



PARTICIPANT

HANDBOOK



V3. 2024



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Able2 would like to acknowledge and pay respect to the traditional owners of the lands where our office is located and where we work, the Dharug and Gundungurra people of the Blue Mountains. We honour and respect the elder's past and present.

AT ABLE2

If you are a person with a disability, we can help you.

If you are a carer of a person with a disability, we can help you.

We want you to be happy with our programs and services.

At Able2, we work with:

- **people with disabilities,**
- **their families, carers and friends,**
- **the whole community.**

We work with you so that you can be **active, skilled and happy.**

- We are honest and fair
- We respect and accept everybody
- We believe everyone has the right to belong
- This is really important to us

This handbook has information about how we work.

If you want to talk to anyone at Able2:

 You can call our office on 02 4760 4642

 If you prefer, you can go to our website www.able2.net.au
You can find information about our programs and services on the website

You can also find up to date information and stories about what we do on our Facebook and Instagram pages



WHAT WE DO

Able2 is a not-for-profit organisation. Our programs and services are funded by your NDIS plan. We help people with disabilities. We provide many different services.



**We work hard to help people with a disability
live a good and active life
in the community.**

Our programs and services are for all people living with a disability. We respect you and the issues you live with.

Many of our staff and their families also live with a disability or care for a person with a disability. This is very important to our work. It helps us better understand what you may need. We keep this in mind in everything we do.

Able2 was set up in January 2019 by people who wanted to make a local, friendly, disability support organisation in order to:

- Offer better help and information to people with a disability, who were trying to understand the NDIS.
- Help people with a disability, their families and their carers.

We work in the Blue Mountains of NSW, from Western Sydney right through to Lithgow and the Central West.

We are here if you need us.

Our service managers try hard to do the best job to get the best result for you. They answer to you.

HOW WE CAN SUPPORT YOU?

Everything we do is aimed at helping you. When you work with us, we will:







- Support you to live the best life you can
- Support you to live in the community
- Support you to gain skills
- Support you to become more confident
- Support you to make friends

We work with many people in the community.




We want to live in a community where everyone helps each other.

We want to create a welcoming community where you are not judged or made fun of.

Our support services are:

-  **Early Intervention** – helping young children (0 - 9yo) and their families
-  **Support Coordination** – helping you to implement your NDIS plan
-  **Behaviour Support** – helping with positive behaviour
-  **Therapy** – someone to talk to
-  **Plan Management** – helping with your NDIS plan invoices
-  **Bush Adventure Therapy** – adventures and therapy in the bush

Our programs for young people are:

-  **Be Social** – a fun way to learn social skills
-  **Tinkering** – a fun space where young people can 'tinker'
-  **Crush** - learn about healthy relationships and safe sex

You can find more information about our programs and services on the website.

YOUR RIGHTS

When you work with Able2, you have rights.

A **right** is something everyone should be able to:

have

get

do

Your rights are protected by law. They are also set out in national and international standards.

Australia signed up to the United Nations (UN) Convention on the Rights of Persons with Disabilities.

The **United Nations Convention on the Rights of Persons with a Disability** is an agreement that sets out what countries have to do to make sure that disabled people have the same rights as everybody else.

These rights are:

1. People are free to make their own choices.
2. No one will be discriminated against.
3. Disabled people have the same rights to be included in society as anybody else.
4. Disabled people are to be respected for who they are.
5. Everyone should have equal opportunities.
6. Everyone should have equal access.
7. Men and women are equal.
8. Disabled children should be respected for who they are as they grow up.

ABLE2 RESPECTS YOUR RIGHTS

We respect you. We will give you information about your rights in a way that is clear.

We want you to feel safe and respected.

We will talk with you about your rights:

- When you first start working with us
- At other times when we are working together

Talk to us if you want to know more about your rights or don't know what they are.

We will explain your rights and responsibilities to you. We will ask you to sign a document to confirm you understand this information.

Talk to a worker if you do not understand this information.

Do not sign anything you do not understand.

At Able2, you have the right to services that:

- Accept you for who you are
- Allow you to have choice and control in the support you receive, while making sure that you are safe, and others are safe too
- Help you to be part of the community
- Are reliable (services you can trust) and ethical (do the right thing)
- Help you become stronger
- Help you reach your goals
- Focus on who you are as a person
- Respect your culture and religion
- Respect your gender and sexuality
- Respect your dignity and privacy
- Respond and manage concerns and complaints

You can have an interpreter if you need one.

SAFETY

We want you to be safe at all times and to feel safe when getting help from Able2.

You have the right to:

- Get help that includes everything you need
- Be free from abuse and discrimination
- Be free from neglect
- Not be forced to do things
- Be treated fairly
- Stay in places that are safe, clean and secure
- Have easy access to everything you need
- Get help that does not stop you from doing things and going to places
- Have choices
- Not be controlled

You have these rights unless you or someone else is in danger.

CHILDREN AND YOUNG PEOPLE

Children and young people have the right to be safe and feel strong. They have the right to be well.

This means:

- We will never put up with abuse and neglect of children and young people
- We will always make sure that the places children stay in are safe
- We will always help children, young people and their families

We always have to follow the law when it comes to children and safety.

Able2 is a child safe organisation.

This means:

- We put the best interests of children and young people first
- Children's safety and wellbeing is at the heart of everything we think, feel and do
- We talk to children and young people about our services and what they want from our programs
- We try our very best to make sure children and young people using our services are not harmed in any way
- We will take action straight away if anyone tells us about any type of harm or any belief that harm may be happening, to any child or a young person

CHOICE AND CONTROL

You have **choice & control** about what supports you get and who supports you.

You are the best person to make decisions about your life.

Where there is a **conflict of interest**, Able2 must make that clear to you.

A conflict of interest is a situation in which someone cannot make a fair decision because they might benefit in some way from it.

You can make decisions about **who** works for you.

Able2 provides some great services. However, it is important that the person from Able2 tells you about other organisations and providers that can also offer you the services that you may want or need.

You have the right to:

- Be part of all discussions (talks) about which people or organisations work with you
- Choose who will be helping you, including choosing family, friends and carers
- When you can, you can choose your Support Worker, Support Coordinator or Behaviour Practitioner, even if they work for a different organisation (not Able2)
- Choose another service, including other mental health or disability services
- Able2 should tell you if a service being suggested is an Able2 service and that you can choose another service provider
- Able2 should tell you about other services that can help you, so that you have more information to help you make the best choice for you
- You can also get a second opinion to help you make the best decision for you

You have the right to:

- Refuse service or help
- Leave Able2 if it is not working for you

You will not get into trouble if you refuse help or want to leave Able2.

Able2 works with you as an individual.

That means we respect you for who you are and we care about your needs, strengths and goals.

We will help you to reach these. We care about your outcomes.

FAMILY, FRIENDS, CARERS & OTHER PEOPLE

You have the right to choose who supports you.

You have the right to choose what help you get.

You can decide if your family, friends, carers or other important people should be involved.

We can help you find other people who can also help you, if you don't want your family, friends or carers involved.

You have the right to:

- Choose who comes to meetings
- Choose who can talk to us
- Bring a support person with you
- Choose who can get information about your care and the help you get
- Ask a family member, carer or friend to help you talk to us
- Ask for another person to help you talk to us

Decision-Making Policy

Able2 tries our very best to:

- give you the best services
- give you choice and control
- help you to be independent

At Able2 we will support you to:

- understand all the information you need to make choices
- remember the information
- use or weigh up the information
- communicate your decisions (choices) in words, gestures or by other means

We respect your right to access an advocate (see over the page).

We will provide an interpreter if you need one and we respect the right of your interpreter to work with you.

*"People with disability have the same right as other members of Australian society to be able to determine their own best interests, including the right to exercise choice and control, and to engage as equal partners in decisions that will affect their lives, to the full extent of their capacity." **

*"People with disability should be involved in decision-making processes that affect them, and where possible, make decisions for themselves." **

* National Disability Insurance Scheme Act 2013

At Able2, your right to make your own choices, as well as your right to friendships, relationships (girlfriends or boyfriends) and sexual expression, is respected.

JOINING OUR SERVICE

Able2 makes it easy for anyone to join our service.

Able2 wants joining, using or leaving our service to be clear, fair, and equal for everyone.

We want people and their families to all have the same level of access to our service.

Able2 will:

- try and remove any **barriers** (anything that is stopping you) to access our service that people and their families may face
- plan to make sure our service is **accessible** (able to be used) by people with disabilities. For example, people in wheelchairs
- give people information that is easy to understand
- always work within the law

Able2 follows these laws:

- Australian Human Rights Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

If you want to join or leave Able2, you can:



Call our office on 02 4760 4642



Send us an email: info@able2.net.au



Go to our website www.able2.net.au



You can contact us via Facebook



You can contact us via Instagram



YOUR RESPONSIBILITIES

When you work with us, you also have some responsibilities (things you have to do or rules you have to follow).

You have the right to know what these responsibilities are.

You have the right to know what happens if you don't keep your responsibilities.

Different Able2 services and programs may have different responsibilities.

We will explain these to you in writing.

You are responsible towards everybody at Able2.

This includes you, other participants, staff and volunteers.

Your responsibilities are to:

- respect people's rights
- respect people's privacy
- help people feel safe at Able2
- help make sure there is no violence at Able2
- tell us what we need to know so we can give you good services
- tell us about what you need
- tell us if you have any problems as soon as you can
- look after Able2's property
- let us know if you no longer need our services
- help people feel welcome at Able2

If you are unable to make an appointment, please let us know.

PRIVACY

We care about your privacy. We won't tell anyone anything you say to us if you don't want us to.

We will protect your privacy. We can only share private information if you or someone else is in danger. We also have to share private information if the law says so.

When we work with you, we sometimes ask for information about you and the help you get. But we only ask for information if it is important. Sometimes the law says we have to keep this information at our office.

When we say 'information', we mean things about you. It also means private information.

Information about you is things like your name, address and phone number.

Private information means things like information about your health and how you are feeling. We must protect your privacy. This means that we:

- keep information about you in a safe place
- respect your safety, privacy and dignity
- make sure the information is not lost or used in the wrong way
- make sure the information is correct and complete

Able2 will only collect, store, use and disclose (tell someone else) personal information that we need to, so we can provide services to you.

Your Privacy Rights

You have the right to:

- **complain** if you feel that we have not kept your information private
- know **why** and how we keep your information
- know **how** we use your information
- know **who** your information may be shared with
- know **when** your information may be shared
- **look** at the information
- **take copies**
- **talk to Able2 staff** (for example Support Workers, Support Coordinators or Behaviour Support Practitioners) about the information
- **ask us to explain** the information to you
- **ask us to change** the information if you feel it is wrong
- **ask us to give** the information to your family, friends or someone else you choose
- **refuse** to have brochures or other materials sent to you

Able2 follows these laws about privacy:

- Privacy Act (Commonwealth) 1988
- Australian Privacy Principles

RIGHT TO ACCESS AN ADVOCATE POLICY

You may need an advocate.

We believe you should always:

- **be able to have your say**
- **be involved in making decisions**

Sometimes you may need help with this.

Like when:

- you are told a lot of things at once
- you have to make a hard decision

An advocate is a person who can help you:

- say what you need
- make decisions
- make choices

We will help you get an advocate.

It is your right to use an advocate when you need one.

Different disability advocacy agencies provide different types of help.

Able2 can help you to find a disability advocate.

The advocate should help you to meet your needs and achieve your goals. Advocates can provide things like:

- training
- information that you can understand
- mentors – people who have experience that can help you
- support

Please go to www.disabilityadvocacyfinder.dss.gov.au/disability/ndap/ to find an advocate.

TELL US WHAT YOU THINK

We want you to tell us what you think about our services.

The best way for us to make services better is to find out what you have to say.

You have the right to:

- make a complaint
- tell us what is working for you
- tell us what we can do better
- talk to a support person
- ask a support person to help you when talking to us

You can do this at any time.

It is OK to complain.

When things go wrong, we can learn from our mistakes and make things better.

We will:




- listen to your complaint
- treat you with respect
- keep your complaint private
- respond to your complaint fairly
- tell you what we can do better
- tell you what has happened with your complaint
- make sure you do not get into trouble for making a complaint
- use your complaint to make our services better
- use your complaint to check what is working
- use your complaint to check what is not working

How can you tell us what you think?

- You can **make a complaint** to any Able2 staff member
 - You can also **talk to someone you trust**, like a family member or a support person
 - You can **ask for this person to help you**
-

MAKING A COMPLAINT

How to make a complaint:

-  Call our office on 02 4760 4642
-  Fill out the form on our website www.able2.net.au/contact
-  Send an email to us at info@able2.net.au

What we do with your complaints:

- Listen and be as open as we can
- Answer any complaints
- Write down complaints in our register
- Show support to the person complaining, without taking sides
- Offer people to support you to make your complaint
- Check the facts of your complaint
- Be fair to all concerned in the complaint
- Resolve (find an answer to) the complaint as quickly as possible
- Give Able2 a chance to learn from the complaint and improve services

Appeals

If you are not happy with the way we have dealt with your complaint you can contact either of our Chief Executive Officers:

- Sue Campbell-Ross, Co-CEO
- Rod Campbell-Ross, Co-CEO

Able2 follows these laws about complaints:

- NSW Community Services (Complaints, Reviews and Monitoring) Act 1993
- Children and Young Person's (Care and Protection) Act 1998
- Children and Young Person's (Care and Protection) Regulation 2012

You can also ask for help to resolve the complaint from The NDIS Quality and Safeguards Commission.

INCIDENT MANAGEMENT

What is an incident?

- An incident happens when a person causes you harm, or could have caused you harm.
- When you hurt someone else, or could have harmed them.
- When you feel that someone is going to hurt you.
- When a person's property is damaged by someone.
- Incidents that someone says happened.

When an incident happens at our service:

We will first make sure everyone is safe.

We take action straight away and call 000 if we need to.

The worker who is involved will speak to their manager at able2.

We will record what happened.

We will decide and communicate what happens next.

When an incident happens to someone with a disability, we write down:

- the name of people who were there
- what happened
- why it hurt
- how we'll help to make it better
- how we'll stop it happening again.

We have a special system for keeping this information so that it is safe and only certain people see the system.

Some incidents are really serious. We call them reportable incidents.

When they happen, we tell the right government office about it.

(The police, the Department of Community and Justice, the Ageing and Disability Commissioner or the NDIS Quality and Safeguarding Commissioner)

We tell them within 24 hours (one day).

Our promise to you:

We will put your safety first.

We will quickly act on something that impacts the supports you receive.

We will also take steps to stop and answer to all things that may harm you.

NDIS QUALITY & SAFEGUARDS COMMISSION

The NDIS Quality and Safeguards Commission helps to:

- make sure NDIS participants receive good quality services
- keep NDIS participants safe

No matter where you live, you should be able to expect to receive good quality services and be safe.

The *NDIS Quality and Safeguarding Framework* will make sure that the rules are the same for all providers.

If you have a concern or complaint about the quality or safety of services provided to an NDIS participant in all states and territories except Western Australia, you can make a complaint on behalf of a person with a disability to the NDIS Quality and Safeguard Commission: www.ndiscommission.gov.au/about/complaints.

If you have complaints about the way an NDIS providers treats its workers, you can contact the Fair Work Commission www.fwc.gov.au/.

FOR MORE INFORMATION

You can find out about our work, plans and legal information at www.able2.net.au

This includes our:

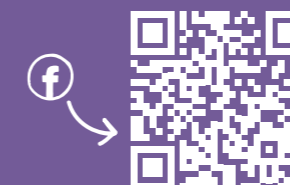
- Charter
- Governance model
- Services
- Programs
- Team
- Training
- Able2 Blog
- Prices

To get more information you can:

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able2

Supporting people with disability.

 02 4760 4642  www.able2.net.au  [able2bluemtns](https://www.instagram.com/able2bluemtns)  [Able2](https://www.facebook.com/Able2)

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