



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





Welcome to Holdsworth Community Centre & Services

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 services for carers and children and adults with disabilities are funded for all or south-eastern Sydney.

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.



WHAT SERVICES DO WE OFFER

Children & families

Holdsworth provides a range of services to families with young children with the aim of assisting them to deal effectively with the daily demands of parenting. We have a dynamic and vibrant Playgroup that operates on weekday mornings during school terms. There are additional groups available that engage parents and children together through a variety of programs, such as exercises and games. Parenting Courses run on a sessional basis during the year with the aim of providing parents with management strategies which make parenting easier and more enjoyable.

Older people

Holdsworth offers centre-based programs for older people including discussion and music appreciation groups, movie matinees, and day programs for people living with memory loss. Weekly Bus Outings go to destinations all over Sydney. There are also Discovery Tours for active seniors that take groups out to some intriguing and fascinating places further afield. Shopping buses to either Edgecliff or Bondi Junction, with assistance to carry shopping into your home, are very popular. For those who are less active, or recovering from illness, we are able to arrange individual shopping services.

Living with disabilities

Holdsworth offers disability services for both children and adults, who have a mild to moderate intellectual disability and live with a primary carer in Eastern Sydney. People can be referred by family members, themselves, a Home and Community Care Service, hospital social worker, community nurse, a carer or advocate. The program coordinator will arrange a meeting with you to discuss the service and your needs. An assessment by the program coordinator is undertaken prior to commencing with the service.

Our Children's Disability Support Programs provide information and referral, recreational & respite programs, school holiday activities and Saturday group activities during school terms. Our Adult Peer Support Programs operate throughout the year and provide either group activities or one-to-one support.



Our popular group activities for people with low to moderate support needs assist them to participate in recreational activities and make new friends through bowling, gym, art classes and social outings. For people with higher support needs, we offer one-to-one support for social activities in the community and/or at home focusing on age-appropriate activities.

Community Transport

Mobility and transport can be a big issue for older people and for those with disabilities. The integrated approach of Holdsworth Centre uses our extensive Community Transport Program to assist all our service users. Community Transport provides affordable, accessible transport to people unable to access public transport or without access to private vehicle support. The Centre operates mini-buses and station wagons for individual transport. Shopping Buses offer a door to door bus service to either Bondi Junction or Edgecliff shopping centres. Buses have assistants who are able to help with shopping on the return trip. An individual transport service is available Monday to Friday, 8.30 am to 5.30 pm and Saturday 9.00am to 4.00pm.

Carers

Anyone who has the enormous responsibility of caring for a person who is frail aged or disabled, often finds their own needs being put aside. The Carer Services Program provides support for people who are caring for someone who has a disability, is frail aged or has memory loss. If you are a carer the Carer Information Service can identify aged and disability support services and connect you to ones that are suitable for you. By looking after yourself, the person for whom you care will also benefit.

Volunteers

Volunteering can be very rewarding and makes a vital contribution to our work. If you would like to join the Holdsworth team as a Volunteer please contact our Volunteer Coordinator.



HOW CAN I ACCESS THE SERVICES?

Telephone Holdsworth on **9302 3600** and ask to speak to the relevant program Coordinator or Manager.

For some of the programs it is necessary to arrange a meeting with you to talk about the service in which you may be interested. 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.

Many of the programs at the Centre have entry criteria that you may 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.

HOW MUCH DOES THE SERVICE COST?

An affordable fee does apply for many of the services we provide and will be advised at the assessment interview or may vary depending on actual program activities. 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. 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.

If you have difficulty paying the listed fees please speak (in confidence) to your program coordinator. Your service will never 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 so that we can allow other clients to utilise your spot where possible. 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. Contact your coordinator to tell them what is happening, and when you are ready to return all you need to do is telephone us again.

If you have not been using a service for six 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.

SUSPENSION OR WITHDRAWAL OF SERVICE

Our program coordinators are constantly reviewing the level of service we provide to individual clients to ensure that it is both appropriate and equitable. From time to time we do need to refer clients onto other service providers or advise that they are no longer eligible to participate in certain group activities. Any decision to suspend or change service will always be discussed with the client or the client's carer and every attempt will be made to refer the client on to another more appropriate service, especially in cases where we are no longer able to provide the level of personal support or care that may be necessitated due to a client's deteriorating health or behaviour, especially where their continued participation in a program might present a health or safety risk to themselves or others. We may also need to withdraw service if the client's needs or personal circumstances are no longer covered under the funding agreements or legislation with which we are required to comply.



YOUR RIGHTS AND RESPONSIBILITIES

As a service user (either client or carer) of Holdsworth Community Centre & Services 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;
- Respect the times of program operation and bring or supply your care recipient with any appropriate clothing/food etc that is recommended for a particular program activity;
- Assist in the evaluation of the program from which you receive services;
- Advise us of any medical, behavioural or other personal information that we might need to be aware of in the interests of both the client and others and notify us of any changes;
- Keep your contact details up to date;
- Comply with any request from our staff or volunteers that may be necessitated in order to comply with our OH&S or Service Delivery protocols;
- Complete and keep updated a medication form where medication needs to be or may need to be administered by staff during program hours;
- 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.



WHAT WE AGREE TO DO

- Where possible involve you, the client and carer in planning activities that are suited to your individual needs;
- Securely store all personal information which is kept about you;
- Give you access to any information which is held about you by us;
- Provide suitably trained staff to meet your care and support requirements;
- Review your service at least every 12 months and/or in response to the changing needs of the individual;
- Promptly respond to and answer any questions or issues you may have;
- Inform you of any OH&S hazards in relation to the individual receiving service that may need to be attended to before services can proceed or continue;
- Provide staff with written information and training in both general and specific OH&S procedures required to be carried out during the program.
- Assist you in making a complaint about any service, which concerns you;
- Provide services only to those clients who have been assessed as eligible.

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 (SESIAMS)

WHO MANAGES HOLDSWORTH COMMUNITY CENTRE & SERVICES?

The Centre is managed by a voluntary community management committee which consists of up to ten annually elected members and two Councillors appointed by the Mayor of Woollahra. Day to day operations are controlled by the Director and service area Managers and Coordinators.



WHAT INFORMATION DOES THE CENTRE KEEP ABOUT ME?

Holdsworth 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 HOLDSWORTH 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 any decision made which you believe adversely affects you, 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.



Ph: (02) 9302 3600

National Relay Service for deaf,
Hearing and speech impaired:
Phone: 1800 052 222

Speech to Speech Relay:
Phone: 1800 555 660

Translating and Interpreting
Phone: 131 450

