

# PARTICIPANT HANDBOOK

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## About us

My Goal Australia Pty Ltd (My Goal) is a company solely focused on providing key and quality services to people with a disability in the local community. My Goal commenced operations in 2016. Today it is recognised that people with a disability, their families and carers can choose the activities, times and venues that suit them best, enhancing opportunities for the desired outcomes for the person and their family.

My Goal is committed to providing the highest quality service for each participant, delivering variety with enthusiasm to make each day a step toward achieving the *goals* and dreams of the people central to our purpose – supporting and enhancing independence for people with a disability.

My Goal is a community-based company providing people with a disability access to a range of services and opportunities to promote independence and inclusion through a Person-Centred approach. As the implementing provider of supports, My Goal offer Supported Independent Living Accommodation and community participation services to both standard and high intensity participants.

My Goal administration office is based in Charlestown, NSW and the company supports people with a disability and their families in the Local Government Areas of Lake Macquarie, Newcastle, Port Stephens, Maitland and Cessnock. The company works closely with related services, business and community organisations in these LGAs.

My Goal is a growing company that encompasses a variety of specialist disability supports under the National Disability Insurance Scheme (NDIS).

The Director and the team possess the skills and experience to fulfil the company's responsibilities to plan and develop direction for the company, whilst being mindful and considerate of the needs of all participants.

## Our Vision

"Our participants achieving their hopes, dreams and life goals"

## Our Mission

"My Goal Australia aims to be a support service option for NDIS participants who are goal driven. To support and empower people with disabilities and their families to reach their desired outcomes using a wrap-around collaborative approach. To provide and further develop safe and quality support in Supported Independent Living that is an appropriate solution for those in the community who are in greatest need."

### Our Values

- Achievements
- Health
- Respect
- Inclusion
- Commitment
- Communication

### Company Logo

The My Goal logo (see below) was developed to symbolise a circle of support with the participant at the centre of all we do: - The inner small solid circle represents the participant at the core of the circle of support - The next thin white circle represents the informal support who are closest to the participant i.e. family and friends. The small break indicates that informal support realistically is unable to cover and meet all the participants whole of life needs. - The orange circle is a metaphor for My Goal Australia support. The small break is indication that as the paid support service we realistically are unable to also cover and meet all the participants whole of life needs. o The positioning of the informal and paid support circles complements and balances each other, showing that all areas of support for the participant are considered, covered off and meet all the participants whole of life needs. - The thick outer circle is a representation of the wider community the participant belongs to. The breaks and larger gaps in the circle are indicators of service gaps, social acceptance and existing barriers for people with a disability. Some gaps are closer together than others to acknowledge transformation and progress in some areas of society and pays tribute to the introduction of the National Disability Insurance Scheme where participants now have a greater level of choice and control in their own lives.



The overall image is symbolic of the complete “wrap around and collaborative support” that we

believe that all people with a disability and participants of the NDIS deserve to achieve their goals in life!

My Goal strives to raise the organisation’s profile in the Lake Macquarie community and surrounding areas. A new logo has been designed and upgraded as part of our new profile in response to the ‘new world’ of disability service provision.

This logo and layout are to be used wherever the company presents to the public.

The company name, My Goal Australia will be used for any correspondence sent to the NDIA, other government funding departments or where any public documentation is required.

The Director must authorise any correspondence or use of The My Goal logo or letter head by staff outside the duties of this position description e.g. references, letters to newspapers, letters of complaint.

**National Disability Service Standards**

The National Standards for Disability Services (National Standards) will help to promote and drive a nationally consistent approach to improving the quality of services. They focus on rights and outcomes for people with disability.

The National Standards were first produced in 1993. They have been revised to reflect current language, philosophies and service models, particularly the move towards individualised supports and person-centred service delivery.

In 2010, people with disability, their family & carers, service providers and advocates provided feedback on the 1993 National Standards with comprehensive consultation led by the Disability Studies and Research Centre of the University of New South Wales. Consultation focused on awareness and use of the standards, language, meaning, relevance and utility.

Based on this feedback, the National Standards were revised with a draft version tested nationally in 2012. People with disability, family, friends & carers, service providers, advocacy organisations and quality bodies informed the development of the revised National Standards.

As well as this version, there is also an Easy English version of the National Standards. There are several companion resources including an Evidence Guide, a Conversation Tool and Stories to support awareness and application of the National Standards. In time, additional resources will be developed.

### Standard 1 – Rights

At My Goal it is important to us that you know and understand your rights, so 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, right to dignity and to full participation in society. You will receive a service that allows you to maximize your choices for social participation and cultural inclusion.

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

It is also your right to try new things, and 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. Therefore, My Goal will listen to you and support the choices you make, and we will include your family and carers if and when you want them to be included.

### Standard 2 - Participation & Inclusion

At My Goal 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 participate actively and meaningfully and we can develop connections within the community to help you to do this.

We want you to make the most of the disability 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.

My Goal 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 and carers if you choose so, as well as with organisations within the community if that is what will help you.

At My Goal, we will also respect your cultural background and understand the needs and requirements that may come with it.

### Standard 3 - Individual Outcomes

At My Goal, you can make your own choices about what you want to do and set your own goals. We will support the choices you make, and we will be there every step of the way to help you to work towards those goals in the way that you want to.

By working with you independently we can assist you in reaching your goals and we will offer guidance and help you to 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 can communicate with other services, if that is what you need to reach your goals.

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

At My Goal we will work fairly with you as an individual irrespective of age, gender, cultural background or sexuality.

### Standard 4 - Feedback & 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 reasons behind it. We are therefore prepared to change the way things work in order to continuously improve our services.

You have every right to seek the support from another person, whether that means a family member, carer or support person such as the Ombudsman, 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.

### Standard 5 - 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 services and if it is not available, the reasons why will be explained clearly 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 My Goal your feedback and opinions about our services are important, and we do make improvements based on your ideas. If you would like to offer your feedback, please email us at [myfeedback@mygoalaustralia.com.au](mailto:myfeedback@mygoalaustralia.com.au)

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.

### Standard 6 – Service Management

As a community focused company, we will always endeavour to meet service standards and maintain excellent service management by working closely with our participants 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 participants 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 My Goal our Founder and Director possess the skills and experience to fulfil the company's responsibilities and who will monitor the effectiveness of the organisation's governance, policies and practices and makes changes as needed.

### The principles we work to are:

Person Centred	Participants and their families/carer's have control over important decisions that affect their lives.
Designed for young people	Activities available are like those of the same age, gender and background in their community.
Genuinely Inclusive	People have opportunities to contribute and benefit from community life and are valued as equals.
Flexible	Support change as participants' life stages, skills and needs change.
Culturally respectful	That we respect cultural diversity, providing activities that meet those needs
Rural & Remote service	That services work with local communities to develop capacity for support where people live.
Partnership	That support arrangements are developed by all parties working together.
Cost effective	That people get the best value for money from their provider.



<b>Service Objectives</b>	
The program has several service objectives aimed at assisting people (in the support for their respective support item) to:	<ul style="list-style-type: none"> <li>• Develop life skills and increase independence</li> <li>• Continue learning and participate in meaningful activities</li> <li>• Participate and be included in the community</li> <li>• Expand and develop social experiences and interests</li> <li>• Provide culturally respectful support</li> </ul>
<b>What Programs/Services are available for new participants?</b>	
Each participant's timetable is different due to each person having different needs and wants. Some of the activities participants access includes:	
Living Skills	Travel Training, Independent Living, Driving Skills, Cooking, Time Management, Money Management, Health, Hygiene and Fitness, Conflict Resolution, Relationships
Prevocational Skills	Work Experience, Volunteer work, Communication, Problem Solving, Workplace Health & Safety (WHS)
Social and Recreational Skills	Sport, Swimming, Evening Social Activities, Personal/Social Development, Art, Craft, monthly My Goal BBQ's, Hunter Interagency Picnic Days
Community Access	Many annual community access outings such as Dolphin Cruise, Blackbutt Reserve, Reptile Park, Newcastle museums and other events, participation in community events, such as Maitland Show, and Melbourne Cup club activities.
Accessing Community Services	Educational, sporting, leisure
Sensory Activities	pampering session, Sensor Activities





### How do I know what programs I will receive and be involved in as a new participant?

Within My Goal we support person centred approaches. This puts the person at the centre of decision making about the service and support they receive. We get to know the dreams and aspirations that the person has, who and what is important to them and what may be important for them regarding support and needs. As part of the getting to know you process, we meet with those important people for input, if given permission, and may do a series of assessments to determine where the persons strengths are and if there are gaps in their skills and/or knowledge. This process leads to the creation of everyone’s Person-Centred Plan and the goals to be achieved at My Goal. The agreed activities are then documented in a weekly timetable which is provided to participants and carer’s so everyone knows what is happening, when it is going to be and what is needed on that day. This weekly schedule is updated and redistributed each time activities change.

### What is a PCP?

PCP stands for the Person-Centred Plan. This is a living document that records the information gathered in the getting to know you process. It will change over time and it provides an action plan that sets out participant’s goals, strategies for achieving these goals, persons responsible and the timeframes that the goals are to be achieved.

We have PCPs because:

- It provides a basis on which to determine what participants will do It is a legal and funding requirement and a measure of service quality
- It’s a way of determining goals and making them happen
- To ensure we are providing the best possible support to the participant with their hopes, dreams and goals in

mind

### What is a PCP Officer?

A Person Centred Planning Officer is focussed on providing a person centred approach to assist with planning and achieving goals and to maximise service choice and facilitate opportunities to all participants equally, fairly and maintain a culture of teamwork, respect, trust and cooperation where participants, their families and staff (paid and unpaid) are supported and can develop and evolve through effective leadership, education and training. It is the role of the PCP Officer to ensure staff remain focused on assisting participants to strive to continue achieving their goals and maintain their freedom.

### What are our expectations?

For the program to be successful we require a commitment from our participants and their family to work towards and support us in the achievement of the goals identified.

#### Some of the things we expect are:

- If the participant cannot attend their program on a scheduled day, they're to call the office on 1800 469 462 and let us know. All attendance is reported to the funding body (National Disability Insurance Scheme - NDIS).
- To ensure the good health of all people at the My Goal, we request that if your son/ daughter/ person in care is ill please keep them at home so that cross infection can be avoided.
- That the participant arrives at the program to start on time and picked up at the appropriate time.
- If the participant cannot attend that they are to call the My Goal office on 1800 469 462. All participants are treated as adults and are expected to act accordingly. All staff members are to be treated with respect. Any issues with the program, other participants or staff members are to be brought to the attention of the Director or the grievance procedure is to be followed.

### Participant and Carer Satisfaction

It is very important to us to know that both the participant and their families/carers are happy with the program and the service they receive.

We welcome your feedback so call us and let us know anytime. If you do have a problem/concern or issue My Goal has a formal Grievance Procedure to follow. As a first step you are encouraged to speak to the person you have the problem with, if you don't feel comfortable doing this or don't get any satisfaction then call the Executive Manager – Belinda Kidd (0407 486 899). Every participant will receive training and participate in Participant Meetings held monthly in this process to ensure that they are always aware of their rights .

My Goal also has a listing on "Clickability". Clickability is an Australian disability service directory that features ratings and reviews from the people who use the services. It is a platform for people to share their experience of different services and we would

encourage you to leave a review of My Goal on our listing. Your review will help other people with disability make informed choices about service providers and allows your important opinions to be heard.

You can leave a review here (link to <https://clickability.com.au/listing/my-goal-australia/>) or click the button marked 'phone review' to arrange a call back.

Welcome to the service and we look forward to a successful and fulfilling partnership...

My Goal Australia Pty Ltd	
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