

Access to these supports

Privacy

At Life Choices-Support Services we recognise and respect the privacy expectations of our consumers and the requirements of applicable federal and state privacy laws. We believe that making you aware of how we use your personal information, and to whom it is disclosed, will form the basis for a relationship of trust between us and you the consumer.

In order to provide you with the highest standard of service, staff at Life Choices-Support Services need to collect personal information from you. We maintain physical, electronic and procedural safeguards to protect your personal information from unauthorised access or intrusion. We limit access to personal information only to those employees who need such access in connection with providing services to you. Your personal information will not be disclosed to anyone not associated with your service without your express consent.

You may seek access to the information held about you and we will usually provide this access without undue delay. We will respond to all requests within twenty one working days.

Our staff are trained to respect these principles at all times. If you have any questions regarding the information we collect from you and store in your file, please don't hesitate to ask us. If you wish to have a copy of our Privacy Statement, please ask and one will be provided.

Advocacy

All consumers of Life Choices-Support Services are encouraged to nominate an advocate if they feel that they need one. An advocate can speak for you, support you and ensure that your choices and opinions are heard and respected. An advocate always takes your side and remains loyal to you.

Not everyone will need an advocate and some people only require an advocate at certain times or for certain functions. You can choose if and when you want to use your advocate.

Fees

Fees apply to all support but may be covered under your individual funding.



Life Choices Support Services

Providing services across the New England including:

- ★ Individual support options
- ★ Support for older people
- ★ Support for people with a disability



P: 6730 2500 F: 6730 2509
E: LCSS@gisc.nsw.gov.au

Funded By:



At Home

Some of the things we can help you with at home

- ★ Housework and cleaning
- ★ Budgeting
- ★ Cooking and meal preparation
- ★ Home delivery of meals
- ★ Support with medication
- ★ Personal Care
- ★ Minor home maintenance
- ★ Linen service
- ★ Someone to stay with a person you are caring for while you go out



You choose - we support

CONDITIONS APPLY TO ALL SUPPORT

At Home

- ★ Social Visits
- ★ Writing and reading letters or other mail items
- ★ Reablement: Help you to regain strength, mobility and balance. This will enhance your independence and ability to remain at home

For example, hanging out your washing, or bringing it in; walking around the shops; visiting friends.



At Home

Work out which way you want to go, with someone who knows what they're doing!

Transport and Travel

Eligibility You live at home and you are an older person or you have a disability.

Community Access

Glen Innes only: A weekly Access Bus provides a door to door service to take people to the Central Business Area so you can do your shopping and attend to business. You may ask for the bus to pick you up from your home.

Yetman only: A fortnightly shopping service to Goondiwindi. This may be changed on demand. Phone **07 4675 3226** on Tuesdays to book.

Activities and Events in the Community

Door to door transport for special events, or local activities is arranged on a regular basis and on demand. Advertised in our monthly calendar of events and on Council's website www.gisc.nsw.gov.au. Bookings are essential.

Examples of this type of service include the Guyra Lamb and Potato Festival, the Glen Innes Show or the Movies. (Glen Innes and Yetman)

You choose - we support

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Transport and Travel

Transport support

If you need someone to assist you in using transport, or while attending appointments, contact us. Disability friendly transport is available with wheelchair access.

We can provide information about other transport services you may be eligible for.

Fuel Cards

Fuel cards may be available to assist you with the cost of using your private vehicles. Conditions apply.

Information

We can provide information about other forms of assistance for transport, particularly medical transport, and assist you to access this support. Some of these are Isolated Patients Travel Assistance Scheme, Wheelchair Accessible Transport, Angel Flight, or Health Related Transport.

Work out which way you want to go, with someone who knows what they're doing!



Out and About

Places to go

Activities are organised on a regular basis. They may be at our Life Choices Support Services facility, or in the community. We can pick you up from your home, or you can come under your own steam!



Examples of activities:

- ★ Paper making
- ★ Bring your own craft project
- ★ Bingo
- ★ Movies at the Chapel Theatre
- ★ Origami
- ★ Indoor Bowls or Darts



You choose - we support
 CONDITIONS APPLY TO ALL SUPPORT

Outings and Trips

We regularly organise trips around the local and regional area for small groups. Sometimes these will be to a special event such as local or regional festivals, or a lunch outing to a cafe, or a drive and a picnic.

Overnight Trips

A couple of times a year trips outside the region are planned and advertised. Bookings are essential.

Support

All of our trips include staff who are able to support consumers and cater to a variety of individual needs.

How can I find out what's coming up?

Trips are advertised in newsletters, on Council's website, in the weekly 'Connecting with Your Council' column in Thursday's Glen Innes Examiner and in local media.



Out & About

Work out which way you want to go, with someone who knows what they're doing!

Your Wellbeing

Keeping well is central to a good quality of life.

We promote healthy and active ageing through a range of activities in which you can participate.

Get Out Get Active A directory of clubs, special interest groups, sport and volunteering opportunities is available from Life Choices-Support Services.

Tai Chi, Gentle Exercise and Breathing
Glen Innes only.

Tuffen Up a program for men to maintain strength and flexibility. **Glen Innes only.**

Healthy eating Information about nutrition and ways to eat well; support in meal preparation and learning to cook for one, or two. **Glen Innes only.**

Support to access community based programs such as Yoga, a gym program, social activities and events.

Information about specialist equipment and in some cases provision of equipment.

Also see
“**Out and About**”

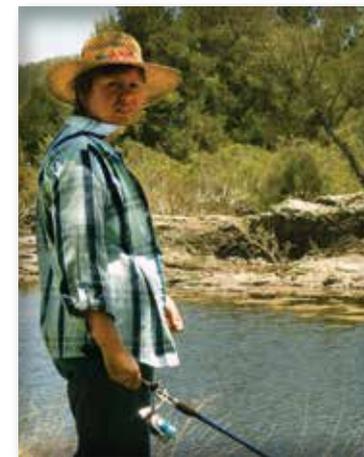
You choose - we support
CONDITIONS APPLY TO ALL SUPPORT



Your Wellbeing

Information about other services in the community that may support you to maintain your health and independence. Some examples may be:

- ★ Therapeutic massage
- ★ Counselling
- ★ Social Worker
- ★ Advocacy
- ★ Other health practitioners
- ★ Specialist Food Supplies
- ★ Personal Care and grooming
- ★ Outings and Trips



One off or time limited special interest activities which could include:

- ★ Life Story project
- ★ Reading the local newspaper with you
- ★ A regular visit to the stock sales at the saleyards
- ★ Research Family History at the History House

Wellbeing

*Work out which way you
want to go, with someone who
knows what they're doing!*

Complaints

Life Choices Support-Services takes all feedback seriously and wants to provide the best service for you. If you have any comments, complaints or queries regarding any aspect of your service, we encourage you to speak with your Support Facilitator. Please feel free to speak in person, via phone or by email. You can also use our suggestions and feedback form, which is printed in our newsletter or can be obtained from our office.

Please phone your Support Facilitator on **6730 2500**. If your issue cannot be resolved immediately with our 'Quick Fix' procedure, you will receive acknowledgment of your issue and a detailed response within 10 days.

If your issue is still not resolved, you have the right to bring the matter to the attention of the Manager of Community Services, Director of Corporate and Community Services, or the General Manager, all of whom can be reached on **6730 2300**.

Postal Address:

PO Box 61 Glen Innes NSW 2370

You should receive a response within 10 working days.

If you are still unsatisfied, you can contact an external independent agency

Aged Clients

- ★ Aged Care Advocacy **1800 700 600**
- ★ Aged Care Complaints Scheme **1800 550 552**

Disability Clients

- ★ NSW Ombudsman **1800 451 524**
- ★ Human Rights & Equal Opportunity Commission **1300 656 419**

Carer Support

Activities or outings for care recipients so carers can have a break.

Staying with your family member at home while you go out.

Information about:

- ★ Carer support
- ★ Specialist Disability Services
- ★ Carer Support Groups/access to groups
- ★ Respite Options
- ★ Family outings and trips away

Regular contact to see if your needs as a carer have changed, or there is more information we can support you in obtaining.

Information about and access to Carer Support Groups.

Also see

'Out and About'

Planning & Coordination

We can help you to:

- ★ Plan and manage your services
- ★ Coordinate services
- ★ Organise supports for you
- ★ Plan for the future
- ★ Look at options for you or the person you care for

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