



UNGOOROO
Aboriginal Corporation

WELCOME BOOKLET





CONTENTS

Welcome to Ungooroo

Thank you for choosing Ungooroo Aboriginal Corporation as a service provider.

We seek to actively work with patients and their families to ensure people have their needs met. This booklet provides you with.

01	How we make you welcome	4
02	Information about you. Your personal plan.....	5
03	How we ask you about Ungooroo & Feedback.....	6
04	How Ungooroo staff work with you.....	7
05	Working with you and the people around you	8
06	How our staff will conduct themselves	9
07	Your rights. Your responsibilities.....	10
08	Your health	11
09	Relationship and health	12
10	Meaningful activity.....	13
11	Complaints procedures.....	14
12	Help and support	15

01 | HOW WE MAKE YOU WELCOME

When you begin your journey with Ungoороо, we take time to get to know you and understand what matters to you.

1

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

2

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

3

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

4

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

5

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

6

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

02 | INFORMATION ABOUT 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.*

- 1 | Staff must write notes each time you visit Ungoaroo.
- 2 | Notes are written so you get consistent and clear support from different team members.
- 3 | If you have specific request around your services, please tell a staff member.
- 4 | There is personal information retained on file. Please let us know if you wish to discuss this further.
- 5 | All information is kept in hard copy or electronically and is stored safely and securely.

CARE PLANS:

- 1 | A care plan will document the choices you have made about your health or life.
- 2 | Types of plans include Health Care, Mental Health Care, Allied Therapies Plan, Housing Plan, NDIS, Employment and Training.
- 3 | You can choose who you would like to be involved with you and your plan.



03 | HOW WE ASK YOU ABOUT UNGOOROO & FEEDBACK



HOW WE ASK YOU:

UNGOOROO actively seeks feedback from all patients or clients and supports and encourages discussions with you.

Discussions with people are held in many ways:

- Clinical Meetings
- Planning Meetings
- Health Care Plans

FEEDBACK:

Sometimes UNGOOROO will conduct Client Satisfaction Surveys to find out if you are happy about the way UNGOOROO supports you.

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

The results are given to the Board, to improve our services.

04 | HOW UNGOOROO STAFF WORK WITH YOU

IMPORTANT THINGS ABOUT HOW UNGOOROO WILL WORK WITH YOU:

1

VISITING HOMES, SCHOOLS AND COMMUNITIES

At times staff may assist you in your home, school or community but for this to occur a risk assessment of the environment must be completed.

The UNGOOROO staff member must then get permission for this type of support to occur outside of the office/clinic.

2

MULTIDISCIPLINARY APPROACH

UNGOOROO works as part of a clinical team and is collaborative and consultative in their approach. They will work with other agencies to ensure that the needs of the patients are being met in the most holistic and culturally appropriate and sensitive manner.

3

PERSONAL DETAILS

Staff cannot 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.

4

PHYSICAL CONTACT

It is not okay for you or staff to have inappropriate and /or unnecessary physical contact with each other. At all times staff will maintain professional boundaries. like spending time working with you.

05 | WORKING WITH YOU AND THE PEOPLE AROUND YOU

WORKING WITH YOU AND THE PEOPLE AROUND YOU:

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



BE PROFESSIONAL

BE PROFESSIONAL by maintaining professional boundaries and communicating respectfully.



RESPECT

RESPECT your privacy and personal possessions.



LISTEN

LISTEN to people's ideas and thoughts.



SUPPORT

SUPPORT you and your family/ friends in a helpful way.

06 | HOW OUR STAFF WILL CONDUCT THEMSELVES

HOW STAFF WILL CONDUCT THEMSELVES:

When staff are working with you, they must:

1

Be kind and treat you with respect.

2

Be culturally sensitive.

3

Communicate in an age **appropriate** culturally sensitive manner.

4

Listen and discuss your needs with you.

5

Encourage you to make your own choices.

6

Follow relevant governance.

7

Work as part of a team and be accountable for their actions.



07 | YOUR RIGHTS YOUR RESPONSIBILITIES

YOUR RIGHTS:

UNGOOROO recognises the rights of all clients/patients.

The right to be treated the same as everyone else.

The right to be assisted to achieve your independence, choice and responsibility.

The right to privacy.

The right to look at records kept about you.

The right to make decisions about your life.

The right to seek an advocate or assistance.

YOUR RESPONSIBILITIES TO UNGOOROO:

Ungooroo has clear expectations of patients/clients

To work in a spirit of shared communication and trust.

To treat UNGOOROO staff with courtesy.

To report concerns about the services or supports being provided.

Give UNGOOROO reasonable notice should you wish to cancel your support.

08 | YOUR HEALTH

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



1 UNGOOROO staff will support you to be involved in making decisions about your health and wellbeing

2 UNGOOROO staff will provide you with information about screening for and prevention of disease.

3 UNGOOROO staff will support you to see your doctor or any other medical professionals that you request.

4 UNGOOROO staff will support you to follow special instructions provided by your doctor or therapist.

5 UNGOOROO will assist you in your Health Care Planning.

09 | RELATIONSHIPS & SUPPORT

PERSONAL RELATIONSHIPS:

UNGOOROO staff will encourage and support you to develop skills and make safe choices by providing you with information about:

Information on how to develop and maintain relationships.

Encouragement and support to make safe decisions.

Provide cultural support to enhance your relationships.

SPECIALISED SUPPORTS:

UNGOOROO can assist you with specialized supports such as:

DISABILITY SERVICES

GAMBLING MINIMISATION

SUPPORTING PEOPLE
WITH CANCER

ELDER CARE AND MANAGING
CHRONIC DISEASE

10 | MEANINGFUL ACTIVITY

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



Attend Men's or
Women's Groups

Try new experiences and
connect with mob

Attend Yarning Circles

Expand your education
through Apprenticeships
and training

11 COMPLAINTS PROCEDURE

When I am unhappy, **who will listen to me?**

When I have a problem, **who will listen to me?**

At Ungoороо there are people who listen.

You can make a complaint by telling someone.

WHO DO I TALK TO?

There are lots of people who will listen to you and help you:

- Family
- Friends
- Staff
- CEO
- Advocates

Will I get into trouble if I talk about the people that support or provide services to me?

No, it's OK for you to complain.

MAKING A COMPLAINT

You can make a complaint by writing a letter.

You can email

complaints@ungooroo.com.au

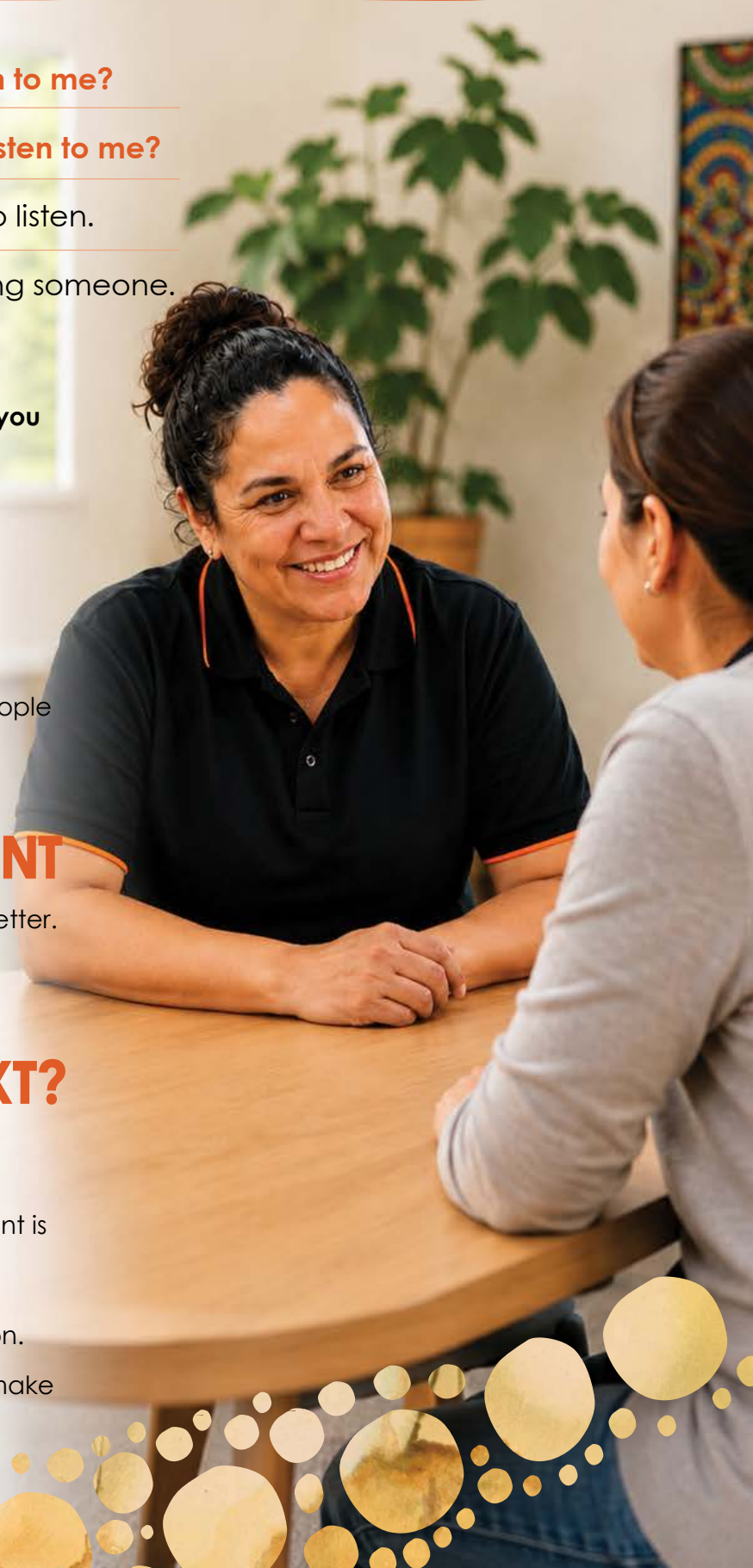
WHAT HAPPENS NEXT?

There is a process where your complaints are heard.

UNGOOROO will make sure your complaint is heard and taken seriously.

UNGOOROO will record the complaint, investigate and take any necessary action.

You will be told what has been done to make it better for you.



12 | HELP & SUPPORT

These services are here to support you and your family.
You can reach out for help anytime.

EMERGENCY HOUSING

Call Link2Home
1800 152 152

Upper Hunter Homeless Support
02 6542 5051

MENTAL HEALTH SUPPORT

Lifeline **131 114**
Beyond Blue **1300 224 636**
13Yarn **139 276**

DOMESTIC VIOLENCE SUPPORT

Call Carrie's Place
02 4934 2585 (office hours)
02 4933 1960 (after hours)

1800Respect **1800 737 732**

HOME VISITING GP SERVICE

13Cure on **132 873** after hours

LIFE
THREATENING
EMERGENCY

000

SUMMARY

Ungooroo Aboriginal Corporation is a not for profit, fully Aboriginal owned organisation located in Singleton and serving the Upper Hunter and regional NSW communities. Established in 1994 it operates on Wanaruah country and focuses on promoting the social, economic, cultural and physical and mental wellbeing of Aboriginal and Torre Strait Islander people.

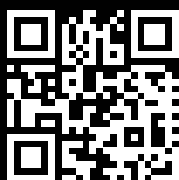
Ungooroo aims to ensure Indigenous communities have equal access to health, education, training, employment, housing and business opportunities while preserving their unique heritage and traditions.



UNGOOROO
Aboriginal Corporation

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

www.ungooroo.com.au



*Scan to view
Ungooroo website*