ask your Support Planner or access ADHC Funded Advocacy Services. A list is available at the following website:

SGSCC disAbility will also strive to empower the client to self advocate – to effectively assert their rights and live up to their responsibilities. SGSCC disAbility will make every effort to maximise person centred decision making and support clients to be at the centre of decision making. SGSCC disAbility will assist clients and their families, carers and guardians to come to an agreement before an advocate is engaged if possible.
WORK HEALTH & SAFETY (WHS)

SGSCC will:

- Provide and maintain a safe environment and ensure adequate facilities and support for all participants.

- Provide information, instruction, training and supervision to ensure the health and safety of all participants.

- All SGSCC disAbility staff are First Aid trained. If first aid is required report to a staff member immediately. All staff have access to a first aid kit.

- Staff on community access will carry an appropriately sized first aid kit. Staff working one on one with individual clients will also carry first aid where there is a need.
EXCLUSION FROM SERVICE

Participants may be asked to not attend the program or their planned activities if they are responsible for a severe incident. If there is an incident such as violent behaviour or extremely inappropriate behaviour involving a participant there will be an immediate meeting with Management- SGSCC disAbility. The incident will be assessed and if it is found that the participant is a danger to themselves or others they may be excluded from the program for a period of time dependent on the severity of the incident. The Incident Procedure will be followed.

Participants who are sick or have an injury that precludes them from participating in their normal activities are asked to not attend the day program or their activities until they are well and often for some time after symptoms have cleared (see below). In some instances a Doctor’s Certificate will be required before attending. (See Infectious Diseases Procedure)

Below are some more common diseases.

**Chicken Pox** – a usual time between infection and illness is 11 to 20 days. Absence from program is required until spots are cleared.

**Conjunctivitis** – There are several different forms of conjunctivitis, some of the symptoms being eye discomfort, discharge from the eye and eyelids sticking together, eyelid swelling, redness, itching. Participants must be cleared by a doctor before returning to the program.

**Gastroenteritis** - Viral gastroenteritis consists of vomiting and diarrhoea and can be serious for infants, people with suppressed immune systems and the elderly. People with vomiting or diarrhoea should rest at home and not attend college while sick. Clients will be excluded from attending for 24 hours after the resolution of symptoms.

**Glandular Fever** – Usual time is uncertain from 1 week to several weeks. Participants may be too sick to attend.

**Infectious Hepatitis (Viral Hepatitis Type A)** – Usual time between infection and illness is between 15 to 50 days (average 28 days). Absence from the program is required until the individual has recovered and for one week from the first sign of jaundice.

**Measles** – Usual time between infection and illness is between 7 to 14 days. Absence from program is required 5 days from appearance of the rash.

**Mumps** – Usual time between infection and illness is between 12 to 22 days (average 18 days). Absence from the program is required until the individual is fully recovered and for one week after the appearance of the swelling.

**Whooping Cough** – Usual time between infection is between 6 to 20 days (average 7 days). Absence from the program is required if the individual has not received an antibiotic treatment. The individual should remain away for 3 weeks from the onset of the “whoop”. If treatment is given, absence from program is dependent on the doctor certificate.
Impetigo (Scabies sores) – Usual time between infection and illness is between 5 to 21 days. Absence from the program is dependent on the doctor’s certificate. Sores would need to treated, properly covered and or healed before attending.

Pediculosis (Head Lice) – Symptoms and signs include; itchy scalp, lice and nits (eggs) are found on the scalp. Absence from the program is required until all lice and nits are removed through proper treatment.

Ringworm – Usual time between infections and illness is between 10 to 14 days. Absence from the program is required until appropriate treatment has begun and a clearance form has been received from the doctor.

Colds/Flu – Participants are asked not to attend if they have a cold which presents with high temperatures, coughing or a runny nose. You may be asked to go home if you attend with any of these symptoms and it is seen as a possibility of infecting other participants and staff.
PERSON CENTRED PLANS

SGSCC disAbility promotes person centred practices. The term ‘person-centred’ describes service and supports that are centred on an individual and their strengths, needs, interests and goals. Person-centred service delivery ensures that people with disability lead and direct the services and supports they use.

Person Centred Plans are prepared with the Support Planner, Client and/or parent, carer or person responsible on entry into the service. This is a written document that is reviewed every 6 months or as required.

The intention of person-centred approaches is to maximise, as much as reasonably possible, the capacity for people with disabilities to take control of their lives.

Person-centred approaches ensure that clients are at the centre of service design, planning, delivery and review. The Client shapes and direct services and support arrangements to suit their strengths, needs and goals with the support of families, friends, carers, advocates and their circle of support (see diagram below).
SERVICE AGREEMENTS

All Clients will have a Service Agreement after the full transition to the NDIS. At the present time only ADHC funded Clients on Individualised Packages will have a Service Agreement. Service Agreements will be phased in for other clients.

A Service Agreement is not a Person Centred or Support Plan. A Service Agreement contains:

- Information on what supports the Client will receive
- How much funding has been allocated
- When, where, how they will receive those supports
- How much the supports will cost and how they will be paid for
- How long the supports will be for
- What is expected of the Client
- What is expected from the Service Provider
- How the Service Agreement can be terminated
- What to do if problems occur
- Information on cancellation policy

More information in plain English with visuals is contained in Guide to Service Agreements and is available from:


Or contact NDIS on 1800 800 110

Cancellation Policy

A minimum of 24 hours must be given by the client or representative if they cannot make a scheduled appointment otherwise a charge will be made.

Any fee that is charged to the client’s plan will be according to the terms set out in the service agreement between the client and the SGSCC disAbility, up to a maximum of 8 instances per year.

If cancellations may be a problem, clients or their representative will discuss with SGSCC disAbility methods that can be put in place to minimise cancellations.
FEES

It is a requirement of all Day Program participants to pay a fee of $135 or $145 per term (depending on the number of days/hours attended). This covers the cost of additional resources and maintenance of resources. An invoice will be sent out at the beginning of each term.

Additional costs will be activity costs, food costs and any personal spending. Activity costs will be sent home in a letter as they are needed.
Service Operating Times

The SGSCC disAbility Day Program will be open to clients 48 weeks of the year between Monday and Friday. Hours of operation will be between the hours of 9 a.m. till 3 p.m. Monday to Friday. There will be one “client free” day five times a year for planning and staff development. These dates will be given as soon as possible at the beginning of the year. Every effort is made to keep to the dates. There will be one week closure in July and three weeks at Christmas.

These times do not include activities that may be organised as part of an Individualised Package.

Petty Cash

Some clients may need/wish to keep a petty cash amount at the College for expenses and incidentals not included in funding or charged fees. Other clients may prefer to keep control of all their own funds and spending money. These incidentals might include spending money on community access, cooking ingredients costs for a class, entry to external facilities such as a swimming pool etc.

All petty cash regardless of belonging to clients or SGSCC program must be accounted for and SGSCC disAbility has systems in place to ensure this. The initial amount of petty cash provided will vary depending on the activities and needs of the client; however an initial amount of $50 is a good starting point. If a petty cash facility is required SGSCC disAbility will provide a suitable container for secure storage of client funds at the College. Please discuss your individual needs with your Support Planner.

Late Pick-Up

SGSCC disAbility is committed to a duty of care to clients in insisting on a timely arrival and pick-up from all stakeholders. It is the client’s right to expect a parent/carer or the residential services staff to pick them up as close as possible to the expected time.

SGSCC disAbility is also committed to accurate recompense to staff for time spent in employment. Whilst there may be some extenuating circumstances surrounding a late pick-up on individual occasions, consistent late pick-ups will incur a late fee. At present the late fee is $1.00 per minute.

Communication - Clients, Families, Carers

Communication is through a variety of methods. Examples include but are not limited to Communication Books, Diaries, group emails, telephone, email and meetings. A closed Facebook group is in the process of being set up to also assist in communication.

Absences

If you are going to be absent for any length of time please inform your Support Planner ahead of time. If you are going to be absent at short notice please ring the:
STAFF ROSTER PHONE 0432 112 152 and speak to the roster staff to inform them of your absence.

Hours to call the roster phone are: 7am- 8.30 am / 4.00pm-6.00pm.

If you have been allocated transport it is important to let the Transport Coordinator also know if you are going to be absent and not needing transport on any occasion. The number to ring is Trish on 0422 809 669

Medications

Information about client medication is collected at initial assessment and/or Support Planning meeting. A Medication Authority Form needs to be completed by the parent/carer/person responsible.

All medication information including Medication Authority Forms will be stored in the client’s confidential Buff file. It is important that any change in medication is relayed to the Client’s Support Planner and a new Medication Authority Form completed.

Transport

Transport is limited due to budgetary restrictions. Allocation of transport is now on a case by case basis and as of the date of print there is a waiting list. Allocation of a spot is dependent on available space and the effect on the transport budget. There is a limitation to the areas the transport is provided due to budgetary restrictions. All enquiries need to be directed to the Manager. If you have been allocated transport it is important to let the Transport Coordinator know if you are going to be absent and not needing transport on any occasion. The number to ring is Trish on 0422 809 669

Staff Training

To achieve a high level of ongoing professional development of all staff, it is a requirement that staff attend ongoing training. All trainers have Certificate IV in Training and Assessment (TAE40110). SGSCC disAbility has a benchmark of all staff employed four days or more working towards achieving their Certificate IV in Disability (CHC40312).

ADHC allows us to shut down the program five times a year for professional development. You will be notified of the shutdown dates each year.

Smoking

There is no smoking allowed in the boundaries of the College.

Security

The Administration block at the Jannali site has security locks. The security code is for staff only. Access to this area is only with a staff member.

SGSCC disAbility Policy & Procedure
SGSCC and SGSCC disAbility has a set of policy and procedure to guide the college and department activity and quality requirements. Those that are directly relevant to clients, carers and family will also have other ways of being disseminated and communicated. These may include; flow charts, Plain English versions, visuals, abbreviated sections in manuals, memos, work instructions, information days, newsletters etc. However all policy and procedure are available for any client and their carer/family on request. If you would like to see a list of policy and procedure please request one from your Support Planner.

**Day Program Activities**

Day Program activities are person centred and vary depending on the goals and needs of the participants. Staff ratios are dependant on the funding levels of clients. A typical day at SGSCC disAbility day programs can include: computers, drama, cooking, gardening, community access, art and craft, yoga, spa, fitness, gym etc

**Visitors**

Visitors to the college must sign in at reception and receive a visitor's badge. They must return the badge at the end of the visit and sign out.

**Client Exit & Termination**

SGSCC disAbility is committed to providing clients with information and support through the process of transition or exit from the organisation’s programs or services. For more information on how to exit or transfer from SGSCC disAbility talk to your Support Planner

SGSCC disAbility will ensure:

- all clients are provided with the necessary information and explanation in appropriate communication formats in relation to their transition/exit from the service
- clients are provided with information and support through the process of transition or exit from the organisations programs or services
- client transition strategies and exit planning will be documented in the client’s individual service/person centred plan
- the client exit process is clear and that the organisation adopts fair and non-discriminatory processes when a client chooses to or is required to leave the service
- SGSCC disAbility will follow current ADHC requirements for exiting clients from funded programs and/or Individual packages.
PRIVACY & CONFIDENTIALITY

SGSCC disAbility is committed to protecting and upholding the right to privacy and confidentiality of clients, staff, volunteers, parents/carers and other stakeholders. In particular SGSCC disAbility is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

SGSCC disAbility only collects information we need to provide you with appropriate services. Unfortunately, the support we provide may be limited if you choose not to provide this information. With your consent SGSCC disAbility may use the information you provide to refer you to other services.

We may also use your information to report to funding bodies and for research and evaluation without indentifying you. We will not provide your personal information to anyone else without your consent except when we have to by law.

You can review information SGSCC disAbility keeps about you by contacting the Privacy Officer. A copy of SGSCC’s Privacy Policies is available at www.sgscc.edu.au

Any questions about privacy policy, any concerns or a complaint regarding the treatment of privacy or a possible breach of privacy, please use the link on our website or contact our Privacy Officer using the details set out below.

SGSCC will treat requests or complaints confidentially. SGSCC will aim to ensure that issues are resolved in a timely and appropriate manner.

Please contact our Privacy Officer at:
Privacy Officer
St George & Sutherland Community College
Post: PO Box 404 Jannali 2226
Tel: 8543 7417
Email: thiggins@sgscc.edu.au
INDUCTION

Once the Client fits the eligibility criteria, chooses and is accepted by SGSCC disAbility as a service provider the Assistant Manager - SGSCC disAbility will then meet with the Client and their family to complete the necessary documentation for SGSCC disAbility and ADHC. If SGSCC feels that they may not be the best provider for the client this will be discussed before acceptance into the service. The Assistant Manager - SGSCC disAbility/Client Liaison will provide the client and their family with an Entry Package that contains the necessary information to complete and enter into the service. The following will be provided:

- Information sheet stating hours of operation, fees
- Holiday shutdowns;
- Client Profile Form,
- Examples of program,
- Authority to Seek and Release Information Form
- Media Release Form
- Client Manual
- Complaints Brochure
- Privacy Statement

The Assistant Manager - SGSCC disAbility will explain the information etc. An Interpreter will be provided if required. The client will be given their start date at this meeting.

The Management- SGSCC disAbility will then assign a Support Planner to the client and will forward an initial Service Agreement to the client welcoming them into the service, informing them of the name of their Support Planner and their start date. The Support Planner will meet with the Assistant Manager- SGSCC disAbility to discuss initial interview and preparation for entry of client into the program/service. The Support Planner will make contact for a gathering of information meeting. Details of Agenda Items include:

- Educational and family background
- Aims of client & family
- Goals for this year, short and long term goals
- Other agencies involved
- Issue timetable of day program/individual service
- Discuss what types of courses the client and family would like to include
- Discuss attendance pattern
- Discuss staff needs for individualised service
- Discuss travelling to and from their program, whether client requires travel training and has a procedure to follow if lost or unsure.
- Arrange with client and family a set date for Person Centred Plan within first three months at most convenient location for service user and family
- Client and family may have a copy of Policy and Procedure if requested.
LANGUAGE ASSISTANCE & CULTURAL DIVERSITY

Principles of access and equity underpin the SGSCC disAbility’s overall strategy and impact upon all activities throughout the organisation. In every aspect of service delivery, the organisation will provide appropriate support in a manner that is responsive to the cultural and diverse needs of its clients. SGSCC disAbility will promote and foster a culturally friendly environment and staff will display attitudes and behaviors that demonstrate respect for all cultural groups.

Language, translation and interpreter support can also be provided. Please indicate your need at initial enquiry or at any time throughout service delivery.

ADHC and NDIS Publications are available in many languages. Please ask your Support Planner or SGSCC disAbility Management or look on the following websites:

ADHC Translated Publications:

NDIS Information Translations:
EVACUATION/LEAVE EARLY PROCEDURE

To assist in version control and use of up to date documents in this safety area the procedures will not be automatically inserted at the end of this manual but will be printed or available separately. Please let the Assistant Manager- Client Liaison Coordinator know if the Evacuation Procedure and Leave Early Plan has not been made available to you or you require a copy.