



Information Handbook



Contents

Page	Topic
1	What we Offer
2	Getting a Service
3	Funding
4	STANDARD 1 - SERVICE ENTRY
5	Transport and Feeling Sick
6	Having a Say and Your Rights
7	Holidays
8	Responsibilities and Consequences
9	STANDARD 2 - MEETING INDIVIDUAL NEEDS
10	Person Centred Planning
11	What are my Individual Needs
12	My Personal Plan
13	STANDARD 3 - DECISION MAKING
14	Making Decisions
15	Changing My Decisions
16	Communication Help
17	Advocacy and Access to Information
18	STANDARD 4 - PRIVACY, DIGNITY and CONFIDENTIALITY
19	Your Rights to Privacy explained
20	STANDARD 5 - PARTICIPATION and INTEGRATION
21	Standard 5 explained
22	STANDARD 6 - VALUED STATUS
23	Being Important and Being Treated as an Adult
24	STANDARD 7 - COMPLAINTS and CONCERNS
25	How to handle a Problem or Complaint
26	Additional Advocacy/Information Phone Numbers
27	STANDARD 8 - SERVICE MANAGEMENT
28	Quality Assurance
29 & 30	Some Policies Explained
31	STANDARD 12 - FREEDOM FROM ABUSE and NEGLECT
32	Standard 12 explained
33	Useful Telephone Numbers and Email Addresses



**Christie
Centre Inc.**

What we offer

Christie Central



SENSORY, COMMUNICATION AND MOBILITY

Sensory 

Cinema, Shopping, Banking 

Swimming, Physio and Fitness 

Life Skills on Pine



LIVING SKILLS AND ADVOCACY

Personal Development and Community Inclusion
 Self Advocacy and Communication 
 Friendship Building
 Banking and MoneySkills 
 Work Contracts and Work Placements 
 Computer and Internet skills 
 Cooking and Independent Living Skills 
 Literacy and Numeracy 

S.S.E.S.

Aroundagain 

AROUNDAGAIN


Dismantling Metals 


Recycling 

Sales 

Paper shredding 

POSITIVE BEHAVIOUR SUPPORT

Bushwalking and Bush Experiences 

Social skills 

ArtRageUs



ARTS AND COMMUNITY PARTNERSHIPS

Performing 
 Visual Arts 
 Animation 
 Singing/ Choir 
 Mosaics/Puppetry 
 Sewing/ Cushion making 

CHOCOLATE SHOP



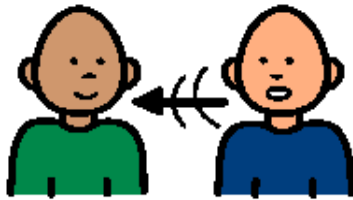
Manufacture 

Package 

Sales 

O. H. & S. 

Getting a service from the Christie Centre



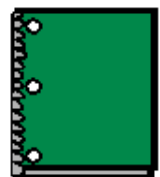
You will tell a staff person what service you want. It can be with others or individual depending on your funding.

When you decide and the Christie Centre is happy that they can help, the choices and times are written on a Service Agreement form.



YOU and the Manager sign the Service Agreement.

YOU receive a copy of the Service Agreement and a handbook to help you know about the service or you can access the handbook at all sites.



A copy is also placed in your file in the Manager's office in a locked filing cabinet.

Funding



The Government give money to the centre based each persons individualised funding



This funding helps to pay for some of the staff, and the cost to run the sites.



Individualised funding allows you to have more choices in the services you use.

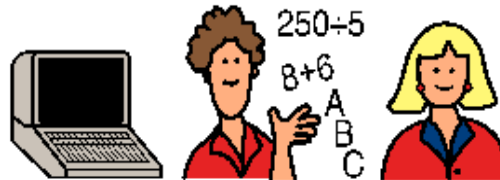
If you don't have enough funding or want to make a change you will need to contact Intake and Response on 1800 229 822 or by email: loddon.disability@dhs.vic.gov.au



Fees



The fees that people pay help to pay for all those things that make the centre work.



Extra staff, more computers, furniture, consumables, buses, fuel etc..



Fundraising continues to be a very important part of meeting costs.



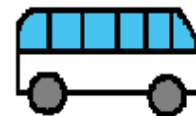
STANDARD 1

Service Access

What services do I want or need?

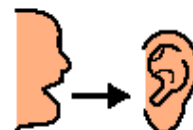


Where are the services and how do I access them?



What does the service expect of me?

Join in



Listen

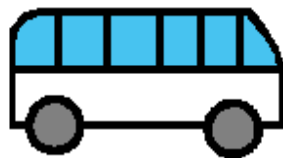
Be on time



Let us know when there is a problem



How do I get to the place where I will be participating?



The Christie Centre Bus service has limited spaces. It is used to assist people who are unable to use other transport. A daily fee applies.

What if I feel sick or have an appointment?



If you feel sick

or



Have an appointment

Phone



Christie Central

5023 2761

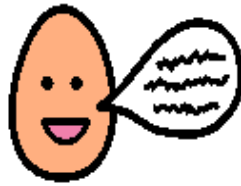
Life Skills on Pine

5021 4204

ArtRageUs

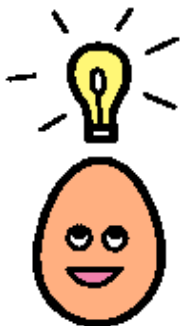
5021 0475

Having a say

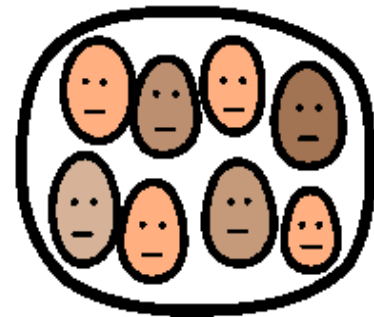


Staff

If you have a problem or an idea that you think will help with the running of the centre talk about it.



Advocacy Group



Your rights

You have the right to



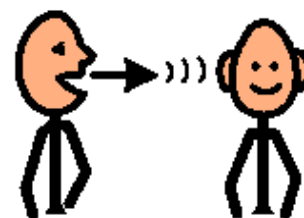
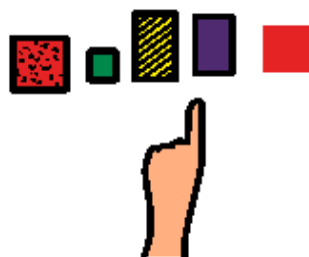
Have help only when you need it



feel safe



Make Choices



Talk to people and have them listen

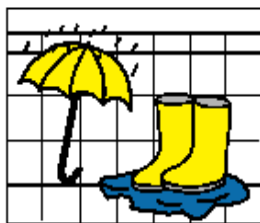
Main Holidays



Christmas
about 3 weeks



Easter
about 1 week



Winter
about 1 week



spring
about 1 week

At the beginning of each year a newsletter will tell everyone the dates for the public holidays and when the Christie Centre will be closed.



Australia day



Labour Day



ANZAC Day

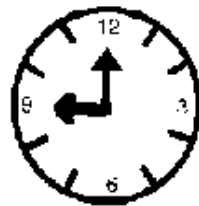


Queen's Birthday



Melbourne Cup Day

You are Responsible for



Being on time



Treating people with respect



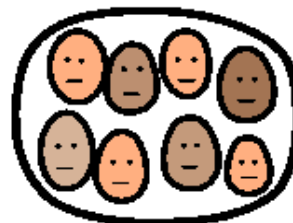
Following through with your goals and plans



Behaving in a safe manner for you and others



Staying home when sick



Attending meetings that have been made with you

Can I be told not to come??

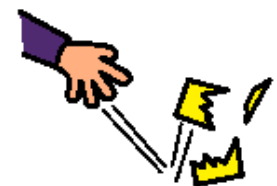
YES, you will be asked not to come to the centre if you...



Hurt others on purpose



If you are sick and need to rest or are contagious



Break things on purpose



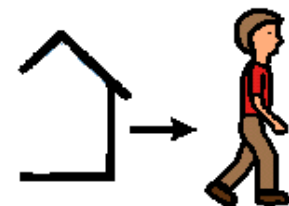
The Manager will have a meeting with you and your carer.



Steal



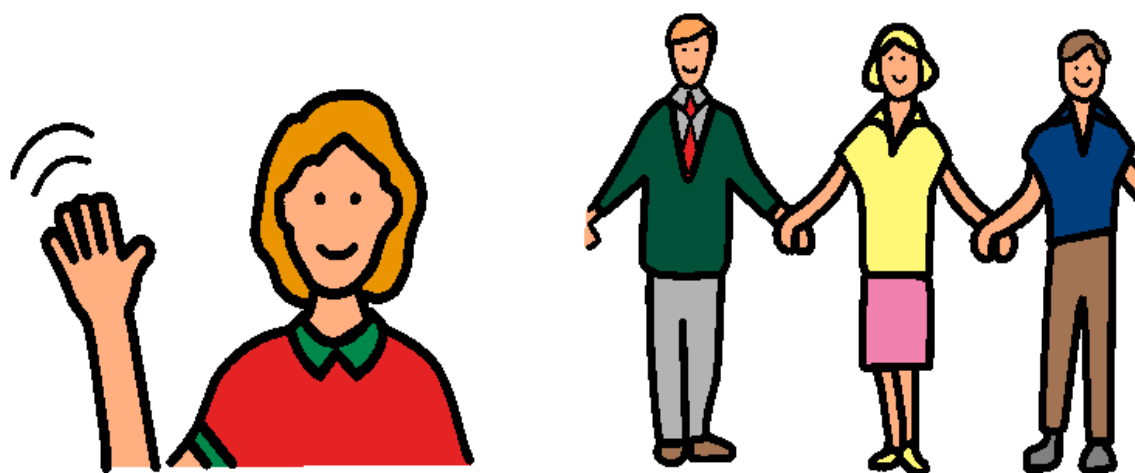
If you are asked to leave it is up to the Manager how long until you may be able to return.



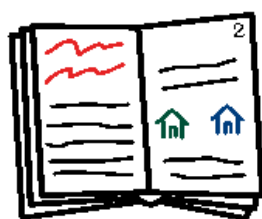
STANDARD 2

Individual Needs

This is making sure we give you the help you need to achieve what is important to you and important for you.



We focus on YOU and we will support the people in your life to help you achieve your goals.



Person Centred Plans

Your core staff will get to know you very well. They will help you to get the things that are important to you and for you.

You will show them what is important TO you.



Important to me

You will show them what is important FOR you.



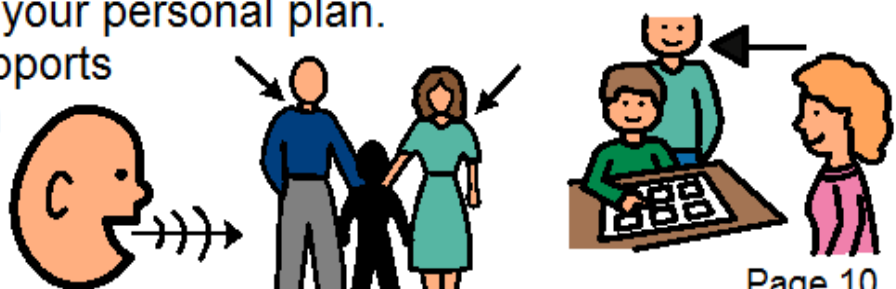
friends

Think about your dreams!

Make them happen!

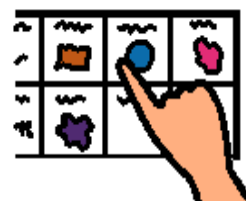


You can ask your family, a friend, other service staff and an advocate to help you to make your personal plan. Everyone who supports you will work from the same plan.



What are my individual needs?

Only you know what is important to you.
People who are close to you can help
you with what is important for you.



Usually the things that are important to and for you includes:

16 Life Areas

Always learning

Being part of your community

Being independant

Being safe

Building relationships

Choosing supports

Communicating

Doing valued work

Exercising rights and responsibilities

Expressing culture

Having fun

How to live

Looking after yourself

Moving around

Paying for things

Where to live



your family



your daily routine



your friends



your interests



your money



your fitness



your personal things



your independence



your likes



your hobbies and
pass times



your strengths

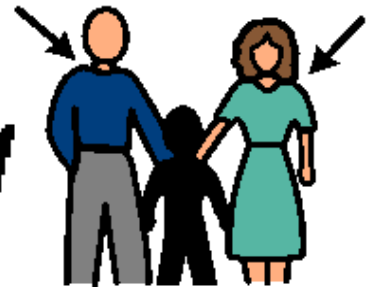
On the planning day everyone you want to be there will meet at a place where you feel most comfortable.



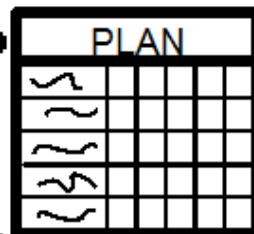
Refreshments will help people to relax.



YOU will direct the plan with whatever help you need. The plan will be easy for you to follow.



Your Personal Plan then sets out the things that you want to do and who is going to help you.



Your plan will put together in a way that you can understand



STANDARD 3

Decision Making and Choice

Making sure support staff
listen to you



Having a say
about:

what happens in your life
and how the service is run.

As a Quality Assured service -
your decisions and choices
are very important to us.



You with, the support of people close to you will make choices and decisions within any activities you do.



YOU choose the days you want to have help to do things -

~~Su~~ **M** **T** **W**

~~Th~~ **F** ~~Sa~~

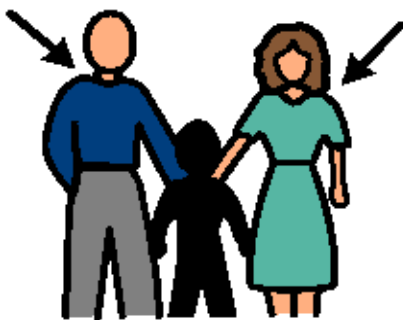
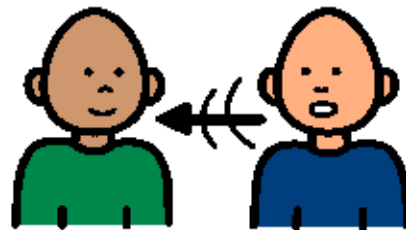
and who you want to be with



What if I want to change things?



Talk to a staff person
about the things
you want to change



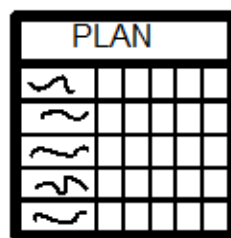
Have a meeting
to discuss it ?



It's our job to help you make it happen.



The Manager will
change your personal plan



You will sign
the changes

What if I don't understand ?



Staff will help you to communicate and make choices using:

objects



pictures



electric aid



an advocate



sign



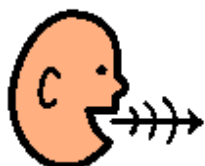
To ensure that you understand things and so other people can understand you better.

If you need help to communicate in your community we will help you by providing you with request cards and educating staff in the shops that you use.



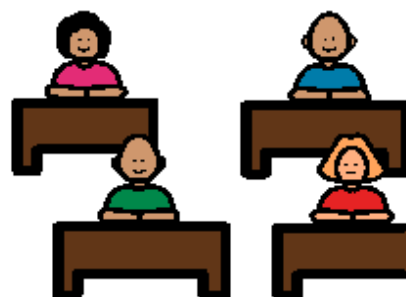


Advocacy Meeting



If you have something to say about the running of the service, you can talk about it at the meeting.

Information that may affect you is also talked about at the meeting.



There is also a LSOP committee who help to see that important issues are talked about and followed up



Brochures are available

Newsletters go home every month



"All About Me" or "This is my Life" books help staff to understand me and how best to support me.



Staff can write in diaries about a person's day, and other information



You can go to the web site.

www.christiecentre.com.au for more information

STANDARD 4

Privacy, Dignity and Confidentiality



You have the right to be treated with respect and have private information, kept private.



Also you must treat others with respect and keep their personal information private.





You have the right to . .



to say NO



ask to be left alone

be treated like an adult



have somewhere to keep your things safe



have private things about you, kept private and confidential



have staff use your communication system



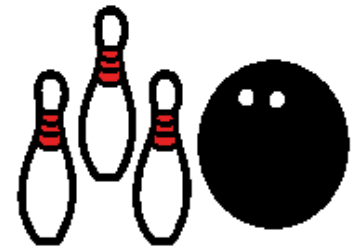
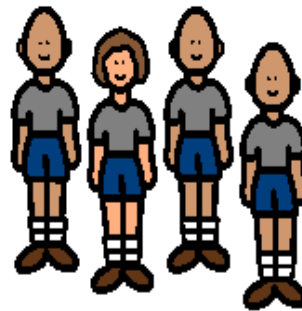
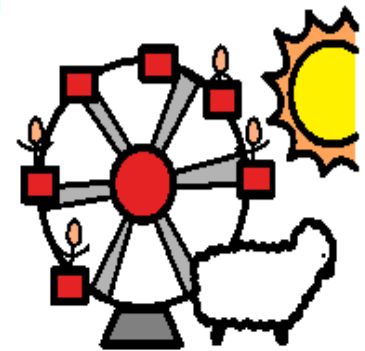
feel safe



have Information about you locked away

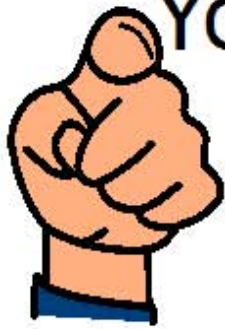
STANDARD 5

Participation and Integration



Being included in the life of your community and doing the things you want to do, with the support you need.

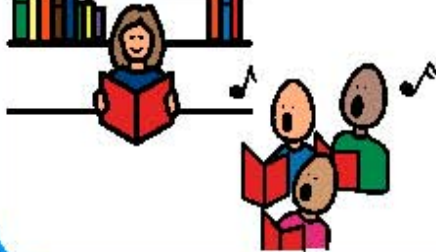
You can have help to...



make choices and decisions

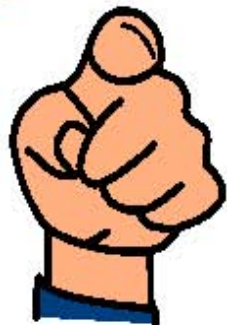


be included in the community



have access to buildings

and information



You have the right to...

work if possible



learn skills necessary to get work



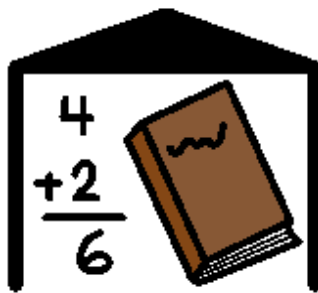
supported employment

Aroundagain



STANDARD 6

Valued Status



Being treated as an adult and getting the support to do the same things as other people.



You are Important



be listened to



be treated like an adult



You have the right to . . .

do things in the community



be supported by skilled people



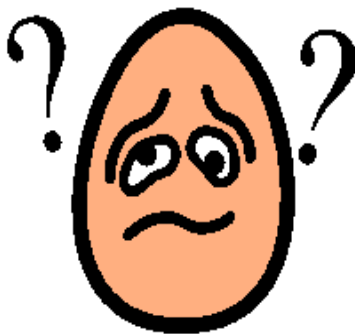
STANDARD 7

Concerns and Complaints

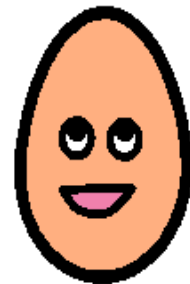
I'm upset



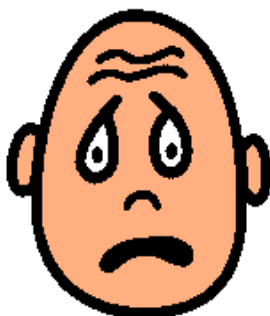
I'm confused



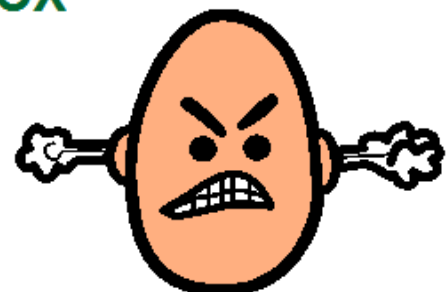
I have an idea



SUGGESTION BOX



I'm worried



I'm angry

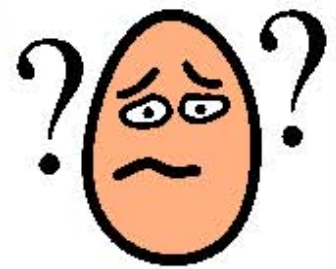


I'm disappointed

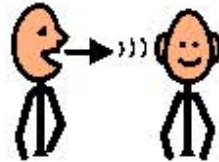
I have a problem!



You can . . .



Talk to someone you trust...



... or make a tape of your problem...



... or write it on a form...

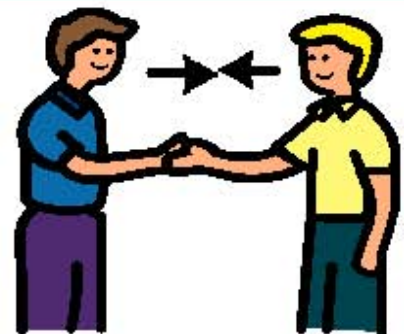


... then put it in the suggestion and complaint box



The solution

The Manager will talk to you about the issue.



The centre will work at making it better

until you are happy



This is part of our Quality Service

Quality ISO 9001
SAI GLOBAL

Some other places you can call for information and assistance

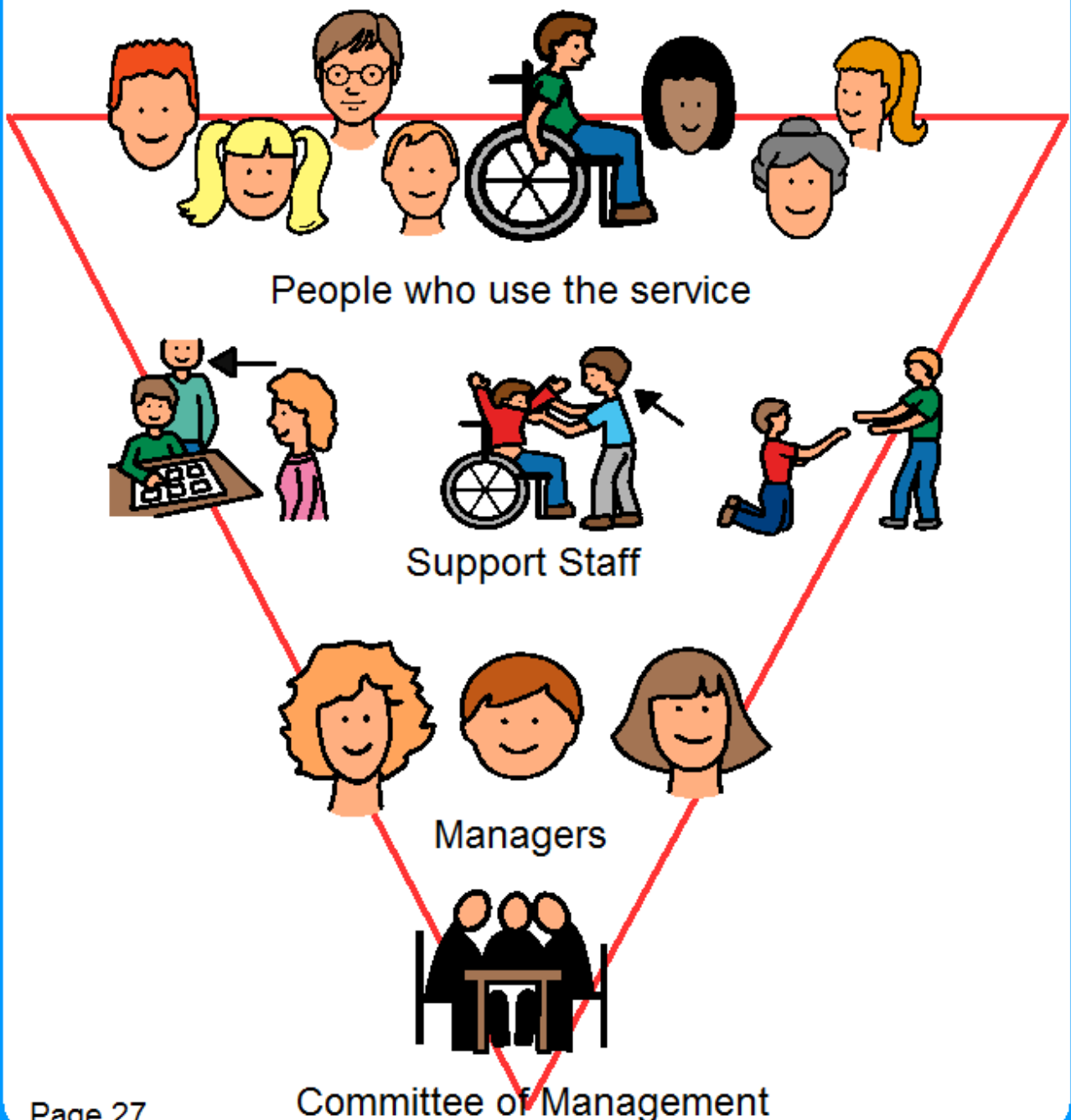


Department of Human Services	5022 3111
Complaints, Resolution and Referral Service	1800 880 052
Intake and Response	1800 229 822
Sunraysia Disability Resource Centre	5023 2580
Mildura Police Station	5023 9555
Interpreting Service	131 450
Advocate	5023 6998
Sunraysia Information and Referral Service	5023 4024
Lifeline	131 114
Mallee Sexual Assault Unit	5025 5400

STANDARD 8

Service Management

Ensuring that the Christie Centre provides the best person focussed service it can.



Quality Assurance

The Christie Centre Inc. has a lot of things in place to make sure that the service is the best it can be.



Quality
Endorsed
Company

ISO 9001 Lic 20593
Standards Australia



A good service.....

- asks you to tell us what is good and what should change
- listens to the people who use the service
- gives people what they want
- meets the Disability Service Standards
- treats everyone as an individual
- gets the best skilled staff
- spends money wisely with the people who use the service
- has good policies and procedures
- has quality action plans
- has people who are happy about using the service
- is always changing to be even better

Every year, quality specialists visit the Christie Centre to check that you are getting the service that you want.



Important Policies

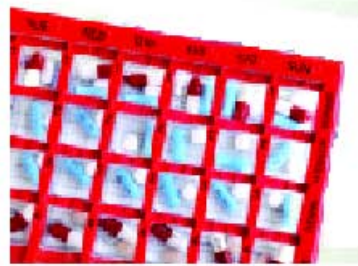
Medication

Medication needs to be put into a dosette

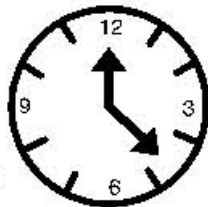
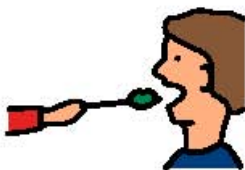
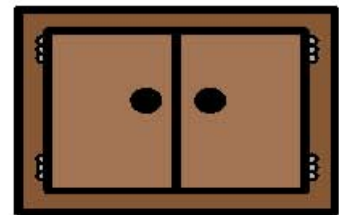


The dosette must have:

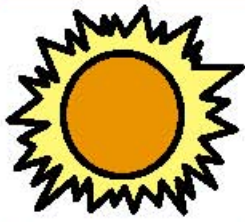
1. Person's name
2. Chemist's name
3. Medicine name
4. The dosage and when it needs to be given.



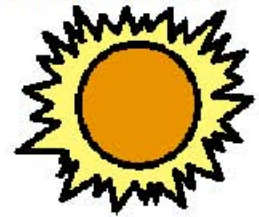
The dosette is then locked into a cupboard



When it is time for your medication the staff member will give your tablets to you



Sunburn Prevention Be Sun Smart!



Ensure you have a wide brim hat and loose long sleeve top, and sunglasses if you are going into the sun



Sunscreen is at the centre and will be applied every 2 hrs



Mobile's and Phone use



Personal Mobiles can be used during free time



Centre phones may be used if it is important

STANDARD 9

Freedom from Abuse and Neglect



Feeling safe and well supported
by Staff and Management



You have the right TO.....

You have the right NOT to.....

... be happy...

... be yelled at...



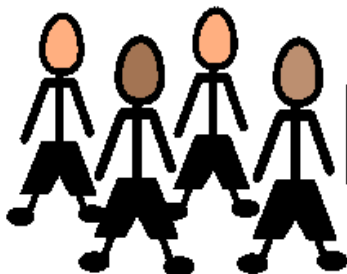
... be safe...

... be kicked or hit...



... have friends...

...be annoyed or touched when you don't want it...



Feeling safe and well supported
by Staff and Management

For more Information



Christie Central



5023 2761

Fax 5021 3191

L.S.O.P



5021 4204

ArtRageUs



5021 0475



Glenda - Executive Officer

ghiskins@christiecentre.com.au



Daryl - Business Manager

dbrown@christiecentre.com.au

Cindy - Support Services Manager

choward@christiecentre.com.au

