



SERVICES HANDBOOK

Table Of Contents

SERVICES HANDBOOK	3
About Community Connections Australia	4
About CCA Services	6
Our Range Of Services	7
How Your Services Are Delivered?	8
Your Plan	9
How Do I Get Services?	11
CCA KEY POLICY STATEMENTS	12
1.0 Human and Legal Rights	13
1.2 Participation and Inclusion	13
2.0 Governance and Service Management	14
2.35 Complaints and Compliments	14
3.0 Service Access and Delivery	15
4.0 Support Environment	16
INFORMATION SHEETS	17
Advocacy	18
Complaints	20
Privacy	22
Joining our Service	24
Leaving our Service	26
Rights and Responsibilities	28
CCA's Cycle of Support	30



SERVICES HANDBOOK

About Community Connections Australia

Community Connections Australia (CCA) has been providing individualised services for over thirty years, supporting people to live independently in their own homes and be a part of their chosen community. Our focus has always been on supporting people to take charge of their lives.

CCA offers a range of specialised supports for people living with disabilities, their families, people who are older, or anyone in the community needing additional supports.

We believe that personalised and flexible support enables and enhances independence. Individual choice and autonomy is a right for a person and our services reflect this at all times.



Community Connections Australia (CCA) is a not for profit organisation, a public benevolent institution and is incorporated as a company limited by guarantee. As a charity with Deductible Gift Recipient (DGR) status, it is tax exempt. All donations to CCA over \$2.00 are tax deductible.

Our Mission

Our **mission** is to build choices and options for people living in the community and their families. CCA has an overriding commitment to providing services that make a difference in the life of every person receiving support.

Our Purpose

Our **purpose** is to actively promote people's independence and autonomy.

We recognise that every person is different and their aspirations are as well. Services therefore are customised to each individual who determines what they would like from CCA to achieve their dreams and goals. We also recognise that people's wishes change over time and we work collaboratively with each person to ensure that these changes are reflected in their services.

Our Values

Collaborative

- All services are provided on the belief that each person is an individual and we work closely with you to develop a plan that works for you.
- CCA works with other organisations to facilitate collaboration and social ventures so as to increase opportunities for people to become part of their community and increase their options and choices.

Innovative

- We have a positive attitude and will always seek out new, different and improved ways of delivering supports to people.
- We are able to incorporate technological solutions to enhance your goals and aspirations and provide greater security in your everyday life.

Autonomous

- We respect people's independence and their right to choose and control their service options.

Flexible and Nimble

- In all aspects of service delivery, people's needs and choices are respected.

About CCA Services

CCA believes that all people have the right to live their life the way they choose in the community of their choice.

When people living with disabilities are visible and have constant presences in their communities they become recognised and accepted by those around them leading to meaningful inclusion of people into ordinary everyday activities of their chosen community.

We provide support where and when people need it - in people's homes, workplaces, universities or schools and in the community so that people are able to live independent lives. We are person centred, value based, and we are committed to the premise that each person receiving support is an individual and each person will determine what they want from their service.



Our Range Of Services

We provide personalised, flexible and innovative options for people to live in their home and their chosen community through direct support services or the use of technology to change the ways that people engage in their lives and society.

Our services are available to all people, regardless of age, disability grouping or complexity of support. These include people who live with cognitive or intellectual disabilities, ABI, spinal cord injury, cerebral palsy, other physical disabilities, a dual diagnosis, degenerative illnesses (including MS and MND) or people who are ageing, becoming frail and are in need of support.

When people live at home, our support can be tailored to meet the needs of the whole family. We see our role as “making it happen” so as to support and assist the family unit remain in control whilst knowing that their person is receiving the support that they need.

We provide support twenty four hours a day, seven days a week, in the greater Sydney area according to people’s needs and wants:

- Drop in support, with a minimum of 2 hours service to 24 hour care
- High & complex care support
- Twenty four hour coverage (including active or inactive sleepovers)
- In-home crisis and support plus respite care
- Support Coordination services (standard and complex)
- Behaviour Support Services
- Technology Support Services for people living with a disability- assessments, skills training, Technology Learning Hubs
- Social (Peer Support) Hubs

CCA is an approved provider for:

- NDIS
- I-Care (Formally known as Lifetime Care and Support)
- Community Housing

CCA offers the ability for people and other organisations to purchase services through brokerage agreements - disability, aged care, community care, insurance and government agencies and generic community services. We also offer a fee-for-service model where people can make self-referrals.

How Your Services Are Delivered

We recognise the importance of having the right staff in your life and will work with you to ensure that you are involved in the recruitment, selection, employment, training and supervision of staff in the way that you want.

Staff receive ongoing general training to ensure they have an overview of disability issues and the requirements of their roles together with specific training in relation to your personal needs and requirements.

We will regularly assess and monitor your service and staff to ensure that there is continuous quality service improvement. If you find that your needs change, then please let us know so that we can work with you to make any necessary changes.

For people who receive direct support services you will receive a weekly roster that outlines who will be providing your supports.

If you are not happy with any aspect of support then please let us know so that we can make changes.



Please refer to our Cycle of Support
for more information

Your Plan

CCA believes that every person should be active and visible in their community and focused on what it is that they want to achieve.

We help you to be clear about what you want to achieve (your goals), what supports you need to achieve them (your service) and making sure you have the flexibility you need to be in control of your staffing and your plan.

Developing YOUR Plan

Understanding what your plan will do, so you can tell others about your goals.

1

What are your goals?

- Your desired outcomes
- Resources needed
- Timeframes
- Review

2

Costing your plan & supports?

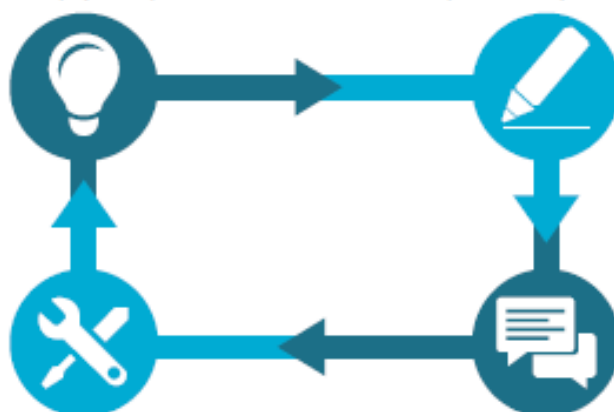
- Who
- What
- Where
- When
- Costs included
- Costs excluded

3

Next Steps?

Develop your plan

Implement your plan



Modify/amend

Report & feedback

1300 36 46 88 • enquiries@cco.org.au • www.cco.org.au

PO Box 253 Parramatta NSW 2124 • ABN 15 061 460 133

Frequently Asked Questions

Do you have out of hours support?

CCA has an emergency out of hours telephone support service to cover immediate issues that need to be dealt with prior to the next working day or shift.

What are your fees or charges?

This does depend on which services you will be having and will be discussed with you prior to you starting your service.

What if I'm unhappy with my service?

You can raise a concern/make a complaint about any part of your service without fear of consequences. We value your opinion and will work with you to resolve any issues in a manner and via a communication method that best suits you. Refer to our Complaints flyer, included in this guide for more information.

Can I choose my own staff?

Yes you can choose your staff. We need to ensure that they fulfil our employment criteria (such as a clear criminal history) and roster them in accordance with the Social Community Home Care and Disability Services Industry award.

What information do you hold about me?

In order to provide you with support services, we need to collect, hold, disclose and store your personal information. We will not disclose your information without consent, which you can change at any time. The Privacy flyer in this handbook has more information on this topic.

Do you use other services or agencies?

If you have other service providers involved in the provision of your support we are more than happy to work in partnership with them to help you achieve the best possible outcomes. We will be guided by you as to how much, if any, involvement you would like CCA to have with other providers or stakeholders. You determine what information about you will be shared.

Can I have an Advocate?

Yes you can. For more information on Advocacy services, please refer to the flyer contained in this handbook.



How Do I Get Services?

The easiest thing to do is contact CCA and talk to someone about what you want. We are more than happy to come and meet with you to give you more information. If you choose to have CCA as your provider then we will work with you to develop an individual support plan that meets your personal wishes and dreams.

If you need more information please contact
Community Connections Australia on:

Phone: 1300 36 46 88
Email: enquiries@ccoza.org.au
Web: www.ccoza.org.au
Mail: PO Box 253 Parramatta NSW 2124



CCA'S KEY POLICY STATEMENTS

For more detailed information on our policies
please call, email or visit our website
www.ccoz.org.au

1.0 Human and Legal Rights

This policy outlines how Community Connections Australia (CCA) creates safe and positive environments for all people receiving services and promotes:

- Legal and human rights
- Dignity and respect
- Freedom of expression
- Self-determination
- Choice and control
- Confidentiality and privacy
- Freedom from discrimination, exploitation, abuse, harm, neglect and violence
- Families, friends, carers and advocates in the safeguarding of their rights

Policy Statement

Community Connections Australia (CCA) upholds and promotes the legal and human rights of the people receiving support in all respects so that the person's service reflects their personal choice, their individual values and beliefs, protects their privacy and dignity and the information provided to the person about their support is provided to them so that they are making informed choices about their supports. CCA ensures that safeguarding strategies are in place, maintained and reviewed to prevent any form of violence, abuse, neglect, exploitation and/or discrimination of any person in receipt of services. CCA provides access to information and support to people so that they understand and exercise their legal and human rights.

1.2 Participation and Inclusion

The purpose of this policy is to outline the right every person has to feel valued in both their public and private life. Every person should have the opportunity to participate in community life as they wish. This means being actively involved and engaged and developing meaningful relationships with any number of people - be it through family, friends, other social opportunities, recreational opportunities, work, studies or other community based activities. These take into account the person's age, gender and culture. The organisation will support people to be included and participate in community life as they want, joining in with everyday life, sharing experiences and going to places.

The organisation will seek innovative ways to enable genuine participation and inclusion in all aspects of community life. This practice extends across all aspects of service delivery - every person receiving services from CCA is encouraged to make an active and meaningful contribution to their own support.

Policy Statement

Community Connections Australia (CCA) believes that every person receiving supports should be active, visible and independent within their support service, their community and society in general. Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose. This will require the organisation to provide options and resources to promote opportunities to maximise independence and support those choices made by each person in being an active and meaningful member of their chosen community.

2.0 Governance and Service Management

This policy outlines how Community Connections Australia's (CCA) services are managed through sound and effective governance and robust management so that people receiving support can be assured of continuity, quality and value of the services they receive. The provision of flexible and responsive person-centred services is crucial for maximising outcomes for people who receive support.

Policy Statement

CCA is managed in accordance with best practice principles of management and governance and complies in all respects with relevant legislation (Commonwealth and State), standards and requirements of funding bodies. The governing body of CCA is the Board of Directors who are elected from its Membership in accordance with CCA's Constitution.

Quality assurance, a focus of ongoing continuous improvement, effective complaints and incident management, a skilled workforce, partnerships with other organisations and risk management are crucial to maximise positive outcomes for the people receiving support and to safeguard both the organisation and the people receiving support. CCA actively seeks to involve people and their families to review policies, procedures and service provision.

2.35 Complaints and Compliments

Community Connections Australia (CCA) welcomes feedback (complaints, comments, compliments or suggestions) from the people receiving support, from their families and other significant persons.

Both positive and negative feedback provides us with the opportunity to support the continuous improvement of our services and to open a free and positive dialogue that ultimately leads to the increased quality of services.

Feedback can be made in a number of ways, including verbally, in writing or informally. Any feedback received by the organisation will be dealt with through the organisation's policy and procedure. When dealing with any feedback the organisation will ensure that they are culturally sensitive as this can increase the positive outcome for the person making a complaint.

Policy Statement

Any person receiving support has the right to raise, either informally or through a formal process, any feedback (comments, compliments or suggestions) concerns, complaints and disputes regarding the nature and quality of services provided. Any matters raised will be dealt with on an individual basis with the opportunity for the person to be involved in the resolution process. Any matters raised will be answered promptly and in full, the person will be informed as the matter is dealt with and there will be no negative consequences for the person raising the issues.

3.0 Service Access and Delivery

Community Connections Australia (CCA) seeks to build choices and options for people with disabilities and their families. Every person receiving supports should be active, visible and independent within their community and society in general. Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose.

This policy is to ensure that access to CCA Services and supports are clear, transparent and non-discriminatory and barriers to accessing services are identified and removed. When services are not available, referral to alternative service options are explored. All supports provided are:

- Individualised and person-centred.
- Planned and reviewed regularly with each person and others they may wish to have involved.
- Flexible and nimble to changing circumstances.
- Innovative and responsive to enable participation and inclusion in all aspects of support.

CCA offers supports to people living with a disability, regardless of their disability type, age, gender, culture, heritage, language, faith, sexual identity, relationship status or other personal factors.

Policy Statement

Entry into services provided by Community Connections Australia (CCA) will be based on criteria of the needs and aspirations of a person, the ability of the organisation to provide the appropriate resources to meet those and other practical requirements of service provision.

Our service systems and processes are delivered in a flexible and individualised manner so as to increase choices and options and maximise autonomy and independence. Each person is making decisions in every area of their lives and the service they receive. In accordance with the person's wishes family, friends, carers and advocates are actively included in the planning process.

If CCA is not able to provide all aspects of the requested services we will support the person to find other suitable providers. CCA will provide whatever information and processes that a person requires so as to make an informed decision.

4.0 Support Environment

This policy outlines the practices that are provided by Community Connections Australia (CCA) to ensure that each person's supports are provided in a safe environment through effective work, health and safety principles so that potential hazards and risks are managed. This is addressed individually and includes the physical environment, personal risks, financial risks and risks that may be associated with health, medication and other complex care aspects of service delivery.

Policy Statement

Community Connections Australia (CCA) is committed to the safety and well-being of all people receiving services, regardless of the complexity of the support provided. CCA is committed to ensuring that every person receiving services will access those services in a safe environment that is appropriate to their needs, where any risks to them are identified and managed, that staff members have the appropriate skills and training to provide services and are aware of their responsibilities in providing a safe environment.



INFORMATION SHEETS

What Is Advocacy?

Advocacy is about taking whatever action is necessary to ensure that everyone is treated fairly in areas of their human and legal rights, access to services, participation and inclusion in the community, to prevent or stop abuse, and to identify and stop the cause of unjust or unfair treatment.

What Is An Advocate?

An advocate is a person who is on your side to help you solve a problem or to act on your behalf to protect you and promote your rights and interests. Advocacy might help you when you feel you can't speak out on your own about something, or you want some support along the way. You can choose who you think would be the best person to be your advocate- sometimes it's a family member or friend, or someone from an advocacy support group.

What Does An Advocate Do?

An Advocate can help you with all aspects of your service delivery and supports, such as helping you to:

- Develop and review your personal support plans.
- Make informed decisions about your supports and lifestyle.
- Make complaints or raise concerns.
- Write letters or make phone calls.
- Go to meetings with you or on your behalf.

Community Connections Australia (CCA) upholds the right for any person receiving support to have an advocate of their choosing. You have the right to determine how the advocate will help you. CCA will support that decision and will work with you and your advocate to ensure you have the service and supports you want.

Does It Cost Me Anything?

Advocacy is free. You can go to an advocate as many times as you like. If it is a legal matter they may not be able to help you and they will tell you to seek legal advice.

How Do I Find An Advocate?

You can ask staff at CCA to help you find an advocate. There is a list of some services over the page. If you need help to get to an advocate we will support you.

Will I Be Treated Differently If I Have An Advocate?

It is your right to have an advocate to support you. We will always respect your choice to have an advocate and will work with your advocate in the way that you want.

What If I Change My Mind?

You can always change your mind at any time about having an advocate or not having an advocate involved in your supports.

Advocacy Services

There are many services that provide advocacy for people living with disabilities. You can use the following link to locate an Advocacy Service near you-

<https://askizzy.org.au/disability-advocacy-finder>

We also provide the following list of Advocacy Services-

Organisation	Contact	Website
SCIA – Spinal Cord Injuries Australia	1800 819 775	www.scia.org.au
Synapse – Australia’s Brain Injury Organisation	1800 673 074	www.synapse.org.au
Disability Advocacy Network Australia (DANA)	<i>Email:</i> ceo@dana.org.au	www.dana.org.au
Disability Advocacy NSW (DA)	1300 365 085	www.da.org.au
People with Disability Australia (PWDA)	1800 843 929	www.pwd.org.au
Intellectual Disability Rights Service	1300 665 908	www.idrs.org.au
Multicultural Disability Advocacy Association (MDDA)	1800 629 072 or (02) 9891 6400	www.mdqa.org.au
Side by Side Advocacy Inc	(02) 9808 5500	www.sidebyside.org.au
Aboriginal Legal Service NSW/ACT Ltd		www.alsnswact.org.au
•General Enquiries	(02) 9213 4100	
•Police Charges/Court Matters	1800 765 767	
•Care & Protection/Family Matters	1800 733 233	
Sydney Region Aboriginal Corporation (SRAC)	(02) 4721 1536	www.srac.ngo

The following government agencies may provide additional information:

- NDIS - <https://www.ndis.gov.au/> 1800 800 110
- NSW Ombudsman - <https://www.ombo.nsw.gov.au/> 1800 451 524

What Is A Complaint?

A complaint is an expression of concern, dissatisfaction, or frustration that you may have) about your service (the quality, the staff or a particular policy or procedure). Complaints can be raised either informally, such as a telephone call or formally, such as in writing. We hope that you raise any concerns with Community Connections Australia (CCA) first before they become big problems for you.

The Right To Make A Complaint

Any person receiving support from Community Connections Australia (CCA) has the right to make a complaint. You have the right to have someone support you to make the complaint - a family member, friend or advocate. Please let us know if you want support to access an independent advocate to support you to make a complaint.

How To Make A Complaint

Every person has the right to determine how, when and where the complaint will be made. You have the right to nominate who you want to be as your key contact person during the complaints process. Any complaint is handled in a confidential and sensitive manner and no person raising a complaint will be victimised or suffer any form of retribution.

Initially, you might like to speak to your Manager or Coordinator by calling the phone number: **1300 36 46 88**. If the matter is urgent, you can contact the after-hours emergency phone number. If you don't feel comfortable raising an issue or complaint in person, you can send a letter to:

Community Connections Australia, PO Box 253, PARRAMATTA NSW 2124
OR email: enquiries@cco.org.au

What Happens Next?

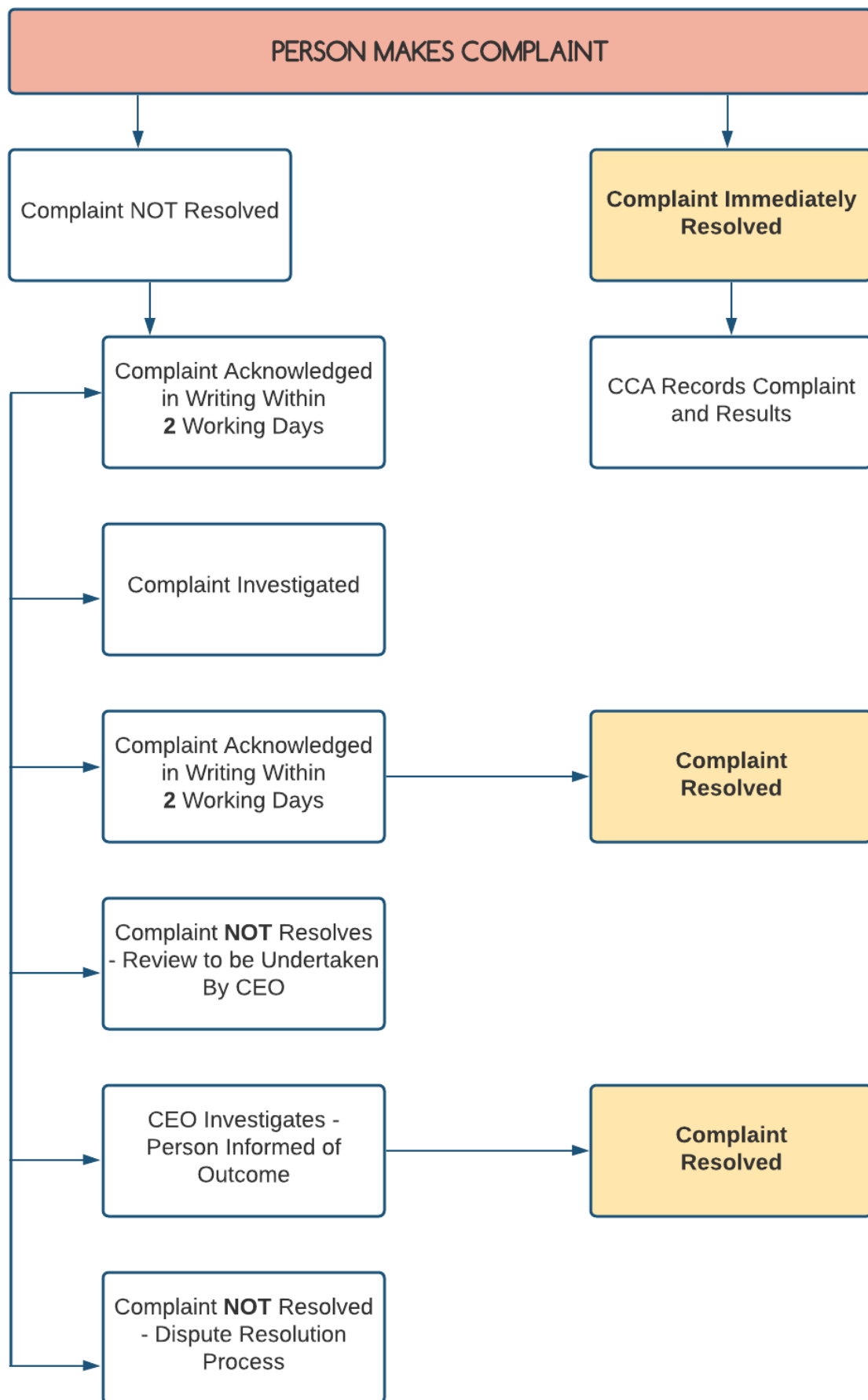
Some complaints can be resolved immediately. Others may need to be given to a senior staff person for investigation and resolution. We encourage you to be involved in the resolution process so that you are happy with the outcome. For complaints that take time to resolve you will receive a letter within 2 days of making the complaint and CCA aims to have the matter resolved within 2 weeks.

What Happens With My Information?

Your details are kept confidential in accordance with the privacy policy.

What If I Am Not Satisfied With The Result Of My Complaint?

If you are not happy with the result of your complaint you can ask to talk to the CEO and ask for a review. If you are still unhappy with the review you can contact the Ombudsman, who represents the rights of people with disabilities. Their contact details are email: <http://www.ombudsman.gov.au/making-a-complaint> or ring 1300 362 072. You can complain directly to the NDIA on 1800 800 110 or via www.ndis.gov.au.



Our Commitment To You

Community Connections Australia (CCA) is committed to the privacy of people receiving support in all aspects of their life- in the home, in their community and about the personal records and information that the organisation holds about them.

This is supported by practices such as ensuring the physical privacy and personal space of people within their home, use of appropriate forms of address, and facilitating people to maintain and develop their own relationships and personal activities.

The organisation is bound by the Australian Privacy Principles, the Privacy Act (1988) and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 which came into force in March 2014*. This act regulates how organisations may collect, use, disclose and store personal information and how people may access and correct personal information held about them.

Your Personal Privacy In Your Home

Community Connections Australia (CCA) provides support to you in your home and in your community. All staff are required to comply with a Staff Code of Conduct that ensures your services are delivered in a manner that is respectful, dignified and compliant with personal privacy. Staff are not permitted to enter your home without permission, they are not allowed to enter your bedroom without your permission. Staff are not to discriminate against you or make judgments about your personal lifestyle.

Your Personal Information

We will collect personal information that is reasonably necessary to provide your support service so that we comply with our legal and duty of care obligations. Any information is objective and factual. Generally the information includes your personal information (name, date of birth, address, etc), personal service plans, your care needs, any specific issues (health, medical) and the outcomes of your support provided.

How Do We Collect Personal Information About You?

We will ask you to provide the information that is needed to provide you with a service. We will make sure that the information you provide is relevant and accurate. We will let you know what information is kept about you and where it is stored.

How Will We Keep Your Personal Information Safe?

All personal information is stored in a secure manner. Hard copy (paper) records are locked away in filing cupboards. Soft copy (electronic) records are kept in our computers using password controls. We archive old information in secure locations and will only keep it for as long as the law requires (generally 7 years). Any information that is older than 7 years is destroyed.

Can I See My Personal Information And Records?

Yes you can. You can always ask to see what personal information and records we have collected about you.

What If My Information Is Not Right?

We will change the information so that it is up-to-date and accurate. To request access or correction of personal information contact us on the details below:

Phone:	1300 36 46 88
Email:	enquiries@cco.org.au
Postal:	PO Box 253, Parramatta 2124

Using My Personal Information And Records

CCA will only use or disclose sensitive information for which it was collected. This includes:

- CCA staff on a need to know basis so as to be able to provide your supports.
- Government departments or agencies for reporting and/or compliance purposes.
- Anyone who is entitled to access your information under specific provisions of legislation.
- You have given consent.
- There is a reasonable expectation that particular information would be needed- for example a medical emergency.

Giving Consent

We will not release any information about you to any other person or agency without your consent in writing. If you are not able to give consent we will approach your Guardian or "Person Responsible". You can always withhold consent by saying "No" and you can change your mind at any time about the consent you have given. Any breaches of personal privacy will be dealt with in accordance with the organisation's Complaints Policy.

More Information

If you have any other questions about your privacy please contact CCA.

For more information about privacy laws please contact Privacy NSW on (02) 9228 8585 or see their website: www.lawlink.nsw.gov.au.

Entry Criteria

Community Connections Australia (CCA) firmly believes that every person has the right to find and use the service that best suits their needs. Everyone is allowed to ask if they can receive support from CCA.

People are not denied access to support because of their sex, their race, if they are married or not, their sexuality or their sexual preference, their cultural or linguistic background or religious beliefs. We treat everyone equal and the same as everyone else.

CCA makes sure that you can get the supports you need. We will provide information in different ways – this will help everyone understand what they need to know about our service. We will give you information on paper, by email, or speak to you face to face. We will give you information in any language that you speak, or get someone to help you understand the information in your own language.

How Will CCA Provide Me With A Service That I Need?

We will talk to you about what you want from your service and see whether we are able to provide those supports to you. We can do this in person, over the phone or via email.

If you are interested in getting support services from CCA and would like more information or to talk further we would come and visit you and talk more in depth about your support requests - a "Meet and Greet".

This gives you and CCA the opportunity to have an open conversation so that if you choose to have us as your provider you are aware of your rights and responsibilities, your support requirements and discuss a possible start date.

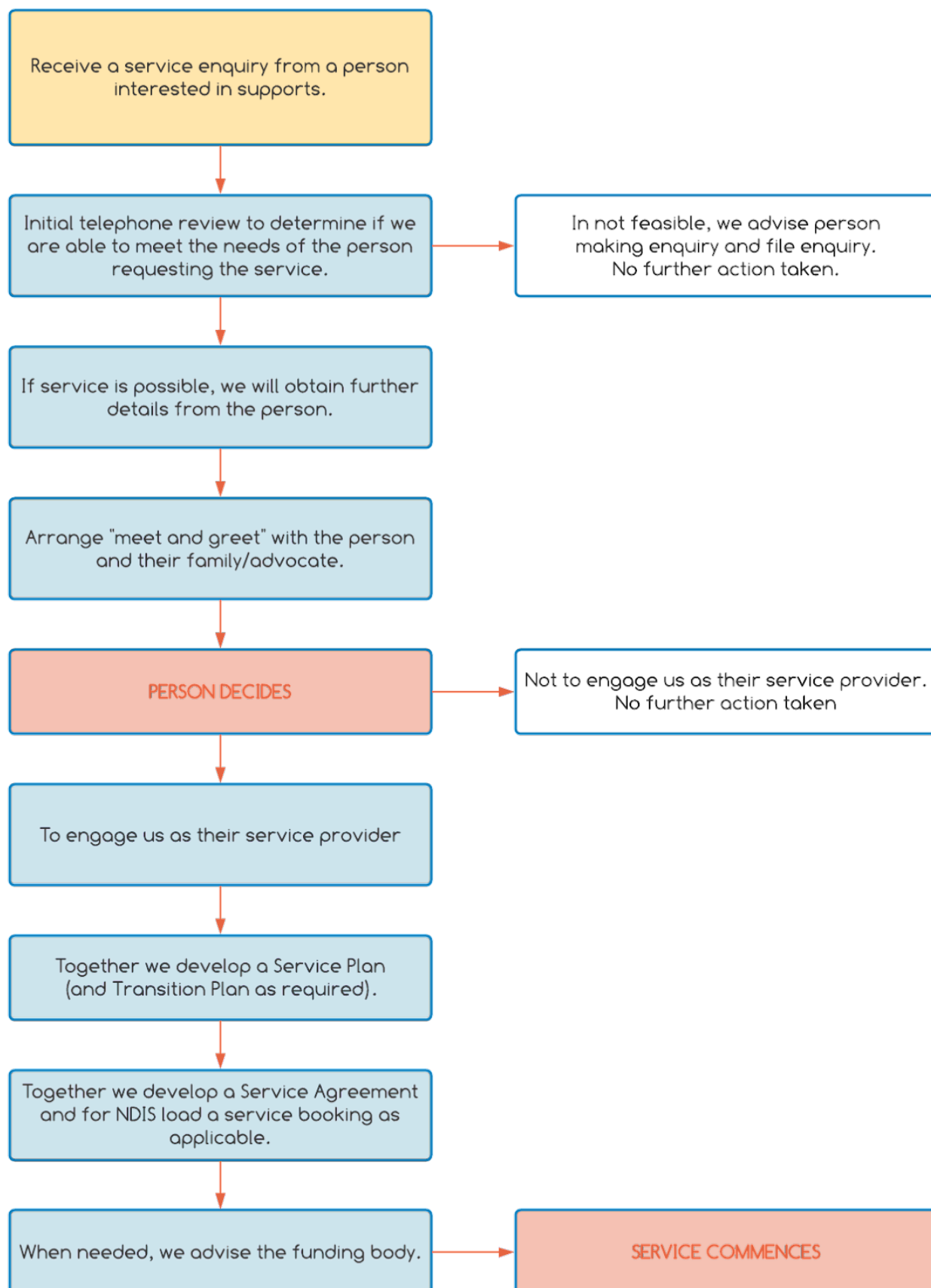
If you can't use this service then we will explain to you the reasons why we are not suitable for you. If we are not the right service for you, we will put you in touch with another service or organisation that may be better placed to help you.

What Happens Next?

You need to let us know of your choice - if you choose to have CCA as your provider we will work together to develop your personal (service) plan that will determine how you receive your supports and what goals or outcomes you want from your support.

We will develop your Service Agreement that gives clarity to both you and the organisation about the supports that will be provided and how they will be delivered. We will undertake a risk assessment to make sure everyone is safe when receiving supports. We will support you with a transition plan if you require additional support to ensure your needs are met.

We will arrange a start date and then commence support. You can let us know at any time if you want more information.



There are many reasons people leave our service. Leaving Community Connections Australia (CCA) services is sometimes called exiting the service or transferring to another service. When you leave our service it will be planned and organised.

How Do I Leave CCA?

- We need you to contact us and tell us that you would like to leave our service and go somewhere else. It would be helpful to us if you or another person could write to us and tell us that you would like to leave. You may also choose to use your support coordinator to do this.
- If you would like to, you can tell us why you would like to change services.
- You can tell us where you would like to go.

Will I Be In Any Trouble If I Ask To Leave?

No you will not. CCA supports your right to choose which service will help you.

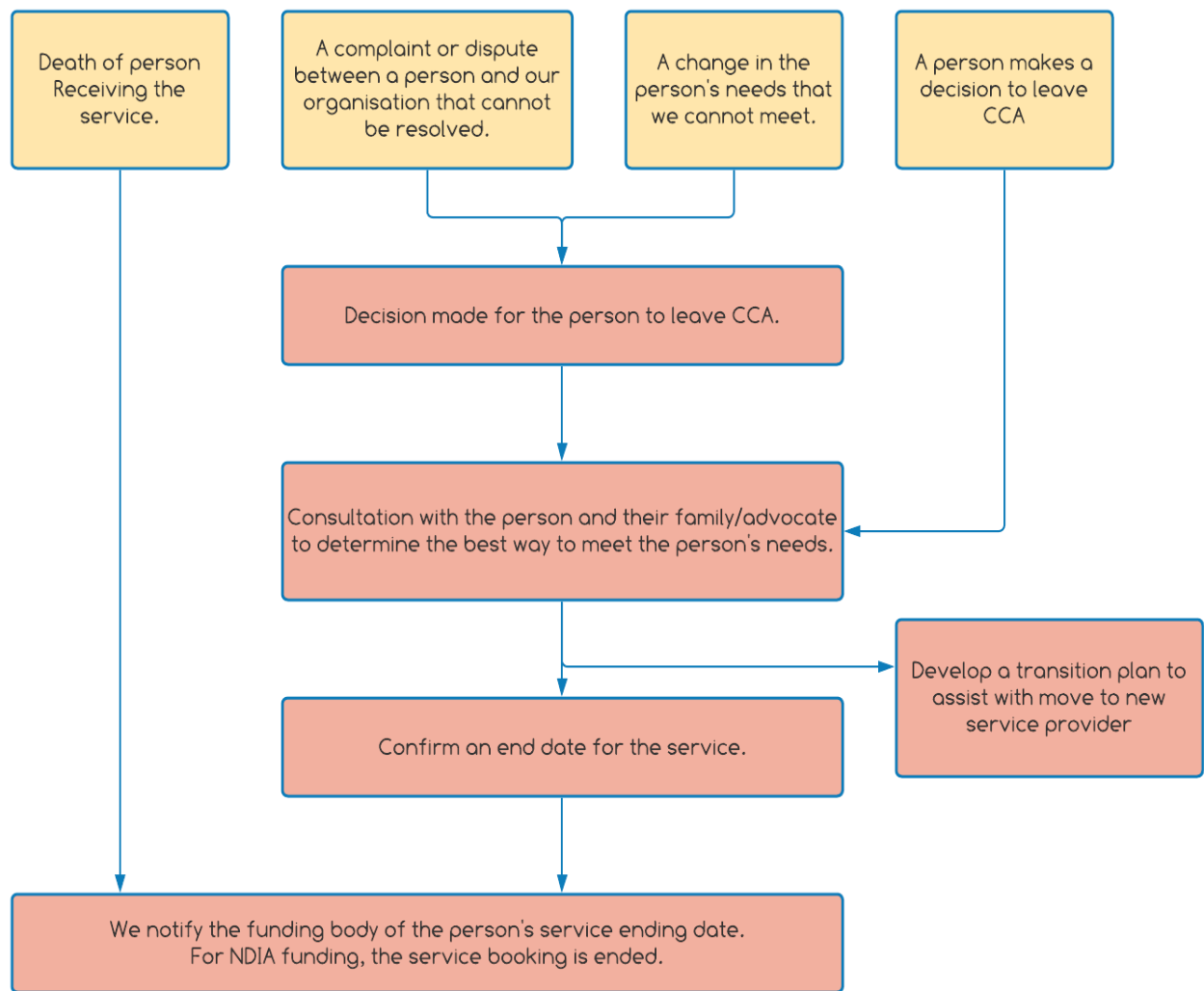
Can CCA Help Me Find Another Service?

Yes we can. We will help you with the following things:

- We will provide information to you and your family or advocate or guardian about other services that we think may best suit your needs. This information will be given to you in a variety of different ways.
- We will make sure that you are aware of your rights and responsibilities and that you have made your decision based on you having learned all about the new service and what it will do for you. This will be done before you start at the new service.
- With your permission we can contact the new service and make enquiries on your behalf. If you allow us, we can transfer information about you, such as your Individual Service Plan with your goals and current activities. This will make it easier for you, and for the new service to get to know you. We will support you with a transition plan if you require additional support to ensure your needs are met.

What Happens Next?

- We will make sure that you are happy with your choice of a new service and that when you leave us the changeover to a new service provider goes smoothly and easily for you.
- We will make sure that you have services to help you between the time when you leave us and start up with your new service.
- We will send you a letter to confirm that you are leaving us and the date that you will finish up with us.
- We will tell the government funding body about the date you will be leaving us.



RIGHTS AND RESPONSIBILITIES

Your Rights

Community Connections Australia (CCA) upholds and promotes the legal and human rights of every person receiving support in all respects and ensures that strategies are in place, maintained and reviewed to prevent any form of physical, sexual or emotional abuse in all aspects of service delivery or supports provided.

What Are My Legal Rights?

Your legal rights are laws or rules that every person has to follow. Every person receiving supports from Community Connections Australia (CCA) has the same legal rights as everyone else in the community.

Some of your legal rights include:

- The right to say you are not happy and complain.
- The right to be treated without discrimination, to be treated the same as people without a disability.
- The right to make your own decisions.
- The right to privacy.
- The right to be able to do the same things as everyone else - sport, education, work.

What If My Legal Rights Are Not Upheld Or Followed?

If any person does not follow these legal rights or if CCA staff do not follow these rights then they are breaking the law. This is a criminal offence. In any situation where a criminal offence is suspected CCA must ensure that due legal processes are implemented as soon as the situation becomes obvious.

What Are My Human Rights?

Human rights are rights that belong to every person, it doesn't matter what age we are, where we are born, how old we are - we are all equally entitled to our human rights.

Your human rights include:

- The right to respect and dignity.
- The right to live in and be part of the community.
- The right to realise your capacities in all areas of your life.
- The same right to access services to support a reasonable quality of life.
- The right to choose your own lifestyle and to have access to information.
- The right to participate in decisions which affect your life.

- The right to receive services in a manner that meets your dreams and aspirations.
- The right to make a complaint or pursue any grievance without fear of retribution from CCA.
- The right to protection from neglect, abuse and exploitation.

What If My Human Rights Are Not Upheld Or Followed?

You have the same rights as everyone else in the community- you need to let someone know- a CCA staff person, friend, family or advocate. You have the right to complain without fear - see our Complaints Information sheet.

What Are My Responsibilities?

Every person receiving support from CCA has responsibilities.

Your responsibilities include:

- Participating in the planning of your service and supports.
- To advise CCA of any changes in your life or in your needs that will affect the services you receive.
- Following the terms of your service agreement.
- To follow your personal services plan (times, duties, locations) and advise us if you wish to make changes.
- Comply with WH&S legislation so that your service and supports are delivered in a safe workplace for you and for staff.
- Being aware and informed of the services being provided to you.
- Contacting CCA if you are not happy with your service or staff.

What If I Want More Information About My Rights And Responsibilities?

We have more information in your individual Service Agreement as these set out the requirements for both you and CCA to follow whilst providing you with support. We also have a publication called "A Guide to Your Rights" that we can give you.

If you want more information please contact us on the details below:

Phone:	1300 36 46 88
Email:	enquiries@cco.org.au
Postal:	PO Box 253, Parramatta 2124

Other Resources

Some other resources that give information about rights include:

- Australian Human Rights Commission www.humanrights.gov.au
- Intellectual Disability Rights Service www.idrs.org.au

For information of the convention on the rights of people with disabilities visit the United Nations Website www.un.org.

CCA'S CYCLE OF SUPPORT

Cycle of Support

Community Connections Australia (CCA) has a range of systems designed to tailor services so that each person has the supports that they want and choose. The cycle of support is driven by the person and whomever they choose to assist them in this process.

Community Connections Australia (CCA) firmly believes that discussion between the person receiving support and the organisation is one of the key drivers to ensuring that supports are reflective of each person's wishes. Every person is encouraged and supported to be involved in all aspects of service delivery.



1. Practical Policy

CCA has a comprehensive set of policies and procedures that cover all areas of service delivery for people receiving services and all staff of the organisation. These are supplemented by flow charts and are available in plain English, audio and translated into other languages as required. These policies comply with legislative and funding requirements, reflect good and safe practice and are reviewed at regular intervals.

2. Individualised Assessment and Care Planning

CCA takes a holistic approach, emphasising individualised and flexible services so that each person may achieve their dreams and aspirations. There are a range of tools used within a formal process that centres on the person, and involves their family and significant others. Each person's plan has clear goals, delegated plan of action, measurable outcomes and is reviewed on a quarterly

basis. Feedback to the person about their progress and the ability to make changes to goals as people's lives change is integral to all planning processes.

3. Suitable Staffing

Finding the right fit between the person receiving services, the worker, and the varying tasks required is a focus within the set up and ongoing delivery of services. People receiving services determine who will work with them, when they will work with them and the tasks being undertaken. Staff are recruited specifically to work with individual participants or to a group of people with similar needs. All employment checks are undertaken. CCA has a flexible rostering system that allows for people to make their own decisions about service times, and a policy that no shifts will be unfilled.

4. Service Delivery

Involves senior staff working with designated staff to ensure quality service provision. A comprehensive rostering system provides the ability to deliver a flexible and responsive approach to changing needs and wants. Feedback is encouraged from the person and their significant others to ensure service satisfaction.

5. Supervision/Monitoring

All services are regularly monitored by senior staff and the results of that monitoring documented as part of the organisation's performance monitoring systems. All people receiving services are encouraged to participate in the monitoring of their services, and any changes to service provision are implemented.

6. Continuous Training

CCA's Cycle of Support places great commitment to providing the best opportunities for staff to become competent and focused on people's needs. Our training division specialises in training staff to work successfully in the disability sector and is tailored as required to suit staff from CALD/ATSI communities. Staff training is compulsory. All staff are encouraged to seek further qualifications.

7. Reporting/Feedback

CCA's system of reporting/feedback covers all aspects of service delivery. Various mechanisms include six-monthly questionnaires, regular meetings, a complaints mechanism, telephone surveys, and documented shift reports. Any issues requiring action and subsequent actions are noted in the person's file and are used to improve ongoing care.

8. Quality Assurance

The use of a quality management system involving customer satisfaction, risk audits, documentation, training, legal & compliance requirements. The set-up external quality assurance process with other similar organisations for peer support. Performance of the organisation is developed and monitored through a triennial strategic and business planning process.