

WELCOME PACK



Bloomfield
Care Services



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ABOUT US

The Bloomfield Care team is led by qualified staff who have years of experience in working with people with a disability from diverse backgrounds and experiences. In addition to this our team of highly skilled team members are ready to support you on your journey.

Together this mix of skills means we have developed a reliable and effective service to support you in achieving positive outcomes.

At Bloomfield Care we operate on a person-centred model where you are at the centre of the decision-making, and we will work with you and your family to achieve your goals and needs.



Bloomfield
Care Services

OUR SERVICES

ASSIST DAILY TASKS/SHARED LIVING

Standard needs and high needs to assist you with your activities of daily living in your own home and to get you ready for the day ahead.

THERAPEUTIC SUPPORTS

Our highly experienced team of Allied Health professionals can assist you with Occupational Therapy, Physiotherapy and Podiatry.

DEVELOPMENT OF DAILY LIVING AND LIFE SKILLS

Would you like support to build your skills to live independently in the community? We can help you.

SUPPORT CO-ORDINATION

Do you need assistance to choose supports you require or do you need some assistance building your skills to move to the next stage of life? We can assist with this process. We act independently with Support Co-ordination and explain to you all the available options.

GROUP AND CENTRE BASED ACTIVITIES

Providing meaningful social, recreational and skill development activities in a group setting either in the community or at a local facility.



OUR SERVICES

PARTICIPATION IN COMMUNITY, SOCIAL AND CIVIC ACTIVITIES

To support you to participate actively in recreational, social and civic activities and to enjoy what the local community has to offer.

HOUSEHOLD TASKS

Our dedicated team can come to your home and assist you with jobs around the house and make sure your home is safe, neat and tidy.

SPECIALIST DISABILITY ACCOMODATION

We have a range of fit for purpose accommodation settings that promote independant living in the community.

EARLY INTERVENTION CHILDHOOD SUPPORTS

Our nationally consistent early childhood supports relies on evidence-based research and interventions, helping to give your little ones greater opportunity to learn and grow.



Rights & Responsibilities Policy Introduction

Like everyone else, people with a disability have the right human worth and dignity to be respected and to fully participate in society as equal to all other citizens. They have the right to exercise choices that are the same, where possible, in everyday life enjoyed by other people in the community.

Under the NDIS Practice Standards and National Disability Service Standards, each person has the right to receive services which respect and promote their legal and human rights and which place them at the centre of decision making on all aspects of the way they live their life.

As a service provider Bloomfield Care Services promotes the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and applies the guiding principles of fairness and human rights in all aspects of its service delivery.

Bloomfield Care Services has an extensive policy relating to the Rights and Responsibilities available upon request or at our head office.

Complaints & Feedback Policy Introduction

Bloomfield Care Services views feedback and complaints as a way to help us improve our services and create greater service user satisfaction and outcomes. Our Complaints and Feedback management process ensures that problems you have with Bloomfield Care Services supports, practices decisions and policies are valued and listened to respectfully, taken seriously and dealt with promptly and in ways that are culturally appropriate. Your concerns will be treated confidentially, as a priority, keeping you fully informed and are committed to working with you towards a satisfactory resolution.

Bloomfield Care Services has an extensive Complaints & Feedback Policy available upon request or at our head office.



Privacy & Confidentiality Policy Introduction

Bloomfield Care Services is committed to safeguarding the confidentiality of personal or sensitive information collected with regard to the people we support. Bloomfield Care Services is also committed to protecting the privacy of its staff and volunteers.

This policy sets out how Bloomfield Care Services complies with its obligations under the Privacy Act 1988, including the Australian Privacy Principles to ensure we meet our legal and ethical obligations to respect the rights and privacy of people we support, and its staff.

- This policy regulates how we manage personal information, collect, use, disclose, secure & store personal information. It also details how individuals may access that information and have it corrected if it is wrong.

Bloomfield Care Services has an extensive Privacy and Confidentiality Policy available upon request at our head office.

Legislative Context

Legislation that relates to Privacy is:

- Privacy Act 1988
- Australian Privacy Principles 2014
- National Security Legislation Amendment Act (No.1) 2014
- Privacy Amendment (Private Sector) Act 2000
- Privacy and Personal Information Protection Act, 1988

We have a comprehensive Policy and Procedures manual in place explaining your rights, what we can expect from you and more importantly what you can expect from our highly qualified and dedicated service delivery team available upon request and at our office.

Compliments and Complaints Pictorial



A compliment is telling us about something good

We would like to hear about the things that are going well.



A complaint is telling us about something you do not like or are not happy with

If you are unhappy we want to know.



You can talk to Bloomfield Care Services staff at any time about what is wrong or making you unhappy

They will listen to you and decide what they can do to help.



If you do not feel you can tell us yourself you should ask someone to help

You could ask: A member of your family, Your support coordinator, Your advocate.

If you are still not happy you can make a Complaint.

HOW DO I MAKE A COMPLAINT ?



You should write to the Complaints Receiving Officer using the complaints form.

This is the Complaints Officer

Someone can help you to do this

Complaints Officer Bloomfield Care Services
2/190 George Street Parramatta, NSW 2150



complaints@bloomfieldcare.com.au

Compliments and Complaints Pictorial



The Complaints Officer will write to you no later than 2 working days after your letter has been received to tell you who will look into your complaint and how long it will take.



They will meet with you to talk about the complaint and what you would like us to do to make things better. They might ask someone else to talk to you. This may be an independent person called an Investigating Officer.

You can ask a member of your family, friend or your support coordinator to support you with this.

The Investigating Officer will then decide what they can do to help you. If things are very complicated, the Operations Manager might also approach someone to keep in touch with you about this whole process so that you don't have to.



The Complaints Officer will write to you again no later than 20 working days of their first letter. They will tell you what will be done about your complaint.

WHAT IF I'M STILL NOT HAPPY ?



If you want to you can complain at any time to other people outside of Bloomfield Care Services. Please see the external organisations listed in our Complaints and Feedback and Advocacy policies.

Alternatively, you can make a complaint to:
NDIS Commission

If you are in New South Wales, South Australia, the Australian Capital Territory, Northern Territory, Queensland, Victoria or Tasmania, a complaint can be made to the NDIS, Commission by:

Phoning: 1800 035 544 (Free call from landlines) or TTY 133 677.
Interpreters can be arranged.
National Relay Service and ask for 1800 035 544.

WHAT IF I'M STILL NOT HAPPY ?

The NSW Ombudsman Level 24 580 George Street Sydney NSW 2000,
phone: 02 9286 1000 or 1800 451 524 regional/charges may apply on mobile
phones or Translating and Interpreter Service (TIS) 131 450
<https://www.ombo.nsw.gov.au/complaints/making-a-complaint>

Bloomfield Care Services – Your Total NDIS Provider

Bloomfield Care is a NDIS provider offering a range of disability and care services in your area. Our supports are tailored to assist you to live safely and comfortably at home and to actively enjoy your local community.

Our services are person centred, holistic and respond to the needs and goals of our participants, their families and carers. We listen to you, and in partnership with you, we develop tailored programs and supports that ensure that you receive the type of supports you want, where you want them and when you want them.

First Peoples Disability Services

Indigenous Disability Advocacy Service (IDAS)

 (02) 9687 7688

 idas@idas.org.au

 www.srac.ngo/idas

Indigenous people with disability, their families and carers when the person they are looking after needs help.

Service area - Western Sydney and Regional Centres of NSW

First Peoples Disability Network Australia

 (02) 9267 4195

 www.fpdn.org.au

A First Peoples Disability Advocacy Organisation that provides information, assistance, and referral.



National Disability, Abuse & Neglect Hotline

The National Disability, Abuse & Neglect Hotline is a free service for reporting the abuse & neglect of people with a disability. The hotline works with callers to find appropriate ways of dealing with those reports.

● Contact :

Ph : 1800 880 052 www.jobaccess.gov.au/complaints/hotline

Advocacy Services

Disability Advocacy NSW

DA Stands beside people with disability to help them know their rights, sort out issues and be fully included in the community.

For more Info

 1300 365 085  support@da.org.au

Service providers and other organisations can use our online referral at www.da.org.au for all advocacy matters.

Intellectual Disability Rights Service (IDRS)

Intellectual Disability Rights Service (IDRS) works towards policy and law reform to advance the legal human rights of people with intellectual disability.

Contact for all enquiries:

 02 9265 6350  info@idrs.org.au  www.idrs.org.au

Multicultural Disability Advocacy Association of NSW Inc MDAA

Is an advocacy organisation representing people from diverse backgrounds with disability, their families and carers in NSW.

Contact for all enquiries:

 1800 629 072

 mdaa@mdaa.org.au

 www.mdaa.org.au

Australian Centre for Disability Law

You can get free legal advice by calling the Australian Centre for Disability Law on (02) 7729 0061 or 1800 800 708 between 9.30am and 12.30pm on Tuesday, Wednesday and Friday, or view more. Anyone who has been discriminated in NSW can contact us for advice.

We promote and protect the human and legal rights of people with disability and their supporters through legal advocacy.

If we can't help you, we will always try to refer you to a service that can.

We only provide legal advice to people with all types of disabilities on matters concerning disability discrimination. For more general legal advice, we advise you to contact your local community legal centre.

The advice line is supported by volunteers, law clerks and solicitors supervised by a qualified solicitor. Your details are noted and discussed with the solicitor before we give you the advice. Depending on the nature of your matter and our caseload, we aim to provide you with your legal advice within 10 days.

www.disabilitylaw.org.au

Contact Us

Bloomfield Care Services – Your NDIS Provider of Choice contact us today to discuss your goals and the services you require:

 1800 242 550

 admin@bloomfieldcare.com.au

IN CASE OF A LIFE THREATENING EMERGENCY CONTACT “000”

* Office Hours 9am – 5pm


Mental Health Support Services NSW

Suicide Call Back Service:

 1300 659 467

 www.suicidecallbackservice.org.au

Lifeline:

 13 11 14

 www.lifeline.org.au

Beyond Blue:

 1300 224 636

 www.beyondblue.org.au

Kids Help Line:

 1800 551 800

 www.kidshelpline.com.au

Mens Line Australia:

 1300 78 99 78

 www.mensline.org.au



Complaint Form

Part A

Please complete this section if you are making a complaint

Name of person	
Name of nominee (if applicable)	
Address	
Phone	
Email Address	
Date complaint lodged	

Please complete this section if someone is assisting you in relation to the complaint
(E.g. a family member, your nominee or representative)

Name of representative	
Organisation	
Address	
Business Number	
Mobile Number	
Email Address	
My preferred contact is	



Complaint Form

Part B

Date and time of incident in relation to complaint	
Where did the incident occur	
Who does your complaint relate to	Name/Organisation:
What is the person's/organisation's relationship to you	
Details of your complaint	
What outcomes are you seeking	
Supporting information such as witness names, photo and correspondence or emails etc.	
Email to: complaints@bloomfieldcare.com.au Or call: 1800 242 550	



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