



CLIENT HANDBOOK

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Section 1

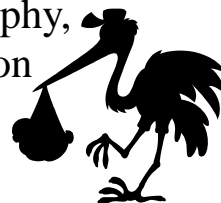
BACKGROUND & STRUCTURE

HeadEast is a community based service specifically for people with acquired brain injury living in the Eastern Sydney area.

In 1995 the Eastern Suburbs Brain Injury Working Party secured funding for three years from the Motor Accidents Authority to establish a community access program. The service began in June 1996 auspiced by the Benevolent Society. The NSW Department of Aging, Disability and Home Care granted HeadEast 12 months funding in July 1999 and recurrent funding in July 2000.

In May 1998 the service incorporated and separated from the Benevolent Society. HeadEast is a registered charity.

The interests of HeadEast consumers are overseen by a Management Committee. This is a group of volunteers who ensure the philosophy, policies and practices of the organisation are upheld.



Section 2

AIMS OF THE SERVICE

- To provide community access services for people with an acquired brain injury and their families which are based on individual need.
- To work co-operatively with existing services to support people with an acquired brain injury and their families.
- To foster self-determination rather than dependence.
- To undertake activities that will promote positive images of people with an acquired brain injury.
- To educate the community about issues related to acquired brain injury.



Section 3

STAFF INVOLVED

The team includes a Co-ordinator, Community Access Workers, Support Workers and Volunteers. Staff have a variety of backgrounds, training and skills.

Hours of operation are Monday to Friday, 8:30 am to 5:00 pm. If you wish to contact your Community Access Worker or other staff, phone the HeadEast office on **8347 2333**.

If no one is in the office when you call, you are welcome to leave a message on the answering machine. Someone will return your call as soon as possible.



Section 4

ELIGIBILITY CRITERIA

HeadEast is for people with an acquired brain injury who:

- Live in the local government areas of Botany Bay, Randwick, Waverley, Woollahra, City of Sydney and South Sydney
- Are aged between 16 and 60 years
- Acquired their brain injury after the age of 10 years
- Are independent in personal care or have attendant care support
- Are medically stable
- If experiencing problems with substance abuse must be seeking assistance to address this
- Are motivated to change an aspect of their lives

Section 5

HOW THE INDIVIDUAL SUPPORT PROGRAM WORKS

Stage 1: Referral

This is the first contact you, your family or health professional makes with HeadEast. This informs HeadEast that you may be interested in receiving our support.

The HeadEast Co-ordinator will then contact you to inform you about our service and arrange a time for an initial meeting.

The Co-ordinator may ask your permission to contact other services you have been involved with in the past (e.g. hospital staff, local doctor, social worker) who may have some information that will assist us in ensuring we are the best service for you.

Stage 2: Initial Assessment

The Co-ordinator and a Community Access Worker will then meet and discuss how HeadEast works and what assistance and support can be provided.

Stage 3: Service Availability

After the initial assessment you will be accepted into the service dependant on meeting our eligibility criteria and the availability of service. If a waiting list is in operation we will contact you on a monthly basis to inform you of your progression on the list.

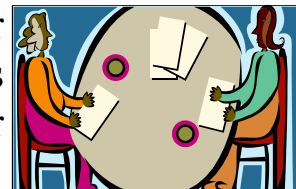
Stage 4: Linking with Community Access Worker

If you are interested in participating and if HeadEast is the best service to meet your needs, you will be linked up with a Community Access Worker. The Community Access Worker will assist you in setting goals you wish to achieve and developing an Individual Access Plan to meet your needs.

Stage 5: Individual Access Plan

An Individual Access Plan outlines goals you have identified with your Community Access Worker. When this plan is completed and signed you and your Community Access Worker will each have a copy to refer to.

The Community Access Worker will assist you to achieve your goals by working with you on a regular basis.



Stage 6: Individual Access Plan Review

On a quarterly and annual basis you will meet with your Community Access Worker to review your Individual Access Plan, identify your achievements and set new goals.

Stage 7: Leaving the individualised service or joining other programs

If you feel you can no longer benefit from the individualised service you may continue to involve yourself in HeadEast's other programs. If you choose to leave the service, you are still welcome to contact HeadEast should you wish to work on any goals in the future.

Upon your decision to leave you will be offered the opportunity to provide feedback on your experiences with HeadEast. Your suggestions will help us improve the service.

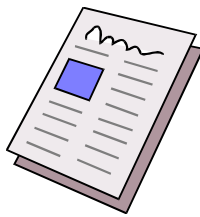
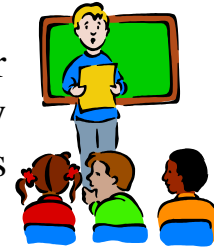


Section 6

OTHER PROGRAMS AT HEADEAST

Community Education

Participants develop and deliver presentations to schools and community groups about acquired brain injury and its prevention.



The Newsletter Team

The team produces a quarterly newsletter. This may involve editing, layout, writing articles, photography and artwork.

The Client Forum

The Client Forum meets once every two months to give feedback to HeadEast on service delivery and development. The Forum organises a social outing for alternate months.



Workshops



Workshops are run periodically to address specific needs eg. diary and organisation skills or stress management.

Section 7

YOUR RIGHTS

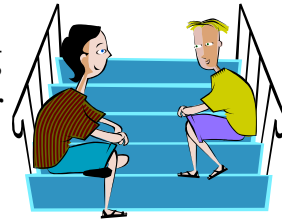
As a consumer of HeadEast you have a right to:

- Be treated with respect
- Make your own decisions
- Be informed about the possible consequences of choices or actions
- Explore all options available to you
- Be informed of any changes to HeadEast
- Participate in the development and evaluation of HeadEast
- Make a complaint if you are not satisfied with the service
- An advocate or someone to represent you and your view if you need or want one

Section 8

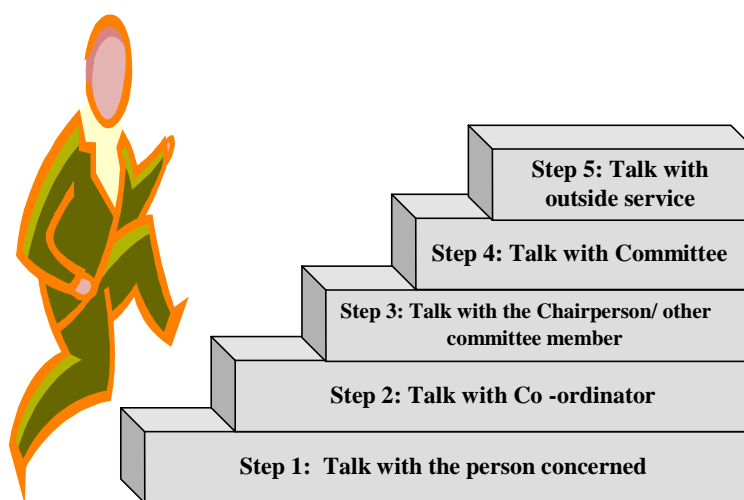
YOUR RESPONSIBILITIES

- To treat staff with respect
- To be on time for appointments. If you need to cancel, you should let your Community Access Worker know in advance.
- To inform staff of medical problems that may affect your program.
- To tell the your Community Access Worker or Co-ordinator if you are not happy with the service, even if you feel it is only a minor issue.
- To refrain from smoking indoors when you are with HeadEast staff .
- To refrain from consuming alcohol at HeadEast functions or during community access visits.



Section 9

HOW TO MAKE A COMPLAINT



Clients of the service have the right to make a complaint if they are not happy with the service. If you have a complaint, these are the steps to take:

Step 1:

Talk to the person concerned to try and resolve the problems through direct communication. If you don't want to or have tried without success, there are others you should discuss the issue with..

Step 2:

If your complaint has still not been resolved, talk with the Co-ordinator. You can ring the Co-ordinator on **8347 2333**.

Step 3:

If your complaint has still not been resolved, talk with any member of the HeadEast Management Committee. The Co-ordinator will provide you with a list of contact numbers for all committee members.

Step 4:

You also have the option of meeting with the whole Management Committee to resolve the matter.

Step 5:

If you are still not satisfied that the matter has been resolved, contact an outside service such as those listed on page 16.



Disability Complaints Service on **9319 6549**
OR
Community Services Commission on **9384 4999**

You have a right to have someone of your choice present for each of these steps if you wish. If you require someone to act on your behalf, we will provide an independent advocate for you, on request.

When your complaint has been resolved, the Coordinator or other relevant staff member will write a report that states what the initial complaint was and how it was resolved.

Section 10

CONFIDENTIALITY

All information concerning your involvement in the service will be kept strictly confidential. This information is kept in a locked cabinet in the HeadEast office.

Staff will only give out information about you if you have given your permission. You are able to access your personal information at HeadEast.

CONFIDENTIAL



The only information collected by HeadEast is information directly related to your participation in the service.

Section 11

CLIENT CONTRIBUTIONS

As a client, we ask you to contribute a fee. This contribution goes directly into services provided by HeadEast for people with an acquired brain injury.

The amount you are asked to contribute depends on your circumstances and the Co-ordinator is happy to discuss these details with you at any time.

**NO-ONE WILL BE DENIED THE SERVICE
IF THEY CANNOT PAY.**



This handbook was written for people who have an acquired brain injury, their families, friends and carers. The aim is to provide information about the service at HeadEast, your rights and responsibilities as a client.

If you feel changes could be made to the handbook to make it more useful, we would appreciate your feedback.

Your suggestions will help us to improve the service and the availability of information.

Your Community Access Worker (CAW) is:

The Co-ordinator at HeadEast is:

To contact your Community Access Worker (CAW) or the
Co-ordinator phone:

8347 2333