



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
- ❖ A pictorial easy-read version of this handbook is also available

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

KEY INALA CONTACTS INFORMATION

Service Area	Contact	Phone	Email
Day Services (North West)	Daniel Puttlitz	9634 2521	dputtlitz@inala.org.au
Day Services (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

OTHER INALA CONTACTS - 9680 1000

Reception	Angela Lovegrove
Financial and administration	Deryk Andrew
Accounts	Trish Ferguson & Angel Chen
Community Relations & Fundraising	Lucy Regan
Events	Georgie O'Reilly

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

GENERAL INALA INFORMATION

Inala Newsletter:	E/mailed Termly
Schedule of Fees:	Billed each month
Invoices for individual community access	
Daily materials / transport costs	
Accommodation associated costs	Billed each month in arrears
(Please refer to Information on any applicable non-NDIS Inala provisioned supports)	

Services and Supports

ACCOMMODATION (SUPPORTED INDEPENDENT LIVING) SUPPORTS

Main Accommodation Office Cnr Franklin & Castle Hill rds, Cherrybrook, 2126	
Accommodation Manager	Kerry Ballard T 8853 0512 M 0425285 701 E kballard@inala.org.au
Accommodation Assistant Manager	Rose Field T 88530501 M 0425 285 706 E rfield@inala.org.au

DAY AND COMMUNITY SUPPORTS SERVICES

EASTERN SUBURBS DAY & COMMUNITY SUPPORTS	
MIROMA VAUCLUSE, WATSONS BAY & BELLEVUE HILL 8 VILLAGE HIGH RD, VAUCLUSE, 2030 335 OLD SOUTH HEAD RD, WATSONS BAY, 2030 12 COOPER PARK RD, BELLEVUE HILL, 2023 T: 9337 5167	Miroma Manager: Nathalie Neveu M: 0468 920 774 E: nneveu@inala.org.au
	Service Admin & Planning Support: Victor Delos-Santos: M: 0476 864 101 E: vdelossantos@inala.org.au
NORTH WEST DAY & COMMUNITY SUPPORTS	
NW Manager: Daniel Puttlitz M: 0425 289 772 E: dputtlitz@inala.org.au	
DULKARA CENTRE FOR LIFE SKILLS and the ARTS 118 FRANKLIN RD, CHERRYBROOK, 2126 T 9634 2521 F 96595838	Service Admin & Planning Support: Ben Nicholls M: 0409 122 037 E: bnicholls@inala.org.au Service Admin & Planning Support: Madison Hirschi M: 0412 134 621 E mhirschi@inala.org.au
MINGARA 77 SHOWGROUND RD, CASTLE HILL, 2154 TEL: 9659 1677 FAX: 9659 1877	NW Assistant Manager: Livian Jones M : 0417 475 823 E : ljones@inala.org.au
WANDANA 160-168 CASTLE HILL RD, CHERRYBROOK, 2126 (CNR FRANKLIN & CASTLE HILL RDS) TEL: 8853 0507	NW Assistant Manager: Livian Jones M : 0417 475 823 E : ljones@inala.org.au Service Admin & Planning Support: Joanne Schofield M: 0413 545 588 TEL: 8853 0507 E: jschofield@inala.org.au
DAY & COMMUNITY SUPPORTS SERVICE OUTLETS	
SERVICE OPERATION - Day Services General Programs: Mon – Fri, 9am – 3pm Individual & Community supports as per agreed supports Schedule of Terms: Please refer to Inala yearly calendar	

How Inala supports you

Inala is committed to Person centered support. 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. Inala encourages and actively supports each person on this basis.

NDIS Planning

We will assist you in discussing your preferences, needs and aspirations and support you preparing for your NDIS Planning meeting to the extent you wish, and assist in any requested liaison to ensure as far as possible your Plan reflects your needs and priorities.

Your Service Agreement and Inala supports

- On the basis of your NDIS Plan goals and your own priorities, interests and aspirations, we help you develop an individual support plan which clearly detail the supports Inala will provide.
- The agreed details of your support with Inala are clearly recorded in an agreed service schedule together with all fees and charges. Together with Inala's Terms of Agreement this comprises your Service Agreement. You can ask for further copies or discuss any details at any time.
- The Terms of Agreement detail Inala's and your rights and responsibilities. Your key rights are also summarized on page 1 under Person Centered Supports and in Inala Policies and Procedures

If your needs, goals and preferences change

If your needs, goals or preferences change, we will gladly work with you to change and adapt our supports to facilitate your new priorities and assist with NDIS liaison to the extent you wish.

Keeping your information safe, private and confidential

- With your consent, Inala will only keep information necessary to enable safe, efficient and effective provision of services and supports to you. Such information will be accessible by supporting staff on a 'need-to-know' basis only and will be kept secure.
- This information can be reviewed by you at any time, and your consent amended or withdrawn.
- Inala will not share this information with anyone without your consent.
- Inala will maintain all essential information needed for you in an individual file. This information includes contact information, any relevant health, medication or specific support needs, relevant communications, any incidents or issues and their follow up, or concerns and feedback and suggestions, etc. This is maintained in a secure confidential file which will be accessed only on a need-to-know basis. This information will not be shared to a 3rd party without your consent.
- INALA has a clear Privacy and Confidentiality policy covering the above which you can view at any time.

Inala Client Participant Handbook v08/2019

Providing input, feedback and making a complaint

INALA welcomes feedback, suggestions and complaints as way to continuously improve its services and supports for you and for all the client participants it supports.

You can provide feedback or make a complaint at any time .If needed, you can be supported by a friend, family member, or independent advocate, and have access to an interpreter if needed. .

All complaints will be handled sensitively, with goodwill, and free from adverse consequence

You can provide feedback or make a complaint to us in any way you prefer :

- Directly in person to a staff or service management
- Via client meetings or your family / carer can use a Family / Carer survey or input form
- Directly by phone to the relevant contact (see contact details listed in this Handbook)
- Via our website <https://inala.org.au/contact-us/>
- By letter to the appropriate person or CEO/s c/- Inala P O Box 122, Cherrybrook, 2126
- The NDIS Commission T 1800 035 544
<https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>
- Please refer to our Rights and Responsibilities brochure for an easy read flow chart

Ensuring Quality Services for you

Inala has established processes for ongoing review and the continuous improvement of its services and operations. Please feel free to ask about anything you have interest in or wish information about .

Specific, safety or special support needs

Each individual is different and has different support needs, priorities and aspirations. Through consultative planning with you we aim to support you in the highest quality way to maintain your safety, health and well-being and fulfillment. Individual-specific health, social, behavioural or other supports will be developed with you and any appropriate or recommended 3rd party specialists. These will be reviewed regularly.

Please make sure we are aware of any specific support priorities you have.

What is important for us is the way we can support *you* best

- **If you want to change something or move**
. Please let us know if you want anything to change and we can discuss how best to arrange this. Should you wish to access other services or transition entirely we will work with you to ensure this is done well and you have everything you need for your next steps.
- **If you need more time to make a decision, or another opinion or assistance**
A good informed decision is always better than a rushed or uninformed decision. Please always let us know if you need further information about anything, assistance with obtaining further independent advice or to discuss any aspect of your services and supports with Inala.
- **Discussing or Resolving significant issues**
As outlined above, INALA welcomes feedback, suggestions and complaints as way to continuously improve its services and supports for you and for all the client participants it supports. Please don't hesitate to contact us , and we will do the same if we experience any issue which needs further discussion together.

THANK YOU for choosing INALA!

