



CLIENT & CARER HANDBOOK

**Holdsworth Community Centre & Services
64 Holdsworth Street
WOOLLAHRA NSW 2025**

**Ph: (02) 9302 3600
info@holdsworth.org.au
www.holdsworth.org.au**

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Welcome to Holdsworth Community Centre & Services

WHAT IS THE ROLE OF HOLDSWORTH COMMUNITY CENTRE?

Holdsworth Community Centre & Services is a not-for profit organisation delivering services to the community.

We operate out of the Holdsworth Street Community Centre in the heart of Woollahra and provide a wide range of programs and activities for families, children, young people, people with disabilities, older people, the frail aged, and their carers in the Woollahra Local Government Area and surrounding areas.

OUR PHILOSOPHY

We are committed to forging links between, and promoting the well-being of, all members of the local community. A healthy and thriving community is one that has resources to support and nurture its members, especially those in disadvantaged situations.

WHERE ARE WE LOCATED?

We are situated on the corner of Holdsworth and Morrell Streets, Woollahra. Our street address is 64 Holdsworth Street. (see back for further details and a map) The main entrance to the Centre is on Morrell Street near the corner of Holdsworth Street. The Centre enjoys a quiet and protected position next to Moncur Reserve.

The buildings include two meeting/activity rooms (The Hall and the Library), a kitchen, toilet blocks, including a disability access toilet, and the office area for the Centre staff. The Centre has a large enclosed playground with shade cloth and play equipment suitable for both small and older children. Woollahra Council owns the premises.

The Centre is on the **389** bus route (Queen St); three blocks away from Oxford Street buses (Jersey Rd); and a 10 minute walk from Edgecliff Station.

YOUR RIGHTS

As a service user of Holdsworth Street Community Centre you have the right to:

- Be treated with respect, consideration and courtesy;
- Complain or express your concerns without fear of losing services or recrimination;
- Have your concerns or complaints dealt with fairly and promptly;
- Decide on and choose your services in consultation with the appropriate Centre staff member;
- Have access to, and be assessed for services, without discrimination;
- Privacy and confidentiality;
- Appoint an advocate of your choice;
- View any information about yourself held by the Centre.

And you have the responsibility to:

- Give adequate notice of cancellation of service;
- Treat the staff with respect and courtesy;
- Pay all contributions promptly;
- Take responsibility for any decision you make;
- Assist in the evaluation of the program that you receive services from;
- Notify us of any changes in your health or your contact details.
- You are also required, unless you have a doctor's certificate stating otherwise, to wear a seat belt when travelling in our buses or cars.

WHO FUNDS OUR ACTIVITIES?

Our work would not be possible without the funding support and co-operation of many organisations. Our principal supporters are:

Woollahra Municipal Council

The Home and Community Care Program (HACC) . a joint federal and state program administered by:

NSW Department of Ageing, Disability and Home Care (DADHC); and
NSW Ministry of Transport (MoT)

NSW Department of Community Services (DoCS)

NSW Department of Health (SESIAHS)

WHO MANAGES THE HOLDSWORTH STREET COMMUNITY CENTRE?

The Centre is managed by a voluntary community management committee. This Committee is elected annually from members of the Holdsworth Street Community Centre Woollahra Inc.

Management Committee members represent the various programs at the Centre. The Committee also includes interested members of the general community.

The Centre has a partnership with Woollahra Council to work co-operatively in the delivery of services and Council representative sit on the Management Committee.

HOW CAN I ACCESS THE SERVICES?

Telephone Holdsworth Street Community Centre on **9302 3600**. You will firstly speak to one of our staff members who will either put you through to the appropriate program coordinator or, if they are not available, take a message. A Coordinator is employed to manage and run each Program.

For some of the programs it is necessary to arrange a meeting with you to talk about the service you may be interested in. We would talk to you about how it works, if it will meet

your particular needs and what your options may be. We would also gather the relevant information that we require from you, to help us meet your needs. You may wish to receive information about other organisations that might be able to help you.

Each of the programs at the Centre has entry criteria that you will have to meet before you can use the service. You will be given a brochure outlining the Entry/Exit Criteria for the particular program. The coordinator of that program will help you with the relevant paper work.

If you are not eligible for a service offered by Holdsworth, or need services that we do not provide, we can assist in referral to other services in Eastern Sydney.

Holdsworth welcomes diversity and does not discriminate against anyone on any grounds. For many of our services we ask for a contribution towards our costs; however, services will never be refused because of an inability to pay.

WHAT IF I CAN'T SPEAK ENGLISH?

If you require an interpreter call
Translating and Interpreting Service (TIS) on 131 450
or
Eastern Sydney Multicultural Access Project on 9310 7699

HOW CAN I OBTAIN MORE INFORMATION?

If you would like more details on a particular program, don't hesitate to speak with a staff member.

HOW MUCH DOES THE SERVICE COST?

An affordable fee does apply for many of the services we provide and will be negotiated at the assessment interview. All fees collected from clients are used to help pay for the cost of providing those services. You will be advised, well in advance of any proposed changes to these costs.

If you have difficulty paying the listed fees please speak (in confidence) to your program coordinator. Your service will not be stopped if you are unable to pay.

WHAT HAPPENS WHEN I NEED TO CHANGE OR CANCEL MY SERVICES?

You can always cancel services or bookings for programs. We do, however, ask you to contact the program coordinator as soon as possible with any changes or cancellations. This is especially important for Community Transport bookings.

It is important that you call if you wish to change or cancel a service so that we are not concerned about your welfare, and where transport is involved, so that we can reschedule our drivers' times.

WHAT HAPPENS WHEN I WANT TO SUSPEND MY SERVICE USE?

You are entitled to request suspension of services on a temporary basis eg. for hospital admissions, holidays etc. You just need to contact your coordinator to tell them what is happening, and when you are ready to return all you need to do is telephone us.

If you have not been using a service for 6 months or more and want to re-enter a program you may do so, but you will need to be assessed again. If no vacancies are available, you will be placed on a waiting list and will be offered a position when a vacancy becomes available.

WHAT INFORMATION DOES THE CENTRE KEEP ABOUT ME?

Holdsworth Street Community Centre keeps a file on everyone who uses our service. We only collect information about you that is necessary for us to be able to provide you a service and to meet funding body requirements.

Client confidentiality is a right for all clients who use our service. We have a policy that states we cannot collect or release any information without your consent. This consent will be gained either in writing or verbally over the phone. You have the right to withdraw this consent at any time.

There could be times when we will be forced to pass on information without your knowledge or consent. This will only occur in the case of an emergency or as a legal requirement for us, under duty of care to you, and if disclosure of this information will reduce the chance of abuse or serious injury.

All information held about you at the Centre is physically protected against damage, loss or access without permission. This includes information held on our computers.

You have the right to see your file or records. All you need to do is contact your program coordinator and make an appointment with them.

WHAT IF I WANT OTHER SERVICES, WHICH THE HOLDSWORTH CENTRE DOESN'T OFFER?

The Centre can refer you to other service providers in the Woollahra area. Feel free to ask any of the program coordinators for more information about other types of services.

WHAT IF I HAVE A CONCERN OR COMPLAINT?

If you are not happy with your service, or have suggestions for improving a service, we would like to know. Informal or formal complaints may be made by telephone, in writing or to any staff member. The Centre will acknowledge your complaint within 7 working days. We aim to resolve all complaints within 28 working days. Your service will not be stopped, nor will you be penalised in any way if you complain. Ask for a copy of our complaints policy. Compliments are also welcome if we've earned them!

Phone: 9302 3600 and ask to speak to

The coordinator of the program or the Centre Director,

OR

Write a letter, or ask for a Client Complaint Form, fill it out, and post in an envelope marked 'Confidential', addressed to:

The Chairperson,
Management Committee
Holdsworth Street Community Centre Woollahra Inc
64 Holdsworth Street
Woollahra NSW 2025

There is also a free service to assist you with any complaints:

The NSW Ombudsman
Level 24, 580 George Street
SYDNEY NSW 2000
Phone: (Freecall): 1 800 451 524 or 9286 1000

CAN SOMEONE (ADVOCATE) SPEAK ON MY BEHALF?

You have the right to appoint a person of your choice to represent you during an assessment, review, complaint or any other communication between you and the Holdsworth Street Community Centre. The person may be a family member, a friend, or from a professional advocacy service.

HOLDSWORTH STREET COMMUNITY CENTRE WOOLLAHRA INC.

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If, when phoning, you end up talking to our answer service, please leave a message and we will get back to you as soon as possible. Be sure to tell us what type of service or assistance you are seeking.

The areas where we may be able to assist are:

- Aged Services
- Community Transport
- Disability Services- Adult Programs and Children's Programs
- Carer Support
- Family Support Services incl. Playgroup
- Neighbourhood Services
- Volunteering

OFFICE HOURS: Monday to Friday: 9.00am to 5.00pm
(Some programs and services operate outside of these hours)

