ABN:41 667 656 706

Confidence

**WELCOME
PACK**

**CLIENT HANDBOOK EASY-READ**

October 2023

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This handbook tells you about what we do at Confidence, and It is written for our **clients.**

Clients are the people we support with our services. Our clients are of all ages.

Our clients are people who are cared for, including people with disabilities and/or other care needs. We like to include and welcome all people. This handbook tells you about:

* Our rules and policies
* How our services run
* How to solve problems

Policies are the rules for how we work. This information is written in an easy-to-read way. We use pictures to explain some ideas. Some words are written in blue. We explain what words in bold mean.



# Contact us:

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 2/4 Vasey Avenue Lalor Vic 3075

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# YOUR RIGHTS

**You have rights as a client of Confidence; some of these rights are:**

* High-quality services
* Including qualified staff
	+ Say no to services not right for you
* Respect
* Be accepted for who you are and treated the same as anyone else
* Stay safe
* Be given information you understand
* Be supported to make your own decisions
* To be a part of your community, Including work and study
* Be supported to be as independent as possible
* Speak up and be listened to
* Have a support person or advocate
* Be able to complain safely
* Your personal information is kept private
	+ You can ask to see your information

**You have all these rights:**

Without being treated badly because of them.

* No matter what your background or age
* Treat staff and others with respect
* Give us the information we need
* Remember, everyone has the same rights as you
* Help our program stay safe

**About Your Human Rights**

Human rights are values or ways of being treated. Rights mean you are treated fairly, the same as everyone else. Rights mean you are safe and able to make your own decisions about your life.

# REGISTRATION

You or your carer will phone us first.

We will ask questions about you and them. This is called registration.

We will ask for personal information. This is sometimes called sensitive information.

We will keep your information safe. We will only share it with others with your consent.

Consent means you have said we are allowed to share the information. We only share with people who need to know.

**We will only ask what we need to know:**

* To give you great support
* For the government Communicating with Us Tell us if:
* You need a support person or interpreter to communicate with us
* You need to communicate by phone, email, video call or another way.



# Assessment

Before you use some of our services and programs, we will need to do an assessment.

An assessment is when we ask you questions to find out about your:

* + - Support needs and goals
		- Personal information
		- Situation – family, life, work etc
* This information helps us to work out:
* Your eligibility for programs
* How we can support you, and whether we need to do a Care Plan
* Whether you need a referral. Each of these is explained below.

# Eligibility

You must be eligible to use our services. This means you need to meet the ‘rules. Rules might include:

* + - Your age
		- Where you live
		- If it’s an emergency
		- How much time a carer spends caring
		- Needs or diagnosis of the person cared for and more.



# CARE PLANS

Most people who use our services will need a Care Plan.

A Care Plan tells us about you and how best to support you. It is written with you in mind. Depending on which program or service you use, it might include information like:

* + - Support needs
		- Communication
		- Interests and hobbies
		- Goals

**Updating your Care Plan**

We will update the Plan if things change for you. You should tell us about important changes like:

* + - Your address or phone number
		- Your caring role or care needs If you are still coming to Confidence, we will review your Care Plan at least once a year.

# Referral to Other Organizations

If we can’t give you the supports you need, we will find other services who can. We will ask you if it’s OK to give your personal information to the other services so they can contact you. This is called referral.



# ABOUT OUR SERVICES

At Confidence, we pride ourselves on the personal, client-focused and high-quality service that we provide.

Our disability services have been formed from these Standards, so we believe it is important not only to tailor our services to meet your needs but to provide the best quality services.

At Confidence, we would like to make a difference in the lives of those with disability and make life easier, fairer and get people involved and participating within their own communities.

We will strive to give you a personal and great experience, and you will be treated fairly throughout your time with us, choosing to do the things that are important to you. With your help, we can continuously work to improve our services to meet your needs and goals.

**Learn more about our disability services**

* Accommodation / Tenancy assistance
* Assistance with household tasks
* Assistance with daily personal activities
* Assistance with daily personal activities (High-Intensity)
* Assistance with daily tasks in a group or shared living
* Assistance with life stage transitions
* Assistance with travel and transport
* Development of Daily Living and Life Skills
* Innovative Community Participation
* Participation in the community



# About our Group Activities

**What’s On?**

With so many programs and events happening throughout the year, you will love the chance to try new things, socialize and build friendships, work towards your goals and aspirations, get out in the community, and get involved in new activities and experiences.

# Our activities and events:

* Watching a football game
* Going to the movies
* Day out in the city

**When you attend our groups, we ask you to:**

* + - Treat other carers and staff with respect
		- Not share other’s personal information
		- Not talk about things that might offend others
		- Make good decisions about how you participate.



# When Things Go Wrong

**No Show**

A No Show is when you don’t come to a program, even though you are booked in.

**For some programs, we need to check you are ok. Depending on the program, we might:**

* + - Call you
		- Call your emergency contact
		- Call the police if we are very worried about your safety

**Dealing with Death It is possible that someone you know might die. This might be:**

* + - A client or staff at Confidence
		- Your family or friend.

**If someone you know dies, we can help you get support to deal with it. In some cases, Confidence may be able to arrange:**

* + - Care at home
		- Someone to talk to

Please ask us if you need help



**Making a Complaint**

If you are not happy with our services, you can tell us. This is called a complaint.

We deal with all complaints fairly and equally.

To make a complaint, you should:

* + - Talk to a staff member, or
		- Write a letter or email to us
		- Talk to the supervisor of the program

We will listen to you.

We will not punish you for making a complaint.

You can still use our services if you make a complaint.

We will try to improve things or explain why things must be that way.

**If you need support**

You might need help to make a complaint. Ask us if you need help finding support.

# Advocacy and Other Support

What is an Advocate?

An individual advocate is someone who supports you in speaking up. They may speak on your behalf.

They will:

* listen to you
* give you information for an informed decision

Words in this Handbook

|  |  |
| --- | --- |
| Advocate | An advocate is someone who supports you with speaking up. They may speak on your behalf.  |
| Booking | A booking is when we save a place for you in our disability program  |
| Care Plan | A Care Plan tells staff about you and how best to support you.  |
| Complaint | If you are not happy with our services you can tell us. This is called a complaint.  |
| Consent | Consent means you have said we are allowed to share the information or do something. |
| Interests | Interests are the things you like to do and learn about. |
| Clients | Clients are also known as participants, they are people with disability, who come to Confidence. |
| Sensitive information | Personal information is sometimes called sensitive information. |
| Registration | When you or your advocate first contacted Confidence, we registered them. We asked a lot of questions about you and them |

Your Notes

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