



Approved By:	Inala Board of Directors
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Individualised and Flexible Accommodation, Day & Community Supports
A Rudolf Steiner inspired organisation supporting individuals living with disability

CLIENT PARTICIPANT HANDBOOK

INALA

Inspired by the work of Rudolf Steiner, Inala is founded on the recognition of each person as a unique individual. Our approach is based on the belief that each person has the ability and the right to impart meaning and direction to their own life. We support this through relationships of openness, respect and collaboration to create opportunities that respond to the changing needs of the body, soul and spirit.

Our Mission is to provide the highest quality, human-centred services that recognise and support the abilities, aspirations and development of individuals living with disability.

We celebrate each individual and his or her unique contribution. The Inala Ethos directly experienced in day to day life and interactions through:

- Authentic personal and known relationships
- Sense of community and belonging
- Excellence in individualised and personalised services and supports

This Handbook provides an overview and summarizes

- ❖ Inala's services, supports and key contact details
- ❖ Your rights and how we promote, uphold and respect them
- ❖ What you can do if you have feedback, suggestions or any problems or complaints

YOUR PERSON-CENTERED SUPPORTS

We value and respect your unique individual needs, aspirations and choices.

When accessing services and supports with Inala, we will promote, uphold and respect your legal and human rights. We will encourage and actively support you to exercise informed choice and control as a valued individual. We will promote, uphold and respect your rights as an individual. This includes supporting you actively:

- ❖ To freedom of expression, self-determination, and decision-making.
- ❖ To supports that respect your culture, diversity, values and beliefs, your gender identity, ethnicity, abilities, needs and contributions.
- ❖ To supports that respect and protect your dignity and right to privacy and confidentiality.
- ❖ To be encouraged and supported to make informed choices, exercise control and maximise your independence relating to the supports provided.
- ❖ To develop your individual potential for all-round personal growth, skills development, self-esteem, independence and genuine valued participation in the life of the community according to your chosen priorities and aspirations.
- ❖ To access supports free from violence, abuse, neglect, exploitation or discrimination.
- ❖ To provide input, suggestions and provide feedback and raise issues or complaints freely.
- ❖ To understand your rights and clarify any questions you may have



Client **H**andbook

This book will tell you about:

1. The Accommodation, Day and Community services and supports provided at by Inala.



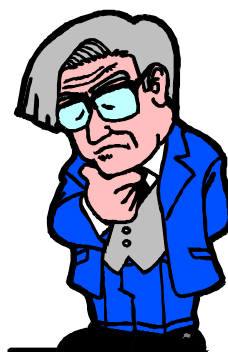
2. Your rights and responsibilities



This is a book for you to keep.

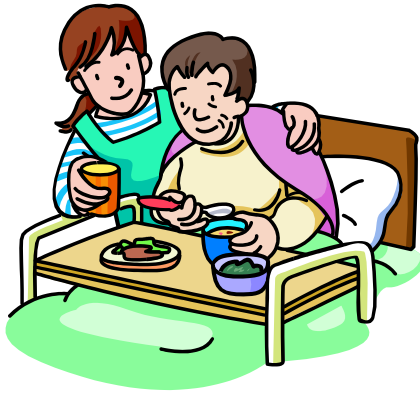


If you are worried about something, this book can help you find out how to fix the problem. You can ask a carer or other people to help you read this book and find out how to fix your problem at any time.



Services and Supports

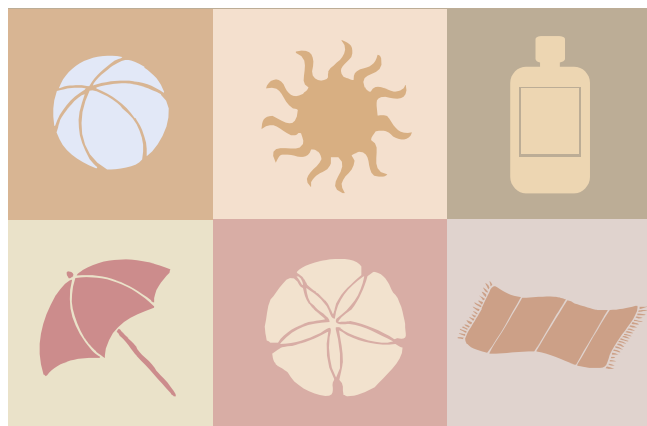
Inala's support services provide support to you to help you with the things that you need or want to do every day. We can help you living in your home and with what you do during the day.



We will help you plan for the things you need help with and help you do things that you like to do, at home, with your interests and preferred activities and in the community.



We can help you with lots of things, so always let us know. We can help you to enjoy things you like to do and can help you to learn new things you want to learn.



Your Rights and Responsibilities

You have the same rights as others like saying where you would like to go and what things you like to do.



If you feel unhappy about what happens, tell your support staff, your family or a friend or the person who gave you this book. It's OK to complain and you can still get the things you want even if you complain.



If you don't want some things done any more you can tell somebody about it. You can tell your support staff, your family or a friend or the person who gave you this book.



Your support staff may ask you for information about yourself but only what he/she needs to know to help you get the things you need or want. You can say what things you want to keep private. They will not share this with anyone unless you say it is OK.



You or your family or friend can see anything that is written in your file about you : just ask your carer, your family or friend or the person who gave you this book.



You have a right not to be hurt by anyone.



You have a responsibility not to hurt anyone else or other people's things.



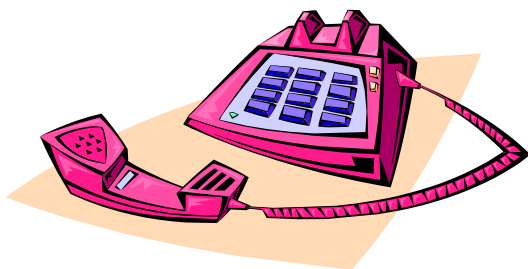
No one has the right to touch you or make you touch them if you don't want them to.

If someone takes your money or asks you to take money out of the bank or spend your money on something you don't want, tell your support staff or family.



If someone hurts you or makes you do something you don't think is right, tell your support staff, your family or friend or the person who gave you this book.

If you need help solving problems, other people you want can speak for you and help you solve any problems.



**You can talk to Inala support staff at any time. You can also telephone the Inala CEOs at any time :
Ms. Rebecca van Bilsen
or
Mr. Martin Porteous
on: (02) 9680-1000 if you want to complain or get help about the things you want or need.**

Besides your support staff, these are the other key people who manage our services and who can help you

Service Area	Contact	Phone	Email
Day Services (North West)	Daniel Puttlitz	9634 2521	dputtlitz@inala.org.au
Day Services (ES-Miroma)	Nathalie Neveu	93375167	nneveu@inala.org.au
Accommodation Services	Kerry Ballard	88530512	kballard@inala.org.au
Joint CEO	Martin Porteous	9680 1000	mporteous@inala.org.au
Joint CEO	Rebecca van Bilsen	9680 1000	rvanbilsen@inala.org.au

For detailed information on Inala services and how to visit and access them, or to discuss any aspect of our supports and services, please see: www.inala.org.au or call the appropriate contact above.

