

Client Handbook





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We acknowledge the Darkinjung people, the Traditional Owners of the land in which Coastlink operates. We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country, and pay our respects to Elders past, present and emerging.

Welcome to Coastlink



Thank you for choosing Coastlink as your NDIS provider. We are delighted to be working with you to assist you to **live the life you want**. This Client Handbook provides some information that we believe may be useful for you.

About Us

Established in 1985, Coastlink has a strong and proud history which defines us and gives us focus and determination for the future.

Starting from humble beginnings as a non-profit organisation providing family-based care for children living with disability, we have grown to provide a wide range of disability and aged care services supports.

Today our disability supports include: daily living supports, social and community supports, day programs, accommodation options including short term accommodation and supported independent living and support coordination. Supports can be provided 1:1 or in groups.

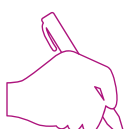
Every day, we work to change the lives of people living with disability assisting them in removing barriers to their success and empowering them to live a life of their choice.

Our Vision of 'People Living Full and Exciting Lives' underpins all that we strive to achieve, and our Values are the cornerstone of our service delivery.

Our Coastlink Values are:



Honesty



Accountability



Inclusion



Respect



Empathy

Coastlink is a Registered NDIS Provider. Why is this important?

There are many providers of disability services in the community to choose from.

Besides looking for one that offers the supports you want, choosing a registered provider ensures a level of safeguards not offered by non-registered providers.

At Coastlink, we are required to adhere to a stringent set of compliance requirements from our regulator the NDIS Quality and Safeguards Commission.

We undergo external audits to maintain our registration and ensure that we comply with quality standards.



Your Rights

Every person in Australia has human rights. This means everyone can expect to live life in a way that is safe and fair.

As a person with disability, there are extra laws that make sure you have the same protections and freedoms as anyone else, and that you don't experience discrimination or mistreatment because of disability.

These rules are called the Convention on the Rights of Persons with Disabilities. It means you are protected by law to live safely and be treated fairly without discrimination.

Coastlink is responsible for protecting and promoting your rights, including the ways in which we support you with disability services.



Our commitment to our clients

Coastlink has a long-standing commitment to listening to the people we support, because people are the experts in their own lives and have a right to make decisions about the services they receive.

Coastlink will actively seek to understand the views of clients, both formally and informally, and use these insights to help shape the future of our organisation.

Your Rights and Responsibilities

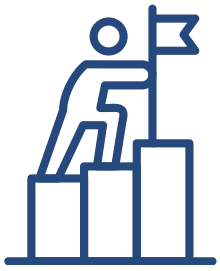
As a client, you have the right:

- To be treated with dignity and respect.
- To be treated and accepted as an individual and have your individual preferences respected.
- To be given clear information.
- To make choices about the services you receive.
- To be informed about any relevant fees or charges for supports and services you receive.
- To have your personal information treated privately and confidentially.
- To receive service without discrimination.
- To make complaints without retribution.
- To use the advocate of your choice.

Your responsibilities:

- To treat other clients and staff with respect and dignity.
- To provide information that assists in the provision of your support and service.
- To respect the rights of others and their property.
- To take responsibility for the results of any decisions made by yourself, your carer or your family.
- To inform Coastlink of any changes in circumstances that could affect service provision.
- To promptly pay any accounts and charges as agreed.
- To assist staff to comply with Work Health & Safety legislation in order to provide a safe environment for both you and staff.

How We Support You



Achieving Your Goals

We understand that your choices make a difference to your life. We will partner with you to develop a plan that reflects what you like to do and where you like to go, and assists you achieve your goals and aspirations.

This may mean:

- Getting involved in the local community.
- Doing things you enjoy.
- Building strong relationships.
- Living a healthy lifestyle.
- Developing skills by experience.

We understand that people change and this may mean a change in the type and style of supports that you may require.

Our Senior Coordinators are able to assist in rebuilding service delivery plans to ensure they continue to meet your changing needs and aspirations.



Managing Risk

Coastlink is always developing new and innovative programs for both group and individual supports. If there is something that you would like to do or experience, please let us know. We can help you with opportunities to try new things, develop skills and reach your goals.

If your choices for activities or support are harmful to you or others, and we are unable to make the activity or support safe, then we may not be able to support you with it.



Participation and Inclusion

We will support you to make decisions about how to connect with your community. We can provide information and support for community participation in areas such as social, recreational and sporting activities. We will also support you with your chosen cultural and/or spiritual communities (e.g. Church).



Medication Management

Part of your service delivery may include support with your medication. We will make sure that your medication is stored, administered and disposed of safely, responsibly and in a way that meets legal requirements.

Support staff and health professionals are trained in medication management including first aid, healthy body systems and medication administration processes.



Complex Care

In certain cases, such as when a complex health care plan needs some special medication to be given, extra training must be completed before employees can administer medications.

In some cases, some medication may need to be given by a trained medical person such as a nurse. If you want to administer your own medication, we can support you to do this, but we may need to check with your doctor first.



Our Staff

Our services are provided by teams of Disability Support Workers who undergo ongoing training and receive support to ensure that they have the necessary skills and competencies to provide disability supports.

Our staff are skilled and experienced in caring for people living with disability. We do not compromise on quality and are committed to providing the highest standard care at all times. All our staff undergo mandatory checks to ensure they are suitable to work with you.

Making the Most of Your Funding



We will work with you to make sure your NDIS funding is spent in a way that corresponds with your NDIS plan.

Fees for Services

Coastlink adopts the recommended price for disability supports, as advised by the National Disability Insurance Agency (NDIA).

These prices are advertised on the NDIA website: [ndis.gov.au](https://www.ndis.gov.au). Individual clients will be responsible for payment of any program costs associated with undertaking activities. We provide quotes and service agreements for all of our NDIS clients.

Direct and Non-Face-to-Face Supports

Our services are made up of both direct and non-face-to-face supports. Direct supports are when a disability support worker is with you supporting you to meet your goals.

Non-face-to-face support is when someone is doing work for you that is not face-to-face, but contributes to the success of your supports. Examples of this include: report writing, creating or changing a support plan, or meeting with other providers who support you to discuss your service provision needs.

Shadow Shifts

If you have complex needs, behaviour support or medical needs, the NDIS allows us to claim the costs for 'shadow shifts'. This covers the costs associated with training a new support worker before they commence service provision with you.

Travel

We may need to claim travel costs from you if we need to pay a support professional for time spent travelling to support you, or for reimbursement of the costs of providing a vehicle for you to travel in. Travel costs can be claimed from your NDIS plan. Any costs will be discussed with you.

Incident Management

The NDIS defines incidents as acts, omissions, events or circumstances that occur or could occur during or in relation to the provision of supports. The incident may cause harm, either physically or emotionally to a worker, client or other stakeholder. An incident could also cause damage to property, the environment or cause public alarm.

All Coastlink workers are familiar with the organisations incident management system and understand the organisations definition of a Reportable Incident. Staff are trained in the procedures they must follow then reporting all incidents to the organisation and external bodies (if required).

Throughout the incident management process, from initial response through to review, clients will be supported by the organisation through means of:

- Reassurance if the client reported the incident;
- Trauma counselling services where required;
- Changes to regular supports if necessary;
- Clear ongoing communication regarding progress and outcomes of investigations;
- Access to an advocate where requested.

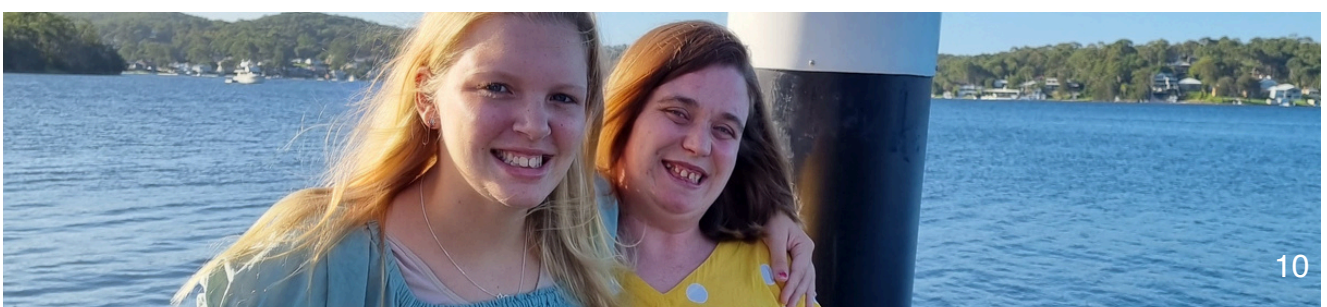
Incidents involving criminal allegations will be reported to law enforcement, who will receive the full support of the organisation. Clients will be advised of the outcome of the investigation and what corrective actions or changes to policy and procedures may be recommended.

Cancellation of Services

We understand that, from time to time, you may need to cancel a scheduled service. To do this, please call Coastlink on (02) 4321 1022, or contact your Coordination Team. Coastlink requires seven (7) days notice for all cancellations. Payment for NDIS supports will be payable for late notice cancellations, as per your service agreement.

Refusal of Service

You can refuse a service or leave Coastlink and return without fear of retribution or discrimination. Should you wish to use another service, we can refer you to this service.



Leaving Coastlink Services



A decision might be made by you, your Guardian or by us, to transfer to another service provider.

There are several reasons why this decision might be made:

- You decide that we are not meeting your support needs.
- You have found another provider that you feel will meet your needs better.
- You are moving out of the area.
- You no longer need the service.

We will respect your choice and welcome any future request for service at any time.

Should we be considering ending service, this would only occur in consultation with you and/or your support network. There are several reasons why this may occur:

- The service is no longer funded.
- It is no longer right for you.
- It is not meeting your needs.
- Your choices and decision-making present risk to you and/or others, and we have agreed that the solutions we have come up with are no longer working.

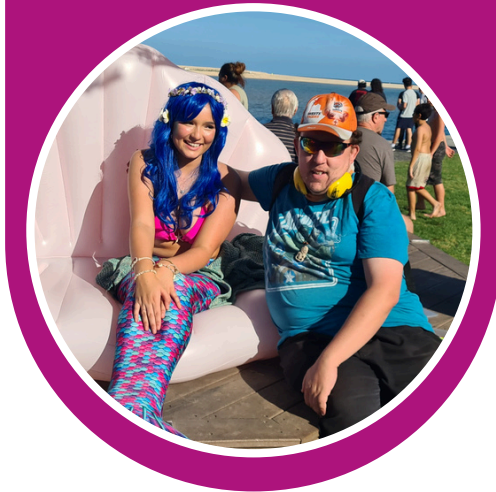
In the event of transferring your service to another provider, we will work with the new provider to provide any paperwork or information relevant to your support needs, to make your transfer as easy as possible.

In giving notice, you will need to provide us with the notice period of two weeks, as specified in your service agreement. If the notice period is not provided, we may continue to claim under the rules set by the NDIS.

Advocacy

An advocate is someone who can support you to:

- **Make decisions for yourself.**
- **Make your voice heard.**
- **Stand up for your rights.**
- **Protect and promote your interests.**



An advocate can be a family member, friend or organisation. People often use an advocate in a situation where they feel confused, overwhelmed, intimidated or under-confident. Sometimes people use advocates to speak on their behalf or support them to speak for themselves.

We encourage you to use an advocate when dealing with our organisation if you feel confused, overwhelmed, intimidated, under-confident or if you think an advocate would be useful. For example, you could use an advocate if you want to make a complaint or to support you when you are being assessed for services.

You can choose your own advocate or we can assist you (wherever possible) to find one. You can change your advocate, or stop using an advocate, at any time. We will not share information with your advocate if we do not have your permission to do so.

Organisations who can assist with advocacy or provide you with an advocate are:

- **Disability Advocacy (DA) NSW:** Provides individual advocacy services to people with a disability who have serious and urgent problems. Phone: 02 4927 0111 or 1300 365 085.
- **Indigenous Disability Advocacy Service (IDAS):** Provides individual advocacy services to Indigenous people with disabilities, their families and carers who have serious and urgent problems. Phone: 1300 114 327.
- **Multicultural Disability Advocacy Association of NSW (MDAA):** Provides individual advocacy services to people with disabilities, their families and carers from non-English speaking backgrounds. Phone: 4927 0111 or 1800 629 072.
- **Intellectual Disability Rights Service (IDRS):** Provides telephone advice on a range of legal issues and representation in priority areas such as criminal law, care and protection, and guardianship. Phone: 1800 666 611.

Privacy and Confidentiality



Coastlink is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs, and the services we provide.

Your information is protected. It is stored electronically on our IT system and is only used by employees who need access.

We usually collect personal information directly from you. However, we sometimes collect personal information from others like family members, carers, volunteers, employees, trustees, or from publicly available sources.

Information is only collected if you have agreed to it, or it is expected that we would collect your personal information in this way, or if we need it for a good reason.

Any information that is used by our employees is only so we can provide the best care for you. It is not made available to others, unless you have given your permission or if it is required by law.

If you wish to change or update the information Coastlink has collected, you can call Coastlink directly and speak with a Coordination team member, or email the changes to the relevant team Coordinator.

All our employees sign a Confidentiality Agreement when they start work with us confirming that they will not share your information.



Complaints Process



Coastlink is committed to ensuring that any person or organisation using Coastlink's services or affected by its operations has the right to lodge a complaint, provide feedback, or to appeal a decision of the organisation.

All concerns raised will be addressed in ways that ensure access and equity, fairness, accountability and transparency. Your complaint will be taken seriously and will be investigated thoroughly in a timely manner. Any complaint(s) made will not affect your level of service and will remain confidential.

You can submit a complaint by letter, by email, face-to-face, via the Coastlink website, by telephone, by talking to a staff member, or by completing a complaint submission form. You may also choose to raise your complaint through an advocate of your choice if preferred.

You have the right to make a complaint to Coastlink by calling on (02) 43 211 022, or by filling out the Complaints and Feedback Form available on Coastlink's website: coastlink.org.au

Coastlink would always prefer to resolve your complaint directly, but you are also able to make a complaint to any of the following external agencies:

- **Ombudsman Office (NSW).** Phone: (02) 9286 1000, Toll Free: 1800 451 524. Email: nswombo@ombo.nsw.gov.au. Website: ombo.nsw.gov.au
- **Australian Human Rights Commission.** GPO Box 5218 Sydney NSW 2001. Phone: 1300 656 419. Email: complaintsinfo@humanrights.gov.au. Website: humanrights.gov.au
- **Anti-Discrimination Board (NSW).** PO Box W213, Parramatta Westfield NSW 2150. Phone: (02) 9268 5555. Email: complaintsadb@justice.nsw.gov.au
- **NDIS Quality and Safeguards Commission.** Phone: 1800 035 444. Website: ndiscommission.gov.au



Get In Touch With Us:

 (02) 4321 1022

 info@coastlink.org.au

 coastlink.org.au

 Level 2, 7/10 William St, Gosford NSW 2250

Connect With Us:



Registered
NDIS
Provider

