

Building a better future



Participant Handbook

What you need to know when you come to Cooinda

35 Dow Street Terang 3264 Ph: 5592 1533

Email: Administration@cooindaterang.org.au Web: www.cooindaterang.org.au

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Welcome to Cooinda



Cooinda provides services based upon strong values and ethics. It aims to keep this ethos at the core of its interaction with participants and the community, whilst also expanding the services offered to cater to the evolving needs of the community.



Our mission is to be a builder of a socially inclusive community where people of all abilities are engaged and valued.

Cooinda provides an open, welcoming environment for participants and families and places great emphasis on participation and consultative structures involving participants, families and staff to inform the executive and the Board's decision making.

Cooinda's mission to achieve the vision is:

- To provide quality programs, services and residential options that best meet participant needs and helps them develop to their full potential
- To work in partnership with all pillars of the community to deliver services and advocate for people with a disability
- To ensure the needs of participants and their families are paramount in service delivery.
- To respect the history of Cooinda and the roles its contributors have played to build community relationships and a sound reputation
- To educate and train the community to the role they can play to support our participants
- To foster the practice of inclusive service, choice and flexibility



Cooinda adopts the following set of values in all of its dealings:

Choice and control

Responsibility

Accountability

Empowerment

Respect

Engagement

Cooinda operates from

Main office

33 Dow Street Terang 3264

PO Box 100 Terang 3264

Phone: 5592 1533

Email: Administration@cooindaterang.org.au

www:cooindaterang.org.au

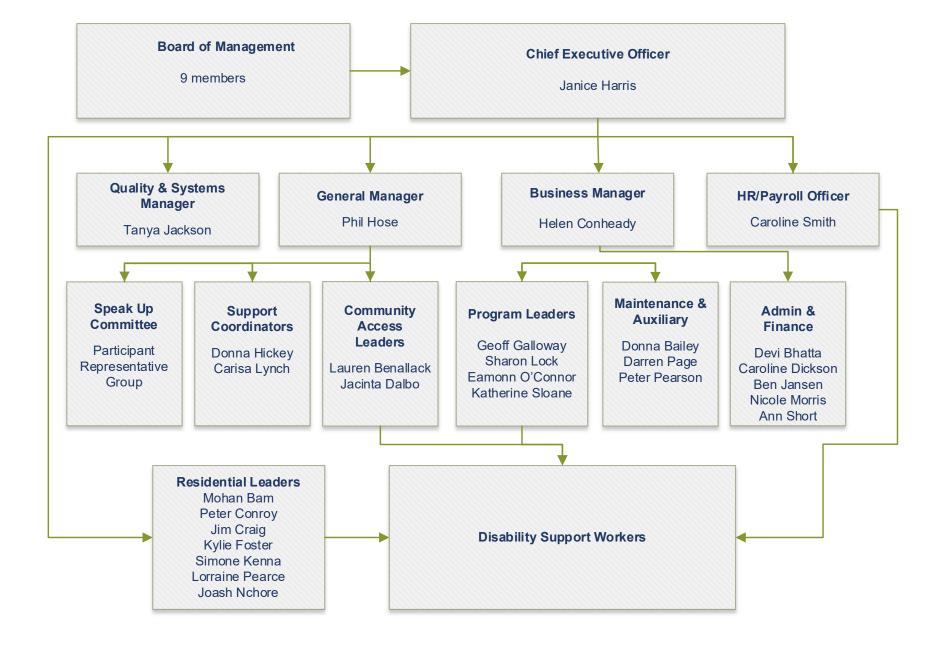
Office Hours: 08:30 – 05:00 Monday to Friday

About Us

Cooinda has a Board of management with 9 members.

A management team comprising of CEO, Business Manager, General Manager, Quality Manager & HR Officer

Each program and house has a Team Leader



What will Cooinda do for you?

Help you be the person you want to be.



Support you to do the things you want to do.

Assist you to stay healthy and well and independent

Who can come to Cooinda?



You can get supports from Cooinda if you

- a. Have a disability; and
- b. Have an NDIS Plan
- c. Are wishing to access activities or supports provided by Cooinda

How will Cooinda Represent Me?



We will represent you in a professional and positive manner. We will ensure that your dignity and privacy is respected. We will assist you to have a valued role in the community.

General Information



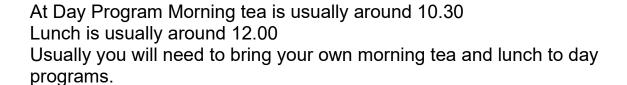
The office is open Monday to Friday 0830am to 5pm Day Program hours are from 9.00am to 3.00pm



Short Term Accommodation services can offer support 24 hrs a day. Please call 55921783 if you need Short Term Accommodation.









There is an opportunity to purchase lunch down the street on some days and can purchase canteen from Cooinda on Fridays. You will need to pay for this if you wish to participate.



Cooinda supplies tea, coffee, sugar and milk which you pay for through your community club fees.



If you are feeling sick you are asked to stay home until you are fit and healthy.

Personal Belongings



You will need to bring your own personal hygiene items to Cooinda as required



If you bring items such as an iPad, iPod or head phones etc to Cooinda they are your responsibility. Cooinda will not take responsibility for the loss or damage to such items.

Cooinda and the NDIS

Cooinda are registered with the NDIS to provide:

- Group activities Centre and Community based
- Individual supports, self-care and community access in home or community based
- Supported Independent Living arrangements and supports
- Short Term Accommodation (Respite)
- Support Coordination
- Plan Management (Financial Intermediary)

When you first meet with Cooinda or get your NDIS plan, we will work out a Service Agreement with you that will set out:

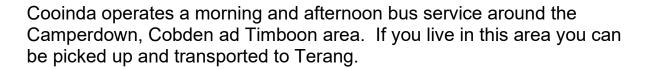


- What your NDIS goals are.
- What sort of supports you will receive from Cooinda to support your goals
- How many hours of support you will receive
- What those supports will cost and how they will be claimed
- What other costs you will have to meet that are not covered by the NDIS

Your Service Agreement will be reviewed every 3 months

Your plan will tell us all the things you like to do or don't like to do. It will tell us the activities that you would like to participate in at Cooinda and what we can do to help you achieve all the things you want to achieve in your life.

Transport



Participants living in Camperdown and attending the Camperdown Centre can be picked up and transported to Frederick Street.

Participants living in Terang and attending the Terang Centre can be picked up by the bus and brought to the Terang Centre.

All bus services incur a fee and may be charged to you directly or claimed through the NDIS.

Some Participants living outside these areas can access a taxi service – you will need to talk to us about your options.

Participants living near the day program centre can walk if they choose, with staff support if necessary.



Cooinda will charge you a fee for the use of consumables in some programs such as Art or Cooking (e.g to cover paint or food items) These costs are not covered by the NDIS and will be in your Service Agreement invoiced to you monthly.



There will be a transport charge if you use Cooinda transport to get to and from programs, events or activities (e.g. Bowling in Colac or Cobden swimming pool).

There will be an additional charge for transport if you choose to go on elective activities such as bowling after hours. You have the choice to participate in these programs or not.

Excursions, Exhibitions, Concerts, assisted holidays and shows, Football and Cricket attendances etc can incur extra out of pocket costs. These will be noted in your Service Agreement and communicated clearly for each activity.

Participant Representatives

We have participant representatives on the Speak Up committee. These are the Participants that you can go to if you have concerns about anything or to express your feelings. They meet regularly with the General Manager and staff and can pass on your views.















Felicity

Barb

Helena

Ray

•

Brenda

Christine

Fleur







Malcolm



Rowar

Feedback



Cooinda undertake surveys at least once per year at which time you will have the opportunity to provide feedback about what you like about Cooinda and what could be improved. You can choose whether you would like to complete the survey by phone, by yourself and / or with a person of your choice.

You can also provide feedback via our website, on the Feedback and Complaints form, when you have your plan meeting or quarterly reviews in relation to the services you get or that you want in the future.

Will Cooinda listen to my ideas?



You are always welcome to contribute your ideas about improving the services at Cooinda.

There are regular resident meetings at each of the Cooinda houses where you can bring up any new ideas.

Day Program hold a Community Club meeting where you may bring up any new ideas. You can also discuss ideas with any member of the "Speak Up" committee or any staff member

We value your feedback so we can improve the supports we offer

Decision Making



You have the right to make your own decisions about what you would like to do at Cooinda, and about all aspects of your life.

Cooinda can help you with seeking support such as an advocate and provide assistance to make sure you have correct information to base your decision on.



Janice Harris CEO

These are the people that you would need to speak to if you need any help to make a decision. If they cannot help you they will be able to put you in touch with someone who can, such as the Office of the Public Advocate

https://www.publicadvocate.vic.gov.au/contact-us

Advice Service: 9am-4.45pm, Monday to Friday ph: <u>1300 309 337</u> or you are welcome to use a friend or family member.



Phil Hose General Manager

Residential Houses

Cooinda has some houses where people can live and get all the help they need to do everything.









Villa 1

Villa 2

Villa 3

Villa 4

Cooinda houses are based on "Active Support" which means everyone who lives there is encouraged to do as much as they possibly can for themselves.



If you would like to live in one of these houses you need to have this goal included in your NDIS plan.

We can also arrange some assistance for you if you would like to stay living in your own house but need some extra help.

If you do live in one of Cooinda's houses you will receive a Residential Statement and a Rental agreement which explains how much money you will have to pay to live there and also the rules of the houses.



Vacancies

We will notify the NDIS of a vacancy becoming available within 5 business days and have 90 days to fill the vacancy. All vacancies will be advertised for at least ten business days using 'Housing Hub' (housinghub.org.au) to ensure that all eligible participants have an opportunity to view and apply for a vacancy and that information is available and accessible to all participants.



Open inspections provide a valuable opportunity for prospective residents to view the dwelling and seek further information about the accommodation fabric and/or location.

Cooinda may discuss the vacancy with existing residents and seek input into what will maximise household harmony when identifying a suitable applicant. It should be noted that the discussion is for consultation and not decision-making purposes.

The purpose of the compatibility assessment process is to consider all applications equitably and is not intended to be a short-listing process.

A suitable applicant without SDA eligibility in their plan will receive an 'Application Outcome' letter instead of an offer letter.

The suitable applicant or/and their representative must contact the NDIA and request SDA eligibility to be included in the plan as soon as possible. The plan will need to include an appropriate design category and building type.

An offer letter will be sent as soon as SDA eligibility is confirmed.

Short Term Accommodation



Cooinda has a Short Term Accommodation house where you can come for a short term holiday and give your carers at home a break and have support to develop your skills in areas such as cooking or personal care. Short Term Accommodation is at 47 Dow Street in Terang.

If you would like Short Term Accommodation you should speak with your support Coordinator or Phil Hose so that it can be included in your agreement.

Before you come to stay at Short Term Accommodation, we will make a booking for you and explain the rules to you.

Privacy and Consent



You will only be asked for information that is necessary for Cooinda to help you take part in programs. All information kept will be held securely in Cooinda's computer system and you can ask to see it at any time

Only information about the programs / activities you are involved in or information we have to discuss to ensure your safety and the safety of others is discussed between Cooinda staff.

Information about your health is your business. We will only ask what we need to know to make sure you are looked after in the best possible way.



Cooinda will not access any information without the knowledge and consent of the participant. We will not disclose any information that we gather about our staff or participants/residents to any one without their permission. We use the information we collect only for the services we provide. No staff or participant/resident information is shared with another person or organisation without their written consent." With exception of Mandatory Reporting or Legislative Requirements

You can withdraw your consent to share information at any time by simply speaking with a staff member or emailing administration@cooindaterang.org.au or phoning 55921533

Your Safety. Zero Tolerance

It is an important role for Cooinda to ensure you feel safe and secure. This means that

you cannot be picked on, bullied or harrassed by people.

nobody should ever hit you.

nobody should call you names or say mean things.

nobody can steal from you.

nobody can hurt you.



Everyone has the right to:

- · live their life safely and be free from:
 - Þ abuse
 - Þ violence
 - Þ neglect
 - Þ fear
- Þ discrimination
- · make choices about their life
- · be treated with respect and dignity by others at all times.



It is important that you tell someone if these things happen so that we can stop it. We will always listen to you and take what you say seriously. Any information you give us will be used sensitively and will only be shared with other people that might need to help.



Janice Harris CEO



Phil Hose General

You can tell any staff member and they will report it to Janice or Phil, or you can speak with them directly. They will try and fix the problem as soon as they can.

You can also talk to a counsellor or advocate about any of these problems and Janice or Phil can arrange that for you if you wish.

Where can you get more information?

There are organisations that can support you. They have websites where you can get more information.

Office of the Public Advocate

www.pulicadvocate.vic.gov.au

Victorian Advocacy League for Individuals with Disability www.vaild.org.au

Domestic Violence Resource Centre

www.dvrcv.org.au

Independent complain bodies:

NDIS Quality & safeguards Commission

www.ndiscommission.gov.au

Office of the Health Services Commissioner

www.health.vic.gov.au choice

The Ombudsman Victoria

www.ombudsman.vic.ogv.au

Child Safety Commissioner

www.ccyp.vic.gov.au

National Disability Insurance Agency

www.ndis.gov.au

Emergency Planning and Response



An emergency might be fire, flood, storm, gas leak, pandemic such as Covid-19



The Vulnerable People in Emergencies Policy was initially established by Department of Health & Human Services as a response to the Bushfires Royal Commission and the Victorian Floods Warnings.



Cooinda has in place emergency planning for each participant should an emergency occur. This is recorded at Intake and filed in your emergency summary.



Each site practice emergency evacuations to make sure we are prepared should something happen. Those living independently who have no family or supports have been placed on the vulnerable persons register.

Incident Management



We have a responsibility to provide services to participants in a safe manner and try to minimise the risk of incidents but if they do occur, we have an incident management system to record, respond to and manage incidents in connection with providing our services to you.



If you are involved in an incident in which you or another person is harmed, or there is concern for someone's safety, staff are required to complete an incident report.

This records what steps are taken to ensure participant health, safety and wellbeing and documents improvement opportunities and outcomes for participants.



It assists us to report incidents to the NDIA, if required, and put things in place to reduce the risk of the incident happening again in the future. Your family or carer will be contacted, and you will be always supported by Cooinda or persons of your choice.

What to do if you have a Complaint



A complaint can be about anything to do with your service, a person or something else. For example

A support worker who helps you is being mean to you

Someone has stolen something from you

You feel scared of someone or something

You want something fixed that has not been fixed

Someone has said something about you that they were not meant to.

Who can make a complaint?

Anyone can make a complaint about a disability service provider. This person may be a person with a disability, a family member or an advocate.



A complaint may be verbal or written. Each site has feedback/complaint forms that you can complete or ask staff, a family member or a friend to help you fill it in. This will then be saved to your Carelink file so that we know that we have followed it up for you. You can also use the complaint form on Cooinda's website, just go to the Contact tab



We will address any complaint as quickly and effectively as we can. All complaints will be acknowledged, where possible, in the same way they were received, unless the participant cannot be contacted or is anonymous, within 3 days



A complainant always has the right to escalate any complaint they feel has not been appropriately dealt with to a more formal process up to and including referring the matter to a statutory authority. In such cases, Cooinda will support the complainant's rights by referring the complaint to the NDIS Quality & Safeguards Commission or South West Advocacy.

Who can you make a complaint to?



You can make a complaint to any staff member; Residential participants also have access to Community Visitors who visit on a regular basis

If you are not happy with how your disability service provider has responded to your complaint you can also speak to:



South West Advocacy 32 Princes Street Warrnambool Vic 3280 Telephone:(03) 5561 4584



Office of the Public Advocate
5th Floor 436 Lonsdale Street
Melbourne Vic 3000
Telephone:(03) 9603 9529 Toll Free: 1800 136 829



Valid Advocacy Services Ph. (03) 9416 4003



You can contact the NDIS or NDIA



For complaints about an NDIS provider

contact the NDIS Commission

Call 1800 035 544

Website www.ndiscommission.gov.au



For complaints about the NDIA

contact the NDIA

Call 1800 800 110

Website www.ndis.gov.au

or

contact the Commonwealth Ombudsman

Website www.ombudsman.gov.au



If you need help to speak or listen

Contact the NDIS Commission through the

National Relay Service or NRS.

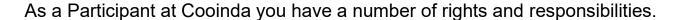
Call the NRS help desk

1800 555 660

Go to the NRS website

communications.gov.au/accesshub/nrs

Rights and Responsibilities





You have a right to:



Be respected for your individual human worth, dignity and privacy.



Be part of your local community.



Be informed about available services and how to participate in and contribute to decision making.



Have services match your ongoing needs and goals.



Have services provided by appropriately qualified workers.



Be consulted about your needs and preferences.



Choose from available alternatives wherever practical.



Involve an advocate of your choice.



Have control over your own life and have a say in the services that affect and what you want to do.



Appropriate assistance which is flexible in response to your changing needs and priorities.



Access to services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age.



Expect assistance that is reliable, of high quality, culturally and linguistically relevant.



Enjoy a healthy and safe environment. Look out for dangers



Privacy and confidentiality



Intimacy and sexual expression



See any information about yourself held by Cooinda and be able to correct any wrong information,



Make a complaint without it affecting decisions relating to the assistance you receive and have it dealt with fairly

You have a responsibility to

Not be disrespectful to other individuals in Cooinda. Take responsibility for the results of your actions and decisions.

When do you stop coming to Cooinda?



You can choose to leave Cooinda at any time:

- If you decide you don't want to come here anymore; or
- If you decide that somewhere else suits you better just let us know and we can support you to find another provider and end our agreement with you so they can access your funding.



You may be asked to stop coming to Cooinda if:

You steal from others.



Damage things on purpose.

Hit other people or become abusive towards them or



if supports put in place have not been successful or helpful to you.



Exiting Cooinda

If a participant wishes to leave Cooinda and go to another agency Cooinda will support the person if required to contact a service directly or refer them to alternative supports such as the NDIA, LAC or their Support Co-ordinator or other mainstream service.

Cooinda upholds and supports the rights of all participants to choice and control and no participants will be negatively impacted upon if they choose to utilise other services and will be welcome to return to Cooinda if they should choose to do so in the future.

Participants may choose to use a variety of support services at any given time and Cooinda staff will endeavour to support their access to services and supports which ultimately meet and support their needs and goals. Participants are to give 30 days notice if they are wishing to cancel services.

Our Programs at Cooinda

Health & Human Relationships

Promotes understanding of what it means to be healthy in a holistic way.

- Human Relations
- · Women's health and wellbeing
- Diet
- · Communicating with others
- Men's health and wellbeing
- Managing stress



Living Skills

Is about day to day skills you might need to be more independent

- Food handling
- Food preparation
- Food planning and shopping
- Housekeeping
- Clothes and laundry
- Gardening



Education & Stimulation

Gets you thinking and learning.

- Literacy & Numeracy
- Computers/Tablets
- · Information technology and social media
- Learning about other cultures
- TAFE and adult education



Life Skills

Teaches skills to be able to be a part of your community and meet the challenges of everyday.

- Money skills and budgeting
- Community access & services -Fire/Ambo/Police
- Transport training / Road skills
- Problem solving
- Accessing my community



Art & Creativity

Lets learn and develop new ways of expressing yourself and show your talents.

- Drawing/Painting
- · Sewing, quilting and screen printing
- Pottery
- Drama
- Dance



Vocation

What do I need to take the next step to volunteering or a job?

- Work skills
- Volunteering
- Job seeking and résumés

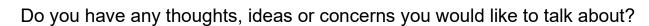


Questions

Do you have any questions you would like to ask?



See Phil if you have any questions





Write them here			