



Information for Parents and Carers



**Minimbah provides day programs
to enrich the quality of life of
adults with a severe intellectual
disability and their carers.**

Minimbah

A place for learning

WELCOME TO MINIMBAH

Thank you for choosing us as your service provider.

On behalf of management and staff I would like to welcome you to Minimbah. This booklet provides information that may be of assistance to you in your association with us. Additional questions can be directed to any staff member, or to the Program Manager or me on tel: 9887 2299.

The booklets also includes information about becoming a member of Minimbah. Membership gives you additional opportunities to actively participate in Minimbah's Community.



Joy Barrett
General Manager



Minimbah

10 Vincentia Street, Marsfield 2122 Post: PO Box 1653, North Ryde 2113
Phone: 9887 2299 | Fax: 9878 4564
ABN: 11 850 625 970 | CFN: 21669

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1. Disability Standards

THE NSW DISABILITY SERVICES STANDARD (1993)

All disability services in NSW are required to comply with the following standards. They are important requirements reflecting the human rights of each client and their entitlement to appropriate support.

Standard 1 – Service Access - Each consumer seeking a service has access to a service on the basis of relative need and available resources.

Standard 2 – Individual Needs - Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her needs and personal goals.

Standard 3 – Decision Making and Choice - Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.

Standard 4 – Privacy, Dignity and Confidentiality - Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

Standard 5 – Participation and Integration - Each person with a disability is supported and encouraged to participate and be involved in the life of the community.

Standard 6 – Valued Status - Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

Standard 7 – Complaints and Disputes - Each consumer is free to raise and have resolved any complaints or disputes he or she may have regarding the agency or service.

Standard 8 – Service Management - Each agency adopts sound management practices which maximise outcomes for consumers.

Standard 9 – Family Relationship - Each person with a disability receives a service which recognises the importance of preserving family relationships and is sensitive to their cultural and linguistic environments.

Standard 10 – Protection of Human Rights and Freedom from Abuse - The agency ensures the legal and human rights of people with a disability are upheld in relation to the prevention of sexual, physical and emotional abuse within the service.

2. Access to Services

Minimbah services are available to people over the age of 18 years who:

1. Have a severe or profound intellectual disability as their primary disability
2. Need high, very high or exceptional levels of assistance with activities of daily living
3. Do not have chronic health problems or a degree of medical frailty which would require nursing care to safeguard their physical status.

Admission of people who meet these criteria is subject to the applicant's relative need and available resources.

In particular, challenging behaviours may be a barrier to admission, if there is a significant risk that the behaviour would be beyond staffing capacities to manage and is likely to:

- Disrupt other client's programs
- Place the safety of staff or other clients in jeopardy
- Damage property
- Place the safety of the client in jeopardy (including absconding and self injurious activity)
- Hinder the capacity of the client to participate in community access activities

It should be noted that:

1. Transport to and from Minimbah must be financed, organised and managed by the client's parents or carers.
2. A fee for service (currently \$10 per day) is payable monthly in advance, and it is required that this fee continue to be paid during any short term absence of the client (eg holiday, extended illness or temporary suspension from service usage pending resolution).
3. The client must pay out of pocket expenses for community outings and special events and a fuel levy for bus trips. These costs will be managed within the limit specified in your service agreement.

Admission decisions will be made in accordance with Minimbah's Admission Procedure. Any applicant not satisfied with an admission decision has the right of appeal in accordance with the Minimbah Client Complaints Policy.

3. Withdrawal of Services

It is Minimbah's policy that services will only be withdrawn as a last resort, after all reasonable endeavours have been taken to remedy the situation. The responsible person will be contacted at an early stage of this process and given the opportunity to participate in achieving a positive outcome for all concerned.

Situations in which withdrawal of services may be considered include:

- Changes in the client's medical status to the extent that nursing care is required
- Demonstration of challenging behaviours, that cannot be successfully managed through the strategies set out in Minimbah's Behaviour Management Policy, that persistently:
 - ◇ Disrupt other client's programs
 - ◇ Place the safety of staff or other clients in jeopardy
 - ◇ Damage property
 - ◇ Place the safety of the client in jeopardy (including absconding and self injurious activity)
 - ◇ Hinder the capacity of the client to participate in community access activities
- Prolonged need for staffing ratios higher than that provided by the level of funding available to the client
- Non-compliance by the responsible parent / carer with the service agreement, including:
 - ◇ Not observing agreed times for arrival and departure
 - ◇ Non-payment of fees for more than 3 months, in the absence of an agreed payment arrangement

Any decision to withdraw services will be made by the General Manager, on the basis of staff recommendations and following discussion with the President. The parent / carer will be notified of the decision in writing, with a clear statement of the reasons. (Any parent / carer not satisfied with a decision to withdraw services has the right of appeal in accordance with the Minimbah Client Complaints Policy.)

Minimbah reserves the right to exclude clients for up to three months, providing time to develop an appropriate behaviour support plan or care strategy to facilitate the ongoing provision of quality services to the client. If there is a reasonable apprehension of physical danger to staff or other clients, Minimbah may impose an immediate temporary suspension of service while future actions are being discussed.

New clients are accepted on the basis of a three month probationary period. Minimbah will monitor the placement of the client, to ensure the right "fit". It reserves the right to discontinue service during this period if, in its opinion, the placement is not suitable for the client, as well as in the circumstances outlined above.

4. Arrivals and Departures

- Arrival times are between 8.45am and 9.30am (Monday to Friday)
- Departure time is between 2.30pm and 3.30pm

as set out in your service agreement.



Session times for each client depend on room allocation and funding levels available to the client. Times are set out in the service agreement and you are asked to comply with these times as far as is possible.

People providing transport are responsible for the well being of the client until the client enters the building and is marked as present by the staff member on duty at the door, and from the time the client is released in the afternoon.

Loading and Unloading

- The Speed Limit within Minimbah is 5km.
- Pedestrians have right of way at all times.
- The Staff and Visitor parking area is two way access.
- There are 5 main Loading Bays. Number 1 is situated near the undercover parking bay for Minimbah's vehicles. Numbers 2 and 3 are outside the reception area. There are also two P3 loading bays in the far left of the open car park for vehicles unloading or loading 3 or more passengers from 8.30-9.30am and 2.30-3.30pm.
- The entrance to the Numbered Loading Bays is "ONE WAY" only. Under no circumstances should you reverse in this area or travel in the wrong direction.
- Keep to the right of the white marked lane when approaching the Numbered Loading Bays for arrival and departure of clients.
- Please remember the safety of our clients and make sure you load and unload in the designated areas.
- The Carer is to be responsible for taking their client to their designated room if staff on transport duty are no longer available. This usually applies to the late arrival or early departure of a client.

5. Participating in Minimbah's Programs

Activities

Minimbah offers a variety of centre and community based activities. Every client will be included in community based activities, with costs managed within the cost limits specified in your service agreement.

The cost to Minimbah for support staff to participate in community activities is significantly reduced if clients bring a Companion Card to Minimbah each day. We strongly encourage you to apply for a card—see <http://www.nswcompanioncard.org.au> for more information.

Clothes and Grooming

Clients should be dressed in casual comfortable clothes suitable for seasonal weather conditions. It is important that clothing and grooming are age appropriate for the dignity of the client and to facilitate community acceptance.

Minimbah is generally unable to provide changes of clothes. Please provide spare underwear and outer wear as may be required during the day.

Food and Drinks

Clients need to bring their food and drink for the day, preferably in their preferred consistency. Staff will heat food as required.

Sanitary Products

Hygiene supplies are available at Minimbah but the client needs to bring all sanitary products with them. These can be brought in on a daily basis or in bulk.



Medication

All medication must be supplied in a Webster Pack with the nature of the medication and dosage clearly identified. Staff are not permitted to administer medication on any other basis.

6. Absences

You must contact Minimbah before 9:30am if your family member/client is unable to attend Minimbah that day. Advance notice of an appointment which requires late arrival or early pick up should be given to Minimbah as soon as possible to avoid conflict with community based activities.

7. Communication

Please make sure your family member/client has a book for day to day communication between clients, parents, carers and Minimbah.

Communication books provide us with the opportunity to tell you about the happenings of the clients' day.

It is important that the communication is two ways. For example; it is useful for staff at Minim-bah to know how the client's night and morning has gone, if they have refused breakfast, been agitated or if the morning routine has been disturbed before leaving for Minimbah. Also include major events eg; parents going for holidays, family weddings, etc.

It may also be helpful to send in photo albums or mementos helping staff create links for the client between their home world and Minimbah.

8. Illness

In order to protect clients and staff, anyone with any of the following infectious or contagious symptoms is required to stay at home until fully recovered. If the condition requires two or more days absence a doctor's certificate stating that they are fully recovered and are fit to return may be produced on the day of return to Minimbah.

These symptoms include but are not restricted to cold sores, diarrhoea, vomiting, severe sore throats and colds.

9. Grievances

Grievances usually arise when there is a misunderstanding or a lack of communication. We encourage all our clients and carers to communicate freely with staff members, Team Leaders and Management. Minimbah encourages a happy and conflict free environment. You may request a copy of the Minimbah Client Complaints Policy at any time.

If you have concerns and you have approached a staff member or team leader and you are not satisfied with the resolutions offered, please make a time to speak with or put your concerns in writing to the General Manager.

10. Membership

All parents and carers have the opportunity to become members of Minimbah. This gives the right to participate in the AGM, vote to the Management committee Members, and also be nominated to the Management Committee. Please contact the office on Tel: 9887 2299 for more information.

11. Frequently Asked Questions

Where is the program located?

The program operates from Minimbah's premises in Marsfield. This is the "home base" and is the starting and finishing points for many activities in the community. Minimbah's premises are purpose built and are well equipped to cater for personal care needs and offer a wide range of indoor and outdoor activities.

Is transport to Minimbah provided?

The provision of transport is the responsibility of families and carers.

Is the program centre-based?

No. The program involves access to community based activities as well as centre based activities.

How many people participate in each group?

Minimbah clients are allocated to five groups– Diamond, Emerald, Pearl, Ruby and Sapphire. Allocation depends on needs and available vacancies. There are up to 10 participants in each group except for Pearl which has smaller numbers.

Are activities conducted in one large group, ie ten people together?

Some centre based activities are conducted for the full group. Community access activities are generally conducted in smaller groups and each client also has the opportunity to participate in individual activities.

Will the program meet my son or daughter's individual developmental needs?

Each participant has an Individual Program Plan to identify his or her personal growth and developmental needs. These plans are developed after discussion with each participant and their family/carer. The first three months of a participant's attendance at the Program is used as an assessment period during which individual programs are further developed and confirmed.

Will my son or daughter's support needs be met?

Staff have training and experience to meet the needs of the people in the group. Protocols for personal care needs are developed during the early weeks of attendance.

How is the Program staffed?

Minimbah staff have been appropriately trained and are selected by strict criteria including police checks.

Some Volunteers assist with the program. As with paid staff, all volunteers are required to undertake a police check before working with participants.

Volunteers provide support within the Program, assisting participants with activities. Certain duties (including personal care practices, administration of medications and supervision during mealtimes routines) are only undertaken by paid staff.

What is the staff/participant ratio?

Generally there are four paid staff working with each group, depending on participant numbers and support needs.

What can I do if I generally like the Program but there are some things I do not like?

Minimbah has a dispute resolution procedure (set out in the Client Complaints Policy) and is committed to resolving complaints raised by participants and their families/carers. We value feedback and the involvement of families/carers in Minimbah's Program.

If I am not happy, can I withdraw my son or daughter from Minimbah?

You can withdraw at any time, as set out in the Service Agreement.

Can I visit the Program?

Parents and carers are welcome to visit at any time.

More information

For more information, please contact the General Manager on tel: 9887 2299



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