



CTC Disability Services Participant Information Booklet



We hope this booklet provides you with sufficient information.
If you have any questions, please don't hesitate to contact us.

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.

What's in this document?

Page

General CTC Disability Services Information

3

History

4

Geographical Area / Target Group

4

Services and Fees

5

Participant Transport

5

Complaints / Feedback

6

Staff

6

Support Plans and Service Agreements

7

Media Consent

7

Meals and Activities

8

Other Documents

8



General CTC Disability Service Information

CTC Disability Service Office

Postal Address:

PO Box 490
Kingaroy Qld 4610

Physical Location:

South Burnett Enterprise Centre
Shed 3 / 6 Cornish Street
Kingaroy Qld 4610

Phone: (07) 4162 9081

Email: crosb@sbctc.com.au

Website: www.sbctc.com.au/disability

Office Hours: Monday – Friday 8:30am – 4:30pm

Short Term Accommodation - CROSB House

Address: 18 Gladys Street, Kingaroy Qld 4610

Phone: 0438 739 978

Australian Disability Enterprise – The Gumnut Place

Address: 22 Gore Street, Murgon Qld 4608

Phone: (07) 4168 1852

Email: gumnut@sbctc.com.au

Website: www.sbctc.com.au/gumnut

Office Hours: Mon, Tues, Wed & Fri 8:30am – 4:30pm / Thurs – 8am – 4pm

On Call After Hours Service

Phone: 0429 811 485

This after-hours number does not provide an emergency service – in the event of a medical or other emergency participants should contact the emergency services on 000.

Participants are only to use the after-hours service outside of regular business hours. Its purpose is for urgent matters that require immediate attention/assistance from our service.

Examples for calling the after-hours service include:

- To advise us of a shift cancellation, or
- To advise of a change to support so support workers can be advised prior to commencement of shift.



History

CTC Disability Services provides a combination of support services under the National Disability Insurance Scheme. Our disability service history reaches back to 1986, when Gumnut Place began as an activity therapy centre, providing social and active participation for people living with a disability.

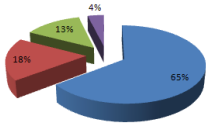
In 2002, CROSB (which stands for **C**ommunity **R**espice **O**ptions **S**outh **B**urnett) began, by providing a respite service through CROSB House. Both CROSB and Gumnut Place came about because of the initiative and persistence of a group of families, who identified the need for disability services in the South Burnett. We are proud to have been a part of their journey.

South Burnett CTC is committed to the continued growth of Disability Services as an essential part of this community for years to come.



Geographical Area / Target Group

Our target group is people living with a permanent disability, who live within the geographical boundaries of the South Burnett.



Services and Fees

CTC Disability Services is registered to provide the following NDIS registration groups:

- Group/Centre Activities
- Specialised Supported Employment
- Plan Management
- Participate Community
- Household Tasks
- Development Life Skills
- Innovative Community Participation
- Daily Tasks / Shared Living
- Assist Travel / Transport
- Assist Personal Activities
- Life Stage, Transition
- Assist Access / Maintain Employment
- Accommodation / Tenancy

These services are funded through the National Disability Insurance Scheme.



Participant Transport

CTC Disability Services understands your need for transport across the South Burnett. Please talk to us about your transport requirements prior to the event, so we can advise you of any costs upfront.

CTC has their own fleet of vehicles, including a wheelchair accessible vehicle and a bus service for our Gumnut Place Supported Employees to get to work 5 days per week.

We also work in partnership with;

- Graham House Transport Scheme and
- Taxi Subsidy Scheme.



Complaints / Feedback

CTC values your feedback so we can continue to improve our services.

CTC has available for your perusal a Complaints Management and Resolution Policy (Easy Read Version), and this is available on our website www.sbctc.com.au. Please do not hesitate to ask for this information if you need a hard copy.



Staff

CTC Disability Services gives you choice and control regarding the support workers on your home team. We will roster regular support workers to provide the services you need, so they get to know you and you them.

We provide backup support workers just in case your regular team is not available, and we provide buddy shifts when there is sufficient funding in your NDIS Plan.

Our staff have current First Aid Certificates, CPR, Manual Handling, and a variety of online training including Worker Orientation Module, Privacy, Food Safety, Medication Management and Zero Tolerance – Understanding Abuse and Human Rights.

CTC understands the importance of providing an extensive induction process, so your support workers understand the quality of support that is required. CTC Disability Services knows our biggest asset is our frontline workers and it is important they are prepared for service delivery.



Support Plans and Service Agreements

Before CTC Disability Services can begin to support you, we need to compile a **Service Agreement** that clearly outlines the services we have negotiated to provide. It is important to us that we get this right.

We then compile a **Support Plan**, which outlines details about you for the support worker to provide the best possible support they can. This Support Plan outlines medical details, client likes, dislikes, emergency contacts, client goals, medication, and specific support requirements.

Participants and family are invited to assist us in keeping the information contained in these files up to date. We ask that you let us know of any changes to addresses, phone numbers, medical professionals, support needs etc.



Media Consent

Some photos of events or of outings/trips are displayed on the CTC intranet, Facebook page or website. These pictures are a great way to remember enjoyable activities.

We cannot use your photos unless we have authorisation to do so. This authorisation will be discussed with you as part of your support plan.



Meals & Activities

You are not obliged to provide meals for support workers. Nor are support workers expected to pay for your meals and/or activities outside of agreed support service delivery. This does not exclude support workers from accepting/offering to share a 'cuppa' and a chat as appropriate.

CTC Disability Services access local venues and community activities appropriate to meet the needs and interests of our participants. We particularly seek entry to, use facilities of and participate in activities which are offered free or with minimal cost.

It is important to note, CTC Disability Services does not expect staff to pay for activities, such as movie entry or ten pin bowling, out of their own pocket. Nor is CTC Disability Services funded to pay/reimburse the entry fees for support workers who attend such activities with participants. It is expected that, unless other funds are sourced, all required entry fees are met by the participant.

We encourage all participants to apply for the Companion Card which allows discounted costs to carers.

CTC organises regular Group Nights and Day Trips throughout the year.

If you would like more information on when these events are scheduled, please enquire at the office.



Other Documents

The CTC Disability Services and Gumnut Place brochures are attached for your reference.