



A Guide to Ku-ring-gai Council Disability Services



Introduction

What we do

Ku-ring-gai Council Disability Services provides information and resources to the community. We work with local people with disability, families, carers and services providers, providing information, options and opportunities. We also support other areas of Council to improve physical access across the LGA.

During the year, Council provides programs and events tailored to people with disability, as well as ensuring that all council events are inclusive and accessible.

Through the roles within Ku-ring-gai Council, the Disability Services team promotes and provides services aligning with the NSW Disability Standards, as well as all relevant legislation. This is all underpinned by Ku-ring-gai Council policy and procedures.

Further information can found in our Access and Disability Inclusion Plan 2014 – 2018 www.kmc.nsw.gov.au/ADIP and on Council's website www.kmc.nsw.gov.au under 'Services and Facilities – People with Disability'.

Our team

Community Development Manager provides support to the community services team, including the CDO Disability Services.

CDO Disability Services

- Provides information, programs and linkages for people with disabilities, their families, carers and service providers.
- Develops, monitors and reviews the Council's Access and Disability Inclusion Plan.
- Provides internal advice on Australian Standards for Access and Mobility and DDA Disability Access to Premises – Building Standards (2010)
- Coordinates disability and access training across Council.

The Team aims to support and provide an inclusive community for people with disability by working with Council Departments as well as partnering with service providers within the community.

Ku-ring-gai Council Disability Services

Ku-ring-gai Councils Disability Services is partly funded by Family and Community Services, Ageing, Disability and Home Care. The team work within Ku-ring-gai Councils Community Services which helps to create a welcoming, vibrant connected community for all.

We work with community service providers to connect people with disabilities and their families and carers to the right services.

Our key responsibilities are to provide information on services, events, activities and supports, as well as to work with local people with disabilities, families, carers, service providers and support organisations to make Ku-ring-gai a more inclusive community.

Ku-ring-gai Council adheres to the Local Government Act NSW. As staff of Ku-ring-gai Council, the Disability Services must adhere to Ku-ring-gai Council's policies, procedures and values.

Communication with the community

One main role within the Disability Services is to communicate with the community. The team receives and responds to requests face to face, by phone and by email. Information given to the community should always provide a number of options for the individual and be provided in a non-bias, impartial way. Information should be provided in a way in which the person requests (post, email, etc.). This may include calling a service for the individual.

All requests for information, advice and services should be recorded. The individual should be asked if they are happy with their information being taken for recording purposes or shared with other relevant individuals or services.

Trend analysis should be undertaken as needed. This may occur annually, aligning with Access and Disability Inclusion reporting. Trends should be communicated to the Community Development team and the Community Development Manager at team catch ups.

Information provision

We provide information on and links to disability services and supports. This information is provided in an accessible way, in a way that best suits the individual. Information can be accessed through

- Ku-ring-gai Council website
- Ku-ring-gai Council publications (flyers, brochures, Disability newsletter and guides.)
- Responding to phone calls, face to face and email requests.
- LINCS database.

Events

Ku-ring-gai Council Disability Services offers a number of events throughout the year. Events are managed by Disability Services and include one off events, programs or activities. Some examples include:

- International Day of People with Disability celebration (3 Dec) <http://www.idpwd.com.au/>
- Carers Week <http://carersaustralia.com.au/eventscarers-week-2015/carers-week-2015/>
- Mental Health Day <https://1010.org.au/>
- Information sessions and programs on a variety of topics relevant to the community's needs. Previous examples include the KFAC Ability fitness program and Creating Calm workshop which focused on anxiety and depression.

Events, activities, information sessions and programs may also include partnering with other organisations, services and businesses to provide events and sustainable programs within the community. Our role is also to highlight gaps in services and supports, develop events, activities and support programs which target the needs of the community.

Each event must align with Ku-ring-gai Councils Access and Disability Inclusion Plan and the Community Strategic Plan, as well as any relevant external FACS legislations and strategies.

At the completion of each event, feedback must be obtained. This can be through general letter, email feedback, or through a survey/feedback form. Feedback, outcomes and strategy links from events are reported in the Access and Disability Plan annual review, which link into Council's annual report.

Feedback and complaints

Ku-ring-gai Disability Services is responsible for providing information and support to the community in regards to feedback and complaints. This includes providing information on Council's complaints management policy, as well as providing support and information on options for complaints within Community Services.

If an individual, service or group wishes to make a compliment or complaint regarding council, refer to the Council Feedback, complaints and compliments webpage

http://www.kmc.nsw.gov.au/Services_facilities/For/People_with_a_disability/Disability_policy_and_community_profile or support the individual to contact the relevant department within Council.

Safeguards and complaint mechanisms are available to people accessing all types of disability services and supports. Obligations are placed on government agencies and services to promote and protect the rights of people who use their services. Some of these obligations are contained in laws; others are outlined in the NSW Disability Service Standards and within specific policies that those agencies and services should follow.

- [NSW Police Force](#) can investigate all crimes, including assault, theft and fraud;
- [NSW Ombudsman](#) can receive complaints and investigate incidents relating to disability service providers under the *Community Services (Complaints, Reviews and Monitoring) Act 1993*

Telephone 9286 1000

Translating and Interpreter Service (TIS) 131 450

Text phone (TTY) 02 9264 8050.

For people who are deaf or who have a hearing impairment, refer them to the [National Relay Service](#).

Speak and Listen users phone 1300 555 727 then ask for 02 9286 1000

- [National Disability Abuse and Neglect Hotline](#) can also receive complaints

Telephone 1800 880 052

Translating and Interpreter Service (TIS) 14 14 50

- [Australian Human Rights Commission](#) can hear cases where a person with disability or their family/carer believes they have been discriminated against

Telephone 9284 9600

- [Health Care Complaints Commission](#) can receive complaints about most health professionals

Telephone 1800 043 159

Advocacy

Requests for advocacy support should be referred to a relevant advocacy organisation. Departments of Social Services provide a list of disability advocacy agencies. [Multicultural advocacy](#) provides a range of advocacy supports. Particular focus is given to those from culturally and linguistically diverse (CALD) and non-English speaking backgrounds (NESB).

Council support/advice

Ku-ring-gai Council Disability Services provides support, information and advice to other council departments on inclusive events, access and opportunities.

Advice is also given in regards to strategies, plans and developments within Ku-ring-gai. Information on community consultation is given to people with disabilities, their families and carers and service providers. It is important to encourage people with disabilities in our community to participate in opportunities for feedback, ideas, comments regarding council and consultations.

NSW Disability Service Standards at Ku-ring-gai Council

Rights

Ku-ring-gai Council Disability Services supports, promotes and respects the rights of people with disability. We provide:

- Access to information and support to understand and exercise their legal and human rights.
- A service that maximises their choices for social participation and cultural inclusion.
- A service in an environment free from discrimination, abuse, neglect and exploitation.
- A service which respects the right to individuals' privacy. Personal records and details about their lives are handled in an ethical and confidential manner in line with Ku-ring-gai Council policy and relevant legislation.
- The same rights and freedoms to a child with a disability as all other children. We take each child's best interest into account when providing information, advice and referral to services.
- We endeavour to support each individual's needs when providing information and links to appropriate service support.

Ku-ring-gai Council Disability Services uphold and promote the legal and human rights of each person. We provide:

- An environment free from any form of discrimination, abuse, neglect or exploitation.
- Support and encouragement to access advocacy services, which help promote the rights, interests and wellbeing of people with disability.
- A service which gains consent from each person on information recorded.
- Encouragement and opportunities for people with a disability to participate in the development and review of organisational plans and processes that promote strategies for equality and upholding human rights.
- Our Officers have knowledge and skills in regards to informing individuals on the reporting processes on incidents of alleged or known discrimination, abuse, neglect or exploitation and know how to provide information or notify relevant external authorities if needed.
- As a non-output service, Ku-ring-gai Council does not provide support and information in regards to consent needed for medical treatments and interventions.

Participation and Inclusion

Ku-ring-gai Council Disability Services actively encourages individuals to participate in their community in ways that are important to them. We provide:

- Information and referrals to services to support each person to make decisions about how they connect with their chosen community, being respectful of their choices.
- Training and support to staff so workers understand, respect and act on the interests and skill development of people with a disability.
- Opportunities within the community to promote and support the active and meaningful participation of people with disability.
- Information and options of service and supports to people with a disability as well as their families and carers to promote their inclusion and participation in a manner they choose.
- Information on support services for people exiting the criminal justice system which supports the person to develop their interests in ways that consider the rights and welfare of the broader community.

Ku-ring-gai Council Disability Services develops connections with the community to promote opportunities for active and meaningful participation.

We:

- Actively seek information on supports and services within the local and broader community to enable people with a disability to achieve their goals and minimize barriers to participation.
- Model respectful and inclusive behaviour in regards to people with a disability.
- Develop ways to maintain and further develop their local connections to ensure options for people with a disability to be included and valued are increased.
- Provide information on community groups, supports and services for people exiting the criminal justice system.

Individual Outcomes

Ku-ring-gai Council Disability Services supports individuals and organisations to maximise person centred decision making. We do not provide direct services, however we do:

- Respect the rights of each person. When providing information and support, decisions are up to the person with a disability as well as their parent/carer. Varied information and support service options are provided to ensure individuals have choice and are responsible for their decision making.
- Promote individual decision making by the person with a disability when providing information to organisations and carers, ensuring person centred approaches are used.
- Provide innovative and flexible ways in which information and options are given. Support through this process is ensured.

Ku-ring-gai Council Disability Services supports people with a disability, carers and organisations to undertake person centred approaches to planning.

Ku-ring-gai Council Disability Services do not provide direct services. However, support is given to people with a disability to receive information and options on a range of service options. Support and networking with organisations and community groups is given to promote the expansion of services available. Ku-ring-gai Council offers various events and information sessions tailored to people with a disability, families and carers, and service providers.

Feedback and Complaints

Ku-ring-gai Council Disability Services treats each individual fairly when making a complaint. We:

- Inform individuals of the complaints process if they wish to complain.
- Provide a safe environment for each person to make a complaint, following the Ku-ring-gai Council complaints process.
- Ensure there are no negative consequences for any person who makes a complaint. Each person's privacy and confidentiality is respected.
- Support the participation of the individual in the complaint handling process.
- Is committed to the fair and timely resolution of complaints.
- Each individual is informed of their right to complain to external bodies such as the NSW Ombudsman.

Ku-ring-gai Council Disability Services provides information and support to make a complaint.

Ku-ring-gai Council Disability Services adheres to Ku-ring-gai Council's compliments and complaints procedures.

Ku-ring-gai Council Disability Services has the capacity and capability to handle and manage complaints.

Ku-ring-gai Council has a complaints management system which reflects relevant legislation. Disability Services within Council adhere to these processes and are equipped to handle and respond to complaints.

Reporting abuse

Ku-ring-gai Council Disability Services will respond to prevent, manage and report cases of suspected or actual abuse or neglect.

Abuse is the violation of an individual's human or civil rights, through the act or actions of another person or persons. Neglect is a failure to provide the necessary care, aid or guidance to dependent adults or children by those responsible for their care. Abuse can happen to anyone at any-time, including people with disability, woman, children and the elderly.

Types of abuse include:

- Physical abuse - such as punching, hitting, slapping, burning etc
- Sexual abuse - forcing someone to take part in sexual activity against their will
- Psychological or emotional abuse - threatening, harassing or intimidating a person
- Constraints and restrictive practices - restraining or isolating people other than for medical necessity or to prevent immediate self -harm
- Financial abuse - the wrongful use of another person's assets or denying a person the use of their own assets
- Legal or civil abuse
- Systemic abuse

If abuse is reported or suspected, Ku-ring-gai Council staff will take the following actions:

1. Identify abuse (suspected, witnessed, or disclosed)
 - If abuse is witnessed or disclosed, proceed to step 2
 - If abuse is suspected, discuss suspicions with your direct line of reporting

- If the case involves suspected or actual child abuse, please refer to the Child Protection Policy TRIM 2015/042815.

2. Assess immediate safety

- If the person is in immediate danger and/or at risk of serious harm, consent is not required and you should contact the police, ambulance and/or mental health crisis team and then contact your direct line of reporting
- Do not engage the alleged abuser
- Protect evidence
- For abuse situations that are not an emergency, proceed to step 3

3. Provide support

- Listen to the person, validating their experience and acknowledging what they tell you
- Advise the person about your concerns
- Ask the person what they want to do about their situation
- Provide information about support services available
- Note: engage a professional interpreter or cultural advisor if necessary

4. Record and document

- Always consult your direct line of reporting for advice and support
- Document the abuse and action(s) taken, following your workplace policy and protocols

5. Refer and respond

- Based on what the person wants to do about their situation, support them in making appropriate referrals
- Seek consent from the person or the appropriate substitute decision maker to make a referral
- Monitor and follow-up

Referral services include

The National Disability Abuse and Neglect Hotline

Tel: 1800 880 052

www.disabilityhotline.net.au

NSW Elder Abuse Hotline and Resource Unit

Tel: 1800 618 221

www.elderabusehelpline.com.au

National sexual assault, domestic family violence counselling service

Tel: 1800 respect

www.1800respect.org.au

Service Access

Ku-ring-gai Council Disability Services make information available about services for people with disability, support services, families and carers. We:

- Are proactive and responsible in providing information on suitable services and supports while providing options for individuals to make a choice. We ensure requests are responded to in a timely manner.
- Provide information in an accessible and easily understood way for the diverse mix of people within the community.
- Are aware of possible communication strategies that individuals may need when requiring information on services and supports, and can liaise with relevant services to support individuals in a way that supports their needs.

Ku-ring-gai Council Disability Services make information available about services for people with disability, parent and carers and support services. We:

- Provide access to information that is easy to understand, consistent and transparent.
- Regularly review information and practices, consulting with people with a disability, their families and carers.
- Support service providers to provide fair and equal access to services.

Ku-ring-gai Council Disability Services work with service providers and organisations to increase support options. We:

- Understand the broad range of supports and services available to meet the needs of people with a disability, their families and carers in the community.
- Work with local community and organisations to assist and encourage community engagement.

- Provide a range of information and support to the person when recommending or referring to services and activities.

Service Management

Ku-ring-gai Council Disability Services provides a quality information service which is effectively and efficiently governed.

As Ku-ring-gai Council Disability Services sits within a large council, Ku-ring-gai Council Disability Services follows all Council policies and procedures. We:

- Comprise of staff that possess or can acquire appropriate knowledge, skills and training to fulfil all responsibilities which are clearly defined as per each Job Description.
- Are equipped and fulfil all responsibilities for strategic planning as well as developing direction and targets for the organisation based on future industry needs.
- Are able to exercise objective and independent judgement on corporate affairs.
- Are accountable to ADHC, FACS and the community, demonstrating high ethical standards.
- Use feedback from stakeholders and the community to inform and develop continuous improvement strategies.
- Have strategies in place for communication with staff to promote continuous improvement and a collaborative responsive organisation.

Ku-ring-gai Council Disability Services provides a quality information service which is well managed and delivered by skilled staff with the right values, attitudes, goals and experience. We:

- Follow Council policies and procedures which reflect current legislation, standards and sector policies. Council policies and publications are available to the public online.
- Are provided with regular training, support and supervision.
- Inform stakeholders how feedback has been used to improve service management and delivery.
- Encourage people with a disability, their families and carers to participate in council feedback, review, discussion groups and community engagement projects.
- Maintain accessible and safe physical environments in accordance with all fire safety requirements and work health and safety legislative and policy requirements.
- Implement the strategic and business plans utilising good practices including community engagement initiatives.

Council Relevant Documents

- Ku-ring-gai Access and Disability Inclusion Plan (2014-18)
www.kmc.nsw.gov.au/ADIP
- Ku-ring-gai Council Disability Web Pages
http://www.kmc.nsw.gov.au/Services_facilities/For/People_with_a_disability
- Community Strategic Plan
http://www.kmc.nsw.gov.au/Your_Council/Organisation/Integrated_Planning_and_Reporting_framework/Community_Strategic_Plan_2030
- Feedback and Complaints
http://www.kmc.nsw.gov.au/Services_facilities/For/People_with_a_disability/Disability_policy_and_community_profile
- Council Policy and Procedures
http://www.kmc.nsw.gov.au/Information_Pages/Policies