

**WEST WIMMERA
HEALTH SERVICE**

COOINDA DISABILITY SERVICES

**HANDBOOK
FOR
DAY PROGRAMS**

SUPPORTING PEOPLE WITH A DISABILITY



WWHS

Revised: May 2010

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Mission Statement

West Wimmera Health Service is committed to the delivery of health, welfare and disability services which are compassionate, responsive, accessible and accountable to individual and community needs which result in quality outcomes for the people of the West and South Wimmera Southern Mallee.

In support of West Wimmera Health Service, Coinda Disability Services offers to eligible adults, quality support and employment training in the attainment of a valued role in the Community.

Vision

Disability Services will provide innovative programs to assist people to achieve specific goals in a variety of activities developed to enhance their personal goals, skill acquisition and their ability to integrate into services and facilities in the Community.

Objectives

Coinda Disability Services strives to uphold the Disability Service Standards for Business Services. In particular Coinda is committed to the following objectives:

1. To empower and give choice to people with disabilities.
2. To promote a positive image within the Community.
3. To ensure realistic outcomes for the people we support.
4. To provide services and programs which will promote life skills and training, including personal development and integration into the Community.
5. To foster participation in all decision making.
6. To liaise with other agencies.

About this Handbook

This handbook explains in easy English what you need to know about the support you will receive from Coinda Disability Services.

This Handbook is for all the people we support, those just starting and those who have been here for a long time. The handbook helps you to know about the Policies at Coinda Disability Services. Policies are like rules; they tell us how to work with each other.

This handbook explains your rights and what to expect. The handbook talks about responsibilities to other people and staff that help run Coinda Disability Services.

Everything we do at Coinda Disability Services is covered under the Disability Act. This is the Australian Government law that helps people with a disability get the help they need to be involved in the Community.

There are nine Disability Standards. They are the rules or ideas that tell the Staff and Managers at Coinda the best way to give you the assistance you need and how to put the Disability Act into action.

Coinda Disability Services gets money from the Victorian Government to help to support you. In return the Australian Government expects Coinda Disability Services to make sure that the nine Disability Standards are in place.

If you find this book hard to read or understand the staff at Coinda Disability Services will explain it to you.

About Coinda Disability Services

Coinda Disability Services is part of West Wimmera Health Service and provides education, training and enjoyable programs for the people we support. Coinda Disability Services encourages people to participate and integrate into the wider health service and community at large.

If you come to Coinda to join the Day Programs you can do lots of interesting activities.

SPORT

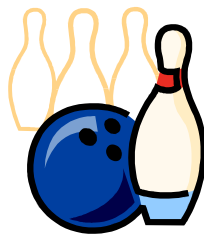


Gym

Swimming

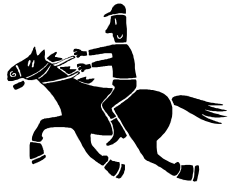


10 Pin Bowling



GARDENING

Contract Gardening



Riding for the Disabled



Lawn Bowls



Coinda Garden



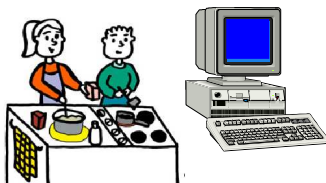
Worm Farm

Herb Farm



LEARNING

Computers



Cooking



Advocacy Meetings

TRI STATE GAMES



.....and lots more



Nine Disability Standards

What the Rules are about

1. **Service Access:** This is about Coinda Disability Services being there for the people who need them the most without discrimination.
2. **Individual Needs:** This is about planning for what you want and the Staff at Coinda Disability Services giving you the help to do the things you want, to reach your goals at Coinda and out in the community.
3. **Decision making and Choice:** This is about the way Staff and Managers at Coinda Disability Services listen to what you say about the things you want and the way Coinda Disability Services can help you. It is about setting your own goals and making your own decisions.
4. **Privacy, Dignity & Confidentiality:** This is about Coinda Disability Services keeping personal information about you private, treating you with respect and asking you if we can share information at times to help you.
5. **Participation & Integration:** This is about Coinda Disability Services helping you to get out into your local community, to do the same things as other people.
6. **Valued Status:** This is about Coinda Disability Services treating you as an adult and giving you the help to do things that you wish to do, making what you do important to you and Coinda Disability Services.
7. **Complaints & Disputes:** This is about Staff and Managers listening to you and trying to sort out any problems you are having at Coinda, at home or in the community.
8. **Service Management:** This is about Coinda Disability Services running well and spending as much time and money as possible on helping the people we support.
9. **Freedom from Abuse and Neglect:** This is about Coinda Disability Services making sure that you are healthy and safe at Coinda, at home and in the Community.

1. Service Access



To come to Coinda Disability Services you must be eligible for, or receiving the Disability Support Pension and be registered with the Department of Human Services.

Coinda Disability Services lets places like Centrelink, schools and other Support Agencies know when we have vacancies.

If we haven't got room for you we may put you on a waiting list. The person with the highest level of need will be first to get a service when there is a place available.

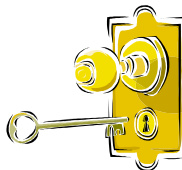


If we can't offer the service you want we will give you information about other service providers in the area.



You will not be treated unfairly because of your disability, race, beliefs or sexual preferences.

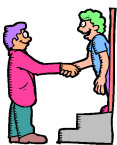
Service Entry



At first the Staff will meet with you and your support person to talk about the things we do here, to find out what you like to do and what you have done before. There may be some forms to be filled in.



You will be told about your support plan and the meetings we have to make the plan. You will be given your handbook, some information about Coinda, your rights and responsibilities, advocacy and other things.



You will be shown around the different rooms and meet people you will be with.

You will be told about all the programs we have at Coinda and what people do.





Service Exit

You may leave Cooinda at anytime, but your support person must let Staff know. You will be given information about other service providers if you want them.

You may wish to leave if:

You don't want to come to Cooinda anymore.



You and your family move away from the area.

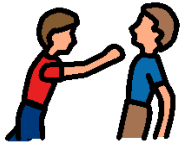


You need services that are better supplied by another Service.

If you are asked to leave it will be as a last resort.

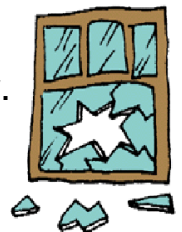


You may be asked to leave if you:



Hurt or threaten another person that we support or a staff member, or

Deliberately damage Cooinda Disability Services property.



You may be suspended for a set time if you:



Have an infectious illness, or

Need some time out

Attendance and Transport Fees

When you come to Cooinda Day Programs you will be asked to pay an attendance fee. You will also pay for community access outings each time you go.

If you need transport to get to Cooinda you will be charged a small fee based on how far away you live.



An account will be sent to you from West Wimmera Health Service each month for attendance and transport fees.

2. Individual Needs:

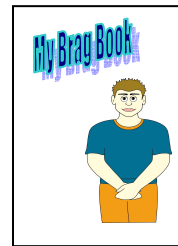
Setting Goals

Cooinda Disability Services Staff and Management want to talk with you often about the help that you need and then write it down in a plan called a Support Plan. The meeting for this plan is called Personal Outcome Measures and will say what help you need, what goals you have set and who is going to help you.



These plans are written each year. Staff will ask you about your welfare, safety, goals and the things you want to learn. Your plan can be changed as you need. Staff will talk to someone close to you as well. They will make sure your plan is kept up to date and write down the changes after you have talked with them. It is important that the goals you set for yourself really happen.

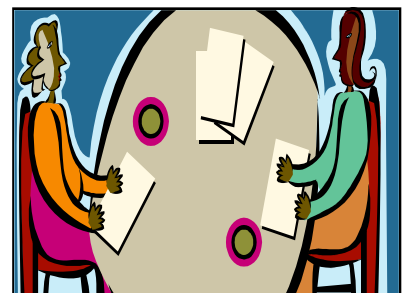
You will also get to make a Brag Book where you can have photos of yourself doing different activities. You can decide what you want to go in the book and keep adding to it.



3. Decision Making & Choice

Staff and Managers at Cooinda Disability Services want to listen to you and your ideas about what you want to do. They want you to make decisions about the things that happen here and what activities you would like to do. Some of the ways you can tell us what you want are:

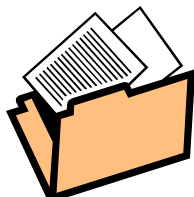
- Talk to Staff
- Advocacy meetings
- Your Personal Outcome Meeting is where you can have your say about what you want and the goals you set for yourself.
- You can ask for a new meeting at any time to make changes to your plan.



4. Privacy, Dignity & Confidentiality



Cooinda Disability Services respects and understands that each person has the right to privacy, dignity and confidentiality.



Cooinda Disability Services keeps some information about you. It is kept private and will not be shared without your permission. Things like your home address, telephone number, and emergency contact/support person, your medication, a copy of your meetings and Support Plan will be kept in your file.

Your file is always kept in a locked filing cabinet in the Cooinda Admin Office. You can ask Staff to show you your file at any time. You can ask to have things kept in private in your file if you wish.



Cooinda Disability Services Staff or Management will not give anyone else information about you without asking your permission first. They will ask you to sign a Consent form saying this.



You will be given a locker to keep your belongings safe. If you think your privacy and confidentiality has been broken tell someone you trust. This is a very serious matter and everyone has the right to privacy and confidentiality.

You may talk to a staff member in private and you will be treated with respect. You will also be expected to treat others the same way.



5. Participation and Integration



Cooinda Disability Services will involve you in life in the community where you will be treated like everyone else.

You will be given information about services and facilities in the community and given support to go to them if you want to.



Cooinda Disability Services takes people on outings each week to different venues like swimming, Riding for the Disabled or Ten Pin Bowling.

6. Valued Status

Cooinda Disability Service believes that the people we support are important members of the community. You are expected to behave as an adult and we help you to do the sorts of things that all the other members of the community do.



If you want to learn to do different things we can help you get the training.

You will be given the opportunity to participate in workplace activities such as the Footy Tipping Competition and special occasions.



Cooinda Disability Services values the people we support by giving you opportunities and training that help you learn how to live in the community.



7. Complaints and Disputes

If you have a disagreement with somebody at Coinda, it needs to be fixed. It is the job of all Staff at Coinda to help you sort out complaints in a private and confidential way.



Everyone at Coinda Disability Services has the right to make a complaint about other people, the service or Staff without feeling they will get into trouble. If you need help or support you can use an Advocate (the phone numbers are at the back of this book)

This rule is here to protect people from physical, sexual, emotional and verbal abuse or harassment.



As with any problem, it is best to try and work it out with the other person first. Sometimes if that doesn't work and you can't work out the problem then you might need Staff to help you. You can speak to anyone you like about a problem and you can have someone to help you at anytime.

This is what you can do

- Speak to the person and tell them what you think the problem is.
- Tell Staff who will talk with you in private.
- Talk to the Operations Manager, Melanie Albrecht; you can contact her on 5391 4224. If she can't help you she may pass it on to Mr John Smith, Chief Executive Officer.
- Ask your family or carer to speak to a Staff member with you.
- Speak to an advocacy service; phone numbers are in the back of this book.
- If your problem is about sexual abuse, physical abuse, emotional abuse or neglect you can, with the support of an advocate, report it to the police.
- If you think staff from Coinda haven't done anything about your complaint you can ring the **Disability Services Commissioner**.



The number is 1800 677 342 (free call)



8. Service Management



Every year Coinda Disability Services has to be audited by the Government. The audit report tells the department what Coinda has done, how Coinda has helped you and how the government's money has spent.

We ask you in your meetings if there is any way we can do a better job for you and if there is anything we can do better.



It is Management's job to make sure Coinda Disability Services has things written down about how to make sure it is a safe place and that you understand all the rules. Staff will help you follow all the safety rules and we have an Occupational Health and Safety Committee that helps Management make sure all the safety rules are followed.

You will have a client representative on the Coinda Management Review Committee to let Management know your concerns.

Running the Service Well

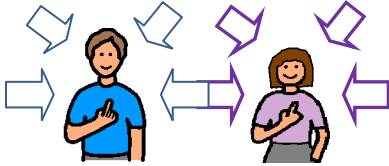
Coinda has an Advisory Committee to make sure that our programs run smoothly. The committee tells the Board of Governance about service needs. The Board meets with Mr Smith, the Chief Executive Officer and other Managers every month.

A report from Disability Services is presented at the Board of Governance meetings and the Board makes decisions which are in your best interest.



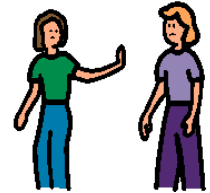
9. Freedom from Abuse and Neglect

Discrimination



People should not be treated unfairly because of their disability, race, beliefs or sexual preferences. At Coinda Disability Service everyone is equal and will be treated that way.

When someone talks to you in a bad way or swears at you or touches you when you don't want them to it is against the law and they are not respecting you. You should tell the Staff or Manager or someone you trust straight away.

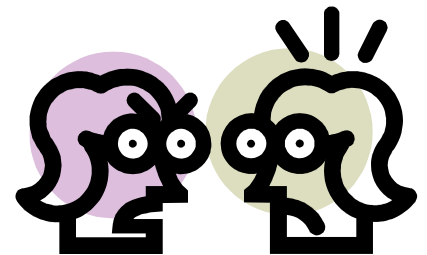


Don't be embarrassed; even if you feel uncomfortable, this is very serious.

At Coinda Disability Services Management and Staff treat anything that makes you feel bad or frightened as a very serious matter and nobody should put up with it.

Abuse can happen between a man and a woman, two woman or two men. If any of these things are happening to you at work or anywhere else you should tell someone immediately:

- Someone hits you or hurts you
- Makes you feel bad or frightened
- Follows you on your way to or from Coinda
- Talks to you in a rude or dirty way
- Makes rude hand signs
- Uses bad language
- Yells at you so that you are frightened
- Touches parts of your body that you don't want touched
- Asks you to go with them when you don't want to



If you feel abused or frightened you can:

- Make a complaint by following the rules in this book.
- Tell the person who's annoying you to stop.
- Talk to a Staff Member at Coinda Disability Services who will treat the matter in a private way and help you deal with it.
- You can ask the Staff member or the Supervisor at Coinda Disability Services to talk to the person who is abusing you and get them to stop.
- Talk to the Police or your Support Person or an Advocacy Service.
- If it keeps happening, you should talk to Staff or the Supervisors again who will make sure something happens.

Remember the **DISABILITY SERVICES COMMISSIONER** is there especially to help people who have problems. **FREECALL 1800 677 342**

You have the right to an Advocate whenever you have a problem at Coinda. An advocate is someone who will help you with your rights at Coinda, at home or in the community and will help you contact the right people.

Your Responsibilities

- You have the responsibility to treat other people fairly and in a way you would like to be treated.
- You have the responsibility to talk to someone about any concern or complaint you have about West Wimmera Health Service.



The phone numbers of Advocates
(Advocates are people who can help you)

<p>Grampians Disability Advocacy Association Bernadette O'Shannessy 17 McLachlan Street, Horsham VIC 3400 5381 2400 0407 688 151</p>	<p>Cooinda Disability Service Operations Manager Melanie Albrecht 5391 4224</p>
<p>West Wimmera Health Service Social Worker Joseph Jismon 5391 4260</p>	<p>Disability Services Commissioner Level 30, 570 Bourke Street Melbourne VIC 3000 1800 677 342 (free call) 1300 728 187)free call) www.odsc.vic.gov.au</p>
<p>Complaint Resolution and Referral Service Locked Bag 2705 Strawberry Hills NSW 2012 FREECALL 1800 880 052 Interpreter Service - 131450</p>	<p>Department of Human Services 21 McLachlan Street Horsham VIC 3400 5381 9777 Intake and Response 1800 229 822</p>
<p>Dept Families of Housing, Community Services & Indigenous Affairs 1300 653 227</p>	<p>Legal Aid Contact any Nhill solicitor Legal Aid Commission FREECALL 1800 677 402</p>
<p>The Office of the Commissioner for Equal Opportunity 4/356 Collins Street Melbourne VIC 3000 FREECALL 1800 134 142</p>	<p>National Abuse & Neglect Hotline: FREECALL 1300 309 337 TTY (03) 9603 9529</p>
<p>Office of Public Advocate FREECALL 1800 136 829</p>	<p>Villamanta Legal Service FREECALL 1800 651 275</p>
<p>Elder Rights Advocacy Level 2 85 Queen Street Melbourne Vic 3000 03 9602 3066 FREECALL 1800 700 600</p>	

COOINDA CODE OF CONDUCT



- ALWAYS TREAT PEOPLE HONESTLY AND OPENLY WITH RESPECT



- WORK TO THE BEST YOU CAN



- BE HELPFUL TO OTHERS



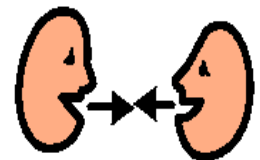
- ALWAYS BE NICE TO OTHER PEOPLE



- ALWAYS TELL THE TRUTH AND TAKE THE BLAME FOR ANYTHING YOU HAVE DONE



- TALK QUIETLY AND POLITELY TO OTHER PEOPLE



- IF YOU THINK THAT SOMEONE IS DOING SOMETHING WRONG TALK TO A STAFF MEMBER



**THESE RULES ARE IMPORTANT TO MAKE
COOINDA A SAFE AND HAPPY PLACE TO BE**





Are you Interested in More Information?

If you are interested in more information about any aspect of Coinda Disability Services please contact any Coinda Disability Supervisor or the Operations Manager who will be able to provide you with a copy of the West Wimmera Health Service policy on the subject or answer any questions you may have.

West Wimmera Health Service

Coinda Disability Services is a division of West Wimmera Health Service. The Service comprises six separate campuses based at Nhill, Kaniva, Jeparit, Rainbow, Goroke and Natimuk with Coinda Disability Services also centered within the township of Nhill.

West Wimmera Health Service has evolved and now services a population of 16,000 people in an expansive area of some 17,000 square kilometers covering the breath of the Wimmera region.

The Service offers Residential aged care beds, acute inpatient beds, Accident and Emergency, Operating Theatre, Central Sterilising Department, Preadmission Clinic, Support services include Medical Imaging, Pathology, District Nursing including palliative Care, Physiotherapy, Dietetics, Occupational Therapy, Welfare, Speech Pathology and Counselling.

For further information about West Wimmera Health Service please visit www.wwhs.net.au for information of our service provision.

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