



Elephant In The Room

Provide services to people with a disability in Rural NSW



Elephant In The Room
Participant Information Manual

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Elephant In The Room Training & Consultancy Welcome



Hi, you have chosen Elephant In The Room to work with you. We are excited that you have chosen us and look forward to working with you.



Our commitment to you is that we will listen to you aboutt what you want to achieve and support you to achieve your goals.



Elephant In The Room can support you by providing Therapy, Behaviour Support, Service Coordination, Social Skills and Relationships training and health services



We provide all our services in a person centred, strengths based way. This means we put you at the centre of support and focus on your abilities.

Elephant In The Room

Meet the team



Brooke Skinner has been working as a speech pathologist for the past 10 years., Brooke has also completed her Masters in Teaching (Primary), and has completed her Cert. IV in Training & Assessment, she is Hanen and Key Word Sign certified .



Julie Morrissey has been a registered nurse for 31 years. She has completed a number of specialised disability specific courses in positive behaviour support, sexuality and relationships and person centred planning. She has completed her Cert. IV in Training & Assessment.



Natalie Mudford is a Speech Pathologist who has been working in the disability sector for over 12 years. Natalie also has a Certificate IV in Frontline Management and a Certificate IV in Assessment and Training. she is Hanen and Key Word Sign certified .



Alison Thomas has worked in the disability sector for over 30 years. She has a Bachelor of Social Science in Habilitation and has completed a number of specialised disability specific courses in positive behaviour support, sexuality and relationships and person centred planning. She has completed her Cert. IV in Training & Assessment.



To find out more about our workers visit our website www.elephantintheroom.net.au under “Meet the Team”

Disability Service Standards



Elephant In The Room is committed to upholding the NSW Disability Service Standards which align with the National Standards for Disability Services.



You can find easy read versions of these documents on our website www.elephantintheroom.net.au under “Information for Participants”

Convention on the Rights of Persons with Disabilities



Australia has signed an agreement called the UN Convention on the Rights of Persons with Disabilities. Elephant In The Room is committed to upholding these rights.



You can find an easy read version of this document on our website www.elephantintheroom.net.au under “Information for Participants”

National Standards for Disability Services



Australian Government
Department of Social Services

National Standards for Disability Services

Making sure that people with disability receive good quality services.



Standard 1: Rights

You have the right to be treated fairly when you use disability services.



Standard 2: Participation and Inclusion

You can take part in the community and feel included when you use disability services.



Standard 3: Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals.



Standard 4: Feedback and Complaints

You can tell people what you think about the services you receive.



Standard 5: Service Access

Finding and using services is fair. You can access the services you need.



Standard 6: Service Management

Disability services should be managed well.

dss.gov.au

About Elephant In The Room

Training and Consultancy

Our Core Values



We believe that every person should be listened to and be valued in their community



We believe in thinking outside the square. We use creativity and experience to develop practical solutions.

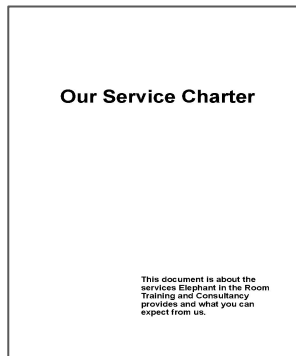


We believe that communication is key when working with individuals, families and service providers.



We work as part of a team with people, families, community and service providers to help support individuals with their choices.

Elephant In The Room Service Charter



This document is called our Service Charter



It tells you what to expect from us and what we expect from you

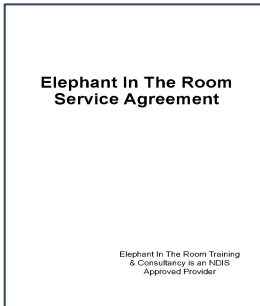


Our Service Charter is about the services we provide.



We will give you a copy and explain it to you. There is an easy read copy on our website www.elephantintheroom.net.au under “Information for Participants”

Elephant In The Room Service Agreement



This document is called our Service Agreement



It is for you and Elephant in the Room Training and Consultancy.
Elephant in the Room is going to provide you with supports.



The document says that we both agree about the services you are going to receive



When you have agreed, we both sign the document.



We will give you a copy and explain it to you. There is an easy read copy on our website www.elephantintheroom.net.au under "Information for Participants"

Elephant In The Room Feedback



Giving feedback means telling us what you think about our service.



You can give feedback on the service you received



You can give feedback on the person who worked with you.



Feedback is important, it helps us to improve the services we provide.



You can tell us how we can do things better.



You can find an easy read version of our feedback form on our website www.elephantintheroom.net.au under “Information for Participants”

Elephant In The Room Complaints



If you aren't happy with our service, you can tell us



This is called a complaint



We will listen to your complaint



We will work with you to try and fix the problem



We want to make sure that everyone is happy with the result.



You can find an easy read version of our complaints form on our website www.elephantintheroom.net.au under "Information for Participants"

Elephant In The Room

Consent to provide a service & exchange information



Consent is being asked if you agree to something



This means saying **YES** or **NO**



To give consent you need to be able to..
Understand the information.



You will sign the consent form saying you agree that we are providing you support.



You will sign the consent form saying who we are allowed to share your information with



You can find an easy read version of our consent form on our website
www.elephantintheroom.net.au under
“Information for Participants”

Elephant In The Room

Privacy and Confidentiality



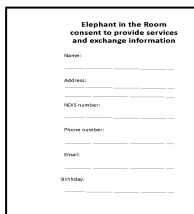
Our privacy notice is about the way we use your personal information. It explains what you can expect when you share your information with us.



When you choose Elephant In The Room to support you, we will need to collect some information about you.



Most of the time we will ask you directly for the information. Sometimes we may have to ask the people who know you best.



Elephant in the Room
consent to provide services
and exchange information

Name: _____

Address: _____

NDIS number: _____

Phone number: _____

Email: _____

Birthday: _____

We will ask you to sign a consent form



You decide who we can collect information from and who we can share your information with.



You can find an easy read version of our Privacy Notice on our website www.elephantintheroom.net.au under “Information for Participants”

Elephant In The Room

Person Centred Active Support



Elephant In The Room supports all people with a disability by placing them at the centre of all support.



This means listening to what you want and how you want your supports delivered.



This means supporting you to live in your community the way you choose.



Active support means we do things **with** you, not **for** you.



We will encourage you to participate in all decisions, activities and relationships.



You can find an easy read version of our Person Centred Active Support Policy on our website www.elephantintheroom.net.au under “Information for Participants”



NDIS Approved Provider

Elephant In The Room Training and Consultancy is an NDIS Approved Provider.



Please get in touch with us if you have any questions, ideas or comments.

Get in touch

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This easy read document was developed by staff from Elephant In The Room Training and Consultancy August 2017

