

Client Handbook



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Where we began

Peckys Limited has operated Community Services in the local Blacktown area for over 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 Supported Accommodation Housing and Support Coordination.

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

You can expect to receive a service that:

- Treats you fairly and without discrimination.
- Treats you with respect.
- Provides you with capable staff.
- Respects your personal privacy and dignity.
- Provides you with a safe environment and programs.
- Respects your values, culture and beliefs.
- Asks you about what you need and what you prefer.
- Treats your personal information as confidential and private.
- Listens and provides opportunities for your feedback.
- Encourages you to use and bring advocates and interpreters to any meetings.
- Asks your opinion about Peckys and support you to contribute to decision making.
- Provides opportunities and information on how to complain about our services or appeal the decision that have been made.
- Let's you access your information on file.



Your Responsibilities

As a participant at Peckys you have the following responsibilities:

- To treat our staff with respect.
- To treat other users of the service with respect.
- To abide by the terms and conditions of your service agreements.
- To pay your invoices within 14 days.
- Let us know if there are any changes to your NDIS plan.
- Let us know when your NDIS plan is due for review to enable us to give you a new quote.
- Let us know if you are unable to attend our services.
- Give us 14 days' notice if you wish to end or change your service at Peckys.
- Notify us of any changes to your contact details.
- Talk to us about any changes to your health, medical conditions or medication.
- Complete the annual forms to enable us to provide you with a service that is able to meet your needs.



Peckys Services:

Day Programs

Day Programs involve small community and centre-based groups which focus on developing people's interests and life skills whilst connecting them into their local communities.

We have four sites across the Blacktown area that all offer an inclusive and engaging environment.

Participants usually access the programs 3-5 days per week and each person helps create their own program and choose which activities they would like to attend. We offer activities for people with moderate to high support needs.

Recreation Services

Peckys operates recreation and skill building services for adults from 18 years of age with mild to moderate support needs. The programs give members opportunities to make new friends, increase independence, learn new life skills, experience new activities and have fun.

Members choose which activities suit their interests and book to attend that program.

Supported and Independent Living

Shared community living houses offer a fantastic opportunity for people to live with other residents that have the same interests and support needs while maximising their independence.

We understand accommodation in the NDIS and will help you find the right home, with the right level of service and support. Whether you need support around the clock or just for a few hours a day, we can work with you to design a support program that suits your needs.

Support Coordination

Peckys Support Coordinator will work with you to ensure you understand your NDIS plan and assist you with the tools and resources to navigate the services you require in your life. They will also help you to troubleshoot any problems or concerns that may arise with providers and communicate with the NDIS.

Costs and Charges

Peckys will provide you with a quote prior to you starting services with us so you understand what will be charged to your NDIS plan. If you agree to the quote, that amount will become part of your service agreement with us. Everytime you have a NDIS meeting, you will be provided with an update quote for you to review.

Each of the services that Peckys operates charge different costs. If you attend Day and Recreation programs, you are given a program with the activity costs and you agree to that cost prior to attending the activity. If you live in a Peckys home you are charged board and lodgings and these costs are a percentage calculated on how much you receive each week from the Disability Support pension.

In addition to the activity costs in the Day and Recreation services, you will be charged a daily fee that covers the costs of all the consumables you use at the centres, such as coffee and toilet paper. You will also be charged a transport cost that will be charged to your NDIS plan each year.

Privacy and Confidentiality

Your personal information is only used to provide services and to meet our legal requirements. This can include things like your address, 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, and you are reminded and given the option to change your mind each time you receive a new service agreement with us.

Client Involvement

Peckys encourages the rights of all clients to participate in their programs, their communities and to provide input into the services that we provide. Clients will be informed throughout their time with Peckys of the different ways that they can participate or provide feedback to the organisation.

Annual Client Survey

All clients and or/stakeholders will receive a survey each year and will be asked to complete the survey and return it to us. The survey is an opportunity for you to anonymously provide feedback on the services provided. Peckys will use the information gathered from the survey to improve our services.

Membership

When you become a client of a Peckys service you can also become a member of our organisation. Being a member of Peckys entitles you to vote at our Annual General Meeting

Client Meetings

Peckys hold client meetings every month which will give you an opportunity to have your say and provide feedback to us on your service and raise any concern you may have.



Complaints and Feedback

If you are unhappy with any part of the service that Peckys provides or the service a staff member has provided, we would like to know about it so that we can attempt to resolve the matter and improve the services we provide.

If you are unhappy with the way you have been treated by a Peckys employee, we encourage you to discuss the matter with the site Coordinator or Manager, to see if the matter can be resolved. If you are not comfortable doing this, or you would like to complain about a service that Peckys provides, you will be provided with complaints form to fill in and return.

The complaints form can be anonymous or if you would like either a response or an opportunity to discuss the matter in person, then you will need to put your name and contact details on the form. The complaint will be reviewed by a Manager and where contact details have been left, a response will be given within 28 days of the complaint being lodged. Where necessary or appropriate you will be contacted to come into the office to discuss the matter. A letter will be sent detailing any action that Peckys has taken/will take in regard to the complaint.

Appeals

An appeal is a request to have a specific decision reviewed. If you disagree with a decision made by Peckys, you have the right to lodge an appeal. This decision will be reviewed by the CEO and Board of Directors and you will be advised in writing of the outcome of the appeal within 28 days.

If you remain dissatisfied with the outcome of the internal appeal, you can make a formal complaint to:

NDIS Quality and Safeguards Commission
1800 035 544 or by visiting their website
www.ndiscommission.gov.au

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.

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

The NDIS Commission say that a reportable incident is:

- A death
- A serious injury
- A sexual or physical assault
- Abuse or neglect
- Sexual misconduct including grooming a person
- Unauthorised restrictive practice

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.

If you would like more information about the incident information we keep on file or on reportable incidents, please have a talk to anyone on the Management team. You can also contact the NDIS Commission on 1800 035 544.

Exiting Peckys Services

If you wish to end your services with us, please give us 14 days' notice in writing. This is the agreed length of time written in your service agreement. If there are special reasons why you can't give us 14 days' notice, please contact us as soon as possible to discuss them.

If no notice is given and there are no exceptional circumstances, you will be charged the NDIS cost to the end of the 14-day period.

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.



Useful Contacts

Peckys Disability Services

6 Hobson Place Plumpton 2761

Phone: 9688 3268

Email: peckys@peckys.org.au

Web: www.peckys.com.au

NDIS – 1800 800 110

NDIS Quality and Safeguard Commission – 1800 035 544

NDIS Administrative Appeals Tribunal - 1800 228 333

Services Australia Disability, Sickness and Carers Line – 132717

People with Disabilities Australia – 1800 422 015

Carers Gateway – 1800 422 737

First People's Disability Network – 02 9267 4195