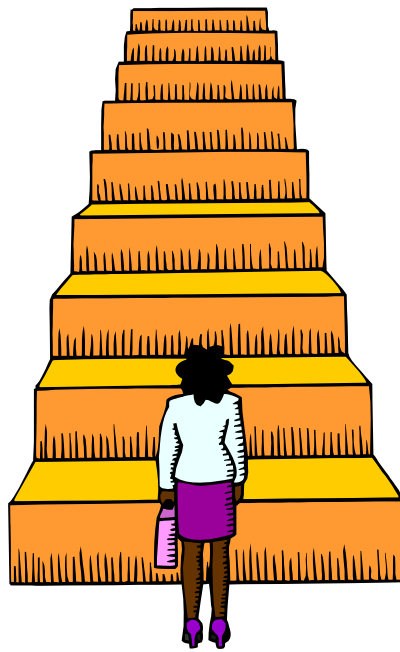


# INDEPENDENT LIVING SKILLS PROGRAM



POLICIES AND PROCEDURES IN PLAIN ENGLISH



## 1. INTRODUCTION

The Deaf Society of New South Wales provides services to Deaf people.

The Deaf Society wants to make sure that Deaf people know and understand their rights and responsibilities.



The Independent Living Skills Program (ILSP) works with Deaf people who have disabilities or need extra help to live independently. The ILSP will help Deaf people who:

- live with their family
- live in their own house/unit or
- live in a house/unit owned by another organisation.

This information is for Deaf people who already get help from the ILSP or would like help from the ILSP in the future. If you have any questions about these policies and procedures, ask the Manager, Client and Community Services.

## 2. PLANNING

Every three years, the Deaf Society of New South Wales writes a plan. The plan is called the 'Strategic Plan'. The plan has information about the work the Deaf Society has done in the past, how the work was done and work the Deaf Society will do in the future.

### 3. ACCOUNTABILITY

The Deaf Society wants to provide the best service to Deaf people. Deaf people, advocates (people who support Deaf people) and the Government (Department of Ageing, Disability and Home Care) make sure that the Deaf Society provides the best service.



When you meet a Deaf Society worker for the first time, together you will talk about:

- The Deaf Society of NSW
- Rights and Responsibilities of each Deaf person and Deaf Society workers
- The Deaf Society's Privacy Policy.

When you meet a Community Access Worker for the first time, the Community Access Worker will also talk about the ILSP.

The Deaf Society receives money from the Government to provide services to Deaf people and the Deaf Society must collect information from Deaf people who receive ILSP service to tell the Government about the people the Deaf Society helps.

## 4. IMAGE OF THE SERVICE

The Deaf Society respects Deaf people, Auslan and Deaf culture. When Deaf Society staff contact other services, we talk about deafness, Deaf language and culture, and the achievements (success) of Deaf people.

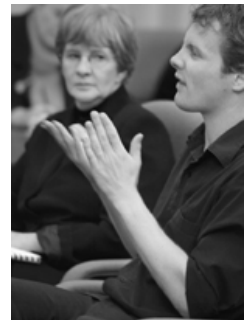
All Deaf Society staff:

- will always be professional
- will not talk about your situation with other people
- will not be involved in physical, verbal, emotional or sexual abuse (hurting other people)
- will not discriminate against people.

## 5. INFORMATION ABOUT THE SERVICE

The Deaf Society has information (brochures) about all of the services and programs offered, including the ILSP. Information about services and programs is for Deaf people, service providers, friends and families of Deaf people.

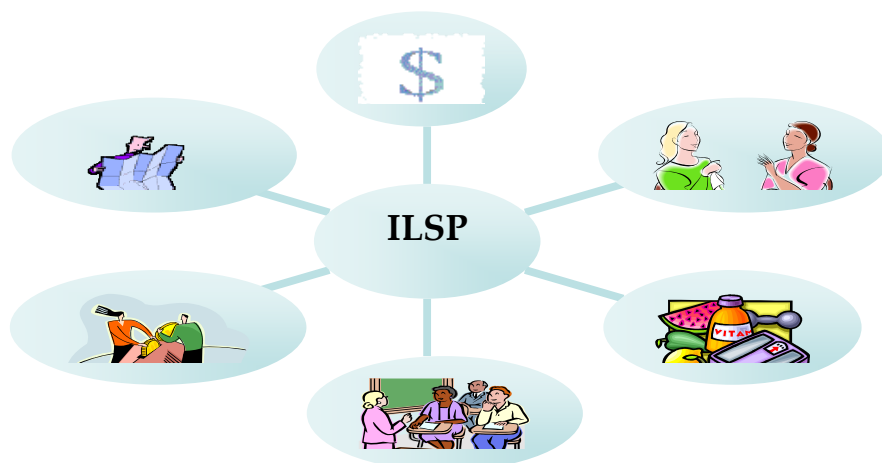
The ILSP has information about policies and procedures, available in formal English and plain English. If the information is hard to read, ask your Community Access Worker to explain in Auslan.



## 6. WHAT IS THE ILSP?

The Independent Living Skills Program (ILSP) employs Community Access Workers and their job is to teach Deaf people to improve and develop their skills in:

- Household management  
(how to keep a house clean and safe)
- Travelling independently  
(travel on buses, trains, ferries on your own)
- Social skills  
(meeting new people, talking with people and making friends)
- Budgeting  
(how to pay for bills, rent and food)
- Community access  
(going to another service for help or for activities)
- Personal Health  
(making sure your body is good and strong and not sick)



## 7. HOW DO YOU GET HELP?

### (REFERRAL PROCEDURES)

If you want help to improve your independent living skills, you can contact the Manager, Client and Community Services by:

<b>TTY:</b>	(02) 9893 8858
<b>Phone:</b>	(02) 9893 8555
<b>Fax:</b>	(02) 9893 8333
<b>Letter:</b>	P.O. Box 1060, Parramatta NSW 2124
<b>Email:</b>	deafsoc@ihug.com.au
<b>Face to face:</b>	Use the 'Drop In' service. Drop In is open <ul style="list-style-type: none"><li>• Mondays 9am – 12pm,</li><li>• Wednesdays 9am – 12pm and</li><li>• Fridays 2pm – 5pm</li></ul>



Family, friends or service providers can also contact the Manager, Client and Community Services if they know a Deaf person who wants help to improve their independent living skills.

The Manager, Client and Community Services will need to meet you to talk about the help you need. So you can get the best service, the Manager, Client and Community Services will need to write down personal information about your situation.

The Manager, Client and Community Services will tell you when the ILSP can start to help you (sometimes you may have to wait a short time) and work out who is the best Community Access Worker to work with you.

## 8. ENTRY POLICY

The ILSP will help Deaf people who:

- have a disability and/or need extra help to live independently
- have finished school
- want to learn.

The ILSP supports Deaf people to work or go to training, for example TAFE or the Deaf Education Network (DEN). The ILSP can help Deaf people to talk to an employment service that helps Deaf people look for work or organise training.

If the ILSP is not the best service to help you, the ILSP will try to find another service to help you.



## 9. EXIT POLICY

If you do not need to get help from the ILSP (maybe you feel independent or want to go to another service), you can stop receiving help straight away.

It is always good to talk to the Manager, Client and Community Services if this happens so the ILSP can help to find another service (if needed) or improve how the ILSP helps other Deaf people.

The ILSP may decide not to continue to help a Deaf person if:

- the learning goals have been achieved  
(the Deaf person is independent – read below)
- the Deaf person moves and does not contact the Deaf Society
- the ILSP can not help the Deaf person how they want to be helped
- the Deaf person and the Community Access Workers can not work together or fix problems between them
- the Deaf person does not come to appointments/meetings or shows the ILSP that they do not want to learn anymore
- there is no money from the government to provide Community Access Workers.

When a Deaf person is independent or all of the learning goals have been achieved, the ILSP will:

- talk to the Deaf person about 2 weeks before the case is closed
- talk about why help has finished
- give information to the Deaf person about the Deaf Society's 'Drop In' service and how they can contact the ILSP if they need help again in the future.

When a case is closed, information about the Deaf person including case notes, letters and reports will be kept in a safe place at the Deaf Society for seven years. After seven years this information may be destroyed.

## 10. INDIVIDUAL PROGRAM PLAN

When you start to get help from the ILSP, it is important for the Community Access Worker to know what help you need. So this can happen, the Community Access Worker will ask you to have an Individual Program Plan (IPP) meeting.

At the IPP, the Community Access Worker will talk to you about 'learning goals' (skills you want to learn about). For example, you might want to learn how to travel from home to TAFE using buses and trains.

You will have at least two IPP meetings in one year to make sure everything is going well and talk about new learning goals (if any). You are welcome to invite your family, friends, advocate or another service to come to the IPP meeting.

*Example of an IPP:*

JOHN - John Smith (pretend Deaf person)

CAW - Community Access Worker

<b>Area of focus</b> (learning goal)	<b>Strategies</b> (how happen)	<b>Responsibility</b> (who help?)	<b>Achieved by</b> (when finish?)
Learn to travel from home to TAFE using buses and trains	▪ Find out the easiest way to travel from home to TAFE	▪ CAW	Fri 1 March
	▪ Look at timetables for buses and trains	▪ CAW & JOHN	Wed 6 March
	▪ Work out the best time to leave home to be at TAFE on time	▪ CAW & JOHN	Wed 6 March
	▪ Community Access Worker to go with John to show him how	▪ CAW	Fri 8 March
	▪ Practise with worker	▪ CAW & JOHN	11 – 15 March
	▪ John to try on his own	▪ JOHN	Mon 18 March

## 11. CLIENTS RIGHTS AND RESPONSIBILITIES

If a Deaf person gets help from the ILSP, they have rights and responsibilities.

Rights make sure that all Deaf people get the best service and are treated fairly.

Responsibilities make sure that Deaf people who get help from the ILSP also treat other people (Deaf and hearing), staff and the ILSP, fairly and with respect.

### RIGHTS

A Deaf person has a right to:

- good service from the ILSP
- choose what help they want
- be equal, safe and feel comfortable with ILSP's help
- have information explained in their language, for example Auslan, Signed English, Deafblind communication or pictures
- get information about Deaf Society services and information about policy and procedures
- have someone come with them to meet the Senior Community Access Worker for the first time and during IPP meetings
- have information kept about them private
- read information about them that is kept at the Deaf Society
- make a complaint if they are not happy with the ILSP (the Deaf Society will listen and try to help)
- the same rights like other Australian people.



## RESPONSIBILITIES

A Deaf person is responsible to:

- decide what help they want from the ILSP
- give information that will help the Community Access Worker
- tell Community Access Worker about new information or if their personal information changes
- come to appointments with the Community Access Worker or contact the Community Access Worker to let them know if they cannot come
- respect all people at the Deaf Society office, including staff and people who get help from the Deaf Society (Deaf or hearing)
- ask the Community Access Worker to explain if they do not understand
- be responsible like other Australian people.

## 12. SAFETY

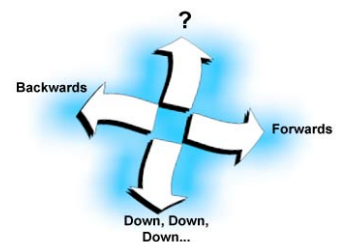
The Deaf Society makes sure the office is safe when Deaf people visit.

Community Access Workers will talk to you about safety and how to protect yourself from dangerous situations, for example harassment, sexual abuse and violence (being hurt by other people).



## 13. TAKING RISKS

Community Access Workers support Deaf people to take risks (do new things) if they have the skills. During work with Deaf people, it might happen that Deaf people make mistakes. This means that Deaf people can learn from mistakes.



## 14. DRUNK OR BAD BEHAVIOUR

Community Access Workers or Executive Directors may ask you to leave if you are drunk or show bad behaviour that might hurt another person. If you do not leave, a worker will call the police.



## 15. LEVEL OF RISK AND DUTY OF CARE

The Deaf Society believes that Deaf people can make decisions about their life. If a Deaf person is not able to make good decisions about their life, then the Deaf Society will find other services or people to help, for example an advocate.

## 16. EMPOWERMENT AND MAKING DECISIONS

Empowerment means that a person can make choices and decisions about their own life. Community Access Workers will listen to you and help you to get full information before making a decision.

If you have a decision to make but want to talk to more people, you can ask another service, family, and friend or advocate to come to a meeting with your Community Access Worker to talk about it. Community Access Workers understand that you may change your mind and can talk about what might happen after you make a decision.



Community Access Workers will not:

- make decisions for you
- talk about your situation with other people or services without your permission.

## 17. ANTI-DISCRIMINATION

The ILSP agrees with anti-discrimination laws and Community Access Workers can talk to you about discrimination. If you feel hurt or angry because you cannot access a service, for example the service will not pay for an Auslan interpreter, talk to your Community Access Worker who can help you to contact the:



- Disability Complaints Service
- NSW Disability Discrimination Legal Centre
- Disability Discrimination Commissioner, Human Rights and Equal Opportunity Commission (HREOC).

## 18. ABUSE AND HARRASSMENT

If you have been sexually, physically or emotionally abused (hurt), you can talk to your Community Access Worker who can help you find a service to help.

If you feel that your Community Access Worker has hurt you, it is good for you to talk about this with the Manager, Client and Community Services or an Executive Director.

If you hurt a Community Access Worker, he/she will talk to the Manager, Client and Community Services or an Executive Director.



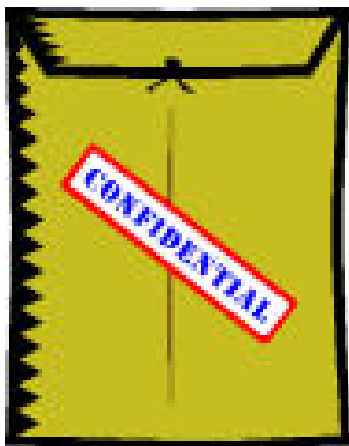
## 19. PRIVACY AND CONFIDENTIALITY, AND FREEDOM OF INFORMATION

Community Access Workers only collect information that will help them help you. Any information about you, including case notes, letters or reports, will be kept in a safe place at the Deaf Society. This means that all files will be locked away.

When a Community Access Worker is helping you, it may be necessary to talk with another service. This means that we may need to tell information to another service or ask another service to give us information about you. To do this, the ILSP needs your approval and signed consent (sign a paper to say it is okay).

In some serious situations, the ILSP must give information about you to another service by law, for example if you want to hurt yourself or another person, we must tell this to another service. The Community Access Worker will let you know if this happens.

The Community Access Worker is not allowed to go into your house without permission. If there is an emergency or a worker is worried about your health or safety, the worker must get permission from an Executive Director before going into your home.



## 20. FAMILY RELATIONSHIPS

The ILSP believes that family is important and Community Access Workers can help Deaf people to keep contact with their family. Community Access Workers also understand that some Deaf people do not want their family to be involved and we will support this decision.



## 21. COMMUNITY ACCESS

Many people who live in the community (hearing people) go to services for help or fun. The Deaf Society believes that Deaf people should be able to do the same.

During an IPP meeting, Community Access Workers will give information about different services or activities that you can go to. If you decide you want to go to a service or activity, the Community Access Worker will talk to the service about Deafness so that they understand better about Deaf people, their language and culture and interpreting.

Community Access Workers can go with you to a service if needed.

## 22. CONSULTATIONS WITH SERVICE USERS

The Government asks the Deaf Society to meet with Deaf people every year to talk about the ILSP, the help they get and if the service could be better. The ILSP will send all Deaf people a letter to tell them when the meeting will happen.



## 23. COMPLAINTS

If you are not happy about the help from the ILSP, you have a right to tell the Deaf Society (make a complaint) and the Deaf Society will try to make the problem better.

When you start to get help from the ILSP, Community Access Workers will tell you how to make a complaint if you are not happy with the help from the ILSP.

If you feel that the Deaf Society could not make the problem better and are still not happy, the Deaf Society can give you information about other services that can help.



## 24. COSTS OF SERVICE

The ILSP service is free to Deaf people but you need to pay for your own food, equipment, transport (train/bus/ferry fares) and fees when going to places.



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EMAIL:	<a href="mailto:info@deafsociety.com">info@deafsociety.com</a>		
WEBSITE:	<a href="http://www.deafsocietynsw.org.au">www.deafsocietynsw.org.au</a>		

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