

ELIGIBILITY

A disability as defined in the Disability Services Act (2006)

Lives in Queensland and registered with Disability Services

The person must also meet one of the following residency criteria:

Australian Citizen

A permanent Australian resident

A Temporary Protection Visa Holder

A New Zealand citizen who arrived in Australia prior to 26/02/01

A member of a family on a work/study visa sponsored by the Aust. Govt

Between the ages of 18 and 65 years and may be living independently or with a carer/family member.

MISSION

To encourage independence and participation in the community by providing flexible support services for individuals and families by meeting the needs based on valued and informed choices. To assist with the development of skills, self confidence and self esteem of people with a disability in Hervey Bay and surrounding areas.

PERSON'S RIGHTS

- The right to be assessed for access to services without discrimination
- The right to read any personal information kept about them
- To have an advocate of their choice
- To be involved in decisions about their needs and service plan
- To be provided with support in a safe manner that respects the dignity, independence, social, cultural and physical needs of the person
- To refuse support and refusal should not prejudice future service
- To complain about the support they are receiving and have those complaints dealt with fairly, promptly and without retribution
- To privacy and confidentiality
- The right to choose alternatives
- The right to be informed
- The right to appeal a support provision decision

Hervey Bay Community Access Association Inc is a community organisation founded in 1996, to assist persons with disabilities to access activities of their choice in a way that promotes friendships, skill development, participation and independence.

FLEXIBLE DROP-IN SUPPORT

Flexible Drop-In Support provides a planned drop-in service that assists adults with a disability to maintain their rightful place in the community.

DELIVERY OF SERVICE

Support will operate for 3 hours a day, 7 days a week. The person can either be living independently or with a care/family member. The support includes but is not limited to Personal / Attendant Care – including continence management, assistance with medication, assistance with meals, assistance to access essential services – eg chemists, banking and grocery shopping only. The support can be for only ten (10) minutes or for a maximum of 2 hours (depending on the need)

The support **does not** include community access except for the chemists, banking and grocery shopping as mentioned above.

The support is intended to be a planned response however some provision can be made for one off emergencies.

The Support Worker will drive from home to home at scheduled times pre-arranged by the person. Support is provided on an ongoing or temporary basis. The geographical area of support encompasses Hervey Bay, Burrum Heads, Torbanlea, Howard, River Heads, Toogoom, Dundowran and Craignish.

Hervey Bay Community Access Association Inc. is committed to providing a Best Practice service, which continually strives to develop quality support options with and for people who have a diverse range of disabilities and support requirements.

We strive to address all relevant issues promptly concerning:

Individual needs.

Decision making and choice.

Participation and integration.

Valued status.

Complaints and disputes.

Service Access.

Privacy, dignity and confidentiality.

Service agreement.

Cultural diversity.

Family involvement.

Availability of staff.

POLICIES AND PRACTICES

HBCAA has its own detailed Policies and Practices Manual, to ensure that we deliver consistent, high quality, transparent service. The Policies and Practices align with the Disability Services Act 2006 and the Disability Service Quality System Standards.

You are welcome to contact us at anytime to discuss your support.

For further information or a referral contact

Phone: 4125 4211

Fax: 4125 4086

Email: hbaccess@exemail.com.au

Web: www.herveybayaccess.org.au

Location:

Shop 1,415 Esplanade
TORQUAY, HERVEY BAY

Mailing Address:

P.O.Box 5366
TORQUAY QLD 4655

Supported by



Queensland Government
Disability Services Queensland

HERVEY BAY COMMUNITY ACCESS ASSOC INC



“To boldly go where everybody else goes”

FLEXIBLE DROP-IN SUPPORT

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