



Recreation Services 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 Community Housing across the Blacktown area.

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.

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

Recreation Services

Peckys runs two recreation programs for adults with disabilities aged from 18 years old who require low to moderate levels of support.

We can also provide a more individual program if you have specific needs.

Our staff believe in a **person-centred approach**.

We work with members to pick fun and inspiring activities that build skills and confidence. Members are supported to go beyond their comfort zone to enjoy all that life has to offer.

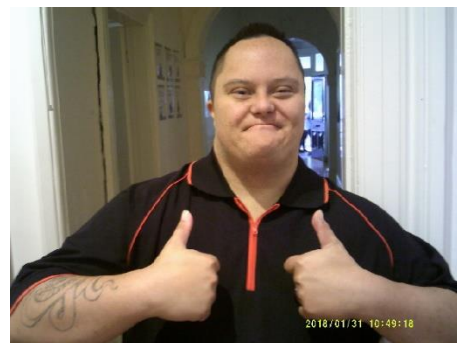
We offer a safe and inclusive environment that promotes friendships and social connections...especially if you are new! All members and staff make sure newcomers feel welcome.

Viva Vibes

Enjoy the local community and beyond with this energetic group that runs activities every weekend and occasionally on weekdays. Fun and friendship is the focus for members who are part of this program.

TNC

Members get together every Tuesday night for a themed activity. Enjoy a social atmosphere where new friendship are made and existing friendships develop. TNC also runs on alternating Friday and Saturday nights each week.



Your responsibilities

When you join us, you agree to:

- ✓ Treat members and staff 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 at least 48 hours' notice if you can't attend an activity you have booked

We value your thoughts on how we can improve.

More information about Feedback and Complaints is available later in this book.

Sleepovers and holidays

Peckys holidays, short trips and sleepovers are extremely popular and book out early. Members enjoy an exciting itinerary of activities in the local community and beyond...including interstate and overseas.

We will give you a list of what to pack for any sleepover or holiday.

Meals

Eating out is very popular with our members and our calendar of activities has something for all budgets. Meals are a part of every activity we run.

Centre-based activities sometimes include meal planning and preparation. It's the tastiest way to learn a new skill!

Information about meals and any cost is published on the calendar of activities.

Medical Conditions and Medication

We can give you any medication you need while you are with us. Medication must be in a Webster pack for our staff to administer.

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 if we need to.

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



If you cannot come to a booked activity

You might get sick or change your mind about coming to an activity you've booked. Please call 9688 3268 or call/text 0437 007 390 to let us know.

Cancellation policy

If you cancel and we have 48 hours' notice, we won't charge NDIS.

If you cancel and we did not need to pre-pay the activity then you will **not** be charged.

If we had to pre-pay for an activity:

- and we **can** find a replacement, we won't charge you.
- but we **can't** find a replacement, then you will be charged.

NDIS fees for recreation services

Members can access Recreation Services using the NDIS category Assistance with social and community participation. Our booking sheets provide information about the NDIS costs for each activity.

Other costs

Each member is charged \$5 per booking to access Peckys' Recreation Services. Members are invoiced for their booking fee and activity costs each month. The booking sheet will tell you whether you need to pay in advance or on the day. Holiday bookings usually require a deposit and pre-payment.

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 Recreation Services. You don't have to give us any notice to exit because you only book in for activities you want to attend.

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.



We want to provide you with good service. If we don't think we can do this, we may not let you book into our activities 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.

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.



Day Programs

Join one of our four centre-based programs located around the Blacktown area: Seven Hills, Blacktown, Huntingwood and Prospect. Each site offers something different and no two days are the same.

Enjoy a combination of centre-based activities and excursions into the community. Programs are designed to promote skill development, increase confidence and independence and provide opportunities to socialise.

For more information call 9688 3268.

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 together 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.

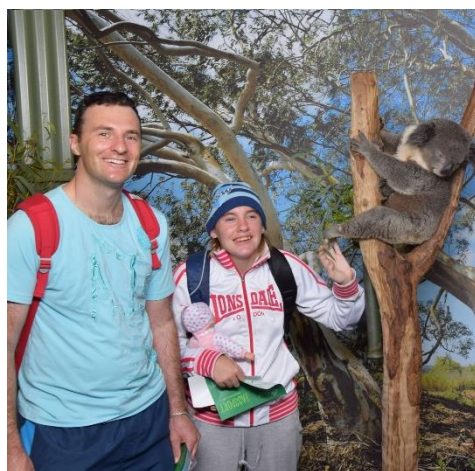
How to give us feedback or complaint

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

Community Housing

6 Hobson Place Plumpton 2761

Phone: 9688 3268

Recreation Programs

6 Hobson Place Plumpton 2761

Phone: 9688 3268