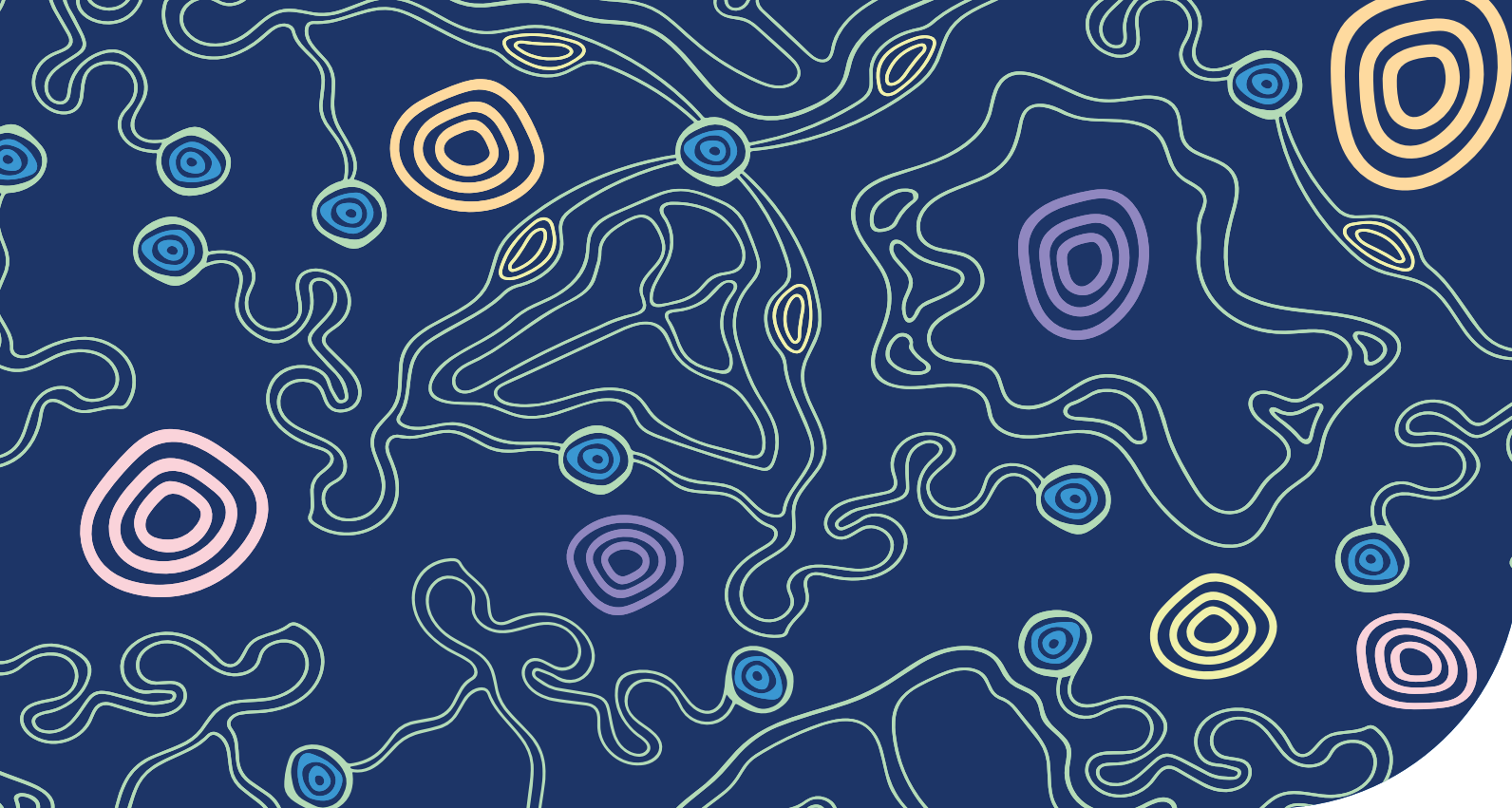




# Centacare

Work. Learn. Connect.





Please join us in acknowledging the traditional custodians of this land where we work live and gather and whose cultures and customs have nurtured this land. The artist, Dennis Golding is a descendant of the Kamilaroi/Gamillaraay people from the north west of New South Wales.

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Welcome to Centacare,

We are so pleased that you have chosen Centacare as your provider, we look forward to working with you to develop your goals and build strong relationships along the way.

Our purpose is to support you in making the right choices while protecting your rights. This handbook will introduce you to the services we offer and go through the terms and conditions while outlining our NDIS support resources.

The Centacare Participant Handbook is yours to keep and use in line with your plan and your Service Agreement and can also be used as a reference tool.

Your handbook will be regularly reviewed to align with service changes and improvements based on your needs and feedback. You will be notified of all changes as they occur.

If you require further information or you would like to make suggestions, please do not hesitate to contact us directly by email: [centacare.enquiries@catholiccare.org](mailto:centacare.enquiries@catholiccare.org) or call us on **13 18 19**, alternatively you may contact the management team directly.

Yours sincerely,

*Kerryn Tutt*

**Kerryn Tutt**  
General Manager  
Clinical Therapies and  
Disability Services



Thank  
You



About Centacare

Our Mission

We work together to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ’s mission, we seek to provide opportunities for people to realise their potential.

Centacare facilitates the inclusion and participation of people with a disability in reaching their personal, social and employment goals.

Our Vision

Our vision is to provide the highest standard of services for our participants and ensure that they are at the centre of everything we do. Our services will help you grow as an individual with our variety of work, learn and connect programs to enhance the capability and quality of life experiences for people with a disability.



## Our services

Centacare offer the following support services under the NDIS program and can get you started from the moment you sign up.

- ✓ School Leavers Employment Support (SLES) – preparing you for life after Year 12. Improving employment opportunities through a diverse training program.
- ✓ Life skills – build your confidence across a range of essential daily skills for successful independent living.
- ✓ Connect – through community participation and social activities with our regularly updated schedule of events, incursions and excursions.
- ✓ Support Coordination – working together to set goals and access quality services for all ages and abilities.
- ✓ NDIS Clinical Therapies – offering expert multidisciplinary care in the areas of Occupational Therapy, Speech Pathology and Physiotherapy through all ages and abilities.
- ✓ Program of Support – helping you to plan and organise all of your supports in one place.

## NDIS Practice Standards

The NDIS Practice Standards are rules written by the NDIS Quality and Safeguards Commission that NDIS providers must follow.

CatholicCare is an NDIS provider. The standards make sure that services are safe and of high quality.

For more information: [www.ndiscommission.gov.au/document/1526](http://www.ndiscommission.gov.au/document/1526)

## Program of Supports

Setting up a Program of Supports will allow Centacare to plan and deliver a series of activities that can assist in achieving your individual goals.

Plans will be developed including goals, activities, services and time frames.

It is required that a Program of Supports must be renewed and signed every 12 weeks.

## Changes to your program

We will be in regular contact with you to review and update your plan.

If you would like to make changes to your program a two-week notice period is required and short notice cancellations do not apply.

*Your success and happiness is our goal.*

## What if we are unable to offer you support?

We will endeavor to offer you services or support within our capacity. If we cannot offer you the planned services and support, we will communicate directly with you. If the reason is because we cannot provide support at that time, we may suggest other available services in the community. We will assist you in accessing other services where possible.





# How it works

We provide you with the support that you need to build your confidence and maximise your potential. We will assist you in exploring all your options and apply a creative and effective method to help you manage your funding package and to achieve your goals.

We respect your individuality and your aspirations. Your requirements will differ from other individuals who we support. Therefore we will tailor support services to meet your needs. You get to choose how much decision making you would like to be in control of. We also assist you in becoming independent in managing your financial services.

## Change, suspension or withdrawal of services

The following outlines a range of circumstances where services may be changed, suspended or withdrawn:

- if you no longer wish to receive services from us, we will aim to understand the reason and will work to rectify any issues you may have with your services, if applicable
- we will respect your wishes if you want your services to stop
- if our available services and resources should change or if we encounter funding constraints, we may need to change or withdraw your support. We will work to source and refer to other services in the community
- there may be occasions when you and Centacare mutually agree to change or withdraw services
- on some occasions, service providers may raise safety issues for participants and/or support staff
- we will consult directly with you, the service provider and any relevant parties to develop strategies in order to control safety issues and minimise risks for you and/or your support staff
- if there is refusal to cooperate in addressing the safety issues for yourself or your support staff, we may need to suspend your services. This ensures safe service delivery for you and/or the support staff's right to work in a safe environment



## Your rights

All Participants are at the heart of what we do, so at Centacare we acknowledge and promote your rights through our services and service delivery model.

All participants at Centacare have the following rights and responsibilities:

- ✓ Participants have access to their information held by Centacare
- ✓ in the case where a Participant has a legal guardian or advocate appointed to act on their behalf; the rights of the guardian or advocate are to be acknowledged and respected. These rights are outlined in the guardianship or advocacy arrangements
- ✓ with the Participant's permission, we encourage their legal guardian or person responsible to be involved in decisions about their plan
- ✓ Participants will be made aware of the standards of service that they can expect. Services will be provided in a safe manner that respects the dignity and independence of each Participant and is responsive to the social, cultural and physical needs of the Participant and their family
- ✓ Participants have the right to refuse service
- ✓ Participants have a right to complain about the service they are receiving without fear of being disadvantaged, judged or penalised
- ✓ any complaints received will be dealt with fairly, promptly and without discrimination. Participants may involve an advocate of their choice to represent his/her interests
- ✓ we apply a person-centred approach to ensure the Participant's views and choices will be at the centre of all planning and evaluation of the service, maximising social participation and cultural inclusion
- ✓ Participants' rights to privacy and confidentiality will be respected at all times
- ✓ Participants have a right to information and support to understand and exercise their legal and human rights



## Your responsibilities

Participants are required to advise Centacare if they will be absent from a service or a scheduled meeting. We ask that a minimum of 24-hours notice is provided.

Notice will be accepted by phone, email, voicemail message or face-to-face.

**Participants should act in a way that respects the rights of other Participants and Centacare employees, and are expected to:**

- ✓ take responsibility for the results of any decisions they make
- ✓ play their part in actively participating in the service
- ✓ respect the property of Centacare
- ✓ be punctual
- ✓ provide accurate information about themselves

## Advocates' responsibilities

As part of Centacare's standards and responsibilities, all Participant representatives, parents or guardians should:

- act in a way that respects the rights of the Participant and staff
- speak to the team and communicate requests in respectful ways
- only share information with people who are authorised

## Your privacy

Centacare is committed to the privacy and confidentiality of our employees and Participants. All printed and digital files are stored securely as per Centacare's privacy, confidentiality and information management procedure.



## Complaints, feedback and advocacy

At Centacare, we welcome your feedback. By assisting us to identify areas of strength and weakness, we can improve our service delivery.

We abide by the NSW Disability Standards that stipulate all Participants, families, advocates and carers have the opportunity to make a complaint and provide feedback.

Through the Centacare Complaints Handling Policy and Procedure, all stakeholders can freely make a complaint without recrimination. Centacare employees are aware of the supporting policy and procedures and will ensure it is adhered to at all times.

Details on how to lodge a complaint or provide feedback will be discussed during the initial meeting and in your service reviews.

Early resolution of a concern or complaint will always be attempted in a collaborative approach, reducing the risk of a situation escalating.



**Complaints and feedback can be lodged in the following ways:**

- ✉ [centacare.enquiries@catholiccare.org](mailto:centacare.enquiries@catholiccare.org)
- ☎ talk to any Centacare representative **9885 7090**
- ☎ contact Centacare's Executive Manager on **9885 7090**, arrangements can be made to meet and discuss your concern or lodge the complaint face-to-face
- 📄 complete the Centacare Complaints and Feedback form provided with your pack

We will work to resolve complaints quickly and efficiently. If the complaint is not resolved, Centacare's Executive Manager will contact you and let you know how we plan to manage the complaint.

You can appeal if you are not happy with the outcome or how your complaint is being managed.





## Person-centred plans

The term 'person-centred' describes service and supports that are designed around an individual's strengths, needs, interests and goals. Person-centred service delivery ensures that people with a disability lead and direct the services and supports they use.

Person-centred plans are prepared with the Social Educator, Participant and/or parent, carer or person responsible on entering services. This is a written document that is reviewed every six (6) months or as required. The intention of person-centred approach is to maximise, as much as reasonably possible, the opportunity for people with a disability to take control of their lives.

A person-centred approach ensures that Participants are in control of service design, planning, delivery and review. The Participant shapes and directs the services and support arrangements to suit their strengths, needs and goals with the support of families, friends, carers, advocates and their circle of support.

## Advocacy and complaint appeal groups

- ✓ Advocacy Support Group  
Free call **1300 365 085**
- ✓ People with Disability Australia (PWDA)  
Group and individual advocacy services:  
Phone: **(02) 9370 3100**  
Toll Free: **1800 422 015**  
Website: [www.pwd.org.au](http://www.pwd.org.au)

The Management Team at Centacare understands that there may be instances where a complaint is unable to reach a resolution internally, or that the individual may not feel comfortable raising the concern directly with their service provider. In this situation an individual may seek assistance through the NDIS Quality and Safeguards Commission, who handle enquiries and complaints about NDIS service providers and can be contacted by phone on: **1800 035 544** or visit their website for more information [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)





# Service Agreement

All Participants will have a Service Agreement implemented when commencing services and after their NDIS Plan has been approved.

### A Service Agreement contains:

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

For more information you can refer to the Guide to Service Agreements (written in plain english and with visuals) [www.ndis.gov.au/providers/working-provider/connecting-participants/service-agreements](http://www.ndis.gov.au/providers/working-provider/connecting-participants/service-agreements)

Or contact the NDIA on **1800 800 110**

Centacare will provide you with information and can be present in your NDIS review and planning meetings to provide advocacy and support. A new Service Agreement needs to be signed each time there is an update or new NDIS Plan.

# Cancellation policy

A minimum of 24-hours must be given by the Participant or representative if they cannot make a scheduled appointment, failing to do so may incur a fee. Any fee that is charged to the Participant's plan will be according to the terms set out in the service agreement and capped at eight charges per year.

If cancellations are a problem, the Participant or their representative will review methods that can be put in place to minimise cancellations.



# General Information

### Where is Centacare located?



Units 1 & 2  
112 Benaroon Road  
Belmore NSW 2192



CCareline  
**13 18 19**



Service hours:  
8am to 5pm  
Monday to Friday  
(excluding public holidays)

### Communication

Participants, their representatives, families or carers may communicate with Centacare through the following methods:

- in person with any of the Centacare Management Team
- during your support plan meetings
- via group or personal emails
- by calling **13 18 19**





### Client exit planning

Centacare is committed to providing Participants with information and support through the process of transition or exit from our programs or services. For more information on how to exit or transfer, please speak to your Program Manager or you may request a copy of our Exit Planning Policy.

We will ensure:

- all Participants are provided with the necessary information and explanation in appropriate communication formats in relation to their transition/ exit from the service
- all Participants are provided with information and support through the process of transition or exit from the organisation’s programs or services
- Participant transition strategies and exit planning will be documented in the Participant’s individual person-centred plan
- the Participant exit process is clear and that the organisation adopts fair and non-discriminatory processes when a client chooses to, or is required to leave the service

### Expenses

Centacare holds monthly themed events for Participants that includes catering and activities. Some of the events have become a tradition such as; Belmore’s Got Talent, Christmas in July and a holiday program which runs in January. There is a small charge for these events to cover food and expense costs. Profits, if any, go towards the cost of the annual Christmas party.

### Awards and recognition

Centacare rewards their Participants with recognition and awards for achieving goals, positive actions and by naming a ‘Participant of the Month’. Awards are given at monthly events and the annual Christmas party.

## Consent to share information

Agency:

Centacare

Form:

Consent to share information

I, \_\_\_\_\_  
(Client’s name or Carer/Guardian name)

Give consent to Centacare, a service of CatholicCare Sydney to:

- Collect and safely store my personal information
- Access my personal information when it is needed to provide me with service and to support me in reaching my NDIS goals
- Share and exchange my personal information with the people/organisations/agencies of my choice, selected or listed below

Permission to contact:	Name and contact details:
<input type="checkbox"/> Yes <input type="checkbox"/> No    Emergency contact/significant other	_____
<input type="checkbox"/> Yes <input type="checkbox"/> No    Appointed guardian	_____
<input type="checkbox"/> Yes <input type="checkbox"/> No    Carer/Support Person/Family Member	_____
<input type="checkbox"/> Yes <input type="checkbox"/> No    Local Area Coordinator/ Support Coordinator (NDIS)	_____
<input type="checkbox"/> Yes <input type="checkbox"/> No    Health provider (GP, psychologist etc.)	_____
<input type="checkbox"/> Yes <input type="checkbox"/> No    Other:	_____

Agencies and organisations:	Comments:
<input type="checkbox"/> Yes <input type="checkbox"/> No    Centrelink	_____
<input type="checkbox"/> Yes <input type="checkbox"/> No    Department of Social Services	_____
<input type="checkbox"/> Yes <input type="checkbox"/> No    National Disability Insurance Agency	_____
<input type="checkbox"/> Yes <input type="checkbox"/> No    Trustee & Guardian/Public Guardian	_____
<input type="checkbox"/> Yes <input type="checkbox"/> No    Other:	_____

**Please note:** You are able to withdraw your consent at any time, please let Centacare staff know if you would like to withdraw consent.

This consent to be reviewed on or before: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signed by:

_____ Client/Carer signature	_____ Client/Carer name (print)	____/____/____ Date
_____ Witness signature	_____ Witness name (print)	____/____/____ Date



## About CatholicCare

Centacare is a service of CatholicCare Sydney which is the social services agency of the Catholic Archdiocese of Sydney. For over 80 years, we have walked in solidarity with individuals, families and communities to realise our vision of a society where everyone is valued and supported.

Our services help people thrive at every age. With over 70 programs delivered across Sydney, we assist with relationships, parenting, ageing, disability, addiction and mental health concerns. On behalf of the government, we offer telephone support and education for NSW parents through our Parent Line and the Carer Gateway Counselling Service and Community Forum, supporting unpaid carers nationally.

Our Mission is to promote dignity, strengthen families and connect communities while supporting those most vulnerable or in need.





 13 18 19

 [connect@catholiccare.org](mailto:connect@catholiccare.org)

 [catholiccare.org](http://catholiccare.org)

ABN 38 841 427 747

