



UNGOOROO
ABORIGINAL CORPORATION

WELCOME BOOKLET



UNGOOROO
ABORIGINAL CORPORATION

Thank you for choosing
Ungooroo Aboriginal
Corporation to support you.

We will have had a meet
and greet and you may
have already met some of
our staff.

This booklet provides you
with information on our
service delivery.

PAGE 4

How we make **YOU** welcome.

01

PAGE 5

Information about **YOU**.
YOUR Personal Plan.

02

PAGE 6

How we ask **YOU**.
Feedback.

03

PAGE 7

How UNGOOROO staff work with **YOU**.

04

PAGE 8

Working with **YOU** & the people around **YOU**.

05

PAGE 9

How our staff will conduct themselves.

06

PAGE 10

YOUR rights.
YOUR responsibilities to UNGOOROO.

07

PAGE 11

YOUR health.

08

PAGE 12

Personal relationships.
Protection of property.

09

PAGE 13

Meaningful activity.

10

PAGE 14

Complaints procedure.

11

PAGE 15

Advocacy.
Directory.
Contact Us.

12

01 : How we make **YOU** welcome

You and your family/advocate will be given information about Ungoороо Aboriginal Corporation and about the service you will be receiving.

You will be asked about how you want staff to support you.

You will be asked about your long term and short term goals and we will plan how to support you to achieve them.

You will be asked about the things you like to do.

You will be asked about the type of people you would like to support you.

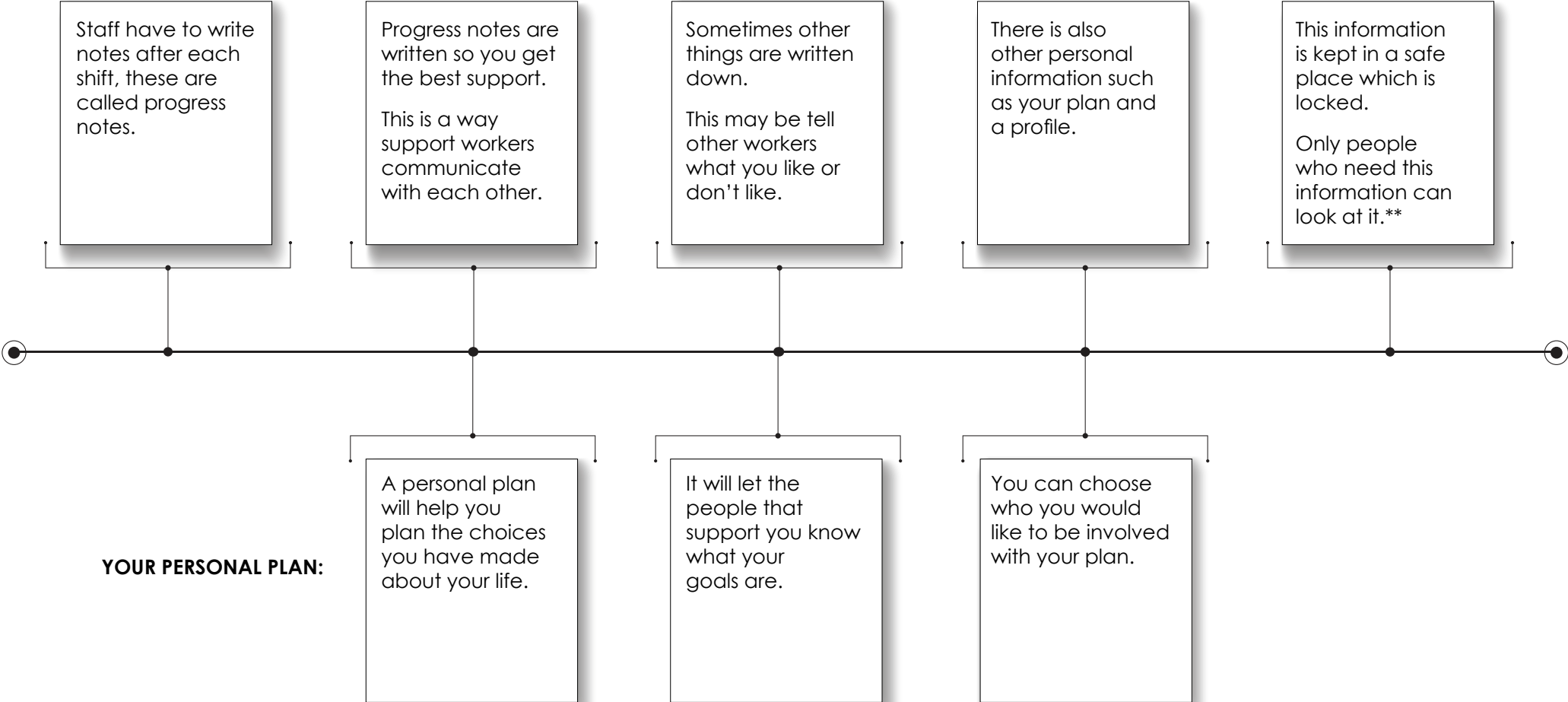
Staff will be given this information about how to support you.



YOUR Personal Plan

INFORMATION ABOUT YOU:

*** This information is about you and you can look at it if you want to. If you find it hard to read, you might need to ask someone to help you.*



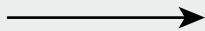
Feedback

HOW WE ASK YOU:

UNGOOROO supports and encourages discussions with you, and with your permission, all people that are important in your life.



Discussions with people are held in many ways:



- Team Meetings
- Planning Meetings
- Personal Plans

FEEDBACK:

Sometimes UNGOOROO will conduct Client Satisfaction Survey to find out if you are happy about the way UNGOOROO supports you to live in your home.

WE WANT YOUR FEEDBACK

The Survey will be given to you and your family or guardian.

The results are given to the Board, to help make improvements to support you better.

04 : How UNGOOROO staff work with YOU

VISITING STAFF HOMES

Staff members are paid people who are required to support you in meeting your needs.

To ensure that their role remains clear, staff are not allowed to take you to their own homes - unless they have permission from the CEO or Disability Services Manager at Ungooroo.

This rule is in place, in the best interest of yourself and staff.

1

STAFF FAMILIES and CHILDREN

Staff are not to bring children, other family members or friends to stay in your home.

They are there to support you.

2

PERSONAL DETAILS

Staff are not able to give you their telephone number, address or become Face book friends with you.

It is important to remember that staff are in a paid role, not a friendship role, even though they may really like spending time working with you.

3

PHYSICAL CONTACT

It is not okay for you or staff to have inappropriate and /or unnecessary physical contact with each other.

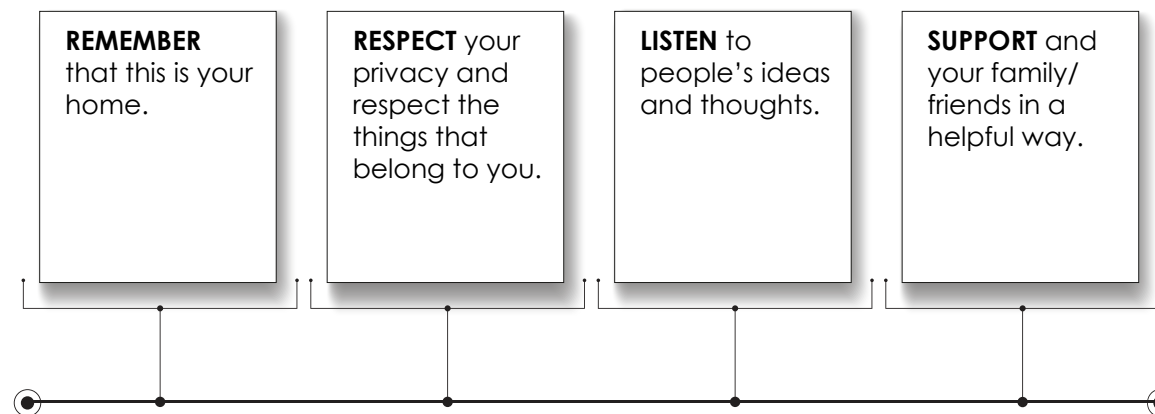
Examples of this may include: kissing and cuddling.

4

05 : Working with **YOU** and the People around **YOU**

WORKING WITH YOU AND THE PEOPLE AROUND YOU:

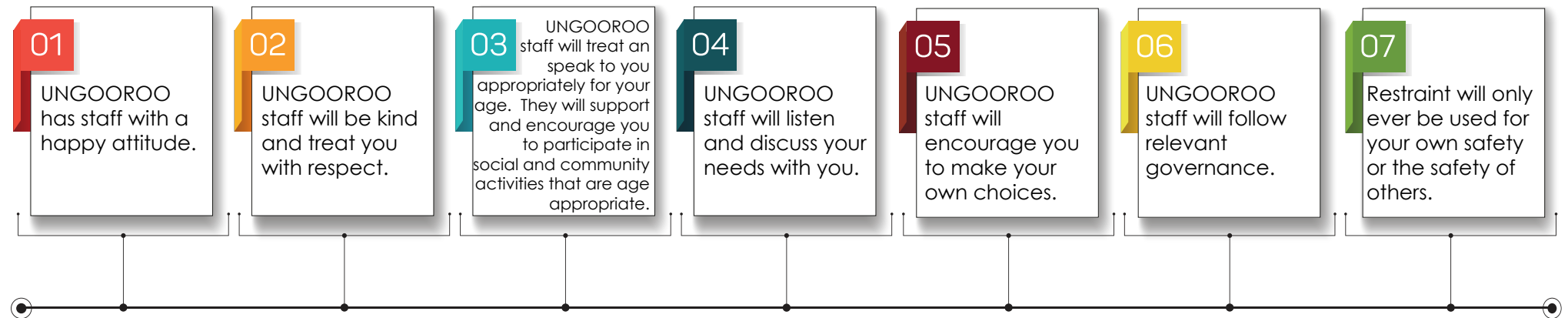
When staff are working with you in your home or in the community, they must do the following:



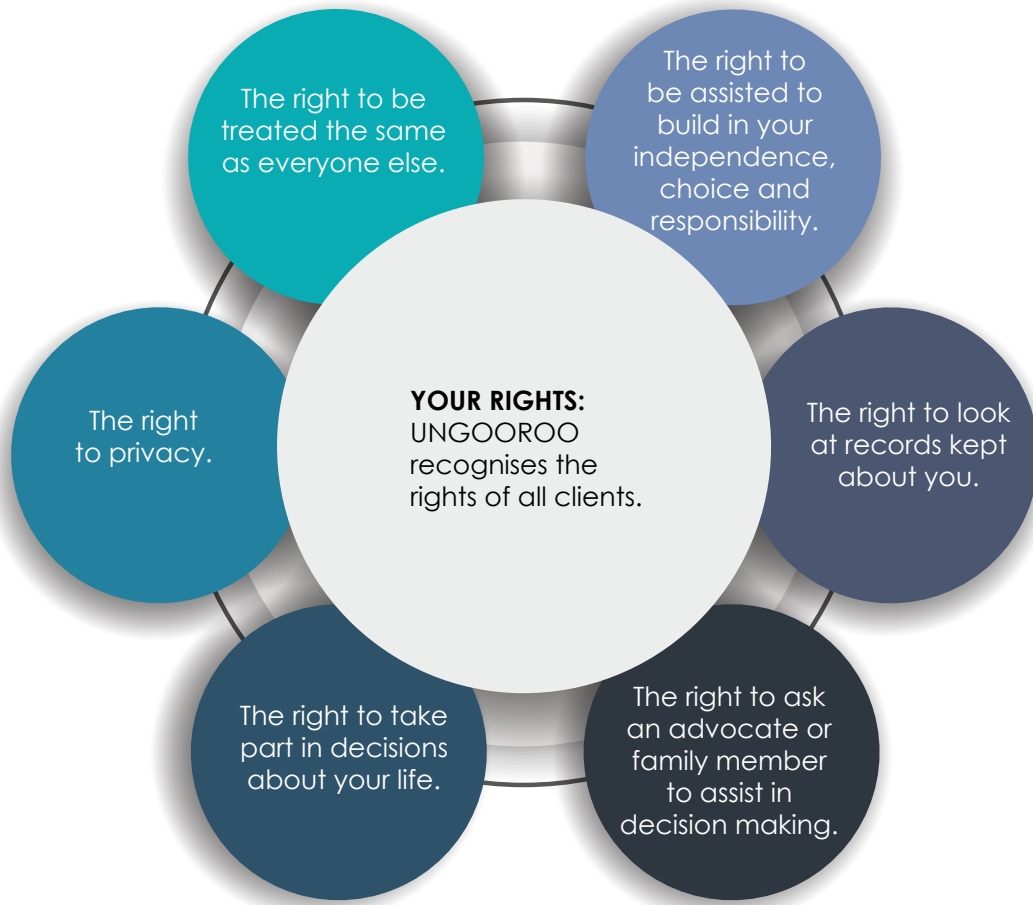
06 : How our staff will conduct themselves

HOW ARE STAFF WILL CONDUCT THEMSELVES:

When staff are working with you in your home or in the community, they must do the following:



YOUR responsibilities to UNGOOROO



UNGOOROO staff will assist and encourage you to maintain a healthy lifestyle.

UNGOOROO staff will support you to do regular exercise and do any sport you may enjoy.

Good nutrition will be encouraged through informed choices.

UNGOOROO staff will support you to see your doctor and dentist and any other medical professionals.

UNGOOROO staff will support you to follow special diets that your dietician or doctor has recommended.

Sometimes it may be necessary for people to have a Health Care Plan.

UNGOOROO staff will assist you in areas of your health and well-being.



PERSONAL RELATIONSHIPS:

UNGOOROO staff will encourage and support you to develop and keep personal relationships by supporting you to access services in the community that provide:



Information on personal, social and sexual development.



Encouragement and support to develop good decision making.



Opportunities for you to make friends and form worthwhile relationships.

PROTECTION OF YOUR PROPERTY:



UNGOOROO staff will support and encourage you to take care of your personal belongings.



UNGOOROO will support you to keep them safe and secure.



Your personal belongings are your responsibility, including any purchases, damages or losses.

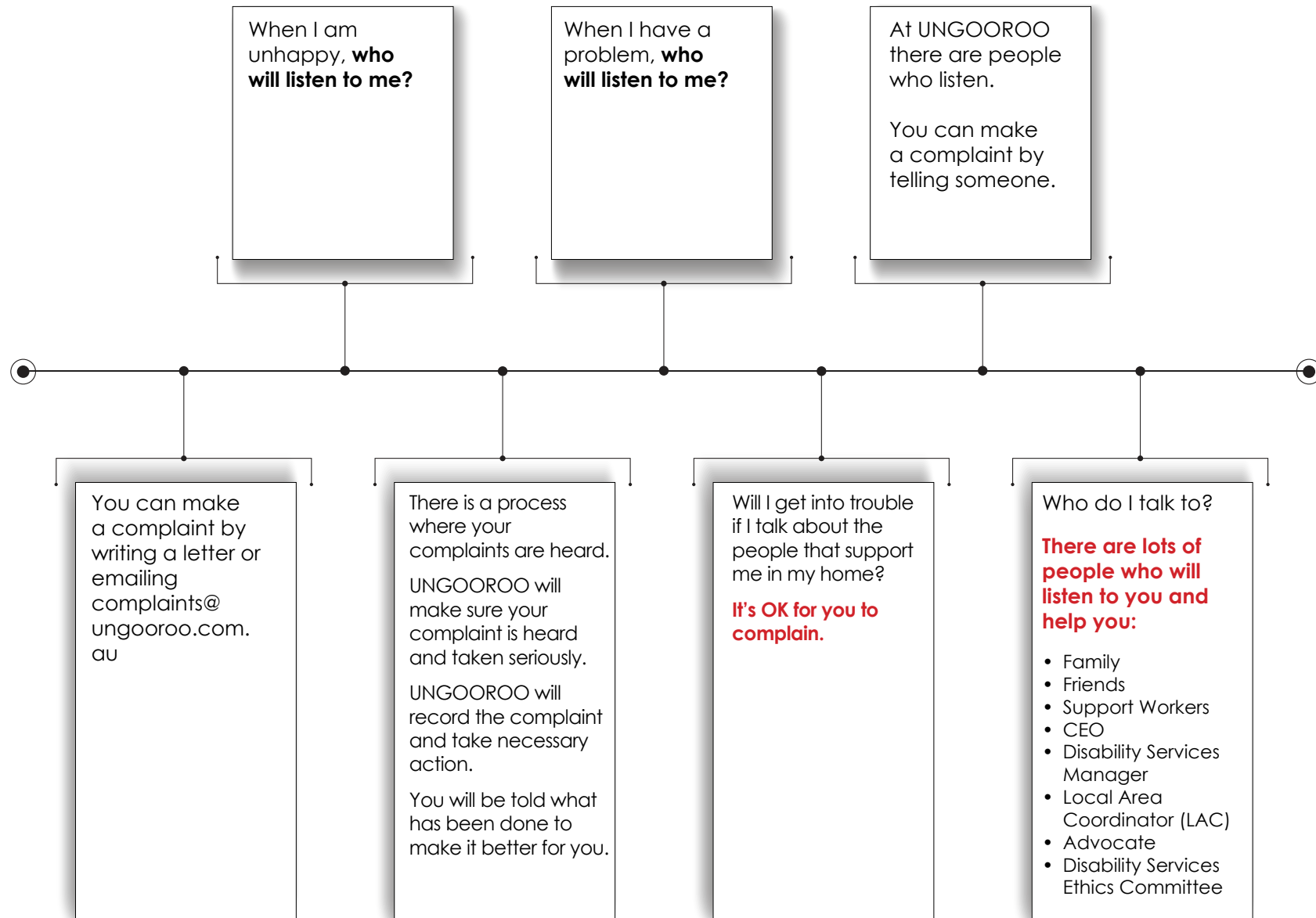


You may wish to speak to your family or an advocate to ask what the best thing to do with your property and whether you need insurance.

UNGOOROO will support you and encourage you to be as independent as possible. You may wish to:



11 : Complaints Procedure



Self Determination UNGOOROO believes that everyone has a right to make their own decisions and that all people with a disability are able to make decisions for themselves.

Sometimes people need help to do this.

Independent advocates speak or act on behalf of a person or group.

- Advocacy New South Wales
- Speakout
- Association for Children with a Disability
- Citizen Advocacy (ACD)
- The appointment of a formal guardian.

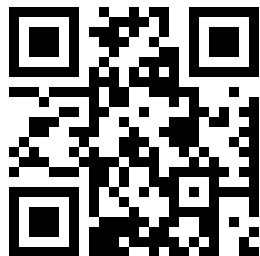
If you feel that you, or someone you know, is in a situation where your rights are not being respected, an advocate may be able to assist you.

UNGOOROO also assists people by encouraging confidence and providing opportunities for decision making, self-expression and self-advocacy.

Contact Us   



157 – 159 John Street
 Shop 1- 6, Singleton Centre
 Singleton NSW 2330
 PHONE 02 6571 5111
 EMAIL ndis@ungooroo.com.au
admin@ungooroo.com.au



Scan to view Ungoaroo website

www.ungooroo.com.au

Directory

RECREATION

- Riding for Disabled Association.....(02) 4987 1402
- Sailability..... 0401 912 536
- Special Olympics.....(02) 4990 6547
- Sports Council for the Disabled(02) 4951 9459
- Waltz-Sing Matildas(02) 4973 3677
- Wheels 4 Hope 0438 466 029
- Women with Disabilities(02) 4961 0822

Services, Advocacy and Client Groups

- Arthritis Foundation of NSW..... 1800 111 101
- Disability Advocacy 1300 365 085
- Australian Quadriplegic Association.... 1800 819 775
- Autism Association of NSW..... 1800 288 476
- Council for Intellectual Disability 1800 424 065
- Deaf Society of NSW..... 1800 893 855
- Disability Advocacy Service (Hunter).....(02) 4927 8422
- Down Syndrome Association.....(02) 9683 4333

