



# **CTC Disability Services**

## **CROSB House**

### **Short Term Accommodation**



## **Participant Information Booklet**

CROSB House

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## How to use this document:



This information is written in an easy to read way.

We use pictures to explain some ideas.



This document has been written by South Burnett CTC Inc.

When you see the word 'we' or 'organisation', it means

South Burnett CTC Inc. (CTC).



You can ask for help to read this document.

A friend, family member or support person may be able to help you.

<b>What's in this document?</b>	<b>Page</b>
What is CTC?	4
What is CROSB House?	5
Eligibility	5
Schedule of Activities	5
Arrival and Departure Times	6
Spending Money for Activities	6
Important Information	6
Illness or Health Issues	6
Transport	7
Meals or Special Diets	7
Support Staff	7
What to Pack	8
Favourite Items	8
House Phone	9
Sleeping Arrangements	9
Personal Care / Showering	9
TV / DVDs / Game Consoles	10
Smoking	10
Alcohol	11
Visitors	11
Gifts	11
Complaints Management / Feedback	12



## What is CTC?

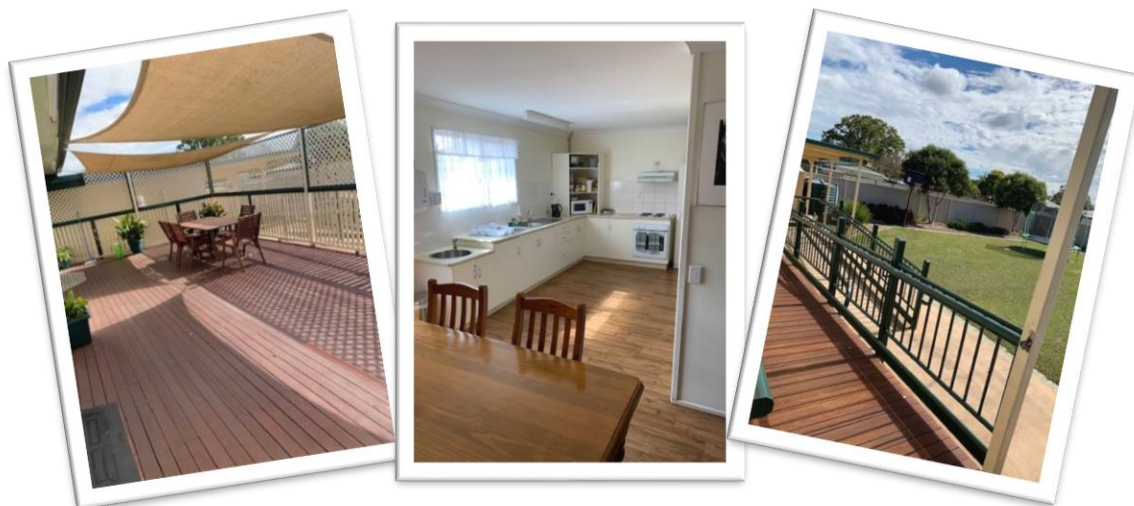
CTC Disability Services (formerly CROSB) is part of South Burnett CTC Inc. (CTC).

We are a community organisation that provides a range of services and supports to families and individuals across the South Burnett region.

CTC Disability Services was established in 2002, as CROSB (Community Respite Options South Burnett) by an active group of families of people with a disability. They were seeking alternatives to support options traditionally available in the South Burnett region and were successful in establishing a small respite service based in Kingaroy.

CTC has guided and managed the service ever since. We actively seek the input and feedback of people with a disability who use our services, families and other supporters, to steadily grow.

CTC Disability Services provides a range of in-home and other community based services which are tailored to the preferences and needs of the people who use our services. Our aim is to provide support which promotes quality of life through community belonging and participation, independence and meaningful social roles.



## What is CROSB House?

CROSB House is located in Kingaroy and provides a home away from home to assist participants in creating friendships and independence through shared/individual short term accommodation.

The facility has 3 bedrooms with the capacity to take 4 participants if appropriate. Participants will have experienced Support Workers rostered 24/7 dedicated to ensuring their stay at CROSB House is memorable.

## Eligibility

CTC is a registered provider under the NDIS Quality and Safeguards Commission. You can access this facility through your NDIS Plan under the line item “Short Term Accommodation and Assistance” in core supports. We provide full or pro-rata stays depending on the need with required ratios where appropriate. Talk to us about a Service Agreement to ensure you get regular access to this great facility. Book early because CROSB House is very popular and there is usually a waiting time.



## Schedule of Activities

A few weeks prior to your scheduled stay at CROSB House you will receive a call from one of our Team Leaders identifying the types of activities you would like to participate in while you are visiting.

Activities could include in home activities such as cooking, games, DVDs, art and craft or it could be social and community participation such as bowling, walks along the rail trail, visiting the go karts or shopping.



Please note: if activities require an entry fee and you do not have or they don't accept Companion Cards, the extra entry cost for the Support Worker may be an out of pocket expense to the participant.

The schedule of activities will be shared with the participant's in house support team to ensure everyone knows what has been agreed.



## Arrival and Departure Times

Please negotiate an arrival and departure time and confirm who is collecting the participant with the Team Leader when you book your stay. This will ensure the required paperwork is completed and everyone is safe.



## Spending Money for Activities

Spending money will be discussed with you by the Team Leader prior to your stay after they have established a schedule of activities. A Money Form is completed on entry to the house which will record exactly how much money every participant has. Receipts will be attached to this form as funds are spent to ensure complete accountability.



## Important Information

We must have the following information before your stay:

- An up to date medication summary from your General Practitioner
- Medication clearly identifying the dosage on the pack or bottle (Webster-pak from Chemist)
- Any dietary requirements e.g. peanut allergy
- Any behavioural issues that need to be identified
- Property and Money Form



## Illness or Health Issues

Please do not come to CROSB House if you suspect or are aware you may have an infectious condition. If you become ill while at CROSB House, your family will be notified. It will be decided through consultation with the Service Manager as to whether the participant can remain at the house.



## Transport

Depending on what activities are scheduled, transport costs while staying at the house may require some fee for service invoicing. You will be notified of this prior to the stay and it will be included in the Service Agreement.



## Meals or Special Diets

There are no set meal times at CROSB House but we will ensure that all participants receive three meals per day as well as morning and afternoon tea. After unpacking, our support staff establish a menu for your stay. Please let the Team Leaders know if you have favourite foods or dietary requirements so they can be factored in to the menu. If you would normally go to work, we will ensure you have lunches made prior. Most of the meals will be prepared at CROSB House and we will emphasise the importance of eating a wholesome well balanced diet whilst encouraging skills development around food preparation. Our staff have all been trained in food safety. Please let us know of any food allergies.



## Support Staff

CTC will ensure you have Support Workers that are trained sufficiently to provide you with high quality professional care while you are at CROSB House. If you have any specific needs that require additional training, please make the Team Leaders aware of these requirements as soon as possible. We will endeavour to roster your usual house team of Support Workers to your stay but this is dependent on staff availability.



## What to Pack

Pack what you would normally take on holidays. Just wear what you would normally wear while at home and bring some casual going out clothes for possible outings. Support Workers will help you to wash your clothes before going home. Please make sure they are labelled.

We will give you a property list prior to entry so you can provide a list of your clothes and belongings prior to the visit. This will be of assistance when packing to go home. You will not need any linen or towels as these are supplied.

Don't forget to pack a hat, sunscreen, sun shirt and swimming togs for the warmer weather. You will also need to bring your own personal toiletries including a toothbrush, toothpaste, soap, shampoo, menstruation and incontinence etc needs as these are not provided. We do not supply personal items including medical aids or specially designed eating utensils so if you need these items please bring them with you.

Whilst all care will be taken we are not responsible for the loss or damage of items brought to the house.



### Favourite items

Special toys, family photos, musical instruments, DVDs or games can be brought with you to make you feel more at home at CROSB House. Please make sure they have your name on them so they can be returned if forgotten.



### House Phone



The CROSB House phone number is 0438 739 978. If you wish to call the house, please be aware that Support Workers may not be able to answer the phone immediately due to assisting house occupants. Please leave a detailed message and they will call you back ASAP. Participants can utilise this phone to contact home if it is urgent, however the use of the phone must be kept to a minimum in case of emergency calls for others. Please also note this is not the number to call to make bookings, please contact the office.



## **Sleeping Arrangements**

Generally, the sleeping arrangement is one person per room unless other arrangements have been made with all parties attending to share a room. Each room has two single beds so this can be comfortably accommodated.

Bedtime is usually 10pm in line with the Industrial Award for our Support Workers. If you think this time is in need of adjustment to better suit the participant's usual sleep pattern, please discuss this with the Team Leaders when you book the accommodation. Excessive additional awake time may attract added costs.



## **Personal Care / Showering**

Staff will supervise and assist participants with personal care including showering and toileting as per the directive of individual support plan requirements discussed prior to entry. One participant only is permitted in the bathroom at any time.



## **TV / DVDs / Game Consoles**

We try to maintain an individual approach to watching television, DVDs and Netflix taking into consideration the age, personal tastes and requests of the participant and family. We have to be considerate of our other occupants so the television is not usually left on late at night where the noise may disturb others. We monitor the content of the television shows and games being watched and played. All viewing will be age appropriate according to Australian Broadcast ratings and CTC has appropriate content filters.

For some participants we understand that television and their favourite shows are an important part of their life and we will do our best to ensure this is accessible where possible.

Throughout the stay we will encourage participants to enjoy other activities arranged and make new friends instead of watching television. Participants are able to bring their favourite games and DVDs but please ensure they are clearly marked and on the property list.



## **Smoking**

CTC is a smoke free work environment. Participants may smoke outside in non-covered areas, however must take into consideration the health and comfort of other occupants and staff.



## **Alcohol**

Adult participants who usually partake of alcohol are able to continue to do so while at CROSB House provided the quantities are moderate. We may need to secure any alcohol that is brought into the facility to prevent it being accessed by other participants. For some participants the mixture of alcohol and their prescribed medication can have serious medical consequences. We reserve the right to decline access to alcohol if we believe this to be the case or if amounts of alcohol being consumed are causing disruption or are considered hazardous. Staff are not permitted to consume alcohol while on duty.



## Visitors

Friends and family are always welcome to visit the participant at CROSB House but we ask that this be prearranged with the office out of consideration for other occupants. Participants can request private time with the visitors if safe to do so.

If there is anyone who is not to have access to the participant, please advise the Team Leader/ Service Manager so your request can be documented prior to entry. All participants have the right to privacy and they may exercise this right to retire from the group to their room when desired.



## Gifts

If you loved your stay at CROSB House please don't buy us gifts, instead we would really appreciate a short note saying how much you enjoyed it and what you liked the most.



## Complaints Management / Feedback

If you are not satisfied with any aspect of our provision of support or service please tell us, we value your feedback and see it as a way to improve our service and better meet your needs.

There are a number of ways you can make a complaint including anonymously.

You can contact:

1. Disability Services Manager - Barb O'Hanlon - 0428 627 786 or [barb@sbctc.com.au](mailto:barb@sbctc.com.au)
2. South Burnett CTC CEO Nina Temperton or Deputy CEO Janet Champney - (07) 4162 9000
3. Via the Feedback tab on our website - [www.sbctc.com.au/feedback](http://www.sbctc.com.au/feedback)
4. NDIS Commission - 1800 035 544

If you would like more information on our complaints management system please visit our website at [www.sbctc.com.au](http://www.sbctc.com.au)

*We hope you enjoy your stay 😊*