

Participant Handbook

2024



**Capital
Region
Community
Services**

An Inclusive Connected Community

Capital Region Community Services Limited (CRCS) acknowledges the support and assistance of:



Independent Third-party Reviews

CRCS operates in a highly regulated environment and is independently audited, assessed and rated as an approved provider through regulatory bodies, including:

- Aged Care Quality and Safety Commission
- Children's Education and Care Assurance (ACT)
- Early Childhood Education Directorate (NSW).

In addition, we were accredited against the QIC Health and Community Services Standards since 28 February 2023.



Acknowledgement of Country

Capital Region Community Services acknowledges the traditional owners of the lands across the Capital Region where we support community. We recognise that sovereignty was never ceded, and the land always was and always will be Aboriginal lands.

We pay our respects to the traditional Elders across the region, past and present and thank them for caring for the land, waters and skies, and for their culture, teaching and knowledge passed down through generations.



Inclusive Connections, by Sarah Richards

The key themes of Inclusive Connections are connection, journey and diversity, and it is hoped that all who view the piece can feel that inclusion and connection to the CRCS journey.

Contents

Welcome	6
About Capital Region Community Services	6
Strategic Intent	7
Engaging With Our Programs and Services	8
Discussing Your Needs and Designing Your Services	8
Confirming Your Eligibility for Services	9
Your Individual Agreement with CRCS	9
About Our People	10
Our Commitment to Quality	10
Our Team	10
CRCS Programs and Services	11
Education and Care	11
Early Childhood Education and Care Centres	11
Outside School Hours Care	12
School Holiday Programs	12
Community and Recreation	13
Community Development	13
Network Coordination	14
Venue Hire	14
In-home Care	15
Community Care	15
Youth Services	16
Therapeutic Services	16
Families	17
Transport	17

Participant Rights and Responsibilities	18
Rights	18
Responsibilities	20
Workplace Health and Safety	20
Service Changes and Conditions	22
Providing Service to Other Members of Your Household	22
Changes to Service Time	22
Exiting Our Programs and Services	22
Worker Absence/Vacancy	22
Damage to Persons or Property	23
Cancelling a Service Appointment	23
Temporarily Ceasing Service	23
Emergencies	23
Privacy	24
Accessing and Correcting Personal Information We Hold About You	25
Anonymity	25
Keeping Your Personal Information Up to Date	25
Transparency, Feedback and Complaints	26
Transparency	26
Feedback	27
How Feedback, Complaints and Incidents are Managed	28
Find Out What's On at CRCS	29
Contact Information and Hours of Operation	30
Easy Read Guides	31

Welcome

Welcome to the Capital Region Community Services (CRCS) Participant Handbook for programs and services relating to community and recreation, seniors, disability, transport, therapies, children and families, and youth services.

This booklet is designed to help you to choose, access and manage your support services and get the best out of your relationship with CRCS.

This booklet is based on:

- Person-centred practice
- CRCS Strategic Plan
- CRCS Policies and Procedures
- Legislative requirements
- The standards and guidelines of our accrediting bodies and government funding organisations.

About Capital Region Community Services

For over 50 years, Capital Region Community Services (CRCS) has been empowering people to live their best lives through building and connecting communities, delivering relevant and person-centred services, and providing choice and opportunity.

We achieve this by placing individuals and families at the centre of the programs and services we offer across their lifespan. CRCS employs experienced and skilled professionals who focus on responding to individual needs through a wide range of support options.

At CRCS, we have a long history of providing early education and care, outside school hours care, youth engagement, family support and early intervention, aged care, disability services, transport, therapeutic services, community development, and recreation programs.

We are the primary provider of programs and services dedicated to the Capital Region, offering integrated and inclusive services to the community. Our programs support a wide range of people, in partnership and as a sole provider, including those who have diverse backgrounds and abilities and from socially and financially disadvantaged areas.



Strategic Intent

Our Vision

Inclusive, connected communities within the Capital Region.

Our Purpose

We empower people to live their best lives through:

- building and connecting communities
- delivering relevant, person-centred services
- providing choice and opportunity.

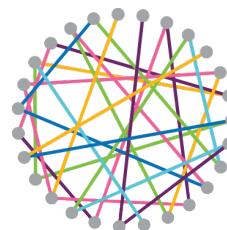
Our Strategic Goals



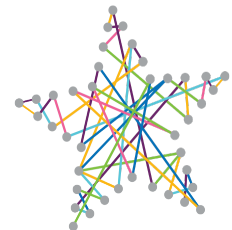
Strengthen our innovative and collaborative capacity to achieve greater social impact.



Engage and connect with communities in the Capital Region.



Be inclusive, responsible and exceptional as an organisation and an employer.



Provide high quality services, placing people and the community at the heart of everything we do.

Our Values



We are respectful



We are accountable



We are inclusive



We are ethical



We are optimistic



We are innovative

We demonstrate our values by working collaboratively, being accountable, responsive and flexible. Our community support services aim to keep people living well at home for longer and to ensure reablement to assist with flexible and positive community based lifestyles.

Engaging With Our Programs and Services



Discussing Your Needs and Designing Your Services

We are committed to providing the highest quality services possible. We will work with you to ensure you get the support that is available, that is right for you and respectful of your culture.

At CRCS, service design begins with a conversation to help you form a picture of your strengths, needs, preferences and personal goals, so that together we can identify supports that may help you and/or your loved ones to live a full and independent life. In this conversation you will find out what services and activities we can provide and how to go about accessing these supports.

Considering the following questions may be helpful when discussing your service needs:

- How could we support you to remain independent?
- Is there anything you would like to change?
- What activities do you enjoy? Is there anything stopping you from doing these activities?

Responses to these questions will differ from person to person as we all have individual needs, interests and circumstances. From this conversation will work out a plan with you, your family and carers, that places you at the centre of decision-making about what services and supports we can offer you and how they can be provided to best meet your needs.

We always seek to provide participants with maximum choice and control in all interactions in relation to their service delivery. We will support you to make choices and participate in decisions relating to your service delivery. If needed, we will work with interpreters, advocates, culturally appropriate service strategies, and, where possible, provide written

materials in a variety of community languages.

This approach is underpinned by the following principles:

1. person at the centre
2. inclusion of natural supports (i.e. family, carers, advocates, friends, etc. who are part of a participant's life)
3. consideration of culture
4. dignity and respect
5. inclusive planning, review and evaluation as a continuous process
6. collaboration
7. accountability.

Confirming Your Eligibility for Services

Eligibility criteria for each CRCS program is different and, to meet government requirements, we must check with you before confirming your services and supports. We use a range of evidence-based assessment tools that are appropriate to your situation and the services you could access.

You can choose to have support people attend the assessment process including relevant professionals and family members. Together, we will develop personalised strategies to achieve your goals.

Your Individual Agreement with CRCS

We will provide you with an individual agreement document that summarises the services and supports you will receive. This individual agreement is sometimes referred to as a Service Agreement, Care Plan, Life Plan, Case Plan or Enrolment Form. This document will detail the terms and conditions of service and any associated fees.

Your individual agreement will need to be signed by you or your representative and returned to us before your services can begin. When you sign your individual agreement, you are agreeing to abide by the terms and conditions detailed in the document and in this booklet. Each individual agreement is based on your needs and goals for a period of 12 months (unless otherwise specified within the document), after which it will be reviewed and renewed.

We will regularly monitor your needs and goals with you. Your individual agreement will be amended to reflect any changes to your service needs.

Participant Contribution

The amount of money you contribute varies depending on the supports you will receive and the government program that subsidises your services. We will explain the details of this when you make contact with us. Where a participant contribution or co-payment is payable, it is calculated according to the number of hours of service provided and your income.

Not all services need to be accessed through a subsidised program, and they may simply be purchased directly from us.

Transport services are charged according to the number of trips travelled.

Community and Recreation and group activities are charged according to the number of activities attended.

If you experience hardship paying your contribution, you should contact us to request a review of your contribution amount. You will not be denied service due to a genuine inability to pay your contribution. However, for most services it is expected that you will make a financial contribution.



About Our People

Our Commitment to Quality

Our vision and purpose are underpinned by a commitment to high-quality services.

We are committed to providing safe, connected, person-centred and high-quality services to our participants, the community and key stakeholders in addition to our employees and volunteers.

This includes ensuring compliance with standards, laws and regulations, as well as embedding a whole-of-organisation approach where everyone is focused on the same goal of excellent services, and where there are strong connections between all parts of our quality and safety system.

Our Team

We expect our employees to develop a courteous and professional relationship with you, and to be sensitive to your needs without becoming too involved. They will respect your privacy, views, opinions and values and endeavour to meet your needs to the best of their ability, while undertaking their duties. We ask that you also provide the same courtesy to our employees.

Our employees have access to a broad range of training and development opportunities aimed at continually improving their ability to provide competent and professional services. New employees also receive orientation and skills development training so that they understand our values and have the skills to deliver services safely and to a high standard.

If you feel your particular needs are not being met by the program or your allocated employees, please let us know. You can do this by contacting the relevant Program or Senior Manager on **(02) 6264 0200** or via email at **feedback@cracs.com.au**.

While you may feel grateful to our people for providing your care, it is important you also maintain a professional relationship with them. Please accept the limits required by their responsibilities as employees of CRCS. For example, please do not request personal information from them or ask them to do you a favour.



Our employees are not permitted to:

- accept any financial rewards or gifts, including any benefits from a participant's Will
- provide services to you outside those detailed in your individual agreement
- offer financial advice
- serve as a signatory to your bank account
- act as Executor to your estate
- act as Power of Attorney
- sign credit card transactions, or know your personal identification number (PIN) or online bank security details.

CRCS Programs and Services

We run a wide range of programs and services to meet the evolving needs of our community, especially those who are most vulnerable.

You can find the full details of our current programs and services on our website: www.crccs.com.au.



Education and Care

CRCS is committed to providing high-quality education and care services at an affordable price. We believe in the power of community and the importance of building strong, lasting connections. Our goal is to provide an inclusive, welcoming space where every child and family feels a sense of belonging and is encouraged to participate actively in their learning journey.



Early Childhood Education and Care Centres

We pride ourselves on being more than childcare, by going above and beyond to create meaningful relationships with children and their families. This allows us to share in their growth and development, ensuring each child feels valued and supported in their learning journey.

Our educators are dedicated to fostering a nurturing environment where children can explore, learn and thrive. By engaging with families and the wider community, we create a network of support that enriches the

educational experience. Our holistic approach considers the physical, emotional, social and cognitive needs of each child, promoting their overall wellbeing.

We operate five early childhood centres:

- Belconnen Early Childhood Centre
- Bruce Early Childhood Centre
- Bruce Ridge Early Childhood Centre
- Ginninderra Early Childhood Centre
- Budawang Early Learning Centre

Outside School Hours Care

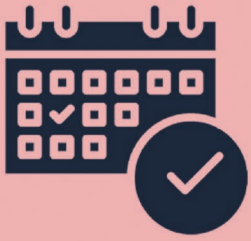
We provide Outside School Hours Care in Charnwood and Florey. Our programs offer a safe and stimulating environment for school-aged children before and after school. Our dedicated staff engage children in a variety of activities that promote social interaction, physical activity, and academic support. This further strengthens our community bonds.



School Holiday Programs

During school holidays, we offer a comprehensive program at Florey Primary School. Designed to keep children engaged and entertained, our program includes a variety of fun and educational activities, excursions and themed days.





Community and Recreation

We offer a wide range of fitness classes through our sports hall and gym facilities at the Belconnen Community Centre.

Our regularly scheduled activities cater to all age groups and abilities including:

- Tiny Tumblers, an educational gym play program for children aged between two and four years that helps to develop and refine gross motor skills
- gym sessions such as strength, building fitness and yoga classes, as well as classes specifically tailored to seniors
- group classes like badminton and pickleball.

New classes are added periodically in response to community needs and interests.

In addition, fitness instructors, personal trainers and sporting groups are welcome to enquire about hiring our gym and sports hall facilities to hold their own programs and classes.

CRCS proudly connects communities through our dynamic social group offerings held

across a number of our facilities in Belconnen, Holt and Scullin. Our social groups provide opportunities to learn, share skills and improve social connection and wellbeing. These groups include art, craft, music programs, educational sessions and excursions.



Community Development



At CRCS, we work closely with our communities and community members to promote, support and grow a variety of locally driven projects, groups, activities, initiatives and events. Our community development work aims to build and strengthen communities in a way that is sustainable, appropriate and fosters empowered and connected community members.

We endeavour to enrich our neighbourhoods through development activities such as the Holt Micro Forest and Paddy's Park Play Days, by engaging and supporting those who are best placed to affect meaningful change.

Network Coordination

The Network Coordination program is a collaboration between four Canberra organisations to identify areas of unmet need and gaps in service delivery that impact vulnerable children, young people and families, and develop strategic and collaborative partnerships to address these gaps. Funded by the Community Services Directorate (CSD), the Belconnen Network Coordinator is hosted by CRCS.

Venue Hire

We always welcome community members and organisations to explore our venue hire options in Belconnen, Holt and Scullin. These include a community theatre, community gallery, sports hall, gym, art room and meeting rooms. We are sure to be able to accommodate your venue hire needs, whether you're looking to:

- host your own event
- hold classes or meetings
- conduct individual fitness, group fitness or personal training sessions
- facilitate social and creative groups
- present an art display, theatre style show or event.

CRCS reception is your first point of contact for any matters relating to community and social supports and venue hire. Our friendly reception

team will provide you with all the information you need regarding timetables and then accept and process your enrolment or approved venue hire. All community and recreation activities and venue hire are managed by the Program Manager for Community and Recreation.

Timetable changes may arise from time to time to accommodate new groups/classes, seasonal changes, participant/community demand and feedback and/or staffing. CRCS endeavours to minimise disruption to our schedules and communicates changes to our participants and communities through communication channels that include our website, social media, newsletters, emails, posters/flyers and in person. We also thank you for your understanding and support in the limited circumstances where cancellations cannot be avoided due to employee/volunteer illness or emergencies.





In-home Care

We offer a range of in-home and social support services to community members aged 65+, or 50+ if you identify as Aboriginal or Torres Strait Islander. We aim to help you live independently in your own home for longer, including those on Home Care Packages (HCP) and the Commonwealth Home Support Program (CHSP).



Your in-home team is your first point of contact for any matters relating to your in-home service. The Support Workers who deliver in home services are managed by a Coordinator, who reports to a CRCS Program Manager and Senior Manager.

The Coordinator allocates Support Workers to help you based, on the skills and knowledge required to deliver the support you need. Our Support Workers deliver your services within the times agreed with you. If your regular Support Worker is unable to provide your services for any reason, your Coordinator may organise a relief worker for you, where possible.

Your Coordinator will do their best to match you with the right Support Worker(s) to suit your interests and needs. If you require Support Workers with the same cultural background as you, please talk to your Coordinator. We will endeavour to meet your request.



Community Care

We provide support through the Community Assistance and Temporary Supports Program (CATS). This ACT Government-funded program aims to support eligible participants to remain in their homes, if appropriate and safe, discharge safely and quickly from hospital to home, enhance their health and wellbeing, foster connection to family, friends, carers, and the community, and facilitate independence and community participation.

We are implementing CATS in partnership with Community Services #1. Between the two organisations, we deliver allied health and medical transport, care coordination and bridging supports to ensure people who need longer-term and intensive services can apply through other, more appropriate programs.



Youth Services

Our youth services provide a range of supports for young people aged 10 to 25, including our Belconnen Youth Centre, case management, support with employment, education and training, life skills, social connection, regular events, and a holiday program packed with fun and engaging activities.

Some of our popular programs include:

- Bit Bent, a safe and inclusive space for LGBTQIA+ young people
- Dungeons and Dragons at the Youth Centre, a space for players to work through a series of challenges and adventures
- Friday dinners, which encourage cooperation, friendship and skills building, while preparing and enjoying a delicious dinner
- our Easy P program, supporting young people to get their drivers licence.



Therapeutic Services

From assessment to intervention, our holistic allied health services provide support and advice to help adults, children and young people improve their physical, emotional and mental health and wellbeing.

Our therapeutic services include:

- Wellbeings is a multidisciplinary allied health practice dedicated to providing high-quality, evidence-based psychology and counselling services. The team of experienced professionals offers tailored support for a wide range of mental health concerns, including anxiety, depression, trauma, and stress management. They utilise a client-centered approach, ensuring that each individual receives personalised care that meets their unique needs. With connections to various allied-health services and programs across the Canberra region, Wellbeings ensures the best care possible. Located in the heart of Belconnen town centre, the practice rooms offer a welcoming and safe environment with convenient parking and easy access to public transport. Wellbeings has extensive experience in providing assessment, treatment, and counselling services for children, young people, adults, and families aged five years and over. During the initial appointment, Wellbeings matches individuals with a clinician best suited to addressing their needs and achieving realistic wellbeing goals.
- NEIST – Neurodevelopment Early Intervention, Support and Training: early development programs for children with autism, ADHD and other developmental delays, focusing on speech, communication, play, social and cognitive skills. Playgroups, training and support programs for schools, Early Childhood Centres (ECC) services and families are also available.
- Bungee offers their programs in schools across the Capital Region as well as outside of school settings. At the end of each term, there is a showcase to celebrate the budding young artists, providing them an opportunity to display their creations and share their journey with the community.





Families

We provide tailored programs to help families across the Capital Region cope with life's stresses and strengthen connection.

There are many options for families to engage with us, including:

- our Family Support program provides free case management support to children, young people and their families using a family-centred and strength-based approach designed to empower families to develop and maintain their network of supports.
- our Family Education team provides educational groups and programs to help strengthen families, including a range of playgroups, community groups and psychoeducation groups.
- the Healthy Habits program supports parents and carers to develop healthy habits for their children aged up to two years, focusing on developmental needs.
- Family Foundations, an early intervention therapeutic program that promotes strong, secure and healthy relationships between children aged up to five years and their parents/carers.



Transport

We understand that transportation can be a significant barrier for some people including seniors and people living with disability, and we are committed to providing safe, reliable, and convenient transportation services to those who need it most. We also provide transport to help connect our communities.

Transport Coordinators are your first point of contact for any matters relating to your transport services. The drivers who deliver transport services are managed by a Program Manager and Senior Manager.

Services are door to door and participants' needs are always considered.



Participant Rights and Responsibilities

We are committed to respecting the rights and dignity of participants, enabling the identity and culture of every individual to be supported across the diversity of our community.

We are champions of the Charter of Aged Care Rights, Child Safe Standards and Human Rights and are dedicated to their exemplary implementation.



Rights

At CRCS, you have the right to:

- privacy and confidentiality of your personal information
- be treated with respect, integrity, optimism, inclusion and stewardship by our employees and to have your human rights upheld
- provide feedback about your service or the conduct of our employees (either positive or negative) without fear of victimisation or loss of service
- prompt responses to enquiries and complaints about the services you access
- choose an advocate to speak on your behalf
- have your abilities, contribution and competence valued by CRCS and our employees
- be involved in deciding and choosing the services that best meet your needs
- have control over and choices about your care, personal and social life, including when the choices involve personal risk
- be informed of your rights, in a manner which is understandable:
 - at the beginning/before services are delivered
 - on an ongoing basis
 - when your rights change
 - about what rights can be changed without your consent.
- expect that CRCS will consult with you about any permanent changes to your services
- receive services that take into account your lifestyle, cultural, linguistic and religious background and preferences

- be given a written plan of the services you will receive from CRCS
- receive services that help you take part in social activities and community life as you choose, wherever possible
- have documents such as individual agreements or participant handbooks explained to you as required.

Participant Advocacy

We are committed to the principles of respecting and protecting the legal and human rights of individuals and their right to services. To this end, we support the right of participants to use an advocate of their choice to negotiate on their behalf. This may be in relation to assessment, reviews, complaints or any other communication between us and the participant. We will work co-operatively with your nominated advocate and treat both the advocate and the participant with the utmost respect.

Advocates may also be legal guardians or have some other legal authority, such as Enduring Power of Attorney. In such cases, we must sight the relevant documentation and maintain a copy on the participant's file.

We are equally committed to providing participants with advocacy and support as necessary and when requested.



Decision-making and Consent Including Informed Consent

CRCS is committed to empowering participants to play an active role in decisions that affect their lives and to make choices for themselves. We support participants to exercise their dignity of risk rights and take reasonable risks in order to learn, grow and have a better quality of life. In support of this, CRCS will:

- inform participants about the opportunities for choice available to them
- support participants to make informed choices and provide informed consent
- keep records of participants' preferences regarding their service
- keep records of participants' decisions and consent, as provided
- keep records where participants exercise their dignity of risk rights in their decision-making while preventing unnecessary harm
- support participants to build autonomy, maintain social inclusion and improve their quality of life.

Responsibilities

To ensure the rights, health and safety of all people are respected, we ask participants to:

- respect the rights of our employees, volunteers and other individuals to be free from discrimination, harassment, violence or abuse
- provide us with current information about you and your situation, and update us when things change to help us better meet your needs
- care for your own safety, health and wellbeing as much as you are able
- be aware that our employees are only authorised to perform the duties agreed to with you in accordance with your individual agreement and/or our organisational requirements
- provide CRCS with feedback about the services you are receiving
- where applicable, pay any agreed amount for the services provided by CRCS
- take responsibility for the behaviour and management of any officially certified companion animals at our services. CRCS welcomes officially certified companion animals at our programs and services
- treat other people who access our services and programs with courtesy, respect and dignity and in accordance with the Human Rights Act (ACT and NSW).

Workplace Health and Safety

The health and safety of people is our priority and this extends to our employees, volunteers, participants, visitors and contractors. We have a shared responsibility under Australian law to prevent injuries and illness to ourselves and others. With this in mind, we ask everyone to:

- take reasonable care for their own health and safety and the health and safety of others
- comply with any reasonable instruction from CRCS employees that aims to prevent harm to yourself or others
- report hazards when they are identified
- report incidents when they occur
- provide feedback to CRCS to help us keep you safe and keep our people safe.

For Those Receiving In-home Services

Under the Work Health and Safety Act 2011, any home we provide services in is considered a workplace for our employees. We will conduct a safety check during our first service visit and discuss with you any hazards or risks we identify.

The safety of the service will be regularly reviewed with you in accordance with work health and safety legislation.

You have a duty under the law to make sure that our employees can work in a healthy and safe environment when they are in your home.

It is CRCS policy for you to be home when your service is provided. Only in exceptional circumstances, and where arrangements have been made with your CRCS Coordinator, will services be provided when you are not in your home.

Some things you can do to protect your safety and the safety of our employees and others include:

- notifying CRCS employees of any unsafe conditions in your home
- informing CRCS of any potential risks or possible harm to an employee or volunteers, including any infectious diseases

- participating in safety assessments of your home
- addressing any hazards identified in your home
- providing cleaning products and equipment that are suitable, in line with our cleaning equipment requirements, and well maintained
- providing a smoke-free working environment
- ensuring that your pets are contained or closely controlled during service provision
- telling CRCS employees if you are unwell or cannot do things the way you usually do them
- ensuring that your personal mobility equipment and the other items you need to live independently are available, well maintained and enable us to provide care safely.



Mandatory Reporting

CRCS is committed to preventing and responding to any forms of abuse, neglect or harm to any participants in any program or service. CRCS complies with regulated mandatory reporting obligations and as such there are times when we are required to make a report to other organisations, such as:

- WorkSafe ACT or SafeWork NSW
- National Disability Insurance Scheme (NDIS)
- Children's Education and Care Assurance (ACT) or Early Childhood Education Directorate (NSW)
- Aged Care Quality and Safety Commission
- Senior Practitioner (ACT)
- Child and Youth Protection Services (ACT)
- Department of Community and Justice (NSW)

CRCS maintains records of all reports made to other organisations.

Incident Reporting

CRCS supports a culture of open reporting for incidents and alleged incidents so that we can support the health, safety, wellbeing and quality of life of participants and anyone affected by an incident. Workers and participants will be protected against any adverse actions as a result of reporting or alleging that an incident has occurred. Following an incident, investigation and resolution processes are always outcomes-focused and completed in line with the principles of 'Open Disclosure'.

Service Changes and Conditions



Providing Service to Other Members of Your Household

The service provided to you is based on our assessment of your needs as an individual. If there are other members of your household who require services in their own right, they should contact CRCS to organise an assessment of their needs.

Changes to Service Time

We will try to accommodate requests for a change to the service time where sufficient notice is given. Please inform your CRCS Coordinator as soon as you know you would like to change your service time. While we do our best to accommodate your change requests, there is no guarantee that a change to the time will be possible. A change in service time may also result in a different employee providing your service.

There may also be times when we cannot provide your services on the nominated day or time. If this happens, we will contact you to reschedule your service. If it becomes necessary to adjust the day or time of your service on an ongoing basis, your CRCS Coordinator will discuss this with you and provide as much notice as possible.

Exiting Our Programs and Services

We are committed to supporting you if you need to transfer, transition or exit any of our services. This may be because you have met your goals, no longer require the services or are moving to another location or provider.

In this situation, we will work with you to minimise the risk to your health, safety and wellbeing and the impacts on your continuity of care.

Similarly, if your situation changes and you are no longer eligible for a program or service, we will work with you to provide a referral to an alternate provider of your choosing.

Worker Absence/Vacancy

We endeavour to ensure continuity in the CRCS employees you are working with. When that employee is absent, we will try to ensure that a reliable and suitably qualified employee is available.

Where this absence is a result of planned leave, we will advise you of these changes in advance.

Damage to Persons or Property

In the unlikely event that there is accidental injury or damage to your person or property in the course of the provision of CRCS service, please make contact with your CRCS Coordinator as soon as possible.

Cancelling a Service Appointment

Cancellation notifications differ between programs. Please refer to your individual agreement to confirm the notice period applicable to the service you are receiving. Unless otherwise specified in your individual agreement, you should give at least 24 hours' notice if you will be unavailable on the day or at the time you usually receive your service.

You may be charged for your service if you do not provide the required notice. You may not have to pay the charge in the case of an emergency.

You can leave a message with our office outside business hours. During business hours you can call or email your CRCS contact person.

Temporarily Ceasing Service

Please advise our office if you need to suspend your service for any reason. Either you or your representative is responsible for informing us that your service needs to be temporarily stopped and for how long. Notice periods differ between programs. Refer to your individual agreement to confirm the notice period applicable to the service you are receiving.

If you are absent or out of contact for a period of greater than three months, your individual agreement may be terminated or cancelled. If this occurs, you will need to be reassessed before CRCS can start providing services to you again.

Should you need to go into hospital, you can organise for your service to be put on hold until you return. If it is an extensive stay, a reassessment may be required before service can start again, as your needs may have changed. In this case, please contact your CRCS Coordinator before you leave the hospital so a reassessment can be organised if needed.

Emergencies

CRCS has policies and procedures for all employees and volunteers to follow if there is an emergency situation during your service with us. Our workers have a duty of care to help you.

In the event of an emergency, you will be made comfortable and your Support Worker or a CRCS employee will seek immediate assistance by dialling 000 for an ambulance and/or phoning CRCS. Your emergency contact person may also be contacted.

If you receive in-home and/or transport services, CRCS will take the following steps to ascertain your safety: If you don't answer the door, the worker will check with your neighbours to determine if they know of your whereabouts. If that is not successful, they will then call the local CRCS office. The office will attempt to contact you via phone and, if unsuccessful, will call your nominated emergency contact for further advice. If your emergency contact person cannot be contacted, the police may be called to conduct a welfare check in case you are hurt and unable to seek help.

CRCS may also record individual arrangements to support your health and safety during natural disasters such as bushfires, floods, earthquakes and pandemics. These additional safety protocols help us to keep you safe and support the continuation of your services during/following these types of events. We may also touch base with you during heatwaves to check whether you're okay and offer advice on staying cool.

Please ensure that CRCS always has up-to-date emergency contact information for you.

Privacy



CRCS collects and uses relevant personal information about you:

- for the purpose of assessing your eligibility for our services
- for providing the supports outlined in your individual agreement
- for internal referrals within CRCS programs
- to maintain contact records associated with the participant e.g., emergency/delegate contact information
- for statistical analysis/reporting to funding bodies and to evaluate services for future planning (de-identified)
- for the purposes of fulfilling contractual obligations
- for external audit by persons authorised by government funding agencies or for internal audit by persons authorised by CRCS.

We create and keep confidential records for all participants accepted into our programs and services. We keep records of all assessments, documents provided and file notes for each service and communication.

As a matter of routine CRCS may disclose:

- personal information to fulfil legal/contractual requirements, personal information and information related to the provision of supports/services may be disclosed to the relevant government agency(ies) and/or their proxies responsible for overseeing funding associated with the provision of services for that participant. Examples: My Aged Care participants' information may be disclosed to My Aged Care, the Department of Health and/or Home Care Package (HCP) Provider
- personal information and information related to the provision of supports may also be disclosed to the Support Decision Maker identified in your Service Agreement and/or Participant Associated Contacts Form
- personal information and information related to provision of supports may be disclosed to the Participant's nominated fund manager (where applicable) for billing purposes
- personal information may be provided to contractors engaged by CRCS to undertake provision of supports and services including but not limited to marketing of CRCS services and obtaining feedback about the services and supports CRCS provides

- emergency contact information will be used in the event of an emergency or if CRCS cannot make contact for a scheduled visit/appointment/course
- health and treatment information may be made available to relevant CRCS staff on a 'need to know' basis and to medical or paramedical staff in the case of an accident or emergency.

Limited information may be disclosed to the organisations, agencies and individuals with the consent of the participant and/or their nominated representative or as permitted or required by law. In these cases, consent may be in writing e.g. a completed CRCS Privacy and Information Consent Form, letter or email, or verbal and recorded as a case note/file note within the applicable Customer Relationship Management System (CRMS).

Collected information will be securely stored in either hard/electronic copy. Hard copy files are stored in a secure CRCS location or secure off-site archive storage. Electronic files are stored within a secure CRCS network or in a cohort specific CRMS.

CRCS complies with the Privacy Act 1988 and the Australian Privacy Principles so you can expect your personal information will be stored, used and disclosed in accordance with the Act's requirements.

Accessing and Correcting Personal Information We Hold About You

If you wish to access or correct any of your information or discuss how it has been managed, please email contact@crs.com.au. If you ask, we will take reasonable steps to correct your personal information if we consider it is incorrect, unless there is a law that allows or requires us not to. You can ask for access or correction by contacting us and we will respond within 14 days. If we refuse to give you access to, or correct your personal information, we will provide you with the reasons for the refusal in writing. You can also ask us to attach a statement to your records indicating that you believe the information is incorrect and why.

Further information about your rights is available in CRCS's Privacy and Confidentiality Policy and Procedure which is available by calling (02) 6264 0200 or emailing contact@crs.com.au. If you have any complaints or feedback, please email feedback@crs.com.au.

Anonymity

Where possible, we will enable you to interact with us anonymously or by using a pseudonym. In these circumstances, you will be given an identifier for our record-keeping purposes, (for example, Mary Smith c/- CRCS). This identifier will not be disclosed unless required to fulfil CRCS obligations, to prevent a serious threat to a person's health or safety, to report suspected unlawful activity or is required by law.

Keeping Your Personal Information Up to Date

We take reasonable steps to ensure your personal information is accurate, complete and up to date whenever we collect or use it.



Transparency, Feedback and Complaints



Transparency

We highly value transparency at CRCS and as such place emphasis on:

- providing accurate and up-to-date information about our services and supports including service and support changes/cancellations. We do this by publishing up-to-date information on our website, social media, emails, newsletters, text messages and phone calls
- conducting risk assessments to identify and manage risks openly, consultatively and effectively to protect the health and safety of our participants, our employees and other people
- managing any actual or perceived conflicts of interest regarding our employees' ability to provide services and supports impartially and without influence. We do this by requiring our employees to:
 - report conflicts between personal interests and professional duties so they can be assessed and managed. For example, a conflict of interest could be where an employee may be called on to provide service to a relative or friend
 - not accept any gifts or benefits from participants, their families, individuals or organisations without the prior authorisation of their Executive Manager so that they may determine how to make use of the gift. Note it is acceptable for employees to receive gifts of token value from people who access our services and programs from time to time such as cards, chocolates and biscuits. However, these must always be reported.
- ensuring participants are informed of their rights, in a manner which is understandable
- working to resolve service and support issues with participants as soon as they are identified
- working to resolve feedback and complaints with participants and others
- meeting work health and safety and regulatory requirements when managing incidents and injuries.
- encouraging people to raise their concerns early so we can work together to achieve the best outcome.

Feedback

We value your feedback at CRCS. We want to hear from you if you have a compliment, general comment, concern, complaint or criticism. Your feedback allows us to improve our service to you and other people who access our services or facilities.

You can provide feedback to us:

- online at www.crcs.com.au/feedback
- by email to feedback@crcs.com.au
- by mail to PO Box 679, Belconnen ACT 2617
- by phone on **(02) 6264 0200**
- in person either to an employee in the program or service you are engaging with or at the Belconnen Community Centre, 23 Swanson Court, Belconnen.

You can provide your feedback anonymously if you choose.

We are committed to quality improvement, and we truly value the information you provide. That is why our Executive Team also receives all of the feedback submitted. We will ensure that your feedback is followed up and actioned appropriately. We are happy to provide you with a copy of our Feedback Policy and Procedure on request.



How Feedback, Complaints and Incidents are Managed

We want to resolve complaints openly, honestly and quickly. We will acknowledge and respond to your complaint in a timely manner. If the matter cannot be resolved immediately you will receive an acknowledgement and regular progress reports until the matter is resolved.

We will maintain consistent engagement with you and others affected by an incident or complaint in line with principles of 'Open Disclosure' including communicating with you and others about what went wrong, what we are doing to fix it, and what we will do to make sure it doesn't happen again.

If you are not satisfied with the resolution of your complaint, you may contact an independent body such as:

ACT

ACT Human Rights Commission and the ACT Public Advocate

Phone: (02) 6205 2222

TTY: (02) 6205 1666

TIS National: 131 450 and ask for 02 6205 2222

Email: human.rights@act.gov.au

Website: www.hrc.act.gov.au

ACT Human Services Registrar

(for complaints against service providers including specialist disability service providers to oversee safeguards for the NDIS)

Phone: (02) 6207 5474

Email: quality@act.gov.au

Website: www.communityservices.act.gov.au

Children's Education and Care Assurance

Phone: (02) 6207 1114

TIS National: 131 450 and ask for 02 6207 1114

Email: ceca@act.gov.au

Website: www.education.act.gov.au

NSW

Anti-Discrimination NSW

Phone: 1800 670 812

TIS National: 131 450 and ask for 1800 670 812

Email: complaintsadb@justice.nsw.gov.au

Website: www.antidiscrimination.nsw.gov.au

Early Childhood Education Directorate, NSW
Department of Education

Phone: 1800 619 113

Email: ececd@det.nsw.edu.au

Website: www.education.nsw.gov.au

National

Australian Human Rights Commission

Phone: 1300 656 419

TIS National: 131 450 and ask for 1300 656 419

Website: www.humanrights.gov.au

Aged Care Quality and Safety Commission

Phone: 1800 951 822

TIS National: 131 450 and ask for 1800 951 822

Email: info@agedcarequality.gov.au

Website: www.agedcarequality.gov.au

NDIS Commission

Phone: 1800 035 544

TTY: 133 677

TIS National: 131 450 and ask for 1800 035 544

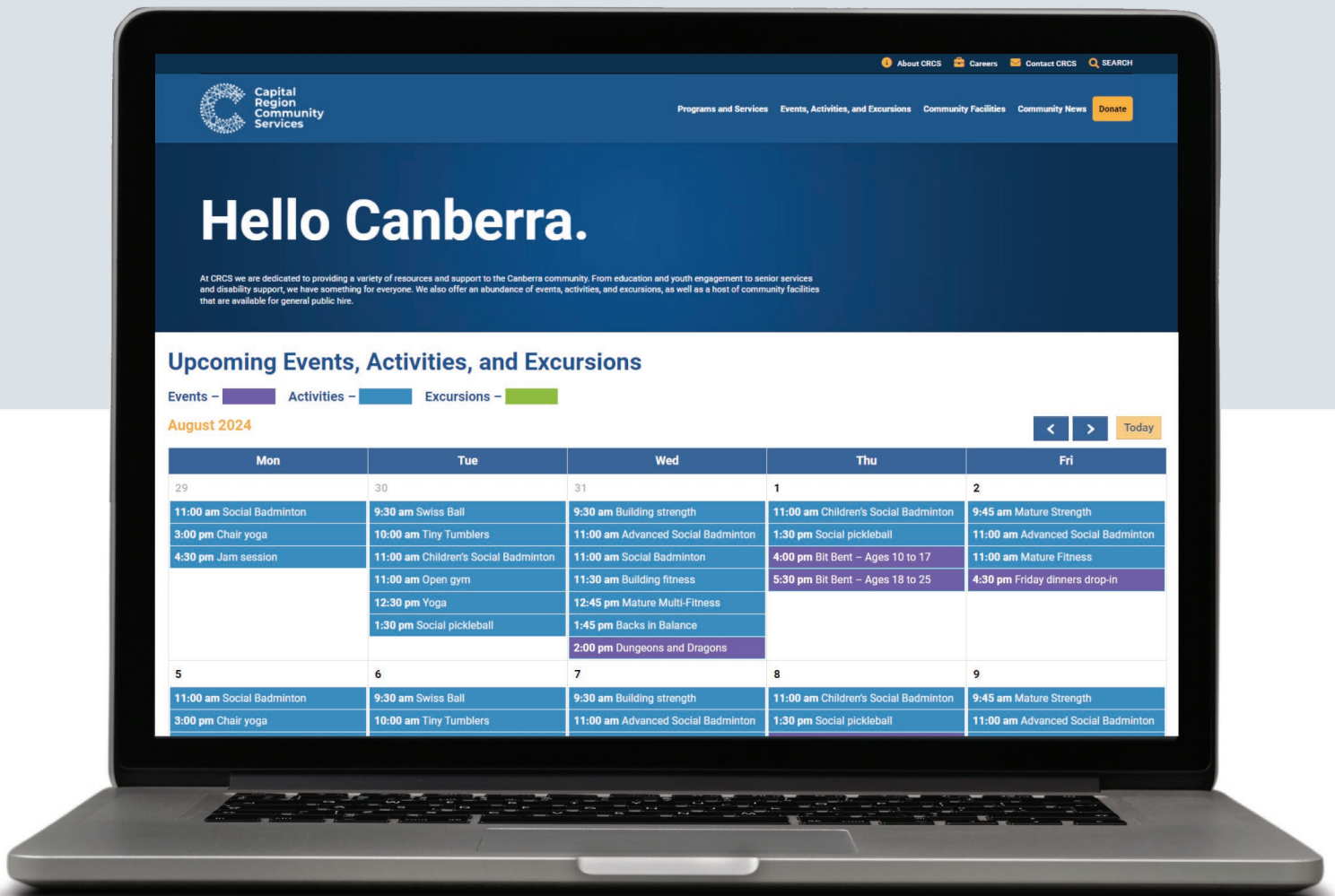
Website: www.ndiscommission.gov.au

Find Out What's On at CRCS

Are you looking to get involved? We are here to help you discover activities and social groups that match your interests. Whether you're looking to meet new people, learn something new, or just have fun, we offer a variety of options that can enrich your life and connect you with others in the community.

To find out what's happening, you can visit the calendar on the front page of our website (www.crcs.com.au), drop by the Belconnen Community Centre and talk to one of our friendly Receptionists, or talk to your Case Worker. You can also follow us on Facebook ([@capitalRCS](https://www.facebook.com/capitalRCS)) or Instagram ([@capital_region_cs](https://www.instagram.com/capital_region_cs)) for updates and upcoming events.

CRCS is continually improving and evolving our programs and services. As such, we regularly host feedback groups and events to gather your input, which helps shape our future programs. Our goal is to create an inclusive and connected community, so there is something for everyone at CRCS!



www.crcs.com.au



Contact Information and Hours of Operation

CRCS office hours are 9am to 5pm, Monday to Friday, excluding public holidays.

Support services are provided across a wider range of hours. Wherever possible, we will arrange a service time with you based on your availability and that of support workers in your area, or the timetabled activities you attend.



Aged Care Team

Home Care Package Services

Phone: (02) 6278 8101

Email: packages@crs.com.au

Ask us about: accessing support services you need such as personal care, social support, transport, respite, and home, garden maintenance, allied health services, nursing supports, aids and equipment.

Community Care CHSP Program

Phone: (02) 6278 8101

Email: communitycare@crs.com.au

Ask us about: testing your eligibility for aged care services, accessing the supports and services you need.



Belconnen Community Centre

CRCS Reception Team

Phone: (02) 6264 0200

Email: contact@crs.com.au

Ask us about: paying your invoices/co-contributions/fees, availability of and how to get involved in our community centre activities and groups, what's on at CRCS and emporium purchases.



Community and Recreation Team

Phone: (02) 6264 0200

Email: contact@crs.com.au

Ask us about: venue hire opportunities including the theatre/art gallery, ideas for new group activities, our community development work and other opportunities to get involved with your community.



Education and Care Administration Team

Phone: (02) 6264 0276 or (02) 6264 0268

Email: csat@crs.com.au

Ask us about: early education and care, Outside School Hours Care and school holiday programs.



Families Team

Group Parenting and Community Programs

Email: families@crs.com.au

Ask us about: Circle of Security, Tuning into Kids, Seasons for Growth, Koori Girls, Strong Women's Group, Playgroups.

Family Support Programs

Email: families@crs.com.au

Ask us about: Family Case Management for vulnerable families.

Family Foundations

Email: familyfoundations@crs.com.au

Ask us about: support for enhancing parent/carer and child (0-5 years) relationships.



Therapeutic and Specialist Services Team

Wellbeings Therapy and Assessment Services

Phone: (02) 6264 0225

Email: wellbeings@crs.com.au

Ask us about: individual psychology and allied health services, Autism and ADHD assessments.

NEIST – Neurodevelopmental Early Intervention, Support and Training

Phone: (02) 6264 0200

Email: neist@crs.com.au

Ask us about: programs and support for families with autism, ADHD and other neurodevelopmental issues.

Bungee Programs

Phone: (02) 6264 0200

Email: bungee@crs.com.au

Ask us about: School and Community Arts based programs for Youth Resilience, Cool Kids.

Find us online

- Website: www.crs.com.au
- Facebook: www.facebook.com/CapitalRCS
- Instagram: www.instagram.com/capital_region_cs/
- LinkedIn: www.linkedin.com/company/capitalrcs/

Easy Read Guides

CRCS provides a number of Easy Read Guides, to make important information more accessible. These are available upon request.

- Easy Read Guide - Things You Need to Know
- Easy Read Guide – Feedback
- Easy Read Guide – Incident Reporting
- Easy Read Guide – Who makes the decisions.



Transport Team

Transport Services

(7am to 7pm, Monday to Friday)

Phone: (02) 6278 8124

Email: transport@crs.com.au

Ask us about: a range of transport services available to assist with your day-to-day needs.

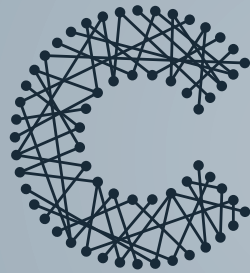


Youth Team

Phone: (02) 6264 0200

Email: youthteam@crs.com.au

Ask us about: Belconnen Youth Centre, planned support, activities, events.



Capital Region Community Services

An Inclusive Connected Community

Postal address: PO Box 679,
Belconnen ACT 2616

Head office: 26 Chandler Street,
Belconnen ACT 2617

Email: contact@crs.com.au

Telephone: 02 6264 0200

Website: www.crcs.com.au

ABN: 24 597 445 592

ACN: 639 117 061

