Welcome to North West Disability Services (NWDS)

North West Disability Services

North West Disability Services Inc. provides comprehensive, individually tailored programs, where there is a focus on an individual's skill development, achievement of goals, and where appropriate, work readiness skills.

Mission Statement

North West Disability Services Inc aims to enhance the quality of life of people with disabilities and their carers by providing quality respite, skills development, information and other services in ways that are flexible to meet individual needs. Principally, services are delivered to people who reside in the North Western area of Sydney; however services are not limited to that geographical area.

Aims and Objectives

These services are provided in accordance with the Disability Services Acts and the following aims and objectives. The Organisation shall provide responsive and accountable corporate governance.

The Service shall encourage the development of innovative and flexible service delivery in the community to meet changing needs.

- To promote the establishment of services appropriate to the needs of people with various disabilities.
- To give priority to the provision of services and/or resources in the area.
- Look at ways of promoting access to services and raising awareness of people with disabilities in the community.
- To advocate and lobby for people with disabilities.
- The service shall seek to achieve quality outcomes for individuals with the best use of available resources.
- Through disciplined processes our staff will be challenged and empowered to excel at providing quality services to Service Users and carers and to achieve a rewarding career.
- North West Disability Service seeks to encourage the volunteer ethic and acknowledge the valuable contribution made by volunteers to the community.

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Program Locations- where are the facilities located?

North West Disability Services has five primary locations where programming is conducted, but also utilises and accesses a range of carefully selected community venues.

The main facilities are:

North West Disability Services Head Office:
Address: Baulkham Hills Community Complex, 15A Conie Avenue
Baulkham Hills NSW 2153
Contact telephone: (02) 9686 4155

This building houses a variety of individual and group based Programs, as well as Recreational, social support and Day Programs. The Administration of the Organisation takes place within this facility. The building is purpose built and carefully designed to cater for all levels of disability and environmental impacts.

Lavender Cottage:
Address: Building 33 Balcombe Heights Community Complex
Baulkham Hills NSW 2153
Contact telephone: (02) 9686-4155

This facility is a large cottage which is specially designed to accommodate our strand of Therapeutic and Recreational Programs. The building has a purpose built sensory garden, outdoor areas and art room.

Opal Cottage
Address: 1 Musson Lane,
Richmond NSW 2753
Contact telephone: (02) 4578 5733

Opal Cottage is based in the centre of Richmond; it offers Services to individuals with a range of disabilities. Opal Cottage works closely with community groups throughout the Hawkesbury and Blue Mountains region.

Aberdoon House
Address: Cnr Aberdour and Clower St,
Rouse Hill NSW 2155
Contact telephone: (02) 9686 4155

A historic building located in expansive grounds, which provide a unique and tranquil setting for a range of day services.

Gemhill Cottage:
Address: 28 Carrington Rd,
Castle Hill NSW 2154
Contact telephone: 02) 9686 4155

Gemhill Cottage is a respite accommodation facility for persons with an Acquired Brain Injury living throughout NSW. The service accommodates 5 persons at any one time. There is a focus on assisting individuals to further develop their independent living skills while staying at the house, as well as enjoying the local community events. The Cottage also enables carers to receive respite during this time.

The Hills School:
Address: Mary Street,
Northmead NSW 2152
Contact telephone: (02) 9639 8448

NWDS is in partnership with The Hills School to run our After School and Vacation Care Teen Time Program.

If you would like to view or take a guided tour of any of our facilities please feel free to contact the coordinator of that site to arrange an appointment.

Useful Contacts

CEO 02) 9686 4155
North West Disability Services
ceo@nwds.org.au **www.nwds.org.au**

Commonwealth Carelink	1800 052 222
Commonwealth Carer Respite Centres	1800 052 222
Taxi Transport Subsidy Scheme	1800 623 724

Your Coordinator can provide further information on a range of services to meet the future needs for carers and service users.

ALL SERVICES PROVIDED AT NORTH WEST DISABILITY SERVICES INC.

Post School Programs

Community Participation Programs

Aims:

- Help you to achieve personal goals
- Assist you to do more on your own
- Support you to participate as an active member of the community

Objectives:

- Develop life skills and increase independence
- Continue learning and participate in meaningful activities
- Participate in the local community
- Have an active and valued role in their community
- To support you with the move from school to adulthood
- Expand friendships and networks
- Learn about different cultural communities and the places people come from

Group based programs are offered **9.00am – 3.00pm or 1.00pm – 6.00pm Monday to Friday at either Baulkham Hills or Richmond**.

Examples of Community Participation Activities Offered:

- Land Care 'Eco Garden' Project and Community Garden
- Community Radio and Communication Development
- SailAbility
- Healthy Cooking Lunch Team
- Swimming and Personal Grooming
- Music and Choir Production
- Jewellery and Bead Making

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Transition to Work - (TTW)

What is Transition to Work?

Transition to Work is a two year Program where your skills and abilities are developed so you are able to either have a job or do some more study in the future.

Once you have been funded for this Program, you will speak with NWDS staff to discuss program options that will best suit your choice of employment and how to reach your goal of wanting to work. There are many options of work place training offered to you through the TTW Program, it is important to try out as many as you can while you are exploring your interests and abilities. This will help you make a decision about the type of work you would like to do in the future.

Aims:

- Enhance skills needed to achieve an ongoing job
- Increase Independence and build Networks
- Supports participation as an active member of the community

Objectives:

- Engage young people in work based training
- Assist you to do more on your own
- Introduce you to workplaces and possible employers
- Have an active and valued role in their community
- To support you with your move from school to adulthood
- Learn and appreciate different cultural communities
- To be gainfully employed, or engaged in further studies within funded time frame.

Group based programs are offered **9.00am – 3.00pm Monday to Friday at Baulkham Hills and Richmond**. Additional or flexible hours are available. Personal programs are designed around individual choice, and specifically support trying as many different skill based options as are offered through the TTW program.
Please speak to your coordinator about specific program options offered through TTW.

Life Choices and Active Ageing

Aims:

- Help you to achieve personal goals
- Assist you to do more on your own
- Support you to participate as an active member of the community

Objectives:

- Assist you to remain actively involved in community life
- Help you to continue to do more on your own.
- Make available opportunities for ongoing learning and personal development
- Support you to develop and maintain a friendship group and participate in the community

The different Life Choices and Active Ageing options:

Centre Based with Community Access Enables you to be involved in activities at the NWDS Centre as well as out in the community.

Individual Community Access is where your coordinator will help to create your own program or activities in different community settings.

Examples of Life Choices and Active Ageing Programs:

- Leisure and recreation
- Independent living skills
- Physical exercise to promote an active life
- Therapeutic activities
- Contribution to local community
- Increased community access
- Connecting with local community organisations

Respite Programs

Gemhill Cottage

Aims:

- To provide accommodation away from home for people with an acquired brain injury.

Eligibility:

Gemhill Cottage is designed for individuals who:

- Live in N.S.W. aged between 18 – 65
- Are living at home with an unpaid carer;
- Live independently in the community with some family support;
- Have an acquired brain injury.

Gemhill Cottage provides support to people for up to 8 weeks a year. This then provides respite to the carers of these individuals.

What does Gemhill offer?

- Accommodation for people with an acquired brain injury for up to 8 weeks a year on a pre-booked basis.
- 24 hour / 7 day a week support.
- Fully trained and professional staff to provide individuals with the highest standard of care.
- Crisis accommodation can also be provided to regular respite service users if needed.
- Short stays can also be arranged if pre-booked.
- Two (2) staff members are available 24 hours a day.

Flexible Respite

What is Flexible Respite?

Flexible Respite is planned and regular breaks for the carer from the caring role, while providing meaningful activities for the person with a disability.

Aims:

- Assist in maintaining a positive caring relationship over the long term
- Improve the wellbeing of the individual with a disability, as well as their carers and family
- Provide access to social and recreational activities
- Provide practical support to carers
- Support the caring relationship and attend to short term support needs

Eligibility:

To be eligible for a Flexible Respite service, carers must care for someone who meets the requirements of ADHC intake and referral, and who have been assessed via the Respite Intake Allocation Process (RIAP) within the Metro North Region of Sydney. This includes:

- having a diagnosed disability
- is aged between 0-64 years
- is living full time with an unpaid carer
- is living within local Government areas: Auburn, Baulkham Hills, Blacktown, Holroyd or Parramatta

Examples of Flexible Respite:

- Community access or out of home respite
- Group activities
- Centre Based activities
- Overnight Care
- In-home care

Other Types of Programs

Hadpac Social Support, Day and Recreational Programs

Aims:

- To provide meaningful day and evening programs to individuals with a disability, and whilst doing so, offer respite to carers.
- Focus on social development and recreational activities within the community.
- Expand friendships and networks.
- Weekend Programs are available.

Eligibility:

Hadpac is designed for individuals who:

- Are living at home with their unpaid carer.
- Are accessing other services but have limited social or recreational opportunities.
- Are in other circumstances that will be assessed on a case by case basis against the full eligibility criteria.

Leisure Link

What is Leisure Link?

Leisure Link offers individuals a Program where they can spend time with people their own age engaging in appropriate creative, recreation and leisure activities. It allows the individual to focus on recreational needs as well as enabling growth and confidence in accessing the broader community.

Aims:

- Assist in maintaining a positive caring relationship over the long term.
- Link with community events and activities.
- Improve the wellbeing of the individual with a disability, as well as their carers and family.
- Provide access to social and recreational activities.
- Provide links with the Community and disability specific organisations.
- Adopt a healthy and diverse life style.

Eligibility:

To be eligible for a Leisure Link Service:

- Has a diagnosed disability
- Is aged between 12-64 years
- Is living within local Government areas: Auburn, Baulkham Hills, Blacktown, Holroyd, Parramatta and the Hawkesbury
- Priority will be given to people who are aged 12-18, are socially isolated and are at risk of losing accommodation or suspension from School.

Attendant Care

Eligibility:

Attendant Care is only for individuals who have been assessed eligible to receive a funding package through Life Time Care and Support Authority.

What is Attendant Care?

Attendant Care services support you in your home and community to help you achieve your LTCSA goals. It can include someone assisting you or actually doing things for you and / or someone making sure you are safe. These people are known as "attendant care workers".

Attendant care is a home support for your independence, safety and participation.

If you need someone to help you look after yourself, your children or your home because of injury, we can help.

What type of Attendant Care is available?

Attendant Care can help you with:

- Your personal care, such as showering or dressing
- Your home, such as shopping or cleaning
- Supporting study
- Accessing the community
- Attending appointments
- Or other things that you can not do because of your injury

Teen Time

What is Teen Time?

Teen Time aims to improve the quality of life for parents and carers engaged in employment and/or study or intending to engage in employment or study; and provide children and young people with a disability with appropriate, meaningful after school and vacation activities.

NWDS is working in partnership with the Hills School, Baulkham Hills to provide this service. There is an area set aside for the After School Care and Vacation Care Program on site at the Hills School. The facilities of the school are available for use of students attending the Program.

What are the Aims of Teen Time?

- To provide After School and Vacation Support for working or studying Parents with a child who has a disability.
- Provide short-term, time-limited breaks for families/carers of students with a disability.
- Provide services that maintain the primary care relationships between persons with a disability, their carers and family by providing a break from the caring role.
- Provide positive, meaningful experiences for the person with a disability, enhancing the benefits and outcomes from after school and vacation care.
- Reduce stresses on the family/carer relationship and potentially reduce the need for longer term alternative placements for children and young people.

Disability Service Standards

NWDS complies with the Disability Service Standards and prides itself in continuing to provide service to the highest standards to all our service users and families.

The Service Standards are:

1. Service access
A fair go for everyone

2. Individual needs
Getting help that is right for you

3. Decision making and choice
Having your say

4. Privacy, dignity, and confidentiality
Respecting your privacy

5. Participation and integration
Taking part in the community

6. Valued status
Doing things the community thinks are important

7. Complaints and disputes
Getting something done about a complaint

8. Service management
Running the service well

9. Employment conditions
Your right to fair wages and conditions

10. Service recipient training and support
Learning the right skills for your job

11. Staff recruitment employment and training
Having staff who know the best ways to help you

12. Protection of human rights and freedom from abuse
Being safe and respected

Other Services Provided to our Community

As well as the range of programs that are provided during the Winter and Summer Sessions, there are also a number of other exciting activities and opportunities for service users.

- **Camps** - Each year there are a range of 3 and 4 day user pay camps offered to service users. They offer time away and allow service users to socialise and promote independent skills while carers can enjoy some well deserved respite!

- **Carer Support**- There is a Family Camp on offer each year, which allows families the chance to go away together and enjoy special holiday time, with the support of staff, in 4-5 star accommodation.

- **Youth Week** – Each year the government assists organisations like NWDS and sponsors a day of fun-filled events to help celebrate youth and promote activity and socialisation

- **NWDS Disco** - NWDS hosts Friday night discos monthly at the main building from 6pm – 9pm for a small entry fee. Each disco has an exciting theme and allows service users to dress up and then get down and boogie while building friendships and confidence. There are disco lights, groovy music, decorations, light supper, games, competitions and raffles – a great night all round!

Support requirements need to be negotiated with the
Disco Co-ordinator prior to attendance and all service
users with personal care or behaviour requirements must be supported by a carer for the whole evening due to limited staffing on the night! The aim of these events is for everyone to have a safe and fun time.

- **Castle Hill RSL Disco** - Every 2nd Wednesday, NWDS supports a Disco in the Phoenix Room in Castle Hill RSL. So from 6.30pm - 9.30pm, you can enjoy a mid-week boogie after a nice dinner out, in a great safe environment. There is a small entry fee and support requirements must be met.

- **Service User Christmas Party** – Held at the end of every year, this is a chance for all service users, carers, staff, family and friends to get together and celebrate the spirit of Christmas and the holiday season.

Maps of Program Locations

North West Disability Services Head Office:
Address: Baulkham Hills Community Complex, 15A Conie Avenue
Baulkham Hills
NSW 2153
Contact telephone: (02) 9686 4155

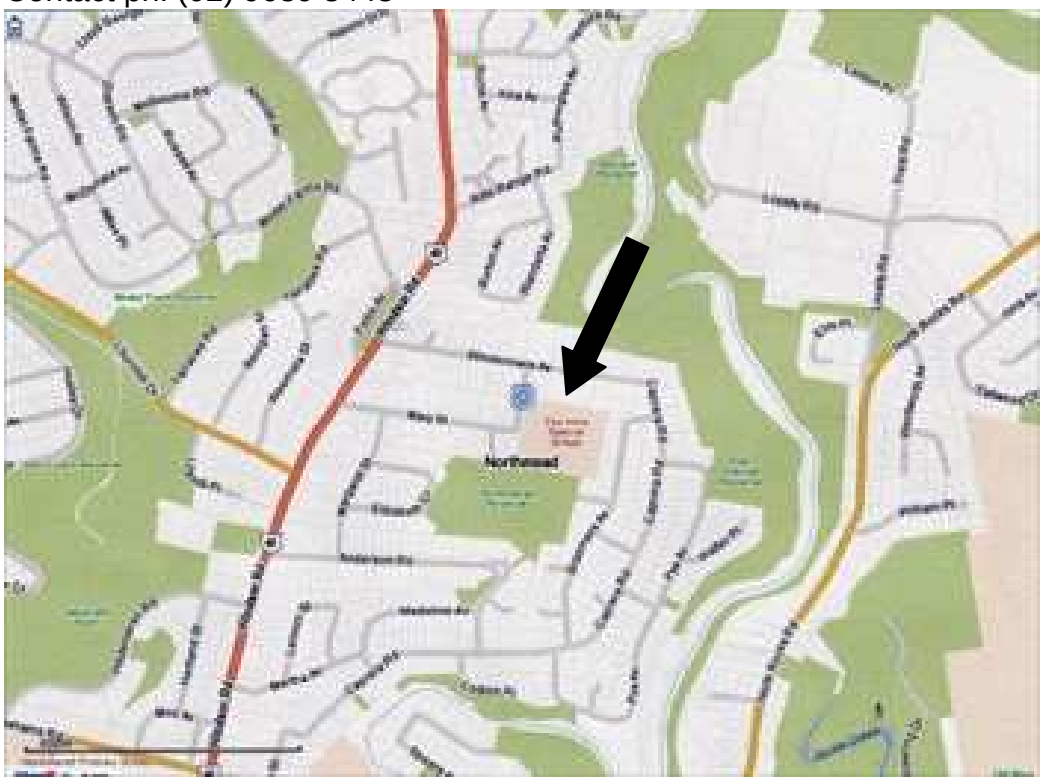
Lavender Cottage:
Address: Building 33 Balcombe Heights Community Complex
Baulkham Hills NSW 2153
Contact telephone: (02) 9686-4155

Opal Cottage
Address: 1 Musson Lane,
Richmond NSW 2753
Contact ph: (02) 4578 5733

Aberdoon House
Address: Cnr Aberdour and Clower St,
Rouse Hill NSW 2155
Contact ph: (02) 9686 4155

Gemhill Cottage:
Address: 28 Carrington Rd,
Castle Hill NSW 2154
Contact ph: 02) 9686 4155

The Hills School:
Address: Mary Street,
Northmead NSW 2152
Contact ph: (02) 9639 8448



Daily Requirements of Service Users

To support the program at North West Disability Services, carers are asked to provide the following items each day service users attend the program.

- A durable bag or backpack

- All medication items required for the day which must be packed in a Webster Pack, and listed on a current Medication Form, that is signed by your Doctor.

- All meals and nutritional requirements for service users: this includes fluids, morning tea and lunch, and if additional food is required or special substances. (NWDS does not provide thickeners and nutritional supplements). NWDS focuses on encouraging healthy lifestyles which includes healthy food choices.

- Due to the nature of some of the programs, it is recommended that food be supplied from home each day, as having to purchase lunch for service users is not always possible. However some programs may negotiate this with you individually if it is specifically a skill building area.

- All personal care resources (this includes sanitary pads, incontinence pads or anything else that may be required during the day)

- A sunhat and sunglasses

- Morning Tea, Lunch and a water bottle, with an ice pack to keep food chilled.

- Covered comfortable enclosed footwear is necessary for safety reasons and is an OH&S requirement.

- A spare set of clothes in their bag if required. All service users should bring a jumper or jacket to cater for weather changes.

- Sensible casual clothing is recommended which is clearly marked. Covered shoulders are recommended for sun protection.

- Service users should bring their NWDS communication diary each day so program staff can write in them following completion of programs, this also enables two way communication to occur on a daily basis.

- Other resources as required - certain programs such as work experience or swimming may require additional resources, uniforms etc.

- Specialised equipment: other items that would assist with daily programming (e.g. approved mobility aids, wheelchairs or mealtime assistance equipment).

Please contact us if you have any questions regarding the above information

Our duty of care when providing services

North West Disability Services has a range of responsibilities in providing quality care to all our participants. The following is a detailed list of our daily programming requirements:

- To ensure safe and quality programs to all our participants.
- To record the attendance of participants in our programs.
- To provide a high level of quality and dignity in providing personal care.
- To communicate with carers daily in regards to programs that service users have been involved in and any changes to an existing program.
- To ensure all service users have nutritional needs met on a daily basis.
- To support individual procedures that encourages participation.
- To communicate with carers in the event of sickness or injury.
- To report any behavioural concerns on a daily basis.
- To transport service users in a safe manner whilst in the program.
- To ensure the communication needs of all service users are met.
- To promote a positive image of individuals with a disability in the community.
- To provide information to carers in a timely manner regarding the program.
- To empower and assist our service users to work towards their chosen goals.
- To maintain privacy and confidentiality.
- To engage in infection control practices to maintain a hygienic environment.
- To maintain a safe place of work for staff, including community venues and individual service users' homes.

This list is only an overview of our most important responsibilities!!!

Your Responsibilities whilst accessing Programs

1. Phone if late or when unable to receive service.

2. Be polite and courteous to our workers.

3. No smoking inside the building or bus or when with our workers, and abide by the No Smoking Policy whilst accessing service.

4. Clean up if you make a mess, or instruct staff on what needs to be cleaned.

5. Be involved.

6. Be considerate and show respect to our workers, and treat them as you would like to be treated yourself.

7. Show your appreciation and understanding to our workers.

8. Not to physically or verbally assault workers, or any member of the community.

9. Never engage in racial discrimination against our workers or other service users.

10. To let us know if you are unhappy about anything so we can assist you to resolve it.

11. Not make inappropriate sexually directed comments to others and not to sexually harass any person, physically verbally or otherwise.

12. Not to wilfully damage equipment or resources of the service, and to provide reimbursement where damage or loss is sustained.

13. Service Users are to adhere to the OH&S requirements whilst participating in programs, which includes partaking in risk assessments and engaging in behaviour that does not endanger themselves or others.

If we come to your Home

Some services are provided in your home, rather than you coming to our centres or participating in community access. There are some OH & S regulations that you must adhere to if we come to your home, as it becomes our workplace.

1. No smoking in the house or where smoke will enter the house whilst an NWDS worker is in your home.

2. No violence or swearing whilst there is an NWDS worker present or towards any NWDS employee.

3. There must be no sexual harassment towards an NWDS worker.

4. No one must approach the worker to request personal phone numbers or to request contact with them outside of the designated service times.

5. All people who remain in the house whilst service is conducted must remain appropriately clothed and behave appropriately towards the NWDS worker and towards each other.

6. Visitors to the house should remain minimal and the NWDS worker should be advised of possible visitors **before** the service commences.

7. If for cultural reasons you request shoes be removed inside your home, as it is a legal requirement that our workers must have covered footwear on at all times, we will provide shoe covers for our employees to use so we may continue to remain respectful.

8. There must be a working smoke detector and safety switch fitted to your house.

9. There must be Fire Extinguisher / Fire Blanket available in the event of an emergency.

10. There must always be a First Aid Kit available.

11. Your pets must be kept **secured** safely away from where service is taking place, preferably outside making sure the worker does not need to come into contact with them at any point.

12. There must be no rubbish / dangerous materials left where service is to take place, the worker can deny service if they feel that the environment is unsafe for any reason.

13. There must always be adequate lighting both outside your house (front porch light to always be working) and inside your house – especially if our workers are providing service at night.

14. An OH & S Home Inspection will be conducted at the commencement of service with you where possible issues / gaps will be identified before service can proceed; this will be reviewed every 3months by your regular worker.

15. Evacuation Procedures will be discussed with you at the initial Home Inspection, and will need to be practised by the NWDS worker and the service user at least once every 3months.

These are a few of the most important legal requirements that you must adhere to in order for NWDS to conduct service for you at your home. Please remember that these are legally binding and not at the discretion of NWDS. If you refuse to adhere to these OH & S requirements, we may not be able to provide in-home service to you.

For more information please see the Home Visit Policy.

Advocacy

North West Disability Services will provide referral to independent Advocacy Services upon request at any time a service user feels they may need assistance.
Service users have the right to independent advocacy and the coordinator can provide information and assist with gaining independent advocacy for the service user. NWDS staff will assist with accessing this service when the service user may not be able to initiate the process themselves.

Exiting NWDS

A service user may choose to withdraw from NWDS at any time for any reason, either on a temporary or permanent basis. All service users are welcome to re-apply for a position with NWDS.

Voluntary Exit - from NWDS is where the service user chooses to withdraw from the service. All efforts will be made by NWDS to assist the service user in locating a suitable service to move to.

Involuntary Exit – The service area coordinator can suspend service when violent or disruptive behaviour at/or away from the service, where such behaviour presents a physical or emotional danger to other service users, staff or the community or whether the behaviour is self directed or directed at any staff member, another Service User or any other person. NWDS will commence procedures as per the Exit Policy to ensure that the service user can return to NWDS at the earliest time, and that staff have received training to ensure that the service user is supported fully to engage fully with their service and the community and are not restricted from opportunity due to less than quality behavioural developmental support. For more information please see the Exit Policy, **this can be found in the Reference Section of this Publication**

Confidentiality & Privacy

Prior to commencement, information will be collected from the service user's support network to assist in the development of an individualised information file. This details the full support requirements of the individual, and will also include creating a Service User Agreement which specifies the program that the individual will be participating in, fees payable, OH&S requirements, consent information, rights and responsibilities of both the service user and NWDS, cancellation policies and privacy information. The information is strictly confidential and only accessed by support staff working directly with the individual. The information is kept in a locked cabinet at all times. Service users and their carers are able to access their file, by appointment. The information is evaluated annually an updated as required. This information is stored according to legislative requirements.
(Please see the Confidentiality Policy for further information)

Complaints, Feedback and Concerns

North West Disability Services prides itself on its long standing culture developed around open and constructive communication.

Service users, staff & carers are encouraged to express any concerns or feedback that they may have, in a timely manner. This also includes specific issues surrounding proposed changes in personnel. Service users are informed of the availability and are encouraged to utilise this service. NWDS staff will assist service users to access this important service where they are not able to initiate the process themselves. Service Users are aided by NWDS staff to utilise Advocates to assist in supporting the service user during complaints management processes. The process is documented clearly to assist in prompt and appropriate follow up. All staff are aware and proactive in recording and assisting with this process.

Ongoing feedback is important and assists with improving program quality and individual satisfaction. Outcomes from this process provide feedback for the CEO and Board Members as well as providing training opportunities or acknowledgement to other relevant parties.

For more information please see the Complaints Policy, **this can be found in the Reference Section of this Publication**

What not to bring to a program

- Valuable items are not recommended at the Program, as we cannot assure their safety (e.g. DVD's, IPod's and other additional items).
- While staff working in all areas of the service will make every effort to care for property, we cannot take responsibility for any lost or damaged property. This may include lost or damaged equipment including; wheelchairs, personal care items, mobile phones, music players etc. Any items accompanying a service user to a program must be clearly labelled with the service user's name.
- Medication loose in bags- including creams/ointments, vitamin tablets and paracetamol.
- Dangerous items or objects that may present a danger to self or others.
- Excessive money- service users are advised to only bring money for their daily requirements. Any money that is being paid for invoices should be directed straight to administration staff upon arrival.
- Latex Products – such as gloves, balloons and band aids that contain latex. A current service user has a severe allergy to these items.

NON – LATEX

Hours of Operation

North West Disability Services group based programs' hours of operation are:

Post School Programs

9:00am to 3:00pm or 1pm to 6pm Monday to Friday for the majority of group based programs.
Alternate hours and timetables may be made depending on individual programs.
Service users who have chosen to access this program can only be admitted within the building from the start time 9am, as we do not provide any supervision prior to this time, unless it has been clearly negotiated in advance.
The program is staffed until 3pm- program staff finish at this time. Please contact us at the earliest opportunity if there is a chance you may not arrive by 3pm so that we can make arrangements and notify service users. We have a Late Pick up Policy that outlines the process of repeated late pick ups- several instances may incur an expense to the carer (**This can be found in the Reference Section of this Publication**).

Hadpac programs

6.30p.m to 9.00p.m for Evening groups
9.30a.m to 4.30p.m for Day groups weekdays and weekends

The programs above are only staffed for these times we do not provide any supervision prior to or after these times. We have a Late Pick up Policy that outlines the process of repeated late pick ups- several instances may incur an expense to the carer (**This can be found in the Reference Section of this Publication**).

Flexible Respite, Leisure Link, and Attendant Care Programs

These community based programs operate at pre-arranged times with set timeframes that are negotiated with the family. Within these programs, there is opportunity for inclusion with group based programs. It is important that families advise as soon as possible of any changes to the timing of these programs.

Gemhill Cottage

The Cottage operates 24 hours a day for the whole year including public holidays. Preferably drop off and pick up times are scheduled before 10.30am and after 3.30pm to facilitate service user community based activities during the day.

Teen Time

After School Care runs from 3pm to 6pm each Monday to Friday during the NSW school term; Vacation Care runs from 8am to 6pm Monday to Friday during the School Holiday; both are at The Hills School.

Medication and Sickness

Medication Policy:

Any service user who requires assistance with the administration of medication while they are participating in programs must have their medication packed in a Webster Pack, and this must be accompanied by a Medication Form that has been filled out by your Doctor.
ALL medication to be administered must be noted on the Medication Form, this will be sighted by your coordinator before commencement of services. Any service user who does not have a correct Medication Form OR the medication does not match will not be able to have their medication administered, as per the Medication Policy.
The carer will be contacted to discuss options for rectifying the issue, and the service user's doctor will be contacted to gain information regarding the medication and its possible side effects.
Please see the Medication Policy for further information on this procedure. **This can be found in the Reference Section of this Publication**

Sickness:

At NWDS there are current service users who have decreased levels of immunity to infectious disease. To limit the spread of these infections it is requested that service users who are sick stay home and recuperate. If a service user becomes unwell during the day, contact will be made to their carer with the expectation that they can go home to recover. Please find below the details regarding the most common illnesses.

Cold Sores - This is a contagious virus and poses a risk to other service users and support staff when the sores are weeping or crusting over.

Gastroenteritis and Cold / Flu - Easily spread by coughing or sneezing, and inadequate hand washing.

Whooping Cough - Easily spread by coughing and inadequate hand washing. Due to the seriousness that Whooping Cough presents to some of our service users, staff are sent for a blood test at the first sign of a bad cough to help minimise the chances of whooping cough entering the Centre. It is asked that Families and Carer's also refrain from sending service users for the day if they too have a bad cough.

Sickness not only affects other service users attending the service, but the staff providing the support and may influence the consistency of the programming that is provided.

Please refer to the Medication Policy and Infectious Control Policy **in the Reference Section for further details.**

General Information

- NWDS identifies and responds sensitively to the cultural beliefs and values system of the service user and their family. Staff receive extensive training on providing support to all individuals, actively recognising differences between people and how to personally respond to the person and their family, whilst maintaining sensitivity and respect.

- Cultural and linguistic backgrounds of service users are considered in the development and facilitation of all programs. If required, translation of documents is provided, and where possible staff of similar cultural backgrounds are rostered to work with service user. NWDS will make available interpreters for service users and contact with carers if required.

- Staff receive extensive training on assisting service users to prevent discrimination in any form. There is full training conducted with every staff member in the prevention of abuse and neglect of service users; this includes mandatory reporting procedures. There is also extensive training about bullying and the management of incidents of bullying both service user and staff related.

- As a mandatory requirement of ADHC funding, our Services are required to provide a non identifying report to ADHC – the MDS (minimum data set), and if children (0-18yrs) participate in overnight care (Voluntary Out-of-Home Care - VOOHC). If you do not want the service users' information sent to ADHC please advise your coordinator in writing. This choice may create limitations to your program options. If you would like more information about this please discuss with your coordinator.

Electronic Media Use

Electronic Media access is restricted during programs where Service Users are using computers and building skills in IT. Social Network sites such as Facebook and You Tube are not accessible at NWDS.

Staff are not allowed to 'befriend' Service Users outside of NWDS through these sites as this is a direct breach of Code of Conduct. Service Users must be aware of this so that when staff do not follow through on these 'friend' requests they are not disappointed.

Service Users are also asked not to post photos of staff and other service users that they have taken whilst with NWDS onto the internet, as this may be done without the consent of each individual involved and is a breach of privacy.

Please refer to the Electronic Media Use Policy for further details.

Communication – A Consultative Approach

In an effort to provide solid & ongoing two way communication between staff and carers, communication diaries are utilised to report on daily programming activities and to pass on other relevant information. North West Disability Services provides each service user with a diary at the beginning of each year. We find these to be extremely beneficial & contain most information about upcoming events and program specific information.

In addition, once per month, the coordinator or key staff member will contact the Family or Carer to maintain lines of communication, and offer an avenue for feedback; this is in an effort to genuinely make sure everything is going well and being available to offer assistance if needed.

NWDS develops a bi-monthly information newsletter that is distributed to all service users and their carers.

It is also helpful if carers can report on any unusual behaviour, changes at home or concerns so staff can be prepared for the type of day that the service user may have, & if it may impact on any factors within the program. Staff will initial any entries at the beginning of the day when diaries are collected from service users to indicate that they have been read. Staff will inform their Coordinator of any entries that require action. It is very helpful if carers can also do the same to acknowledge the information.

Please keep an eye out for additional notes, program information, and newsletters that could be stapled into diaries as this saves paper and postage.

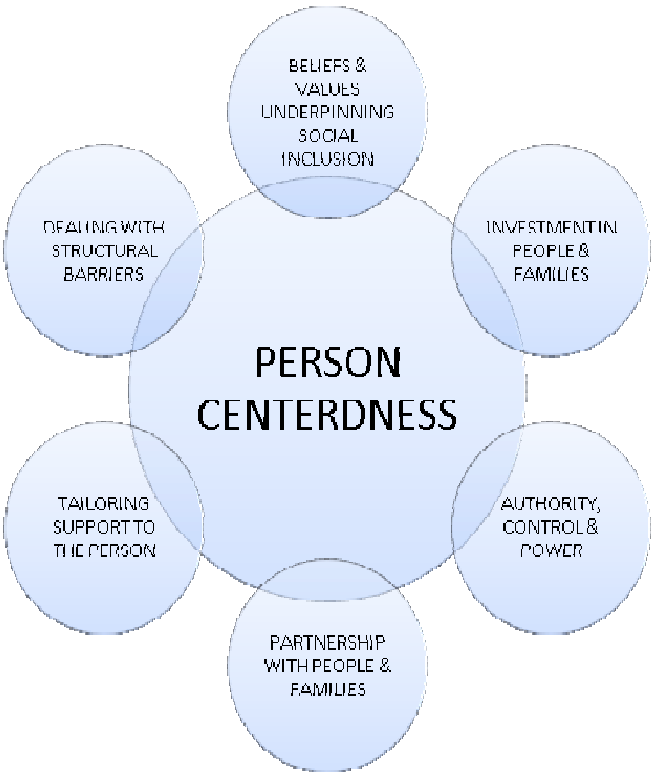
There are news bulletins and information flyers on new services, local workshops and community events that may be of assistance to our families; NWDS encourages carers to provide us with an email address, that they can check regularly, so that we can provide them with additional information.

Thank you for your assistance.

Person Centred Planning (PCP)

Purpose of PCP

The purpose of the annual Person Centred Plan is to focus on the service user's unique interests and preferences, as well as tailoring individualised supports which enhance and promote independence. There is a focus on assisting the service user to make new connections and opportunities in the wider community. NWDS will strive to tailor individualised support to achieve goals for the future, and will aim for social inclusion, valued roles and community participation.



Exploring and Implementing Person Centred Approaches
ADHC
January 2009

Objective of PCP's:

North West Disability Service review's and record's clear and specific goals for each individual service user in a documented Person Centred Plan. This process is inclusive and service users are encouraged to invite their extensive support networks to be involved. This may involve advocates, friends, family members, therapists, and other people, as well as NWDS staff.

Information and action that results from the meeting is recorded, and actioned in a timely manner with feedback of progress provided to relevant parties. A copy of the PCP is signed and given to the Service User, carer and all attendees within two weeks of the PCP meeting.

The date of PCP meeting and attendance is recorded in the communication section of the service user file. Minutes are also recorded as part of this process so that a formal plan can be documented and stored in the service users file.

Timing and Frequency of Reviews:

North West Disability Services completes Person Centred Planning a minimum of twice a year in line with our winter and summer programs. Additional reviews are available if required.

Reviews are scheduled by the organisation in consultation with the carer and service user, considering the availability of the parties that want or need to attend. NWDS offers great flexibility in timing, format and can assist in many ways to maximise the support networks ability to be involved. An interpreter can be utilised as part of this process.

All Person Centred Planning Meetings are facilitated utilising a generic agenda, but other discussion items may be added to the agenda where necessary. Prior notice of specific discussion is provided to carers (for example- issues they have raised with an existing program). An important part of this discussion involves the sharing of information concerning progress towards completion of goals, general program involvement, and future opportunities to build on their current skill levels.
There may be times that it is necessary to schedule more frequent PCP's to clarify and document the direction of the individualised program or when specific issues have arisen within the program. This can be requested either by the service or the service user and carers.

Close Down Periods

The group based services run as two semesters per year which incorporate a Winter and Summer Program. The Winter Program runs from April to October and the Summer Program from October to April each year.

There is a 3 week close down period from the end of December each year where normal programs will not be offered, and also a 1 week close down in the first week of the July school holidays (as per the NSW public schools calendar). Alternative recreation based programs may be offered based on expressed interest and staffing capacity, but this will be advised prior to the close down period.

Individual community based programs continue to operate as scheduled and confirmed throughout the close down periods.

Gemhill Cottage continues to operate during these closedown periods.

Quality Assurance

As part of the ongoing commitment of North West Disability Services to quality and continuous improvement, carers are asked to complete a Quality Assurance Questionnaire at each review period. This gives carers and service users a constructive pathway to provide feedback on the service provided.

Transport Service

Some programs have a transport service available. Please speak with your coordinator regarding the availability and associated costs of this.

Companion Card

Every Service User is encouraged by NWDS to apply for a Companion Card. This is a Federal Government initiative to assist with the costs associated with having a carer supporting you in order to access services such as transport and social / recreational activities.

The Companion Card entitles your carer to gain access for free, which will significantly reduce the costs associated with accessing the community.

Please contact you coordinator for further information; NWDS will assist with the application. You may also like to visit www.companioncard.gov.au

Program Costing and Invoicing

Please see your insert regarding program costing specific to your type of Service.

Where a months written notice is provided for a two week or more absence from service, funding and fees may be waived.
Instances of short breaks and sickness (eg: less than 2 weeks) are not able to be adjusted with program costs.

Where transport is contracted, daily changes to agreed transport cost cannot be reduced as arrangements cannot be changed at short notice. One (1) week notice is required to cancel a bus run and not pay the transport cost.

All Invoice adjustments will generally be made at the end of the Invoice period by the way of a credit towards future Invoices.

NWDS is committed to meeting its service agreements with our Service Users and ensuring that staff and resources are contracted and available to meet our commitments; there in establishing a safety net for our Service Users with assurance of ongoing service delivery.

Changing and Adjusting your program

For changes to your program, please forward a letter to the Program Coordinator with details of the requested change. If necessary the coordinator will be in contact with you to discuss further.

Program changes can be difficult to complete midway through a program as it can be very disruptive to service users and programs and monies may have been pre paid for the activity. However we will try and assist you with program issues and adjustments

where possible. Please be advised that this process may take up to two weeks to finalise, as staff training needs to be actioned and service users must be adequately transitioned.

Risk Assessment and Supporting Challenging Behaviour

North West Disability Services has a commitment to providing a safe environment for service users and staff to ensure it meets OH&S requirements. Extensive risk assessment processes ensure a safe and comfortable atmosphere for service users and staff. Part of this process is ensuring that all service users are thoroughly risk assessed to ensure full knowledge of any possible risks. Your assistance with providing accurate information to develop the risk assessment is highly important.

Where a service user exhibits or demonstrates Challenging Behaviour, North West Disability Services utilises our Behaviour Support Unit to analyse, assess and provide support to reduce and manage service user behaviour. The Behaviour Support Unit is made up of a team of individual staff who have specific skills and training in this area. The team has a strong collaborative and consultative approach when relating to presented issues. The team's main role is to work with service users and carers to reduce issues relating to Challenging Behaviour. There are a variety of methods utilised in this process.

Thank you for choosing North West Disability Services to provide programming for your service user.
We will look forward to working with all of you!

REFERENCES and POLICIES

Please visit our website www.nwds.org.au for quick links to:

- Carer's Newsletter
- Calender dates and Service User free days
- Service User and Carer support services

Included in this publication are the following Policies:

- Late Pick Up
- Medication
- Infection Control
- Complaints
- Exiting the Service

Other Policies that are available to be viewed at any NWDS location or electronically by request include:

1:1 Service Access Policy

1:2 Individual Needs Policy

1:3 Decision Making & Choice Policy

1:4 Privacy, Dignity And Confidentiality Policy

1:5 Participation And Integration Policy

1:6 Valued Status Policy

1:7 Complaints Policy

1:8 Service Management Policy

1:9 Family Relationship Policy

1:10 Protection Of Human Rights And Freedom From Abuse Policy

1:11 Procedure in relation to Assault, Neglect or Abuse

1:12 Advocacy Policy

1:13 Challenging Behaviour / Assault Management Of Policy

1:13A Gemhill Cottage Emergency Procedures

1:14 Cleaning And Maintenance Policy

1:15 Hadpacker Policy

1:16 Service User Meetings Policy

1:17 Death: Action Upon Sudden Death Policy

1:18 Drug & Alcohol Policy

1:19 Fees Policy

1:20 Fire Drill/Emergency Evacuation Policy

1:21 Guardianship Policy

1:22 Handbook Policy

1:23 Identification Of Suspected Abuse Of Service User

1:24 Person Centered Planning Policy

1:25 Infectious Disease Control Policy

1:26 Information/ Statistics Collection

1:27 Late Pick Up Policy

1:28 Multicultural And Anti Discrimination Policy

1:29 Networking Policy

1:30 Nutrition And Health Policy

1:31 NWDS Orientation For Service User: Action Plan

1:31A Gemhill Orientation for service User – Action Sheet

1:32 Personal Care/Medication Policy

1:32A Privacy Policy

1:33 Record Keeping Policy

1:34 Resolving Conflict Between A Service User And Carer Policy

1:35 Responsibilities – Service User Policy

1:36 Review Policy For Service Users

1:37 OH & S Policy In Service Delivery

1:38 Bus Safety Policy & Vehicle Safety Procedure

1:39 Sexuality Policy

1:40 Training Given To Service User At North West Disability Services

1:41 Food Handling Policy

1:42 Epilepsy Policy

1:43 Interpreter Service Usage

1:44 Quality Assurance Policy

1:45 Swimming Policy

1:46 Working with Chemical Policy

1:47 Use of NWDS Equipment and Resources

1:48 Restricted Practices Policy

2:9 Electronic Media Use Policy

1:27 Late Pick Up Policy

Policy

This policy has been developed to recover costs from services and carers who consistently attend the service late to collect Service Users.

Procedure

1 Where prior arrangement has been made no recovery of costs shall be imposed for the first occasion.

2 Upon the second occasion with notification or the first occasion without notification of a late pick up the Carer shall be contacted in writing and a clear explanation of the difficulties imposed on the service due to late pick up and the need in future to recover costs as detailed in the fee table below.

3 Upon the third occasion with notification or the second occasion without notification a letter shall be forwarded requesting recovery of costs prior to participation in the next day's activities for the Service Users.

4 Where late pick up is consistently a problem carers shall be expected to arrange a more appropriate form of transport.

5 Late pick up is defined as any time after the group finishes.

6 In the event of an emergency phone contact from the carer is required.

7 12 hours notice prior to pick up time is required to enable other arrangements to be made.

8 This policy shall be included with orientation procedures and provided to all current Service Users and their transport provider or where deemed necessary.

9 This applies to all North West Disability Services.

Program Period	***Fee Applicable***	***Timeframe***
Week Day Up to 5pm	$15.00	30 mins or part there of
Week Day After 5pm	$17.25	30 mins or part there of
Saturday up until 6pm	$22.20	30 mins or part there of
Sunday up until 6pm	$25.10	30 mins or part there of
Out of hours	$25.10	30 mins or part there of

These fees have been established to cover any related costs to the organisation taking into consideration hourly rates charged at these relevant times. A component of the cost also covers incidental costs incurred due to the late pick up. These fee's are subject to change at any time at the discretion of the CEO, however will be assessed on a case by case basis.

1:32 Personal Care/Medication Policy.

Policy

Service Users will be provided with medication and personal care with the best practices of duty of care and within relevant legal requirements.

Procedure

All individuals participating in service delivery with NWDS who require assistance with medication must provide a Medication Form correctly completed by their GP or other medical practitioner for prescription medication or by their carer for non-prescription medication only. This should be updated annually or as medication changes. Each Service User's medication administration needs will be clarified prior to NWDS staff needing to administer medication.

Prescription & Non Prescription Medication

1. Prescription medication may only be given to a Service User if a medication form has been completed by a medical practitioner, this medication form must contain all prescription and over the counter medications and be completed by a medical practitioner and prescription medication provided in a Webster Pack. Medication cannot be administered unless appropriate documents and Webster Pack are provided.

    a. Two original medication forms must be sent in for service users accessing PSO/ATLAS services, one of these will be placed with their medication in the Service Users bag and the other placed in their personal file, to cover days when they forget their diary. All new forms must be checked by NWDS Coordinator or Manager and authorised prior to any medication being administered to the service user.

    b. Non-prescription medication may only be administered if a medication form has been completed by the Carer. If the Service User has prescription medication as well the medication form must be completed by a medical practitioner. Carers are advised that it is a requirement to have all non-prescription medication on the medication form E.g. Panadol, cold tablets, vitamins, herbal medication. Non prescription medication must be in its original packaging, for example a sheet of blister pack Panadol from the box. This medication blister pack is then stapled to an administration of non-prescription medication sheet, with the plastic blister facing out, in the

marked place and the writing side (foil) is photocopied onto the bottom section of the form. The staff member who sets up the form must mark off the areas where there is no medication/empty blister and date and initial these, another staff member must also initial this. When using the form staff must draw an arrow to the blister and sign and date in the box prior to removing medication from that blister so there is a clear record of that medication being administered/removed.

c. If the medication is too big for the Webster Pack e.g. cough lozenges, this must be authorised by the NWDS Coordinator/ Manager/ On call to ensure it meets medication policy requirements, and it must still be recorded on the medication form whenever it is given. If staff think they need to give PRN medication, and the PRN medication is prescribed for after epileptic seizures, changes in mental state or unusual circumstances, staff need to ring **ON CALL NUMBER 0413 131 671** and describe the circumstances to get confirmation of the need prior to giving any medication. Staff should ensure they are not going to exceed the maximum recommended daily dose for the PRN medication. In some instances contact must be made with the carer to obtain permission prior to giving PRN medication.

2. <u>Service Users who do not require assistance with their medication must-</u>

a. Provide a Medication Form completed in a clearly legible manner by their doctor for prescription medication, or by their carer for non-prescription medication. This is necessary for use in a medical emergency to covey information to ambulance officers or medical practitioners.
b. Meet with the Coordinator/Manager to fully discuss the implications of self administered medication and their understanding of these implications to be assessed by the Coordinator/Manager, (account should be also taken of whether the service user has the ability to safely store their medication). Coordinator/Manager to document discussion in service users file.
c. At Gemhill the Service User is to be provided with a lockable tin/drawer in their bedroom in which to store their medication. This must not be accessible to other service users. In the community a lockable bag will be utilised.
d. When accessing day programs the Service User who is able to self administer must keep the medication either in a locked section of their bag or on their person, in a pocket inaccessible to others.
e. If the Service User can not remove the medication from the Webster Pack or other packaging independently or is assessed as not being able to comply with safe storage guidelines to prevent other service users accessing their medication, it is deemed that the service user requires assistance and NWDS staff will provide full assistance.
f. A review of the Service Users ability to self manage their medication can occur at any time at the request of the carer, NWDS direct care staff, or the service user themselves.

3. For Service Users who need assistance with medication :-

a. Prescription medication must be sent in Webster packs with frame and correct name and dosage etc on the label. Non-prescription medication must be in the original packaging.
b. A passport size photo must be attached to the Webster pack, or the administration of non-prescription medication form with name written on back of the photo. (Carer must provide the photo).
c. A current NWDS medication form must be legibly completed by a medical practitioner or their carer for non- prescription medication only, and accompany the Service User's medication. This form/s must be forwarded to NWDS prior to the staff needing to administer medication. A separate form/s and Webster Pack are required for each service area that the individual accesses (Gemhill Cottage, PSO/ATLAS, or Hadpac). The medication forms must be renewed with each adjustment or change in medication, and if there have been no changes, after twelve months from the forms completion by their Doctor or carer.
d. Medication form is to be locked in their bag with the Webster Pack prescription medication or the non-prescription medication attached to the administration of non-prescription medication form when accessing PSO/ATLAS (with second copy placed in the service users personal file), or placed in a medication form file at Gemhill, or placed into the attendance folder when accessing Hadpac. Once the completed form has expired or has finished it is placed in Service Users file in the medication section. Any unused or surplus medication is to be returned home.
e. All medication is to be secured in a lockable container, bag or approved cupboard. Service Users who access day programs (PSO/ATLAS or Hadpac) must bring their medication in a Webster Pack or original packaging to be attached to the administration of non-prescription medication form in a bag or backpack stored in a separate compartment (not with food or other items) which can be padlocked. A key padlock will then be provided by the carer/family that will retain a key and send two copies of the key to NWDS for staff to access and administer medication during the day. Alternatively families can choose to provide a combination padlock, providing NWDS with the combination which will be written into the program folders and also noted in the communication section of the Service Users file. On the day these keys are first sent in, staff are to hand the keys to either a Manager or Co-ordinator to record them and label them. Both of these keys will be clearly labelled with the person's name and date and one put in the key cabinet at Conie Ave, and one put in the key cabinet at Lavender Cottage if they attend there. If they only attend one building the second key is to be given to Administration Manager to be locked away with the original keys. Staff are to take the key for their program in the morning and return it at the end of the day.
f. If refrigerated storage is required medication must be kept in a locked container in the refrigerator or a lockable refrigerator.

4. When dispensing medication two medication competency assessed staff members must:

a. Check correct person using photo, check dosage time and day for medication sign and date back of Webster Pack or the correct box on the administration of non-prescription medication form in black or blue pen prior to removing medication.
b. Both staff must observe ingestion of medication.
c. Both staff must initial Square on NWDS medication form corresponding with time/date/medication in black or blue pen.
d. A medical practitioner or a registered nurse only can administer injections. However, staff can supervise Service Users who are able to self-administer. Staff who have received training and have been competency assessed can administer medication using an EpiPen. Staff must ensure the appropriate disposal of all sharps into the sharps container provided and use extreme care to prevent needle stick injuries.
e. Staff are responsible for the return of any unused medication or empty Webster Pack to the Service User on completion of respite or program day and the medication chart must be retained in the Service User file or the attendance folder if accessing Hadpac.
f. Obtaining and refilling of Webster Packs or providing additional medication in original packaging must be undertaken by a pharmacist or carer and will be the responsibility of the Service User/Carer.
g. When taking medication out into community, medication must be taken in a locked bag.
h. Where Service Users have medication administered by “tube feeding” – this should be in liquid form, or only crushed using a cut and crush tablet crusher or similar crusher that contains the medication and does not allow it to spill.

5. Medication forms must include the following information in clear and legible writing.

a. Adequate identification of the Service User and a passport size photo attached.
b. The name, strength and dose of each medication the Service User is taking.
c. How and specific times when the medication should be taken/used.
d. The name of the prescribing medical practitioner and his/her telephone number.
e. The Service Users known drug allergies.
f. The date of the doctor’s last review of the Service Users medication.

6. Additional information:-

a. It is important that a record is made on the medication form whenever it is known that a Service User has missed a dose, has taken the wrong medication or is suspected of suffering an adverse reaction.

b. The Service Users doctor should be contacted in the latter two cases and advice on action required requested.
c. Note: Other authorities such as the Department of Ageing, Disability and Home Care may require that a record of the administration of each dose be kept in certain facilities.
d. When the staff are required to administer a prescribed 'PRN' (i.e. prescribed when necessary) medication to a Service User, a clear medication plan will be attached to a medication form with clear guidelines of when the medication is to be given. The carer must be notified and a record of the dose given and the time should be made on the medication form in order to provide information for the service user's doctor and for other staff.

7. Medication Direction Abbreviations

B.D. -twice a day, i.e. morning and night.
T.D.S. -three times a day.
Q.I.D. -four times a day.
P.R.N. -when necessary.
P.O. -by mouth
Mane -morning
Nocte -night

8. Action to ensure medication procedures can be followed

a. If prescription medication arrives with Service User and is not in a Webster Pack, the carer must be sent to nearest pharmacy with medication and medication form to get it put into a Webster Pack.
b. If Service User arrives unaccompanied with their prescription medication not in a Webster Pack, the staff member must take medication and medication form to a pharmacy to get it put into a Webster Pack.
c. The Service User will cover the cost of the filling of the Webster Pack.
d. Liquid medication must be in original bottle with original labelling and with an additional pharmacy direction label attached specifying the name of the service user and administration instructions.
e. Topical creams should be in the original tube and has an additional pharmacy direction label attached specifying the name of the service user and administration instructions.

9. If Service Users medication appears to not match the medication form-
a. Not enough tablets or too many – contact Carer to clarify and get assistance. If Carer not home, ring doctor/second contact after talking to Coordinator/Manager on call person.
b. Label on Webster pack has different named tablet – ring local pharmacist for clarification.

10. If Service User refuses to take the medication
a. Explain medication and possible side effects of not taking medication.
b. Ring Carer to get their assistance.

c. If Service User still refuses to take their medication it may lead to them being sent home.
d. Please consult Staff/Manager.

11. Wrong dosage of medication, given at wrong time or missed medication.
a. Ring doctor for advice and information
b. Fill out incident report and record on medication form.
c. Inform Carer and Coordinator/Manager. (Medication may only be given one hour

12. If Service Users medication changes during their respite an additional must be made to the medication form must be completed by the doctor and refilled Webster Pack provided by Carer or assistance given by NWDS staff if the individuals are mid respite stay.

13 . If unsure of the time that the medication is to be given, ring the Carer for clarification. If Carer is unavailable ring the Service Users Doctor.

14. If Service User vomits after they have been given their medication, staff need to check if medication has brought up and all tablets are present. If all medication present give replacement medication from furthest away day in Webster Pack. If medication not found DO NOT give any additional medication. Contact Doctor for guidance

15. If medication appears to be not working or having adverse affects ring the Carer or if not available ring the Service Users Doctor.

16. Changes to Medication must be notified by the Carer to the Organisation where these changes may impact on the individual whilst they are accessing the service. Where a medication is used as a part of an ongoing behaviour management program, the carer will need to provide written instructions from the Doctor prescribing this change. These instructions will need to include reasons for the change, possible changes in behaviour and if the individual needs to stay at home for a specified period whilst the medication change takes effect to ensure their own safety.

17. If there are any concerns or issue in regards to a Service Users medical needs, call their contact person or doctor to gain guidance

18. All medication for regular use (both prescription and over the counter) requires a personal care medication form.

19. When a Service User has taken an unknown amount of Alcohol – medicines should not be given without advice from Carer or doctor.

20. All contact for advice from the Carer or the Doctor must be noted on medication communication sheet in Service User's file and on any related incident report form.

1:25 Infectious Disease Control Policy

North West Disability Services has a statutory obligation to provide a safe and healthy work environment for all its staff, Service Users and visitors.

North West Disability Services is committed to preventing and minimising infectious diseases within the workplace. All staff and Service Users must ensure they do not attend the service if there is a possibility that they may transmit an infectious disease.

The identification or confirmation of an infectious disease and the decisions on control measures to be implemented are to be made in consultation with the treating medical practitioner.

Staff, Service Users and visitors of North West Disability Services on premises are required to follow safe work practices, to wear protective equipment provided and to follow instruction with regard to the prevention and control of infectious diseases within the workplace.

Staff, Service Users and visitors who contract an infectious disease (where the disease is diagnosed as a notifiable infectious disease) must inform North West Disability Services should their infection status pose risks to other staff, Service Users or visitors. Notification will depend upon the legal requirements of disclosure for a particular disease.

North West Disability Services adopts the current Department of Community Services Infectious Diseases Guidelines and Procedures as suppled by Ageing and Disability Department Standards in Action (May 1998), as follows. (Attached

Guidelines and Procedures.

Manager's Responsibilities.

Managers have the responsibility for the implementation of this policy and for,

1. Making sure that risks are identified within the workplace and control measures are implemented to prevent the spread of infectious disease.
2. Making sure that high risk occupational groups in North West Disability Services are offered screening and immunisation. It is also a Managers responsibility to refer staff; Service Users or visitors suspected of carrying an infectious disease to a medical practitioner and adopt measures to protect other people who may be at risk of contracting an infectious disease.
3. Identifying categories of staff/Service Users who may be at risk of contracting an infectious disease because of the nature of the work. Attachment A provides a guide on common infectious diseases.
4. Implementing control measures by developing safe work practices.
5. Arranging screening and immunisation of staff if required.
6. Making sure that there are designated First Aiders in all workplaces.

Herpes

Herpes is a viral disease which has two recognised forms. The first, cold sores, usually occurs around the mouth and nose. The second, genital herpes, usually appears on or near the sex organs or anal area. Each type is passed on by contact when there is any visible form of the condition on the surface of the skin.

An attack to either type begins with a tingling itch. A red patch appears and then small (fluid-filled) blisters develop and turn into scabby sores, which gradually disappear. The whole attack, being a viral infection, will run its course taking about 7 – 10 days.

Mode of Transmission

Herpes Simplex virus type 1 (cold sores) can be transmitted. The virus is not infectious once the cold sore is crusted or completely dried.
Herpes Simplex virus 2 is most frequently a sexually transmitted condition and advice about its affects and management can be obtained from family planning and STD clinics.
There is no evidence that staff with genital infections are of risk to Service Users.

Incubation Period

3 – 10 days

Infectious Period

Direct tranmission is possible until the infected area has completely dried, about 7 – 10 days. The cold sore virus has been found in saliva as long as seven weeks after recovery from herpes in the mouth.
Infection Control

1. Avoid direct contact with sores by practicing Standard Precautions including thorough hand washing and wearing gloves for all contact with oral or viral secretions.
2. Advise staff and Service Users to avoid touching infected site(s).
3. Cover the sore with a dressing during the blister stage.
4. If not practical, then cover sore(s) with appropriate cream or ointment (Zovirax).
5. Kissing on or near the infected area or sharing food or drink containers should be avoided.
6. Anyone with a cold sore should avoid contact with babies aged less then 2 months.

Note:
Individuals unable to comply with good hygiene practices should be excluded from services while the lesion is weeping.

Wash equipment that individuals have put in their mouths with hot water and detergent.

1:7 Complaints Policy

Policy 1:7:1

A complaint is considered to be “any expression or dissatisfaction either written or verbal”. Service Users and carers will be encouraged to express concerns and complaints arising from service provision. Complaints can be made in writing, by telephone, by email or in person. All staff will encourage Service User/carers to make a written complaint regardless of the degree of Complaint and if Service User/carer declines then the staff member must ensure the complaint or concern is documented on a “feedback/concerns/complaint form”

Complaints must be freely expressed by all Service Users without fear of reduction or withdrawal of service or any other recrimination or repercussion. Any dissatisfaction in relation to our service shall be dealt with fairly, consistently and confidentiality will be ensured at all times. In all our dealings with Service Users, Carers, individuals and agencies, we aim to be polite, responsive, fair, impartial, prudent, effective and efficient. ,

Staff should offer assistance to Service Users and family members with special needs. Types of assistance may include, interpreter and advocate services, offering to arrange a culturally appropriate support person and arranging assistance to put a complaint in writing.

Service User representation (i.e. Service User/advocate or carer) will be invited and encouraged on relevant decision-making Boards. The service aims to promote and respect the legal and human rights of the Service User. Complaints expressed by Service Users will be dealt with in a constructive and respectful manner by relevant personnel or Board of Directors.

Board of Directors meetings held to discuss complaints attended by Service User/carer, advocate or other nominated person will be conducted in an atmosphere designed to facilitate open discussion of the complaint.

The Board of Directors reserves the right to make a final decision concerning complaint resolution based on consideration of Service User, carer and service provider rights and responsibilities.

The Service shall provide all staff and volunteers with ongoing training on the importance of immediate recording and action on all complaints and the correct application of procedures for receiving and resolving complaints, in order to increase understanding and assist in the positive implementation of complaints handling policies and procedures Through this policy we show our commitment to actively seek and use feedback to improve and enhance our service delivery..

Procedures 1:7:1

Step 1. In the event that frontline staff are unable to resolve a simple concern or complaint, for e.g.: misplaced personal items, requests for information and

paperwork the complaint must be noted on a Feedback/Concerns /Complaint form and must be immediately forwarded to the most senior staff member to attempt a resolution. If the complaint involves the staff member receiving the complaint and/or could be perceived as a conflict of interest, the complaint must be referred to a Manager/CEO immediately. If the complaint involves a Manager or CEO then the complaint shall be forwarded directly to the Board. Board complaints are referred to DADHC. Receipt should be acknowledged and the complaint settled within 5 working days.

Any allegation concerning the abuse or neglect of a child or young person should be reported immediately to the CEO and then to the Department of Community Services Helpline on 13 21 11. These matters could also require a notification to the NSW Ombudsman if the alleged perpetrator is an employee or volunteer working with children or young people. These issues are dealt with under the Children and Young Persons (Care and Protection) Act, 1998 and the NSW Ombudsman Act and not CS-CRAMA.

Step 2. All Feedback/Concern/Complaints forms are referred to the Manager and CEO for an informal resolution if possible. The options of having a support person or advocate shall be discussed with the Service User and if the Service User wishes to have a support person or advocate then assistance shall be given for the support person to be present. Service Users shall be made aware of all facts involved and that all information shall be fully confidential. The Service will provide assistance by making referral to an advocacy service or finding a support person if necessary. NWDS will also provide assistance to contact external complaint handling organisations. Complainants can have a support person and this could be a friend, family member or anyone else who is acceptable to the Service User

The Service will provide support with translation of documents, interpreters, assistance to put complaints in writing and assistance to contact an external agency. Service Users can also choose to have an advocate to speak on their behalf. Service Users should be fully confident that they will be treated in a non-discriminatory manner regardless of the outcome of the complaint.

The Manager/CEO will respond to the Service User/carer by phone as soon as possible to follow up the complaint and to confirm the outcome of the complaint, if resolved. He/She shall provide their name and contact details to the complainant for future reference. This person shall then be responsible to keep the complainant informed regarding the progress at each stage of the complaint handling process, and any delays must be explained.

Step 3. In the event that an informal discussion fails to resolve the issues a formal written report detailing the nature of the complaint should be submitted in confidence to the Board of Directors for resolution.

Step 4. The Board of Directors will provide a written reply to the Service User/carer detailing the process and date for proposed resolution of the complaint within 14 days of the informal discussion at a date, time and venue convenient to all parties.

Step 5. The Service User/carer will attend the meeting and where resolution is reached, outcomes will be clearly documented and a report will be issued, signed by the Board of Directors representative and the Service User/carer.

The Service User/carers complaints meetings will be recorded by compiling meeting minutes which clearly document the outcomes, which will be provided to the complainant and remain accessible to the Service User/carer at any time.

Step 6. If the complaint cannot reach a resolution the Service User/carer have the right to request an internal review of the decision. Information and support shall be provided to access other resolution sources. i.e.:- Disability Complaints Tribunal; Anti Discrimination Tribunal. Complainants are encouraged to follow NWDS procedures. However, the Service User has the right to contact a Senior Manager or CEO or an outside agency such as the NSW Ombudsman or the funding body at any point in the complaint handling process. This step might be taken if the Service User is not happy with the NWDS complaint handling process or the outcome.

Outcome from Complaints

1. As an outcome from the complaint, strategies are then implemented and reviewed within 30 days.
2. Assessment of other areas of the service in relation to this complaint and strategies adopted shall also take place.
3. All complaints shall be held in a separate Complaints File and not held in the Service Users file. The file shall then be held in a locked cabinet.
4. The CEO will maintain a Register of Complaints.

Roles and delegations

1. The Frontline staff are responsible for providing information to Service Users, families and carers about the complaints handling system, recording and reporting complaints, handling simple and less serious complaints and reporting the more serious complaints within a specified time frame. Front line staff should encourage Service Users to make complaints and explain why they are helpful to the service. Frontline staff are also responsible for providing and arranging support.
2. The Coordinator can provide written responses as required and review staff training needs.
3. The Area Manager is responsible for developing action plans, investigating or delegating the investigation of complaints that have not been resolved at management level. The CEO is responsible for handling complaints concerning the Manager.
4. The CEO is also responsible for handling complaints about Area Managers.
5. The Board plays a role in handling complex complaints that have not been resolved at other levels and handling complaints about the CEO.

Policy – 1:7:2 Volunteers and Staff Complaints in relation to Service Users

Volunteers and service staff will be encouraged to voice their concerns or complaints in accordance with procedures regarding conditions or issues which impede their ability to provide services to Service Users and carers or affect the relationship between Service User and service provider.

The Board of Directors reserves the right to make a final decision concerning complaint resolution based on consideration of Service User and service provider rights and responsibilities.

Volunteers/Staff have a reciprocal right to resolution of a complaint with Service User.

Procedures 1:7:2

Staff will be encouraged to attend an informal meeting to discuss complaints (attended by the relevant parties following notification of the complaint to CEO/Manager) at a meeting arranged at a mutually convenient time. Staff shall be made aware of their right to have a support person attend a complaint meeting at any time.

Following the initial meeting, unresolved issues should then be addressed in writing to the Board of Directors for resolution.

Reply from the Board of Directors acknowledging receipt of the submission should be made within 10 days of receiving written application.

The Board of Directors reserves the right to make a final decision concerning staff work-related issues based on consideration of Service User and staff rights and responsibilities.

If the complaint concerns the CEO/Manager or a member of the Board of Directors a mutually acceptable independent mediator may be used to reach a resolution.

In the event that the issue cannot be resolved the Board of Directors will reserve the right to resolve the issues in the best interest of the service.

Policy 1:7:3 Complaints Reporting Policy

CEO shall report on all complaints on a monthly basis, at the Board of Directors meetings. Complaints data, strategies and feedback is incorporated in service planning and review and also provided as a report for the services Annual Report.

Policy 1:7:4 Complaints Audit Policy

Complaints Audit to be conducted by a Board Member who shall read through complaints forms and Complaints Register to ensure correct procedure has been followed and suitable outcome achieved.

Audit to be conducted prior to each Board Meeting and feedback provided to the Board in regards to complaints outcomes, issue or concerns.

Complaints Audit Board Member to be elected by the Board after each Annual General Meeting. A Complaints feedback Report is to be included in the Annual Report.

A Complaints flow chart is to be included on the complaints form to ensure suitable processing of the complaint.

1.1.8. Exit Policy

Service Users have the right to withdraw on a temporary or permanent basis for any reason. Service Users are made fully aware that they are welcome to re-apply to join the service at any time in the future.

a) Voluntary/Involuntary Exit - Procedure

Voluntary Exit - on exit, the Service User will be asked to notify NWDS in writing or fill out an exit or transfer form and undergo an exit interview with the relevant Co-ordinator. All effort will be made to maintain the Service User in the service through consultation with the Service User, carer, case manager or relevant others via a meeting if possible. If the service user unexpectedly leaves the service a letter is sent to the service user and their carer offering assistance when or if required.

Where a Service User clearly displays a desire to exit and the service is not fulfilling the Service User's needs, all efforts are made to locate a suitable service and assist the process of gaining access for the Service User to enable a positive outcome. NWDS works in a collaborative way with the new service provider by assisting with sharing of documentation, information and where possible transitional staffing supports including training and or hands on support. Service User information is only able to be shared if consented to by the service user and their carer. Approval for release of information may require the involvement of their advocate or support worker. Assistance may be required to enable the Service User to visit other services to help the Service User to make an informed choice of service.

With an extended timeframe for exit a Person Centred Planning meeting is held with the service user and their extended support networks to develop clear goals to ensure a successful transition to the new service.

Involuntary Exit -

1. The Co-ordinator has the power to suspend any Service User involved in violent or disruptive behaviour at/or away from the service, where such behaviour presents a physical or emotional danger to other service users, staff or the community or whether the behaviour is self directed or directed at any staff member, another Service User or any other person. A meeting must be arranged to fully discuss the actions of the services user and to attempt to ascertain the most appropriate course of action after a full investigation of the incident. The Co-ordinator must ensure that the demonstrated behaviour was not caused by a break down in staff's ability to communicate. A Behaviour Management Plan must

be implemented in consultation with the Service User and carer and a clear course of action explained. Staff must be trained and all other requirements met to ensure the most positive opportunity for the service user to return to service. It is vital that the service user is supported fully to engage fully with their service and the community and is not restricted from opportunity due to less than quality behavioural developmental support.

1.1 Service Access Policy

Under normal circumstances a suspension lasts for five days. This provides reflective time for the service user and time for the Coordinators/ Managers to complete necessary follow-up. Once a full review is completed and the service is assessed as adequate to meet the safety requirements of other S/U's, staff and individuals concerned, a return date is confirmed. In circumstances where the Carer is unable to provide the individual support during this time, then the CEO must be contacted to review possible options, timeframe and alternate arrangements that may need consideration.

The eventual outcome must target a suitable level of behaviour with expulsion from the service the very last option. If expulsion or transfer is the only possible outcome then the Service User/carer must be informed and involved fully of all processes.

2. Where the attendance at the service becomes infrequent, below 80%, consultation shall take place and use of space within the service shall be reviewed.
3. For minor incidents, a written behaviour contract will be developed in consultation with the service user, their carer and other involved individuals, and the Service User will be asked to sign this contract. This will state that the provision of service will come under suspension if the behaviour continues. Further breaches of the contract will result in termination. The Carer/advocate will be notified and involved in this process as it occurs by the Service Manager.

b) Written entry and exit Procedures The Organisation has written entry/exit policies and procedures that are accessible to potential and current Service Users. Where a conflict of interest or difficulty arises whether or not to accept an individual into the service, the service must consult and involve an external person in the decision making process. This information is made known to all Service Users via

1. Service User and Carer Handbook
2. Brochures
3. Newsletters

Co-ordinators inform the Service User at initial interview and when regular evaluations are held.

c) Review of Entry and Exit Procedures- The agency's entry and exit policies are reviewed regularly with Service Users. Information on entry – exit policies is provided via -

1. Yearly evaluations
2. On-going updates/reviews by Co-ordinators
3. Service User representation on Board of Directors and all sub-committees of the Organisation
4. Service User Group Meetings
5. Policy Review Board Meetings

d) Re- entry Procedures- Service Users who have previously exited can reapply to access programs of NWDS. The application process is not affected by them previously involuntarily exiting the program, or prior knowledge of them, and is assessed without prejudice. The individual's archived file is retrieved and the information updated with a review of the history, and new Individual Risk Assessment and individual profile to reflect their changing support needs. These individuals are assessed against the meeting eligibility criteria and the available vacancies, and may be offered a program if they are the individual of highest need and the vacancy is suitable.