

# Service Information Booklet

Updated July 2011



**Holroyd City**  
*Built Around People*

## Holroyd Peer Support Program

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# INTRODUCTION

**W**elcome to Peer Support. This handbook is designed to provide you with all the information you need to know about the social support group – Holroyd Peer Support. Inside you will find information on the program, fees, rights and responsibilities and much more.

Please read this handbook thoroughly and if you don't understand something or you need more information please contact us immediately. Contact details are listed below.

## CONTACT DETAILS

Office Hours: Mon – Fri 8:00am - 4:30pm.

Address: Holroyd City Council  
16 Memorial Ave Merrylands NSW 2160

Postal: PO Box 42  
Merrylands NSW 2160

Phone: 9840 9913 Fax: 9840 9915  
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E-mail: [paul.spiteri@holroyd.nsw.gov.au](mailto:paul.spiteri@holroyd.nsw.gov.au)

# HOLROYD PEER SUPPORT

## THE PROGRAM:

Holroyd Peer Support offers a variety of community based recreation and leisure activities for adults aged between 18 and 65 years who have an intellectual disability. The project serves people living at home with families or carers throughout the Holroyd LGA.

Programs enhance the physical, social and emotional development through experiences that are fun.

The outings with the peer group happen on weeknights and weekends and provide valuable social support for people with a disability, as well as respite opportunities for parents and carers.

Reliable and affordable transport is available on all programmed events.

Service user can participate in all areas of Holroyd Peer Support via program planning meetings, evaluation surveys, consultations, a Users Committee, and representation on Council's Disability Services Advisory Committee. This ensures the program addresses the support needs of local adults with an intellectual disability and their families and carers.

- Group activities
- Weeknight & Weekend
- A respite for Carers
- Transport Available



# SERVICE DETAILS

## MANAGEMENT:

Holroyd Peer Support is part of the Aged & Disability Services Team of Holroyd City Council's Library and Community Services Department. The service is managed and supported by paid staff - a full-time co-ordinator, casual program support staff and volunteer program assistants. An Advisory Committee comprising representatives of service users, volunteers, other service providers, people with a disability and Councillors and a Users Committee comprising representatives from the Peer Support group, meet quarterly to provide feedback on service management issues.

## FUNDING:

Peer Support is funded jointly by the Commonwealth and State Governments through a program called Home and Community Care (HACC). The program funds the administration costs and staff support for activity supervision and facilitation. Service users pay for the direct cost of activities.

## STORED INFORMATION:

Personal information you provide to Holroyd Peer Support is stored on file and computer. Some of this information may be released for statistical purposes to the government departments that fund the service. Information that identifies you individually will never be released. None of the information you provide can be used in any other way without your permission. We have a legal obligation to keep this information confidential.

**You have the right to view any information we have on file, and the right to withdraw any consent you may have given to use the information.**

## **THE COORDINATORS ROLE / CASUAL STAFF:**

- to develop social and recreation programs;
- to assess applications for service;
- to recruit and train volunteers;
- to support initiatives and positively promote the image of people with disabilities within the Community;
- to maintain records relating to the service; to assist Holroyd City Council and the Advisory Committee to evaluate and plan for future services.

## **THE ROLE OF VOLUNTEERS:**

Volunteers are an essential part of the Holroyd Peer Support Program. Volunteering in the program can be a most rewarding experience. As a volunteer, you assist the team in ensuring a high standard of recreation & respite for people with an intellectual disability and their carers.

Holroyd Peer Support recognises the valuable contribution to the service made by volunteers and actively encourages their participation, support & development.

Volunteering:

- enables volunteers to contribute to their community;
- provides the opportunity for work experience and the development of new skills in volunteers;
- enhances the range of services available through Holroyd City Council Disabilities Services;
- allows for wider community participation in the service.

Volunteers will not be used to replace paid workers in the service. The following roles are currently available for volunteers:

- drivers ( both car and 1B class vehicles );
- activity assistants;
- one to one activity participants;
- work experience participants;
- administrative assistant

## SERVICE FEES

### PROGRAM COSTS:

Service users are required to pay their own costs with relation to the associated outing cost (entry fee, meal etc). A receipt can be obtained from all purchases. The Coordinator has a responsibility to ensure costs remain low. Some **FREE** programs are offered, concession fares / entry fees / free tickets are applied for and the benefits are past onto service users. **Individual program outing costs will not to exceed \$50.**

If transport is required for an activity, the service fee is **\$3.30** one way or **\$6.60** return.

*Staff / Volunteers do not assist with the ATM / Credit Card / Eftpos transactions.*

### PAYMENT ENQUIRIES / DIFFICULTIES:

If you are experiencing difficulties paying your service fees please contact the Co-ordinator immediately to discuss your options.

*Cost exclusions may apply via application / proof of financial hardship to the service.*

# RIGHTS & RESPONSIBILITIES

## OUR RIGHTS:

Holroyd Peer Support has the right to:

- Increase fees for services in line with Holroyd City Council's fees and charges policy. Service users will be notified in writing of fee increases.
- Periodically reassess service users needs and access to the service.
- Refuse to provide the service for legitimate reasons to any service user. Such refusal will be notified in writing.
- Provide funding bodies and other legitimate organisations statistical information about service users unless specifically denied this right. This information will not identify a service user individually.

## YOUR RIGHTS:

You, or with your permission your carer, have the right to:

- Be involved in any decision about your assessment and access to the service and to be made aware of all available options and applicable fees.
- Access all information about you held by the service.
- Involve an advocate of your choice to represent your interests in dealing with the service.
- Where an advocate or legal guardian is appointed to act on your behalf (to the extent stipulated in the guardianship or advocacy arrangements), have the rights of that person acknowledged and respected.

- Information about the standard of service you can expect and to have that service provided in a safe manner, which respects your dignity and independence, and is responsive to your physical, cultural and social needs and the needs of your carer.
- Expect that your access to the service be decided only on the basis of need and the service's ability to meet that need.
- Have your privacy and confidentiality respected.
- Refuse the service and not have that refusal prejudice your future access to the service.
- Complain about the service without fear of retribution, and to have your complaint dealt with fairly and promptly.
- Have your views taken into account when planning and evaluating the service.
- Withdraw consent at any time to the release of personal information.

## **Y**OUR RESPONSIBILITIES:

You have the responsibility to:

- You should act in a way which respects the rights of other service users, staff, volunteers and the public;
- to take responsibility for the results of your actions;
- to play your part in helping the Coordinator to provide you with the services that you have requested;
- to inform the Coordinator when you can't attend a pre booked activity. Otherwise you may be asked to pay;
- to inform the Coordinator of personal matters which may affect you during an outing such as allergies, special diets, Epilepsy, medication, phobias, likes and dislikes.

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- Inform the service of any matter that may effect our ability to provide the service to you.
- Pay for the service and to discuss with the Co-ordinator any difficulty you may have in making those payments.
- Respect the rights of the service as outlined previously.

## **O**UR RESPONSIBILITIES:

We have a responsibility to:

- Ensure the service we provide is to the published standard.
- Advise service users of substantial changes to the way the service is provided.
- Respect the rights of service users as outlined previously.

## **QUALITY CONTROL**

- The service follows Disability Service Standards (Access / Individual Needs / Decision Making & Choice / Privacy, Dignity & Confidentiality / Participation & Integration / Valued Status / Complaints / Service Management / Family Relationships / Freedom From Abuse)
- HACC Standard Guideline
- DADHC Service Description Schedule (service contract guidelines related to funding)
- Regular DADHC service monitoring

# **RESPONSE TO ILLNESS**

Service users / carers have a responsibility to notify the Coordinator to cancel programmed outings due to illness. Emergency contact numbers are to be supplied and kept accurate. (NB This will ensure that immediate action can be taken in regards to service users illness / injury). In circumstances of illness / injury, Parents / Carers will be contacted for the appropriate safety arrangements to be made.

## **MEDICATION ADMINISTRATION**

Where possible, service users are responsible for managing and taking their own medication. In cases where this is not possible, a staff member will provide the necessary assistance to dispense and administer the set dosage.

# COMPLIMENTS/COMPLAINTS

## PROCEDURE:

Holroyd Peer Support aims to provide a high quality service and would like to know if you have any complements, suggestions or concerns. You can ask a family member, a friend or an advocacy service to speak on your behalf.

Your service will **not** be stopped if you complain. You should first contact the Coordinator to discuss the issue, if you are still not happy about a decision you may speak to another person.

You should address your complaint in writing to:

The Aged & Disability Team Leader  
Holroyd City Council  
PO Box 42  
MERRYLANDS NSW 2160  
Phone 9840 9977

You may also contact:

Disability Complaints service  
(Ph) 9319 6622 or (TTY) 9318 2138

## OTHER SERVICES

For information about other available services please contact

Holroyd Aged & Disability Services Team **9840 9913**

Commonwealth Carelink Centres **1800 052 222**