



COMPLETE CARE TEAM

ABN 41 001 440 464

PO BOX 209 GLENBROOK NSW 2773

Client Information Pack

Edition: V10 updated July 2015



This Information Pack contains important information about our services. It is reviewed annually.

For more information on any information in this booklet contact:

Complete Care Team

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a) About Complete Care Team

Introduction

Complete Care Team provides Attendant Care and Nursing Care for people in the community with high support needs.

Complete Care Team (CCT) was established in 1999. The registered office is 7 Hope St Blaxland, in the lower Blue Mountains. We provide service to the Blue Mountains and Western Sydney areas.

The Directors of Complete Care Team are Rhonda Barrett RN and Michelle Barrett.

Rhonda Barrett, is in charge of service provision for our clients and carers. Rhonda is a Registered Nurse with over 30 years experience in different areas of nursing, the past 16 years as Clinical Director of Complete Care Team. Prior to this Rhonda worked in a local Residential Aged Care Service in the capacity of Nurse Unit Manager and in Home Nursing Services. Rhonda has certificates in Gerontology and Clinical Gerontology. Rhonda provides on-going professional support and accessibility to all our clients and overseas training and supervision of field staff via our service co-ordination team providing reliable and personalised care.

Michelle Barrett oversees the administration and financial management of Complete Care Team. Michelle has had many years' experience in business and office administration. Michelle works closely with the community care sector as Treasurer for ACIA (Attendant Care Industry Association). Michelle has been Director of Complete Care Team for the past 16 years. Michelle assists Rhonda in ensuring a safe work environment for all CCT staff and clients.

Contact Details

Business Name:	Neville Bush Holdings Pty Ltd t/a Complete Care Team
Registered Office:	7 Hope St Blaxland NSW 2774 PO Box 209 Glenbrook 2773
Office Hours	8:30am to 4:30pm
Telephone:	024739 5211
Fax:	024739 5311
After Hours:	0458 59 3911 Emergency contact only
Email:	contact@cctnursing.com
Australian Business Number (ABN):	41 001 440 464

Mission Statement

Our Aim is to provide our clients with:

- Quality home based nursing & respite care in the Blue Mountains & surrounding areas
- A person-centred service which puts clients at the centre of the decision making and planning process to help identify and achieve their goals.
- A holistic model of care embracing the physical, emotional, spiritual, cultural, linguistic and social needs of each individual.
- Support to the family members of individuals with high needs.
- A service to the community which assists individuals to maximise their potential for independence and improve their quality of life.
- A service that supports clients to participate in their community in a meaningful way.
- A flexible and tailor made service which addresses specific individual circumstances.

Our Staff with:

- A safe workplace adhering to WH&S principles in cooperation with Staff and Clients alike.
- Support via the Service Coordination Team.
- A workplace where compatibility of Nursing, Attendant Carers and Clients are maximised.
- An open and cooperative workplace with flexibility and where possible taking into consideration the individual circumstances of the Nursing and Attendant Carer.
- Opportunities and possibilities for staff training, development & appraisals.
- Opportunity to provide feedback in relation to client care, planning and policy review to ensure we are able to identify client's needs, aspirations and strengths and to ensure we develop policies that assist us in providing the highest quality of care to our clients.
- Incentives and rewards to Nursing and Attendant Carers for performance excellence.

Vision

- To work towards providing a sustainable, effective service to meet the individual needs of a wide range of clients.
- To consistently strive to be at the cutting edge in developing high quality support services for people with high support needs and setting benchmarks for the industry.
- To uphold WH&S principles by ensuring a safe work environment for staff and clients by providing on-going training to all staff and implementing risk management procedures in the workplace.

Philosophy

It is important that everybody who works with Complete Care Team understand that the client is the focus of our service.

We do this by:

- Taking a person-centred approach to the service we deliver ensuring clients are at the centre of the decision making and planning process and supporting each client to make informed choices regarding all aspects of their care.
- Actively involving the client's family/guardian, and other relevant professionals in the development and implementation of the client's plan according to the wishes of the client.
- Assisting clients to have valued roles in the community both locally and within the broader community through identifying their individual needs, roles, strengths, hobbies and aspirations for now and in the future.
- Maximising each client's potential for independence & quality of life by providing a responsive and personalised service to each client's needs, wants, beliefs, aspirations and strengths.
- Demonstrating respect for each client's cultural, religious and linguistic background.
- Providing a holistic & wellness model of care.
- Maintaining **privacy** and **confidentiality**.

And by providing highly skilled, qualified & experienced personnel:

- Registered Nurses
- Enrolled Nurses
- Assistant Nurses - Certificate Level III
- Attendant Carers

Who have completed:

- A rigorous recruitment and selection process.
- Working with Children Checks.
- National Police Checks.
- Induction process emphasising high quality, *person-centred service* provision, following Complete Care Team's Staff Policy and Procedures Manual, and
- Participate in ongoing training, supervision and support.

Services we can provide

- 24 hour care for clients with an Acquired Brain Injury or catastrophic injury.
- Respite care for carers & families of clients with high support needs.
- Complex nursing care for acute & chronic illness.
- Personal care - showering, grooming, assisted feeding, toileting.
- Household management support - cooking, cleaning, laundry.
- Shopping, social & spiritual assistance - transport to appointments, functions & church services.
- Vocational Assistance – accessing Tafe, Work, Training

Certification

Complete Care Team have been successful in achieving the Attendant Care Industry Association (ACIA) endorsed Certification to the Attendant Care Industry Management System Standard (ACIMSS). This has enabled Complete Care Team to improve quality across all areas of the organisation. Complete Care Team is certified for 3 years. A copy of our Certification certificate is enclosed.

Complete Care Team is required to undergo an Audit of its Quality Management Systems annually to maintain certification. The Audits are conducted by Health Audit Australia Ltd, who has signed a contract binding them to follow strict confidentiality guidelines in relation to the audits.

b)How we deliver our services

We receive a Referral

A referral is received from either you/your representative or your funding body and a quote is requested. When funding approval is received a consultation is arranged between you, the client and/or your family and the **RN Service Coordinator** to assess your care needs.

Funder

Your service is funded by (Agency):

Contact person:

Phone number:

If you are a private client you will be required to sign an Individual Financial Contract (please refer to your **Individual Client Service Agreement**)

Your funding body,, has requested that we provide you with the following types of services (see list at “Services we can provide” above).

.....

.....

.....

.....

The **Individual Care Plan** or **Participant Attendant Care Agreement (PACA)** that we will be developing in consultation with you and your family/carer and other relevant professionals and will provide you with opportunity to ensure the services we provide assist you to achieve your goals and your preferred lifestyle. All the information about how we will be providing these services to you will be contained in the Individual Care Plan, PACA or Client Transport/Domestic Service Plan.

We conduct an Assessment

The assessment usually takes place at the client's home. This enables Complete Care Team to orientate the client to CCT and the services it provides, inform the client of their **Rights** and **Responsibilities**, and identify *care needs, develop client goals and strategies and interventions to achieve goals* and identify any Work Health & Safety concerns.

The **RN Service Coordinator** uses the **Client Assessment and History Form** to collect information about the client's care needs, goals, strengths, interests, beliefs and aspirations.

The **RN Service Coordinator** will also collect information about your health needs. You may need to provide us with some information from your doctor if it is relevant. This may include:

- A Medication Order
This is needed if CCT staff are required to supervise medication on shift. Please note all medication must be in a "Webster Pack" provided by your pharmacist.
- An Asthma Plan
- An Epilepsy Plan
- A Diabetics Plan

The **RN Service Coordinator** also conducts a Work Health & Safety (WH&S) assessment to identify any risks and address any safety concerns.

At this meeting, the Client and/or family are given a **CCT Client Information Pack and Individual Client Agreement**. Note: This is provided in a format accessible to the client and/or their family; interpreters are provided as needed. They also receive a fridge magnet which contains the CCT contact details.

Information about your rights and responsibilities, privacy and confidentiality and other relevant policies are explained to you at this meeting.

The **Individual Client Agreement** is also explained at this meeting and two copies are provided one is signed by you (and/or a representative) and by CCT. One copy is kept in a secure file at our office and the other copy is kept by you.

If you are a private client you will also be required to sign an Individual Financial Contract.

We develop a person-centred plan

The information collected in the client assessment is used to develop an **Individual Care Plan, PACA or Client Domestic/Transport Service Plan** designed to meet, in the least restrictive way, your individual needs, goals, strengths, cultural beliefs, interests and aspirations.

Two copies of the **Individual Care Plan, PACA or Client Domestic/Transport Service Plan** are returned to you for your approval and signature. You will keep one copy of the signed relevant plan in your CCT house file and one will be returned to CCT and kept in your secure file at our office.

Commencement of service

CCT in consultation with you and/or your family identifies the staff member/s best able to meet your care needs.

Your funding body must approve the services requested. CCT will commence the service as per the funding request and approval.

If you are a private client, services will commence as requested by you/your representative once the Individual Financial Contract has been signed.

The staff member/s is then appointed and your service commences.

Allied Health Professionals *and other relevant professionals* involved in the client's care are contacted as needed.

Evaluation and Review of person-centred plan

CCT aims to provide you with the best possible service that continues to meet your individual care needs, goals, strengths, cultural beliefs, interests and aspirations. As such we regularly monitor, review and evaluate the implementation of the Individual Care Plan or PACA.

The **Individual Care Plan** or **PACA** is reviewed at least annually by our Registered Nurse or Senior Team member overseen by our RN to update your goals and care needs, and more often if there are any major changes to your care or in the case of the PACA as required by the funder LTC&S.

CCT will also evaluate your service annually to ensure your care goals are being met.

We understand that your time is valuable and for this reason CCT offer you the choice of how you would like the review to take place either in home or over the phone. You will be sent a letter and receive a phone call prior to the review so you can indicate your preference.

Rostering

For all roosting matters please contact our administrative staff during office hours Monday – Friday 8:30am to 4:30pm. Outside of these hours the After Hours number is available for emergencies only.

Cancellation Policy

In the event that the worker we have assigned to you is no longer able to continue working with you, we will endeavour to replace them with another suitable staff member, or offer you an alternative date/time of care. If we are unable to find another suitable staff member and cannot continue to provide you with our service, we will follow the procedures below for exiting our service.

Exiting from Complete Care Team

Exiting the service occurs when you request it and/or when the funding expires.

Exiting may also occur if CCT cannot continue to meet your needs, (eg if we can't find a suitably skilled or qualified worker). If this occurs we will:

- Give you at least two weeks notice.
- Provide you with a list of alternative agencies who may be able to assist you with your care needs.
- Let your referring body (eg your Case Manager) and funding body know that we can no longer meet your needs.
- Help you to find an appropriate new service if you would like us to assist you.

Transport

Where your personal motor vehicle is used by an attendant care worker in the course of delivering an attendant care service, it is your responsibility to maintain an appropriate level of insurance coverage for the operation of your motor vehicle.

A transport agreement will be completed between CCT and the client prior to CCT staff using the clients' personal motor vehicle.

Complete Care Team or Individual attendant care staff will not be liable for **any excess or other associated costs** as a result of damage caused to a clients' personal motor vehicle in the course of delivering attendant care services. In addition, reasonable wear and tear should be expected and it is the responsibility of client to meet such costs.

Where a client's child/ren are accompanying the client in the motor vehicle it is the responsibility of the client to provide an age appropriate child restraint for all children under the age of seven years, which has been correctly fitted as per the NSW Child Restraint Laws. For more information on child restraint laws visit:
roadsafety.transport.nsw.gov.au/stayingsafe/children/childrestraints/childrestraintlaws_faq.html.

It is always the responsibility of the motor vehicle operator (driver) to comply with all road laws in their respective state or territory and to provide evidence that they are duly licensed.

Damage to Property

Complete Care Team or individual attendant care staff will take all care when delivering attendant care services in client's homes but we will not be liable for any associated costs as a result of damage caused to a clients' property or belongings in the course of delivering attendant care services. In addition, reasonable wear and tear to equipment such as: electrical products including vacuum cleaners, toasters, kettles etc. should be expected and it is the responsibility of the client to meet such costs.

Complete Care Team recommend clients consider taking out accidental breakage insurance for their home and contents.

c) Important Policies and Procedures

Client Rights and Responsibilities

Policy

- Complete Care Team is committed to ensuring all people who use our services have adequate information about their rights and responsibilities.
- All clients will be made aware of their rights and responsibilities on commencement with our services and programs.
- Information about client's rights and responsibilities will be made available in a format that is easily understood by the client, their family and/or guardian/carer. This may include information in large print, picture format, client's preferred language, in audio or simple language, as requested.

Clients Rights

- CCT clients you have the following rights:
- The right to receive a service which is safe and respects your basic Human Rights and is free from abuse & neglect.
- The right to quality and respectful care regardless of gender, race, social status or sexual preference, taking into account such things as cultural and religious background, health status, disability, or special needs.
- The right to have their physical, emotional, social and spiritual needs respected at all times.
- The right to be at the centre of the decision making process regarding your care, in line with a mutually agreed Care Plan to help you reach your goals.
- The right to have make decisions about how you will participate in your local community and decide how you will have contact with your family and friends.
- The right to privacy and confidentiality at all times, including with regard to the privacy of all personal information, including phone numbers, addresses, etc.
- The right to access your records in accordance with the Complete Care Team's Privacy & Confidentiality Policy.
- The right to adequate information regarding all aspects of services provided in order to make informed choices regarding your care, in order to encourage and maintain your independence.
- The right to receive information in a format that you understand, e.g.: in their preferred language, in large print, audio, picture format, etc.
- The right to seek support from other people such as family, friends or an advocate if required and the right to have an independent advocate present at all meetings with Complete Care Team, including when you would like to discuss any concerns you may have (for a list of independent advocacy services, go to Appendix 1).
- The right to offer an opinion good or bad, express concern, or make a complaint about the services received from Complete Care Team and expect that these will be investigated appropriately and in confidence. Clients will not be disadvantaged in any way continuing by making a complaint.
- The right to request transfer to another CCT staff member or to another service provider.

Client Responsibilities

Complete Care believes that clients have responsibility for their own health and well being as far as this is possible. Promotion of a mutually acceptable partnership between clients and service providers can be ensured if clients are aware of their following responsibilities:

- To show consideration and respect and behave in a manner which does not cause undue disruption to Complete Care Team's staff.
- Respect the property of Complete Care Team and its staff.
- To inform Complete Care Team of any changes to your circumstances that may impact on your care as soon as possible, for example changes to medication, changes to health status, or care needs that need to be addressed in the Care Plan.

Assisting with maintaining a safe work environment for the Complete Care Team's staff and its clients.

Examples of how you can assist us in providing a safe work environment for you and our staff are:

- Do not expose the staff to smoke in a confined space, eg in the home or in the car
- Do not ask staff to lift heavy objects, eg pot plants, furniture or climb ladders
- Do not ask staff to lift you during care without a lifter
- Do not expect staff to be involved in any illegal activities or be a witness to illegal activities
- Do not ask staff to perform tasks that they are not qualified to perform, or tasks that are not listed in the Care Plan for example: electrical work, handyman services, painting, window cleaning, using power tools or heavy gardening.
- Do not ask staff to give medication without a doctor's order and a Webster Pack
- Do not ask staff to sign legal documentation for you
- Do not give staff your bank details or key card pin numbers
- Do not ask staff for their personal details, eg phone number or address
- Do not ask staff to work for you privately

Privacy and Confidentiality Policy

Policy

Complete Care Team recognises that all clients, their families and carers have the right to expect that they will be treated courteously, with **dignity** and respect; and that their personal information will be protected by complying with national privacy principles regarding the collection, use and disclosure of their private information, and that their personal information will be kept confidential.

Complete Care Team will ensure:

- Service users will agree & consent prior to the collection of information
- CCT abide by the conditions in the Privacy & Personal Information Act 1998 (No 133) and the Health Records and Information Privacy Act 2002.
- Information provided to other service providers (with the consent of the service user) will be relevant to the service providers needs.
- CCT staff respect our clients, their families and carers privacy and confidentiality at all times.
- CCT staff abide by the Privacy and Confidentiality Policy.

Procedures

- 1 All clients, their families and carers' information may only be passed on or discussed with the client's permission. The RN Service Co-ordinator will seek this at the initial client interview. This confidential information will only be discussed in the best interests of the client and / or their family and carer and only to the Service Co-ordinator and Office Administrator when permission is granted.
- 2 All information including personal details, name, address, phone numbers of our clients, their family and carers will be considered confidential and never given to another person. The information given to staff so they can attend to our clients will be kept by all staff in a safe and secure place (in a personal diary marked confidential) and not to be read or copied by any other person.
- 3 All conversations and observations concerning our clients and all health status information is confidential.
- 4 CCT staff will communicate any issue regarding clients or staff to CCT office personnel only.
- 5 Any involvement by staff of another party, service, and agency on behalf of the client may only be done with written permission from the client, their family or carer. This course of action must be passed on to the Service Co-ordinator and/ or Office Administrator for action to take place.
- 6 At no time will any CCT staff member fill out bank forms, will details or any other legal documentation or withdraw money from a clients' bank account on their behalf. Staff are permitted to supervise or prompt the client only.
- 7 Staff breaching this policy could be breaking the law and may have disciplinary action taken against them.

Client Feedback and Complaints Policy**Policy**

- Complete Care Team aim to provide the best possible service to its clients, their family and carers. To achieve this, we value any feedback about our how we can continue to improve our services to our clients.
- All Complete Care clients, their family and carers are able to raise and have resolved any complaints.
- Complete Care Team is committed to addressing clients' issues and concerns to continually improve CCT's service delivery.
- Clients will be encouraged to give feed back to our service regarding any positive or negative points they wish to express. These could be concerns about a staff member or concerns about our Directors or our administrative processes.
- CCT will address any complaints so that clients and their families and carers feel that their concerns are resolved.

Definition

- A complaint is an expression of concern, dissatisfaction or frustration with the quality of the service delivery, a policy or procedure or the conduct of a staff member.

Procedure

- 1 All clients will be informed by CCT RN Service Co-ordinator or Senior Staff member verbally of their rights, in particular their right to offer an opinion, provide feedback, express concern, or make a complaint at the first meeting with CCT. Clients will receive a copy of this policy in the Client Information Pack.
- 2 Clients are encouraged to offer an opinion, provide feedback, express concern, or make a complaint about any aspect of CCT service delivery. If a client does not feel comfortable to do this they can ask a family member, their carer, an advocate or any person they feel comfortable with to provide their feedback or express their concerns.
- 3 In the first instance, the client or advocate will if possible, speak to the staff member what the feedback or concern is about. If staff cannot address the concern or the client or their advocate is not comfortable to do that, the client or advocate is encouraged to contact CCT's Director.
- 4 All complaints will be acknowledged verbally within 2 hours of receipt by CCT Directors.
- 5 The Director will address the concerns raised promptly and fairly and in the best interests of the client, keeping the client informed until the matter is resolved. The Director will document progress.
- 6 Clients / advocates are reassured that all information discussed will be treated confidentially and with respect.
- 7 A complaint can be made in a letter, email, over the phone, or in person, an interpreter will be arranged if necessary.
- 8 If a complaint is of simple matter, then it may be resolved immediately with a phone call from CCT Directors or as directed to Administration Staff and a response and the outcome determined within a couple of days.
- 9 If the complaint is of a systemic matter or of a serious breach of policy it may take longer to investigate and resolve. This could take a couple of weeks to finalise. The complainant will be informed by the CCT Directors verbally of the progress.
- 10 The process will be documented and the complainant advised of the outcome.
- 11 Allegations of Abuse or other criminal activities, such as theft, will be reported by CCT to the police and / or other Authorities.
- 12 If clients/ advocates feel that their concerns are not addressed they will be encouraged to contact external complaints bodies, for example:

The Health Care Complaints Commission

Telephone: 9219 7444
Toll Free in NSW: 1800 043 159
TTY Service: 9219 7555 (For hearing impaired)
FAX: 9281 4585
Email: hcc@hcc.nsw.gov.au
Address: Level 13, 323 Castlereagh Street
 (corner of Hay Street)
 SYDNEY NSW 2000

The **Anti Discrimination Board** (ADB) investigates and conciliates complaints of discrimination, harassment and vilification. Further information can be found at

<http://www.lawlink.nsw.gov.au/adb> or by calling 02 9268 5544 or 1800 670 812 (rural and regional NSW only).

The **National Disability Abuse & Neglect Hotline** is an Australia-wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for enquiry and/or investigation. Further information about the National Disability Abuse and Neglect Hotline can be found at www.disabilityhotline.org or by calling 1800 880 052.

Complaints form

A copy of our complaints/disputes form is attached to assist you on understanding CCT's complaints handling process.

Mandatory Reporting

It is important for you to know that under the Children and Young Persons (Care and Protection Act) (1998) NSW, Disability Inclusion Act 2014 and the Disability Inclusion Regulation 2014, Code of Ethics and Duty of Care, CCT and its staff have to report any situations where it suspects or witnesses any abuse or neglect.

To report to Department Of Community Services –

CHILD PROTECTION HELPLINE: 132111/ 1800212936

Review & Complete Care Team Strategic Plan

If you would like to be involved in the review of Complete Care Team Policies & Procedures or would like to participate in providing feedback into our Strategic Plan you are welcome to make an appointment by calling 4739 5211 to view our full Policies and Procedures located at 7 Hope Street Blaxland and provide your input to CCT Directors for consideration.

d) Appendices

Appendix 1: Disability Advocacy Services

An advocate is an independent person who can speak or write on your behalf if required. Please find a list of advocacy services below compiled by the Disability Advocacy NSW for your convenience:

Adapted from list revised in 2010 by Disability Advocacy NSW Inc., Ph.: 4927 0111, Web: www.da.org.au,

Name	Web/Email	Phone	Address	Who can use this service
(BIA) Brain Injury Association of NSW	e: mail@biansw.org.au w: www.biansw.org.au	9868 5261 1800802840	PO Box 698 Epping NSW 1710	People with a brain injury and family/carers.
Side by Side Advocacy	e: sbso@bigpon.net.au w: www.sidebysideadvocacy.org.au	9808 5500	Shop1 30-32 Herbert St West Ryde NSW 2114	Specialise in support to people with intellectual disability, however, will endeavour to assist any person with disability that contacts us
City & Inner West Disability Advocacy	e: ciwda@mdaa.org.au w: www.mdaa.org.au	9281 8699	Address: Suite 8, Level 1, 330 Wattle Street, Ultimo NSW 2007	People with Disability (0-65 years), their families or carers
Self-Advocacy Sydney	e: info@sasinc.com.au w: www.sasinc.com.au	9622 3005	Suite 4, 2A Newton Rd Blacktown NSW 2148.	People with an intellectual disability and carers.
(IDAS) Indigenous Disability Advocacy Service	e: idas@idas.org.au w: www.idas.org.au	4722 3524	127 Lethbridge Street, Penrith NSW 2750	Aboriginal and Torres Strait Islander people with disability.
(MDAA) Multicultural Disability Advocacy Association of NSW	e: mdaa@mdaa.org.au w: www.mdaa.org.au	9891 6400 1800629072	PO Box 9381 Harris Park NSW 2150	People with disability (0-65 years old) from non-English speaking background and their carers and families.
PDRC Penrith Disabilities Resource Centre	e: pdrc@pdrc.org.au w: www.pdrc.org.au	4732 2363	114 – 116 Henry Street Penrith NSW 2750	Any person with a disability or their families or carers.
(SCIA) Spinal Cord Injuries Australia	e: info@scia.org.au w: www.scia.org.au	9622 3005	1 Jennifer Street, Little Bay NSW 2036	Individuals with an SCI and/or similar conditions.

(NB: This information sheet is meant to be a general guide to help people who wish to locate a disability advocate in NSW. The type of advocacy support provided varies from service to service. Contacting the advocacy organisation directly to obtain up-to-date, detailed information about the services offered and areas covered is recommended. Mark Grierson, Disability Advocacy NSW Inc. March 2007).

Appendix 2: Community Resources and Networks

Complete Care Team supports clients to have valued roles in their community both locally and in the broader community to assist you to find links in the broader community we have included a list of community resources below.

Name	Web/Email	Phone	Address	What do they do?
ACRC Blue Mountains Aboriginal Culture and Resource Centre	e: admin@acrc.org.au w: www.aboriginalbluemountains.com.au	4782 6569	13 Oak Street Katoomba NSW 2780	Provide all Aboriginal and Torres Strait Islander residents of the Blue Mountains Local Government Area with: <ul style="list-style-type: none"> • access and equity in the provision of services; • support and assist in overcoming physical and cultural isolation; and • a place to share, learn and develop Aboriginal and Torres Strait Islander cultures, arts, history and heritage.
Headway House	e: admin@headway.rg.au w: headway.adp.org.au	9790 0046	6 Percy Street Bankstown	Promote the inclusion of people with acquired brain injury in the community.
Australian Korean Welfare Association	e: Koreanwelfare@hotmail.com	9718 9589	59 Evaline Street Campsie NSW 2194	Promote better understanding of the Australian society and encourage participation.
Mountains Community Resource Network	w: www.mcrn.org.au	4759 3599	Loftus Street Lawson NSW	Resources for organisations, groups and individuals within the BM to develop collaborative action.
BIRDS - Hunters Hill Ryde Community Services Inc.	w: hrcs.org.au	9817 0101	46 Gladesville Road Hunters Hill NSW 2110	Social Support & programs for ABI

Appendix 3: Terms and Definitions used in this document

Some words in this book need to be explained. The first time you read the word it will be underlined. This is what the words mean.

Advocacy - In broad terms, advocacy for people with disability can be defined as speaking, acting or writing with minimal conflict of interest on behalf of the interests of a person or group, in order to promote, protect and defend the welfare of and justice for either the person or group by:

- Being on their side and no-one else's
- Being primarily concerned with their fundamental needs
- Remaining loyal and accountable to them in a way which is empathic and vigorous.

Confidentiality – information about you belongs to you and only you can say who sees it.

Dignity – to be treated with respect.

Independent – to do something by yourself.

Privacy – to respect when you want to be alone or not have your life talked about by others.

Rights – how people should be treated, or the things that people must be able to do in their life. There are laws to help this happen.

Responsibilities – the things you should do to look after yourself, your family and the community. There are laws to help this happen.

Service provider – an organisation that does work to help people with a disability. Service providers are the staff at your service.

Standards – the rules that make sure a service provider does a good job.

Informed Consent - is the procedure whereby clients consent to, or refuse, an intervention or service based on information provided by a health care professional regarding the nature and potential risks (consequence likelihood) of the proposed intervention/service.

Appendix 4: Complaints Dispute Form

Appendix 5: Certificate of Certification - Attendant Care Industry Management Systems Standard (2008)