



*Charters Towers Warringnu
Aboriginal & Torres Strait Islander
Corporation*

Service Booklet



WARRINGNU

Aboriginal Language word meaning “Woman”



Mission Statement

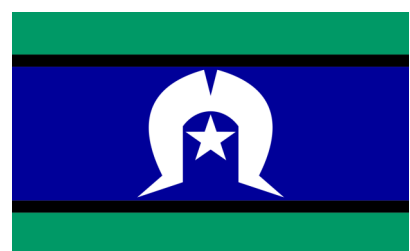
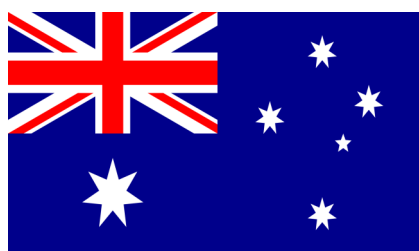


To provide an accessible and appropriate service within a stable environment, in a manner that the client feels secure and which links to the services for all people in Charters Towers, being aware of working within a framework of cultural recognition and consultation.

Promote stronger, safer, healthier people in the Charters Towers region for those people with a special need.

Give back to the Charters Towers Community, particularly Older People and People with a Disability, the care and support they require and involve them in everything we do.

The Organisation is committed to providing a comprehensive and integrated range of support services for older people, people with disabilities and their carers.





Who We Are



The Corporation was established and registered under the Corporations (Aboriginal and Torres Strait Islander) Act in 1993 by a group of local Aboriginal women who sort ways to meet the needs of aged, frail and disabled Aboriginal & Torres Strait Islander people, in the Charters Towers Regional Area.

The Corporation aims to:

- Provide a comprehensive and integrated range of basic support services for aged, frail and disabled persons of all cultural, racial and religious backgrounds.
- Assist those people to be more independent at home and in the wider community, thereby, preventing their inappropriate admission to long term residential care and enhancing their quality of life.
- Provide a greater range of services and more flexible services provision to ensure that services respond to the needs of the clients.

Charters Towers Warringnu Aboriginal & Torres Strait Islanders Corporation is funded by:

- ◆ Commonwealth Department of Health
- ◆ Queensland Department of Disabilities, Community and Seniors
- ◆ National Disability Insurance Scheme

To Contact Us

36 Boundary Street, Charters Towers QLD 4820

Phone: 07 4787 8138

Email: Warringnu@bigpond.com

Monday to Friday 8:30am to 4:00pm



Our Services



Community Home Support Program (CHSP)



Commonwealth Home Support Program (CHSP) to support individuals over the age of 65 years and Aboriginal & Torres Strait Islanders over 50 years to remain independent in the community, whilst also providing support to carers.

National Disability Insurance Scheme (NDIS)



National Disability Insurance Scheme (NDIS) to support people with a disability to remain independent, learn new skills and participate in the community.

NDIS Provider Registration Number:
4050 007 186

Long Term Community Housing (NRSCH)



Charters Towers Warringnu Aboriginal and Torres Strait Islander Corporation is registered as a community housing provider Tier 3. Registration number R4301160706. As a standard condition of registration, we must comply with the relevant performance requirements under the National Regulatory Code and within National Law.

Overview of our Programs



Community Home Support Program (CHSP)



We provide Domestic Assistance, Yard Maintenance, Social Support - Individual and Group, Transport (funded by Commonwealth Department of Health) via My Aged Care.

We are able to assist with the referral Process.

National Disability Insurance Scheme (NDIS)



Eligible NDIS individuals are offered and enabled to receive the supports and services of Community Participation, Personal & Household Tasks Assistance, Social and Life Skills Activities, Assisted Life Stage Transition, Transport, Accommodation/ Tenancy.

Access and referrals can be made by self, family, advocate, NDIS and Health & Wellbeing providers.

Long Term Community Housing (NRSCH)



We are registered with National Regulatory System Community Housing and Department of Housing & Public Works . Housing applications, for accommodation under this service, are to be lodged with Department of Housing.

Overview of Programs continued...



Sixties and Better Program



We provide community and centre based development, support and information to and for aged individuals through coordination, advocacy, engagement and/or referral. We are located at 133 Gill Street, Charters Towers, 4820. Phone: 07 4787 4286. Email: chtow60@bigpond.net.au

Queensland Community Support Scheme (QCSS)



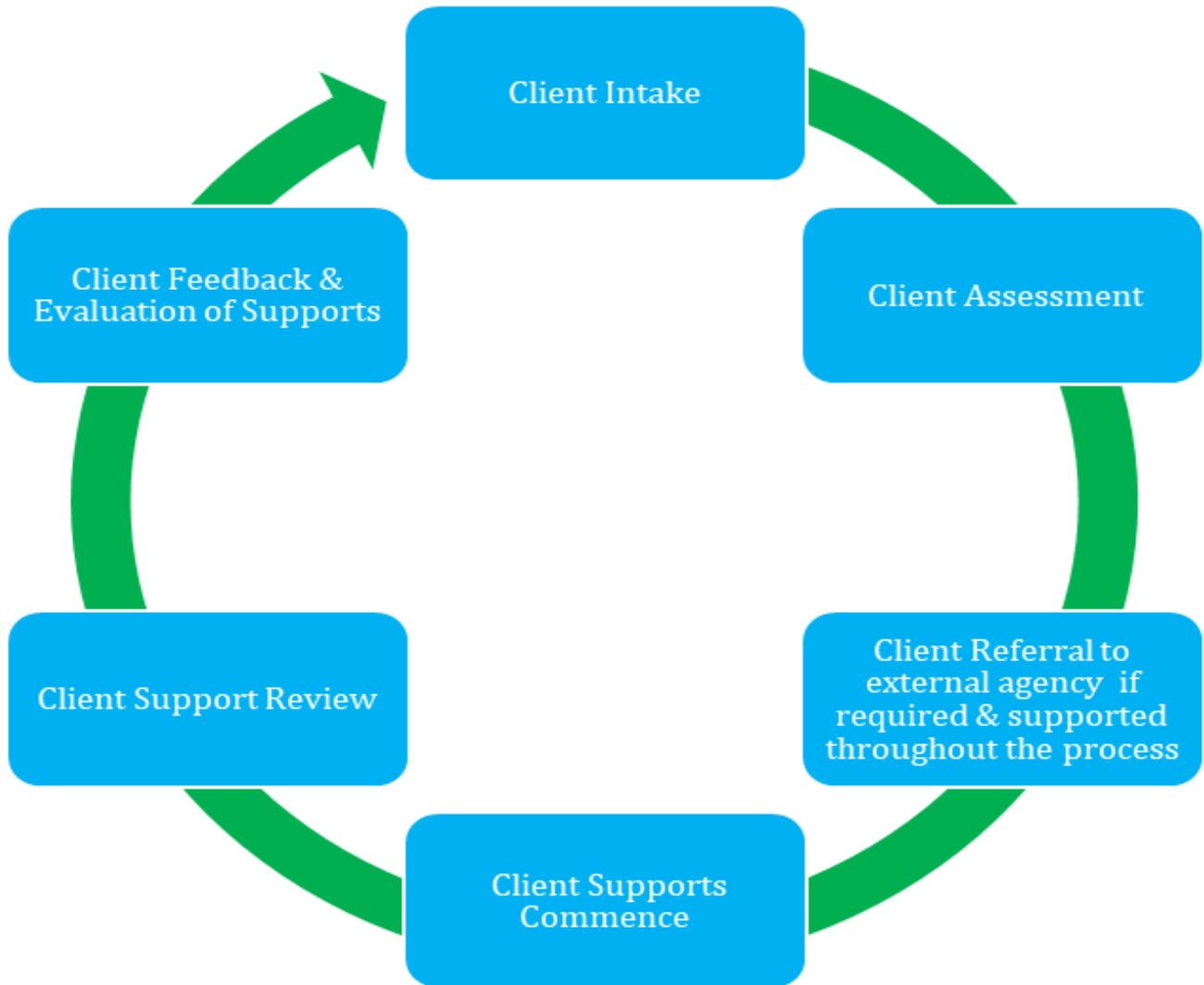
Our QCSS service provides community and in-home living supports to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their home, actively participate in their community. Contact QCSS Access Point 1800 600 300 or email QCSSaccesspoint@ozcare.org.au

Community Transport



Our Community transport services is available to help aged and/or disabled persons who have a travel disability, when undertaking shopping, social activities and medical appointments and are unable to access appropriate transport arrangements through other mechanisms.

Client Intake Process Flow Chart



Service Referrals and/or Information can be undertaken:
Face to face, phone, email and/or via a referral agency

Service Fees

Service User Contributions are as set out in our Fees and Support Service Schedule and/or determined by the NDIS participant's plan. A copy of the fees schedule will be provided at Intake & Assessment.



Operational Service Standards



Charters Towers Warringnu Aboriginal & Torres Strait Islanders Corporation deliver services in compliance with:

- **Human Services Quality Framework Standards**
- **National Disability Insurance Scheme Standards**
- **Aged Care Quality Safety Standards**
- **National Community Housing Standards**

Human Services Quality Standards are based on the following Principles

Respecting human rights - Services are planned and delivered in a manner that respects and has regard for the individual's human right, in keeping with the United Nations Universal Declaration of Human Rights

Social Inclusion - Services are planned and delivered to promote opportunities for people to be included in their communities

Participation - People using services are included in decision making about the service they receive

Choice - People using services have the opportunity to make choices about the services, where and how they receive those services, within available resources.



Operational Service Standards



continued.....

AUTONOMY (Dignity & Risk)

What is Autonomy?

“In its simplest sense, autonomy is about a person’s ability to act on his or her own values and interests....In order to do these things, the autonomous person must have a sense of self-worth and self-respect. Self-knowledge is also important, including a well-developed understanding of what matters to him or her”

Our Organisation is committed to assisting and supporting individual clients to maintain self-worth and self-respect, irrespective of their choices.

We ensure that clients are informed about autonomy and how their access to support will not be withdrawn or denied solely based on a dignity of risk choice that has been made by the client.

Charters Towers Warringnu Aboriginal and Torres Strait Islander Corporation management, employees and volunteers, have an obligation to the Duty of Care of individuals and to report any breaches of the law, particularly in respect of abuse, neglect and exploitation of people with disabilities, their families, carers and other interpersonal relationships.



Rights and Expectations of Service Users



Privacy and Confidentiality

Charters Towers Warringnu Aboriginal & Torres Strait Islander Corporation is committed to protecting your privacy and confidentiality.

We comply with the Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles.

Advocacy

You have a right to use an advocate of your choice to negotiate on your behalf, with Charters Towers Warringnu. This may be a family member, friend or advocacy service. A list of advocacy services is provided below. We can help you contact a service if you like.

Complaints and Feedback

Charters Towers Warringnu Aboriginal & Torres Strait Islander Corporation encourages clients to provide feedback on the support we provide. This assists us to better meet your needs and to plan for the future.

If you are unhappy with any of the services you receive, please let us know. If you don't feel comfortable with any areas of support, including staff who visit you, please let the Team Leader know and a change can be arranged, if necessary.

All complaints and feedback are treated in confidence and will not affect the quality of support you receive or any other dealings you have with Charters Towers Warringnu Aboriginal & Torres Strait Islander Corporation



External Support Services

(Complaints)

Aged Care Complaints Scheme

Department of Health and Ageing
(Home Care Packages and CHSP Services)
Phone: 1800 550 552
Website: www.dss.gov.au (Department of Social Services)

National Aged Care Advocacy Line

Phone: 1800 700 600

Carers QLD

15 Abbott Street CAMP HILL QLD 4152
Phone: (07) 3900 8100
24 Hour Freecall: 1800 242 636
Website: www.carerswa.asn.au

Disability Services QLD

643 Kessels Road
Upper Mt Gravatt QLD 4122
Phone: 137 468
TTY: 133 677
Email: disabilityinfo@disability.qld.gov.au

Health Consumer's Council QLD

PO Box 15525
CITY EAST QLD 4002
Phone: (07) 3316 2914
Email: info@hcc.org.au
Website: www.hcp.org.au

QLD Mental Health Commission

George Street
PO Box 13029
BRISBANE QLD 4003

National Disability Insurance Scheme

You can make a direct complaint to the NDIS Quality and Safeguards Commission the NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- How and NDIS services and support that were not delivered to an appropriate standard
- NDIS provider has managed a complaint about services or supports provided to an NDIS participant

Phone: 1300 855 945
Freecall from landlines: 1800 035 544
TTY: 133 677
Interpreters can be arranged.

Email: info@qmhc.qld.gov.au
Website: www.qmhc.qld.gov.au

National Relay Service
and ask for 1800 035 544