



TO



"ZERO TOLERANCE OF ABUSE"

OUR SERVICE MODEL IS BASED ON THE 6 STANDARDS:

Standard 1 – Rights

Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community.

Standard 2 – Participation

Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose.

Standard 3 – Individual Outcomes

Each person is supported to exercise choice and control over the design and delivery of their supports and services.

Standard 4 – Feedback and Complaints

When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with and have the opportunity to be involved in the resolution process.

Standard 5 – Service Access

Each person is assisted to access the supports and services they need to live life they choose.

Standard 6 – Service Management

Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support.

MISSION

Hale seeks to provide the best possible services and support people with disabilities and their families to achieve their goals in life. Hale is committed to efficient and effective services which are individualized, responsive and delivered within a framework of respect for human rights.

VISION

To empower the ability of individuals with disabilities to live with dignity, and in which their human rights and freedom to choose are respected, protected, recognised and fulfilled.

VALUES

- Empowering – Encourage growth and ability
- Teamwork – Work together and communicate effectively
- Honesty – Open policy & truthfulness
- Respect – show gratitude towards others
- Acceptable – Feel included
- Safe – Stable and secured
- Commitment – Reliable and passion
- Equality – equal access, opportunity & human rights
- Faith – trust and believe

SERVICES WE OFFER:

- Supported accommodation (SIL)
- Short-term accommodation (Respite)
- Day Program Services – Community Access
- Transport
- Support Coordination
- Drop-in support
- Home care

About Hale Community Support (HCS)

HCS is a community-based organisation that supports people who are experiencing the effects of a mental illness and disability. HCS supports people who may also have multiple needs associated with substance abuse, acquired brain injury or suffered from multiple diagnosis. At HCS we recognise that everyone has their own strengths, needs, desires, and aspirations, and our programs are designed accordingly. We use a strengths-based approach that helps you build the personal and practical skills you need to reach your goals. Our support work often starts with an Individual Support Plan (ISP) developed in accordance with your NDIS Plan. This plan consists of your goals and the things we can do together to reach them. HCS is not part of the hospital OR nursing system however we can support you to access clinical assistance through our partnerships with clinical services. We have a friendly and committed team of support workers and a management that listens to issues and your suggestions that will improve our services.

You can contact our office on 02 9625 5076 or email us at hcsintake@halesupport.org.au .

Or in person at:

Head office:

30 Janet St, Mount Drutt NSW 2770



Your Rights and Responsibilities

HCS's support is based on mutual respect. We have consulted with past and present clients of HCS to create these guidelines for an effective working relationship.

At HCS you have the right to

- Be respected for your individual human worth and dignity
- Be treated with courtesy
- Be assessed for access to our services without discrimination
- Pursue any complaint about HCS's service provision without retribution
- Have an advocate to assist you at any time
- Access all of your personal information
- Appeal a decision
- Influence decision making
- Privacy and confidentiality
- Receive high quality services provided by staff with relevant skills, training and experience
- Refuse our services

At HCS you are responsible for

Providing your support worker with information which will assist in the development and implementation of your NDIS or ISP plan

The decisions made, together with an HCS worker, about your planned support goals

Informing HCS if you cannot attend appointments

Respecting the rights of others who use HCS's services, and HCS staff

Attending meetings and events at HCS free from the influence of alcohol and non-prescription drugs

Declining Services

You have the right to decline our support. However, certain conditions may apply as documented in your service agreement with HCS.

Privacy

HCS is committed to protecting your privacy. We are responsible for protecting your personal and health information in accordance with the Commonwealth Privacy Act 1988 and the Australian Privacy Principles under that act. *The Privacy and Personal Information Protection Act 1998* (PPIIP Act) allows HCS only records information with clients' consent and will only use and disclose information for the primary purpose for which it was collected.

What information do we record about you?

HCS records the information needed to provide support and help you to achieve the goals set by you in your support or NDIS plan.

Who can see your information?

Your information can only be seen by the professionals in this service who are involved with the support we provide to you. The only way we can release information about you is if you agree, or if it is required by law (such as in the case of a medical emergency).

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to provide the right support. It is your right to deny HCS staff access to this information. You can talk to your support worker at any time if you wish to alter or cancel the conditions of your consent.

How will your information be protected?

HCS is committed to protecting the confidentiality of your information. Security measures are in place to protect your records from unauthorised access, use or disclosure. When information is no longer required to be held it is destroyed.

Can you access your information?

You have the right to access the information HCS has about you and ask for it to be changed or corrected. HCS will provide you with access to your information within a timely manner.

Requests for access to your information are made to HCS's Referrals, Intake, Information & Assessment (RIIA) at hcsintake@halesupport.org.au or on 02 9625 5076 and are subject to the exceptions set out in The Commonwealth Privacy Act 1988 and Schedule 1 Health Privacy Principle 7 of the *NSW Health Records and Information Privacy Act 2002* (HRIP Act) and *Privacy and Personal Information Protection Act 1998* (PPIP Act).

Getting involved at HCS

At HCS you will have the opportunity to be involved in all aspects of the organisation. HCS regularly evaluates its performance and has a policy of encouraging all clients to take part in that process.

You can contribute to HCS's development by:

- Attending client and carer forums and meetings
- Submitting ideas directly to staff, the CEO or Executive Team verbally or in writing
- Standing for election as a member of the HCS Board
- Volunteering at HCS

Feedback and complaints

HCS is committed to the provision of quality services. Complaints and feedback are valuable tools we use to constantly improve our support services. As a client, carer, family member or other service provider we encourage you to discuss any issue you might have. How do I provide feedback, make a complaint or appeal a decision? HCS has a Complaints Management Policy which ensures the rights and confidentiality of clients, or any complainant, are maintained. Please note that we are unable to acknowledge any complaint or feedback without your contact details.

To make a complaint, appeal a decision or provide us with feedback tell an HCS staff member or complete the attached form and deliver it to any HCS office in person or by mail.

What will HCS do with your feedback or complaint?

- Record the matter with our Complaints Officer
- Acknowledge your communication within 48 hours of receipt
- Deal with your matter respectfully and in a timely manner
- Provide an interpreter where necessary
- Investigate and respond within 20 working days of receipt. If it involves any criminal activities, HCS is obligated to contact the police and other relevant authorities.

Having an advocate

You have the right to have an advocate present to assist you at any time. An advocate is someone who assists you to ensure your support needs are addressed appropriately. For more information, speak to a HCS Team Leader.

What happens if I am not satisfied with the way HCS has handled my feedback, complaint or appeal? If the procedures we offer do not resolve your concerns, or if you are unhappy with the way HCS has handled your matter, you may seek advice from the following agencies:

NDIS Commission:

email: contactcentre@ndiscommission.gov.au.

phone: 1800 035 544.

post: NDIS Commission Feedback, PO Box 210, Penrith NSW 2750.

OMBUDSMAN

Contact them between 9am to 4pm on 02 9286 1000 or toll free on 1800 451 524 or use the ONLINE COMPLAINTS FORM to submit a complaint for assessment.

<https://www.ombo.nsw.gov.au/complaints/making-a-complaint>

FOR CHILDREN AND YOUNG PERSONS:

Call: 1800 000 164 (9 am to 4.30 pm, Monday to Friday) Email: complaints@facs.nsw.gov.au.

Call: 1800 000 164 (9 am to 4.30 pm, Monday to Friday) Email: complaints@facs.nsw.gov.au.

Email: privacy@facs.nsw.gov.au. Fill in the privacy form. ...

Call: 02 9286 1000.

NSW Ombudsman on (02) 9286 1000.

To report suspected child abuse or neglect contact the Child Protection Helpline on 132 111
(TTY 1800 212 936)

Local Police service at Mount Druitt

Address: Luxford Rd & Kelly Cl, Mount Druitt NSW 2770

Phone: (02) 9675 0699