



Estia Foundation of Australia

To support and enhance the lives of individuals of diverse backgrounds with intellectual and physical disabilities by provision of quality service and a person-centred approach

Client Handbook

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| Respite: 16 Wharf Rd Gladesville NSW 2111 Ph: 9879 5198 | Respite: 108 Payten Ave Roselands NSW 2193 Ph: 9759 4245 |
| Group Home: 364 Lane Cove Rd North Ryde NSW 2113 Ph: 9888 1230 | Group Home: 5-7 Pearson St Gladesville NSW 2111 Ph: 9879 8000 |

This book will tell you about:

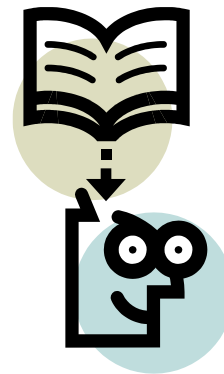
1. Estia's services



2. Your rights and responsibilities



This book is for you to keep.



If you do not understand some words ask your family, a friend or the person who gave you this book to help you.



If you have a problem with a support worker or are worried about something, this book can help you find out how to fix the problem. You can ask people to help you read this book and find out how to fix your problem at any time.

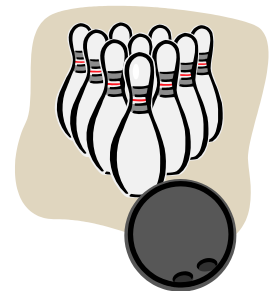
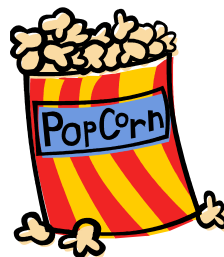
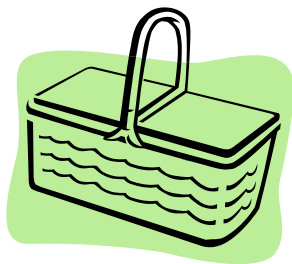


The Services

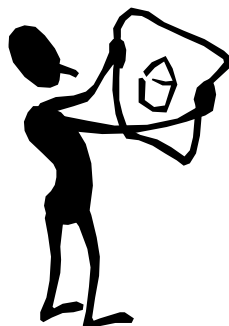
Respite provides a break for you away from the usual things that you do every day. It may also help you to make other friends and go out in the community more often than usual.



Estia carers will help you enjoy a break away from home and do some things you like to do in the community.



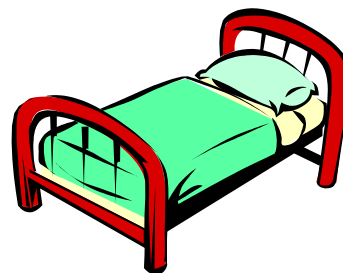
Group home living means that you are permanently living in one of Estia's houses. This does not mean you can not still visit your family and friends. It means that Estia carers will help you to create the life that you wish to lead through person-centred planning.



If you have a disability, community support workers can help you with lots of things. They can help you to enjoy things around the home, they can read to you, play music, take you shopping, out to lunch, ensure your health needs are met, meet appointments, and help with community access.



They can help you if you have trouble eating or going to the toilet by yourself.



Yours Rights and Responsibilities

When you are staying at any of Estia’s facilities, you can say where you would like to go and what things you would like to do. You can tell the services manager, team leader, support worker or family that you’ve changed your mind and they can tell you what happens when

you change your mind. You can tell the services manager, team leader, the support worker or your family if you don't want things or if you feel frightened about things.



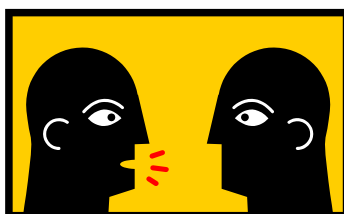
People must respect the decisions you make and people should tell you what happens when you make a choice.

Sometimes you can not always get or do what you want. The services manager, team leader, the support workers or family should tell you why you can't and give you other choices. If you feel unhappy about what happens, tell the services manager, team leader, the support worker, your family or the person who gave you this book.

You can still visit any of Estia's services even if you complain.



If you are not happy with an Estia staff member you can tell somebody about it. You can tell the team leader, your family, service manager or the person who gave you this book.





The Services Manager and/or team leader may ask you for information about yourself but only what he/she needs to know to help you to be as comfortable as possible whilst in Estia's care.

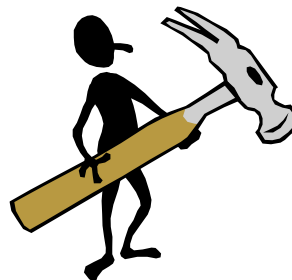


Estia staff cannot give other people information about you without you saying it's ok. If someone asks questions about you that make you feel uncomfortable, you don't have to answer. Similarly, if other people do not want to tell you about themselves, they don't have to.

You can see anything that is written about you; ask the team leader, the services manager, the respite worker, your family or the person who gave you this book.

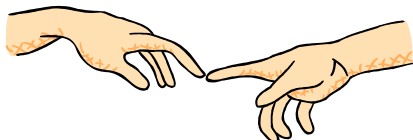


Remember that you can tell an Estia staff member your problems and someone will help you fix them.



You have a right not to be hurt by anyone.

You have a responsibility not to hurt anyone else.



If anyone touches the private parts of your body, tell somebody.
If someone makes you look at the private parts of their body or touch them, tell somebody.



No one has the right to touch you or make you touch them.
If you are friends with someone, it's no different.

If someone takes your money or asks you to take money out of the bank or spend your money on something you do not want, then tell someone. No one has the right to ask you to spend your money unless you think it is okay.

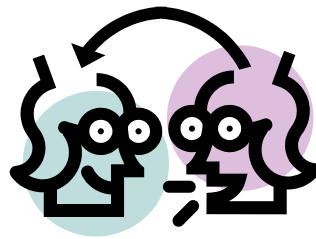


If someone says something to you that makes you sad, angry or frightened, tell someone.



REMEMBER: if someone hurts you or makes you do something you don't think is right, tell the services manager, team leader, your support worker, your family or the person who gave you this book.

If you need help solving problems, other people can speak for you to help you solve any problems. These people are called **advocates**.



You can telephone the Services Manager to make a complaint on
(02) 9879 8000.

