



Hunter Community Hub

PARTICIPANT HANDBOOK



Registered NDIS Provider



Welcome to Hunter Community Hub

W

elcome to our service!

My name is Donna Surtees and I'm the Director of Hunter Community Hub.

Hunter Community Hub began as a website directory that listed community services in the Hunter Region.

More recently Hunter Community Hub became a registered provider of NDIS services and has quickly grown, supporting many participants in the Lake Macquarie, Newcastle and Hunter areas.

Hunter Community Hub is a social enterprise providing innovative ways to connect people with their communities and we are committed to building an individuals capacity to reach their full potential. We do this through education and building connections with their community.

We have expanded our business to encompass an awesome team of talented people who bring extensive knowledge, skills and education to Hunter Community Hub, so that we can provide you with exceptional service and help you make the most of your NDIS plan.



Donna



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Our Coordination of Supports Team

Our experienced team of Support Coordinators can help you make the most of your plan ensuring you are getting the most out of your funded supports.

Left to right

- Meredith Betts, Social Worker / Support Coordinator.
- Laura Haines, Support Coordinator.
- Donna Surtees, Director / Social Worker / Support Coordinator.
- Julie Dalglish, Support Coordinator.
- Karina Collins, Support Coordinator.
- Mathew Waugh, Support Coordinator, Part time.
(No photo available)

Your Service Agreement

The NDIS requests all providers of services have a Service Agreement in place with the participant before services commence. In line with this, you will be asked to sign a Service Agreement with Hunter Community Hub and a Service Agreement with every company or individual who provides services to you. A Service Agreement is an agreement between you and a provider of services and its purpose is to make it clear what you have both agreed to. It's a bit like a contract.

The Service Agreement is designed to protect both parties from misunderstandings or disagreements by clearly stating

- what supports are being provided and how often
- the cost of the supports
- responsibilities of your provider
- your responsibilities

Because the NDIS gives you more choice and control over the supports you receive, it also means you need to ensure they're delivered in a way that aligns with your plan – this is where the Service Agreement comes in.

Service Agreement



This **Service Agreement** is for a participant in the National Disability Insurance Scheme, and the provider, Hunter Community Hub.

Participant	
This Service Agreement will begin on	
NDIS Number	
DOB	

Hunter Community Hub will collaborate with you about your choices, supporting you to achieve your goals individually and in the community that you can reach the best possible level of self-management and support unique to your situation.

Responsibilities of the Participant / Participant's representative

- Inform the Provider about how they wish the supports to be delivered to meet the Participant's needs
- Treat the Provider with **courtesy and respect**
- Talk to the Provider if the Participant has any concerns about the supports being provided
- Give the Provider a **minimum of 24 hours' notice** if the Participant cannot make a scheduled appointment; and if the notice is not provided by then, the Provider's cancellation policy will apply
- Give the Provider the required notice if the Participant needs to end the Service Agreement, and
- Let the Provider know immediately if the Participant's NDIS plan is suspended or replaced by a new NDIS plan or the Participant stops being a participant in the NDIS.
- **Additional expenses** (i.e., things that are not included as part of a Participant's NDIS supports) are the responsibility of the participant and the representative and are not included in the cost of the supports because they are considered to be part of normal daily purchases and not disability related include and is not limited to, entrance fees, event tickets, meals, etc.
- Letting Hunter Community Hub know if the scheduled supports are not to remain in effect during the period the supports are to be provided; and
- The Participant, and/or the participant's representative will

Our Services



Coordination Of Supports

Our Support Coordinators will support you to understand and implement the funded supports in your plan and link you to community, mainstream and other government services. We will focus on supporting you to build skills and direct your life as well as connect you to providers.



Psychosocial Recovery Coaching

Provide support to people with psychosocial disability to increase their independence, social participation and economic participation. People will be assisted to take more control of their lives and to better manage complex challenges of day to day living.



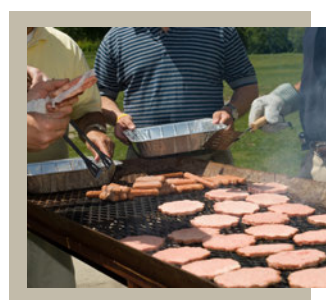
Support Work

Our Support Workers are a diverse team, with different personalities and interests. We can match you to the support worker best suited to you. Our workers can help in a variety of ways: Social & Community Participation, Travel, Mentoring, Meal Preparation.



TechSpace

We run our technology related programs as group activities where you can learn the basics of using computers to 3d printing, gaming, electronics and more. We also provide individual training to help you build capacity in developing basic computer skills, accessing MyGov, writing resumes and job applications.



Community Engagement Groups

We run groups where there is an identified need. Currently this includes a men's BBQ group, and a disability recreation group. Upcoming groups include a disability shopping group, a cooking group, a photography group, a craft group and also provision for individual training to those wanting to build capacity in specific areas.

NDIS services delivered with you in mind

Provision of supports environment

Our responsibility is to provide you with supports in an environment that promotes independence, freedoms and seeks to keep you safe

Rights and Responsibilities

Our responsibility in protecting your rights while delivering you supports and services

Provision of Supports

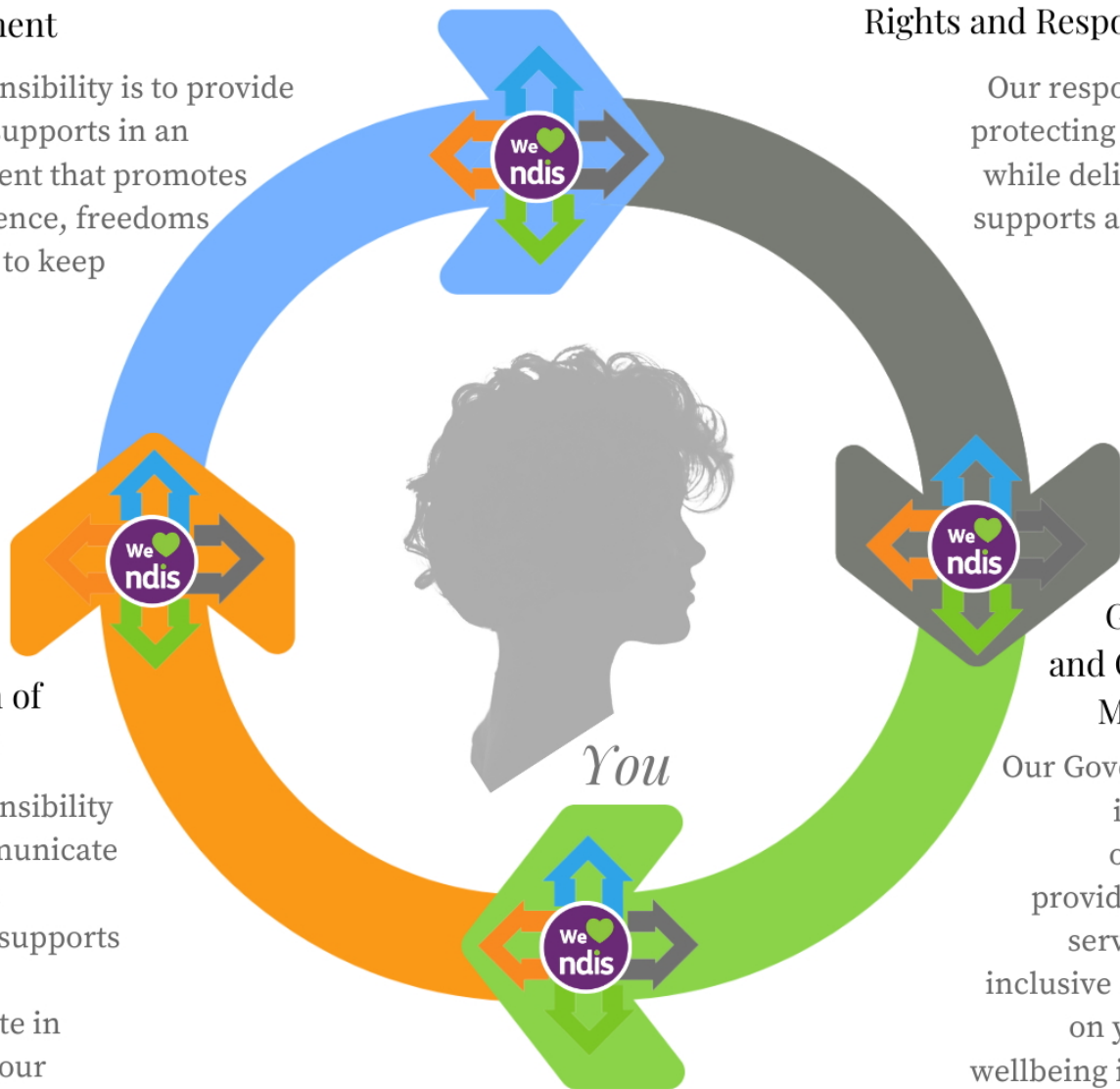
Our responsibility is to communicate and select with you, supports that are appropriate in meeting your needs and goals and are provided in line with expectations

Governance and Operational Management

Our Governing Body is focused on operationally providing you with services that are inclusive and focused on you and your wellbeing in all aspects of our business. This includes appropriate selection of employees and our management of incidents, complaints and risks

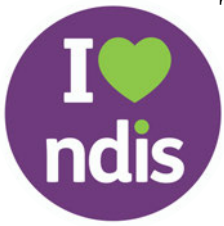
Specialist Support Coordination

When funded, Specialist Support Coordination aims to reduce barriers to implementing your NDIS plan. Areas of assistance may include health, education, or justice services, in conjunction with your input for directions, the necessity to meet required outcomes and the management of risks, and challenges in your support environment.



Our commitment to you

Your Rights



The NDIS Code of Conduct is a set of rules workers and providers follow when supporting you. You can be assured that the level of supports offered are both compliant and in line with the NDIS Code of Practice.



Respect your rights, privacy and act with integrity

HCH will act with respect for your individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions. HCH will respect your privacy and will act with integrity, honesty, and transparency.

Deliver quality services compliantly and safely

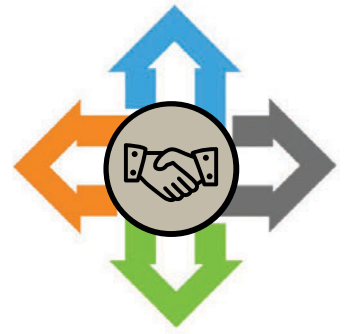
HCH will promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to you through risk analysis, incident management and procedural compliance. HCH will provide supports and services in a safe and competent manner with care and skill.

Prevent violence, neglect, abuse, exploitation and sexual misconduct

HCH will respond to and take all practicable steps to prevent all forms of violence, exploitation, neglect, abuse and sexual misconduct towards you. We encourage you to speak up if you feel something is not right so that we can help you.

Your commitment to us

Your Responsibilities



Please provide relevant and current information and abide by your signed Service Agreement

Please provide current and relevant personal information to Hunter Community Hub and update Hunter Community should this information change. Please complete and return all required documentation to Hunter Community Hub. Please abide by the terms stipulated in your Service Agreement with Hunter Community Hub.

Please be involved in your support and allow safe access and manage your risks

Please be actively involved in decisions regarding your support needs, raise any concerns you may have in a timely manner and seek a fair resolution of any complaints. Please allow safe, reasonable access for Hunter Community Hub workers and other support staff. Please accept responsibility for personal actions and choices which may contain an element of risk.

Please give notice, be respectful and help us to help you.

Please provide reasonable notice if you do not require a service or you wish to cancel a service. Please be respectful of others rights including to Hunter Community Hub participants and workers. Please acknowledge that needs change and negotiate modification to care and services where necessary.

Hunter Community Hub

A registered provider

Hunter Community Hub is committed to providing its participants with the best possible service and as such have chosen to be a registered NDIS Provider.

To become registered, we participate in periodic audits where specialist auditors can evaluate our services.

The NDIS Practice Standards are the standards against which Hunter Community Hub is audited, with different 'Modules' to encompass the variety of services provided.

The Standards reflect the NDIS Quality and Safeguarding Framework, the formal, legislated rules that providers must comply with.

At completion of the audit, Hunter Community Hub receives from the NDIS Commission a 'certificate of registration'. In three years, we are required to undergo a recertification audit with a mid-term audit in between.



What does this mean to you?

We strive to provide you with a service that is:

- safe for you and our workers;
- respectful and your dignity is upheld;
- free of bullying, violence discrimination or harassment;
- understanding and receptive to your needs, concerns and complaints;
- responsive to incidents and risk management;
- continuously reviewing procedures and policies towards service improvement and
- fully compliant under legislation relevant to providing NDIS services.

It means we commit to providing you with the best possible service we can.

We welcome all

Complaints and feedback

You have the right to give feedback or make a complaint. It makes us better at what we do.

We encourage you to bring to our attention anything that maybe a concern about any aspect of service we are providing to you, or anything you think we need to improve.

You can choose how you provide feedback or make a complaint. All complaints, however they are received, will be treated equally.

Complaints can also be made anonymously.



If you not happy with our response, you can talk to the NDIS Quality and Safeguards Commission
Phone 1800 035 544



If you would like to share your concerns or feedback please use a method that best suits you.

Phone your Support Coordinator or the Hunter Community Hub Director on 0437 776 211.

email: huntercommunityhub.org

Post: Po Box 9, Windale, NSW 2306

Complaints and their resolution are taken seriously and dealt with objectively, fairly, promptly and without bias.





Our Office Location



Office Address

597 Pacific Highway
Belmont
NSW 2280

Parking

Parking is available
at the rear of the
premises in the
council car park.

Mailing Address

PO Box 9
Windale
NSW 2306

Coordinates

-33.0369575, 151.6602341

Telephone number

02 4023 2882

Business Hours

9.00 to 5.00
Monday - Friday

Office may be
unattended during
these times if we are
visiting participants
or on other business
matters. You are
advised to call before
attending.

Business website

www.huntercommunityhub.org

Business email

huntercommunityhub@gmail.com