



Day Program Handbook



Contact Us: 02 9688 3268 / peckys@peckys.org.au / www.peckys.org.au

About Us

Where we began

Peckys Limited has operated Community Services in the local Blacktown area for almost forty years. We started in 1981 as a playground and respite centre for children with disabilities and their families.

Today, Peckys runs Day Programs, Recreation Services and Independent Living Skills across the Blacktown area. Peckys also offers Community Housing in two properties in Blacktown.

Vision Statement

Working together to enrich the lives of people with disabilities.

Mission Statement

To provide quality services using a holistic and individualised approach that enhances the lives of people with a disability.

Core Values

- Dignity – An appreciation of self-worth and respect for others.
- Integrity – being fair in actions and communicating with honesty.
- Inclusion – working together across the organisation with clients and the community.
- Excellence – in what we expect of ourselves and others.



Back garden at **Sargents**, Blacktown

Melrose, Seven Hills



Your rights

Peckys will give you a service free from violence, abuse, neglect, exploitation and discrimination.

You can expect us to:

- ✓ Treat you fairly and without discrimination
- ✓ Treat you with respect
- ✓ Provide you with capable staff
- ✓ Respect your personal privacy and dignity
- ✓ Provide you with a safe environment and programs
- ✓ Respect your values, culture and beliefs
- ✓ Ask you about what you need and what you prefer
- ✓ Treat your personal information as confidential and private
- ✓ Listen to your feedback and respond to complaints
- ✓ Support you to use advocates
- ✓ Ask your opinion about Peckys and support you to contribute to decision making
- ✓ Let you access your information on file



*Back view and play equipment, **Prospect***



Day Programs

Peckys runs Day Programs at four sites across Blacktown and each site is different. Our Day Programs are a great way to make friends and get involved in activities. We sometimes do activities where you can meet people from other sites or even other services.

Our centres are open from 8am until 4pm each day. We have Day Programs running from Monday to Saturday each week.

When you join us, we work with you and your family (or other important person) to decide what kind of support you need. This is based on your NDIS package. That means we might support you one on one or in a small group with other people.

We have professional and caring staff to assist you to:

- Have fun
- Increase independence
- Learn and grow

We believe in a **person-centred approach**. That means we work with you and your family to set goals each year and help you reach them.

Every day, we have activities at our centre and in the community.

When you stay at the centre, you might do some cooking or arts/craft, use an iPad, make music, or use a sensory room.

When you go out into the community, you might go shopping, visit a park or coffee shop, go to the beach or a dancing class.

These are just examples. We will find out what kinds of things you like to do. You might have ideas for other activities!

Transition from school or another service

You may be at school or using another service. We can help you make the change from there to using our service. We call this **transition**.



Your responsibilities

When you join us, you agree to:

- ✓ Treat staff and other participants with respect
- ✓ Let us know if you can't attend
- ✓ Pay for the services we provide
- ✓ Let us know if your NDIS plan changes, is suspended or you are no longer an NDIS participant
- ✓ Give us four weeks' notice if you need to end your Service Agreement with us

We also want you to tell us if you think we are doing things well or if you think we can do better. More information about Feedback and Complaints is available later in this book.

We work with you, your family, your school or your existing service so you get to know our staff and how we do things. This also lets us get to know you and what you like to do.

Meals

When you are at the Centre you will bring your lunch and snack. On days you go into the community you will be able to buy your lunch if you like.

We can help you with your meals, like cutting up food into small pieces. We can also do things like PEG feeding. We will find out how to help you at mealtime when you join us.

Medical Conditions and Medication

We can give you any medication you need while you are at our centre. This might be a regular dose, or it might be medication you only need sometimes. When you join we will ask your Doctor to fill in a form to let us know what you need. We will safely store your medication.

We will find out whether you have any medical conditions so we can support you. For example, if you have epilepsy we have staff trained to look after you if you have a seizure. We ask you about this when you join us and make sure everyone on our team knows what they need to do.

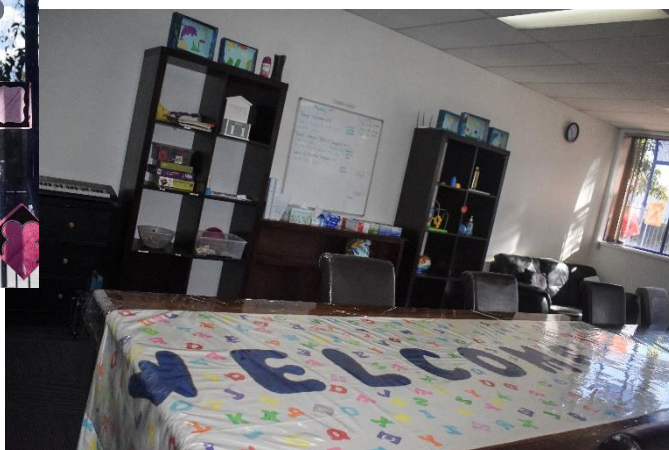
Personal Care

Our staff can help with things like going to the toilet or changing clothes. We find out about this when you join us.

You may like to pack a spare pare of clothes to bring to your Day Program in case you need a change.



*Craft activities, **Huntingwood***



Your privacy and confidentiality

Your personal information is only used to provide services and to meet our legal requirements. For example, this includes things like your address, your NDIS number and the kind of disability you have.

We can only use your information in a way authorised by law. We store your information in a way required by law. You can ask to see the information we hold about you.

We may also use your information without identifying you. For example, for service evaluation, planning or advocacy.

Peckys will not seek nor provide your personal information to share with any third-party without your consent. Consent will be discussed with you when you join.



year before you go to your meeting with the NDIS. We will also update your quote if you change how often you come to our program.

Transport costs

Each of our Day Programs has vans so we can take you and other participants into the community. We charge each person \$1,000 each year to help cover the cost of registration, fuel, tolls and parking. We charge your NDIS category **Core Supports**.

Pick up and drop off service

We offer a pick you up and drop you off service for people who live at home. We charge \$5.50 for each pick up or drop off. Check with us whether we have a spot available for you.

If you cannot come

You might get sick or go on holidays and miss your Day Program. Please call your Day Program as soon as you know you will miss a day. The phone numbers are in the **Contact Us** section of this book.

We will not charge you if we find out **before 3pm** on the day before you are due to come.

We will charge you 90% of the cost if we find out **after 3pm** on the day before you are due to come.

NDIS fees for day programs

Participants can access Day Programs using the NDIS category **Assistance to access centre-based social and recreational activities** or **Core Supports**. We charge the NDIS approved price.

When you want to join, we will give you a quote to let you know how much it will cost. This cost is based on the number of days and hours you want to come. It is also based on the kind of support we give you.

You will need to update your quote each year before you go to your meeting with the NDIS. We will also update your quote if you change how often you come to our program.

We do not charge you this cost if you are not able to access the community.

If we use the van when we work with you at home or transport you individually in the community we charge \$1 per kilometre.

If you travel in a staff vehicle, for example during one on one service, we charge you 78c per kilometre.

Other costs

Each participant is charged \$6 each time they access Peckys' Day Programs. This helps with the cost of running our service.

When you go to an activity in the community this might cost money. Sometimes when we run an activity in the centre this costs money. We call these Activity Costs and we bill these monthly.



We try to keep Activity Costs affordable. If you are worried about the cost, you can let us know and we can work out a program that fits your budget.

Exiting the program

Leaving a service provider can be hard so we want to make sure it's done well.

You might decide you no longer want to come to our Day Program. Your Service Agreement says you need to let us know four weeks before your last day. We will work closely with you and your support people to plan for your exit.

We want to provide you with good service. If we don't think we can do this, we may ask you to exit and support you to find another provider who is better suited to your needs.

If this happens, we will make sure we explain to you why we can't help you. We will work with you and your support people to plan your exit.

Some examples of why we might end your service are:

- Your actions are putting you, other participants or the staff at risk of harm;
- We can't help you work towards your agreed goals;
- You are not paying your bills;
- You have changes in your health that mean we can't support you in the ways you need.

If you are unhappy with anything about your exit process you can make a complaint. Please see the Feedback and Complaints section of this document.

Other Peckys' Services

NDIS Access

We can help you prepare for your NDIS meeting and come to your NDIS meeting as your advocate. We can do this even if you already have a Support Coordinator.

We help you identify your needs and provide options for services. We then help you link to the services you choose so you get the most out of your NDIS package.



Recreation Services

Peckys runs Recreation Services for adults from 18 years of age with mild support disabilities. Members choose which activities suit their interests and book to attend that program.

The program gives members opportunities to make new friends, increase independence, experience new activities and have fun.

The organisation also operates one to one recreation services on a Saturday for people with higher support needs. For more information call 9688 3268.

Community Housing/Independent Living Skills

Peckys provides drop in support to assist people in:

- Life skills
- Managing personal budgets
- Attending medical appointments
- Developing relationships and links in the community
- Maintaining relationships with family and friends
- Living healthy active lives.

We will design a program of support based on your goals and aspirations and NDIS funding.

Peckys also has two houses located in the local Blacktown area that are perfect for people with low support needs who want to learn to live independently within their own homes. Peckys' Community Houses are leased through Housing NSW and our organisations work in partnership to ensure the properties are clean, safe and well maintained.

For more information call 9688 3268.

Making sure we look after you

Incident Management

Sometimes, accidents happen. We call these **incidents** and we are required to keep a record of when these happen. We do this using an Incident Management System.

An incident can be reported by you, another participant, a staff member or a member of the public.

If an incident happens then our job is to first make sure everyone is ok. Then we will find out what happened. If you get injured we will call your emergency contact.

One of our staff will write down what happened and give this to their manager. We store the information about what happened on your file.

The NDIS Commission says that some incidents involving NDIS participants need to be reported to them. This is called a Reportable Incident. This is to try and keep NDIS Participants safe and make sure providers are not doing anything wrong. We have to follow this rule very carefully.

What is a reportable incident?

The NDIS Commission say that a reportable incident is:

- A death
- A serious injury
- A sexual assault or sexual grooming
- Abuse or neglect
- Unauthorised restrictive practice

What we have to do

If we notice something, or if you tell us about something that happened to you that is a Reportable Incident, we have to contact the NDIS Commission to tell them about it.

What about your personal information?

There might be a time when a Reportable Incident has happened where we need to give your personal information to the NDIS Commission without your consent. This would also happen if a crime has been committed and we need to talk to the police.

What do you need to do?

You don't need to do anything. If a Reportable Incident happens you can tell us about it and we will let you know what happens next.

You can contact the NDIS Commission on 1800 035 544.

Feedback and Complaints

If you want to tell us about something we are doing well, this is called **feedback**. For example:

- You like your activities
- Our staff are doing a good job

If you want to tell us about something we are doing badly, this is called a **complaint**. For example:

- We did not give you good service
- Our staff did not talk to you respectfully

We want you to have a good quality service. Please let us know If you have a question or a problem about the quality of our service so we can sort it out. We also want to know if we are doing a good job so we can keep doing the things you like.

This is the best way to help us improve the quality of our service.

How to give us feedback or complaint

There are lots of ways you can let us know about our service.

You can do this yourself, through an advocate or through a friend or family member. You can do this in the form of communication that works for you.

If you want to give us feedback or complain, you can:

- Talk to the staff at your program
- Email us a note peckys@peckys.org.au
- Go to <http://www.peckys.org.au/contact-us/> and complete the form.
- Give us a call on 9688 3268



If you have a complaint, we want to fix it as quickly as possible.

If you are not happy with our response to your complaint, then you can tell us. We must follow this up again with someone more senior. We need to let you know what we are doing, and we need to let you know what happens.

If you are still not happy with our response you can make a formal complaint to:

NDIS Quality and Safeguards Commission

1800 035 544 or by visiting their website www.ndiscommission.gov.au

Contact Information

Head Office Plumpton

6 Hobson Place Plumpton 2761

Phone: 9688 3268

Email: peckys@peckys.org.au

Web: www.peckys.com.au

Sargents Centre

9-11 First Avenue Blacktown 2148

Phone: 9676 2347

Huntingwood

20 Healey Circuit Huntingwood 2148

Phone: 9831 5552

Seven Hills

71 Seven Hills Rd South Seven Hills 2147

Phone: 9621 1333

Prospect

544 Reservoir Rd Prospect 2148

Phone: 9636 1274

Independent Living Skills

6 Hobson Place Plumpton 2761

Phone: 9688 3268

Community Housing

6 Hobson Place Plumpton 2761

Phone: 9688 3268

Recreation Programs

6 Hobson Place Plumpton 2761

Phone: 9688 3268