



Blue Cross Aegis

Your care is our passion!



REGISTERED
NDIS
PROVIDER

ABN 51 645 519 802

P.O Box 3480, Rouse Hill, NSW 2155

Tel: 1300 208 493

www.bluecrossaegis.com.au



FINDING YOUR ABILITIES

We are passionate to care for your loved ones with unique abilities

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Welcome

Welcome to Blue Cross Aegis, the disability service that puts you first and aims to create opportunity, promotes independence and progression in a safe and non-discriminative environment.

At Blue Cross Aegis our direction is led by your choice, needs and goals by providing key disability services to those who seek support.

This handbook is a guide created for you so you can learn more about the disability services that are available to you and how we can help you. Find out all you need to know about us, what we do, the services we offer and most importantly how we will work with you to meet your needs to the highest standards.

Welcome to the Blue Cross Aegis Family!

About Us

Discover the difference at Blue Cross Aegis, where we provide a comprehensive range of NDIS services across Sydney, Central Coast, Forster and Taree Regions of New South Wales. Our main aim is to create a positive impact in the lives of individuals with special needs and their families. Through empowerment, we strive to make lives easier, fairer, and more engaged within their communities. Our team is led by registered nurses with more than 20 years of experience and supporting staff who have 10 years of experience in this industry.

Our Mission

To work in partnership with the community, business and government, to strive for excellence in meeting the holistic needs of our clients through the provision of high quality supportive, recreational, cultural, sporting and welfare programs.

Our Values

Respect

We will listen to you and hear what you say and encourage independence and respect your decisions, opinions and views.

Honesty

We will be trustworthy, tell the truth and keep our promise to you and always provide the highest quality care we can.

Confidentiality

We believe privacy and confidentiality is of the utmost importance for you and the organisation.

Blue Cross Aegis Disability Services

At Blue Cross Aegis we pride ourselves on the personal, client focused and high-quality service that we provide. We follow the NDIS Practice Standards and Quality Indicators in order to maintain excellent results for both you and for us.

Our disability services have been formed from these Standards, so therefore we believe it is not only important to tailor our services to meet your needs but to provide the highest quality services in cooperation with those Standards so you can truly get the most from Blue Cross Aegis and know exactly what you can expect from us.

At Blue Cross Aegis, we would like to make a difference in the lives of those with disability and to make life easier, fairer and to get people involved and participating within their own communities.

We will do our best to give you a personal and individualised experience and you will be treated fairly throughout your time with us, choosing to do the things that are important to you. With your help we can continuously work to improve our services to meet your needs and goals.

Our Services

- ❖ **Assistance with Daily Personal Activities** - to enable people to live as autonomously as possible – such as personal hygiene, dressing, medication assistance, financial management, communication skills and lifestyle mentoring.
- ❖ **Assistance with Travel and Transport** - provision of travel arrangements and support for people to access essential services.
- ❖ **Community Nursing Care** - this includes providing specialist care in the home for those who require a higher level of care and attention.
- ❖ **Assistance with Daily Tasks in a Group or Shared Living** - arrangements to assist individuals with or to supervise tasks of daily living in a shared living environment, which is either temporary or ongoing and designed to develop the skills of the individual to live as autonomously as possible.
- ❖ **Development of Daily Living and Life Skills** - including developmental-focused activities and training to enhance the person's ability to live as independent an everyday life as possible.
- ❖ **Participation in the Community** - including supported shopping, medical appointments, sporting and recreational events, social activities, visiting or making new friends, travel and transport and building confidence and social skills.
- ❖ **Group and Centre-based Activities** - such as social outings and group and social activities on Blue Cross Aegis' premises.

Your Rights

You have them! At Blue Cross Aegis it is important to us that you know and understand your rights, we are here to support you and to provide encouragement, guidance and assistance in any choices that you make. People with a disability have the right to respect, dignity and to full participation in society. You will receive a service that allows you to maximise your choices for social participation and cultural inclusion.

We respect your right to privacy and confidentiality of any personal information, records and will uphold your right to make decisions including medical treatment or other interventions.

It is also your right to try new things, we will assist you to do so whilst ensuring that you are treated fairly and independently.

We welcome your right to talk freely and express your thoughts, opinions and choices. Blue Cross Aegis will listen to you and support the choices you make and we will include your family, carers or advocates when you want them to be included.

You have the Right to access supports that:

- promote, uphold and respect your legal and human rights.
- respect your culture, diversity, values and beliefs.
- respect and protect your dignity and right to privacy.
- are free from violence, abuse, neglect, exploitation or discrimination.
- allow you to exercise informed choice and control.
- tell you about and uphold your rights.
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making.
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide.
- respect your autonomy, including your right to intimacy and sexual expression.
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery.
- support you to access an advocate (including an independent advocate) of your choosing.
- support you to engage with your family, friends and chosen community in the ways you want to.
- treat you fairly, with courtesy, dignity and respect and without discrimination.
- give you information about our services and associated costs, as well as other support options, within and outside Blue Cross Aegis.
- involve you in decisions about your supports, as well as our programs and policies.
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences.
- protect your personal information and only use it for the right reasons.
- support you to provide us with feedback on our service, including complaints.
- promptly address enquiries and complaints about the supports you are receiving.

- support you to connect with other services, including advocates, interpreters and translators, if needed.
- support you to have a person to speak on your behalf for any purpose, and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

As our participant we ask that you:

- provide us with information that will help us to best support you.
- tell us if things change or you cannot keep an appointment or commitment.
- act respectfully and safely towards other people using the service, and towards our staff.
- provide us with feedback about our service and how we can improve.
- promptly pay the agreed fees associated with your services, and
- tell us as early as possible if our services are not required.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity.
- employing and developing a diverse and culturally competent workforce.
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery, and
- using a strengths-based approach to identify individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

Advocacy

Blue Cross Aegis fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff. Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://askizzy.org.au/disability-advocacy-finder>



Participation & Inclusion

At Blue Cross Aegis our aim is to help people to understand their rights, one of which is being a valued member of their community. We will provide any assistance needed for anyone to partake actively and meaningfully. We can also develop connections within the community to help you to do this.

We want you to make the most of the service and to not only take part but feel included as a valued member and it is your right to decide when and how you do this, as well as it being your right to decide when and how you have contact with your family and friends.

Blue Cross Aegis will support you and help you to take part within the community of your choice, whilst getting to know you and the things you like to do.

We promise to work with you, your family, carers or advocates if you choose so, as well as with organisations within the community if that is what will help you.

At Blue Cross Aegis we will respect your cultural background and understand the needs and requirements that may come with it.

Individual Outcomes

At Blue Cross Aegis you can make your own choices about what you want to do and set your own goals. We will support the choices you make, during this we will be there every step of the way to reaching that goal.

By working with you independently we can assist you in reaching your goals and we will offer guidance to help you recognise your strengths and weaknesses so you may learn and develop skills to help you achieve those goals and set even more.

By recognising where you need extra support, we are able to communicate with other services if that is what you need to reach your goal.

We will respect your right to seek support from others, whether that is your family, friends, or an advocate of your choice.

At Blue Cross Aegis we will work fairly with you as an individual regardless of age, gender, cultural background or sexuality.

Service Access

You have every right to seek and find the service you need and have access to the support you require fairly and equally.

Feel free to ask about using any service and if it is not available, the reason will be clearly explained to you. We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At Blue Cross Aegis your feedback and opinions about our services are important and we do make improvements based on your ideas. We understand that everyone communicates in different ways, we have a variety of ways you can communicate with us safely in private and without discrimination.

Individual Plans

At Blue Cross Aegis we tailor our plan when working with you, so they are person centred and individualised. We record and monitor your goals and aspirations to work with you using different strategies so you can achieve them.

We will offer you guidance and assistance when you need it so you can achieve your goals and we will work closely with you, your carers or family members to give direction to make sure we are all working towards the same goals.

We do this by laying out an individual plan for you, this is subject to change depending on its purpose or its level of achievement but in essence your goals represent independence, providing meaning and satisfaction.

Individual plans focus on:

- The individual
- They are flexible and subject to change depending on progress and other factors
- Personal goals and aspirations
- Unique skills and Strengths
- Promoting and supporting independence

Individual plan structure:

Individual plans are set once per year unless flexibility is needed, in which case they are changed more frequently. Plans are changed following a meeting that takes place at Blue Cross Aegis' location with yourself and all involved in the process such as:

- The Team
- Team Leader
- Support Workers
- Your carer, family member or advocate.

Working with You

We have lots of ways of communicating with you through our regular newsletter, face to face meetings, annual personal development meetings and occasional surveys for your feedback on our services letting us know how we can improve.

Plus, we will work with you on a day-to-day basis through the services you choose.

Opportunity

Opportunities are provided by the governing body for participants to contribute to the governance of the organisation and have their input into the development of organisational policy and procedures relevant to the provision of support and the protection of participant rights.

If you would like to be part of our decision making and contribute to our team let us know.

Service Management

As a community focused organisation, we will always endeavour to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and to ensure positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of services from your feedback, good working processes and excellent communication between the team and clients are all key to our service management.

By being responsive to your feedback and as well as the opinions of other people with disabilities, families and carers this can help us to continuously improve our programs and maintain the high-quality service that we offer.

At Blue Cross Aegis we have a board of people who possess the skills and experience to fulfil the company's responsibilities and who monitor the effectiveness of the organisation's governance, Policies and Procedures then makes changes as needed.

Volunteers

[Did you know Blue Cross Aegis Pty Ltd Welcomes Volunteers?](#)

We embrace volunteers and encourage the involvement of friends, families and people in and around our community.

It is important for us that our clients have access to a range of different programs and workshops, while getting to know people within the community.

This is also a great way to share activities with friends and family to partake in hobbies and interests of your choice, whether it is learning to cook or getting out and enjoying sporting activities locally.

We would love to hear from you or anyone you know who would like to volunteer. This is one of the best ways to get to know Blue Cross Aegis and discover what we are about.

Get involved today with:

- Cooking Classes
- Community Outings
- Arts and Crafts
- Sporting Activities
- Hobbies

Privacy and Dignity

Blue Cross Aegis values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

Blue Cross Aegis will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent. Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law. You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

We understand that your privacy is important to you. The following information outlines how we protect your privacy, confidentiality and manage your personal information.

Before we collect personal information, we take reasonable steps to ensure that you know what the information is for. We will not use personal Information for another purpose unless:

- it is related to the original collection purpose;
- we believe it necessary to reduce or prevent a serious or imminent threat to an individual's life, health or safety;
- there is a serious threat to public health or public safety;
- the information relates to existing or anticipated legal dispute resolutions proceedings between Blue Cross Aegis and the individual;
- it is required or specifically authorised by law, or required for the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of law.

Your personal information is used to:

- provide information about our organisation, services and supports.
- process employment applications and provide offers of work.
- process service applications and service requests.
- send details about our activities, research or events.
- undertake research or conduct surveys.
- invite you to participate in our activities.
- administer and manage our services and supports.
- process payments.
- answer enquiries and deliver services.
- provide services in line with client requests.
- meet quality service requirements.
- resolve complaints and other issues.
- meet the regulatory requirements to operate.
- report to funding and government agencies.

Audits

According to the requirements of the NDIS Commission for registered providers, we conduct periodic audits to monitor compliance to the standards outlined in the 2018 National Disability Insurance Scheme (Approved Quality Auditors Scheme) Guidelines.

This automatically includes participants in the NDIS Practice Standards audits. However, a participant may refuse to participate in audits with a written notice directed to the Owner/CEO/Director.

Feedback and Complaints

It is important to us that you feel free to tell us what you think about the services we offer and we promise to listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, your feedback whether it is good or bad can only help us to improve our services and we welcome it, without discrimination or negative consequences. We will keep you informed throughout the complaints process and inform you of the outcome and the reason behind it. We are prepared to then change the way the service is run to continuously improve.

You have every right to seek the support from another person or agency, whether that means a family member, a carer, a support person such as the Ombudsman, the NDIS Commission, a lawyer or an advocate. Whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.

Complaints and Feedback can also be lodged anonymously, all you need to do is fill out either of the forms below and send it via mail to

Blue Cross Aegis Pty Ltd, P.O Box 3480, Rouse Hill, NSW 2155.

You will find both a Feedback Form and Complaints Form in your pack for you to utilise. You can also ask us for a copy of either form at any time.

Complaints to the NDIA can be lodged:

By phone on 1800 800 110

By email to feedback@ndis.gov.au

Complaints can be made through the NDIS Commission:

Complaints made to the NDIS Quality and Safeguards Commission can be made via:

Telephone: 1800 035 419

Online : www.ndiscommission.gov.au

Complaints to the Ombudsman can be lodged:

New South Wales

By phone on 02 9286 1000

Online at <https://www.ombo.nsw.gov.au/>

Incident Management

During the process of service delivery, different types of events may occur which affect you. Events may have a positive, negative or neutral influence on you. Some of these events will meet the definition of a 'participant incident'.

If an incident occurs your health, safety and wellbeing and other involved parties is paramount. An appropriate incident response is critical. This includes:

Immediate response:

This involves ensuring the immediate safety, health and wellbeing of participants and other involved parties, obtaining medical attention, notifying the Police and other emergency services as appropriate, preserving evidence, accessing specialist victim and support services as required and contacting the nominated key support person.

Ongoing support:

These responses involve supporting participant wellbeing by ensuring a safe and secure environment, whilst also providing and managing any rehabilitation, counselling or other support they may need in the future in response to the incident.

When an incident involves misconduct by a staff member to a child, service providers must consider requirements under the Reportable Conduct Scheme to notify the Commission for Children and Young People.

All actions to manage and respond to an incident will be undertaken in a way that is respectful of the person, culturally appropriate, and empowers individuals to make their own choices and decisions wherever possible.

Actions taken by Blue Cross Aegis Pty Ltd in response to an incident will include the participant, or key support person acting in the participant's interests, in the following activities:

- recognising and acknowledging the impact of the incident on the participant.
- assuring the participant that the incident will be taken seriously and dealt with in a fair and equitable manner.
- educating participants about their rights and taking their wishes into consideration.
- keeping the participant informed of the progress, outcome and any follow-up of incidents.
- identifying an advocate or key support person if appropriate, and keeping them informed throughout the process.
- involving the participant in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required.
- ensuring the participant has the opportunity to provide feedback on the response to the incident.
- ensuring that personal and sensitive participant information is appropriately managed and secured so as to mitigate the risk of privacy breaches.

Glossary

Words and what they mean:

Decision- Having a say about what you want.

Goal- What you want to happen for you in the future.

Government- The people who make decisions and laws about what should happen for everyone.

Independent- Doing things for yourself, as much as you can.

Management- People who are in charge of the service, like the Director, or committee.

Information- Things you get told about.

Needs- Things that you require to help you grow and develop.

Privacy- Being on your own if you want to be, and having things that you don't have to show it to anyone.

Problem- Something that you don't like, or that doesn't go right for you.

Program- Doing activities that help you learn and achieve things.

Respect- To be nice and treat people well.

Skill- Being able to do things well

Staff- People who are paid to help you in the best way they can

Standard- Something that is written that helps services to know what they should be doing.

Achieve- To be able to do something and finish it.

Advocate- Someone who listens to what you want and gives you the help you need to step up or sort out a problem.

Community- Places where most people live and do things, like living at home seeing friends or going shopping.

Client- Someone who buys something or uses a service.



Key Services and Contacts

From time to time you may need to seek another service for support, advice or service, so here is a list of some key contacts for you just in case.

Blind Citizens Australia

Tel: (03) 9654 1400

Email: bca@bca.org.au

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind or vision impaired with disability related issues in the three main category areas of Social Security, disability services and disability discrimination.

Culture, Ethnicity and Health

Tel: (03) 9418 9929

Email: enquiries@ceh.org.au

Culture, Ethnicity and Health provides services to ensure that people from a non- English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural and religious needs.

Information on Disability Education and Awareness Services

Tel: 1800 029 904

Email: ideas@ideas.org.au

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

National Disability Insurance Agency

Tel- 1800 800 110

Online- <https://www.ndis.gov.au/form/contact-form.html>

Indigenous Disability Advocacy Service

Tel: 02 9687 7688

Email: idas@idas.org.au

Indigenous people with disabilities, their families and carers when the person they are looking after needs help. Service area - Western Sydney and Regional Centres of NSW.

Disabled People's Organisations Australia

Online: <http://dpoa.org.au/contact/>