



# Client Handbook

## Welcome!

Welcome to the Angel House Australia Foundation Ltd (AHAF) Foundation Ltd (AHAF), the organization and services that put you first and aims to create opportunity, promote independence and progression in a safe and non-discriminative environment.



At Angel House Australia Foundation Ltd (AHAF) Foundation, our direction is led by your choice, needs and goals by providing key mental health and other services to those who seek support.

This handbook is a guide created for you so you can learn more about the mental health and additional services that are available to you and how we can help you. Find out all you need to know about us, what we do, the services we offer and most importantly how we will work with you to meet your needs to the highest standards.

Welcome to the Angel House Australia Foundation Ltd (AHAF) family.

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## About Us

We offer twenty-three years of providing counselling, life coaching, cognitive behavioural therapy (CBT), PTSD counselling and play assisted therapy, often combining these services in assisting participants in the community from diverse inclusive backgrounds with capacity building supports, strategies and life skills development. Our aim is to enable our clients in living independent, self-managed lives, contributing to the community. We offer interventions where needed and guide participants back to a holistic state of overall mental well-being.



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Our vision is to support and empower people to overcome disadvantages and barriers to personal, social and economic growth by delivering inclusive and innovative services.

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## Our Mission

To work in partnership with the community, business and government, to strive for excellence in meeting the holistic needs of our clients through the provision of high quality supportive, recreational, cultural, sporting and welfare programs.

## Angel House Australia Foundation Ltd (AHAF) Foundation's Values

### Respect

We will listen to you and hear what you say and encourage independence and respect your decisions, opinions and views.

### Honesty

We will be trustworthy, tell the truth and keep our promise to you and always provide the highest quality service we can.

### Confidentiality

We believe privacy and confidentiality is of utmost importance for you and the organization.

### Development & Improvement

We will identify, with your help, where we can develop projects and always work to improve our services and to uphold the Service Standards with your feedback.

### Harmonious Environment

We will work to maintain a positive working environment that provides support, guidance, acceptance and harmony for all.

## AHAF's Disability Services

At Angel House Australia Foundation Ltd (AHAF) we pride ourselves on the personal, client focused and high-quality service that we provide. We follow the National Disability Service Standards in order to maintain excellent results for both you and for us.

Our disability services have been formed from these Standards, so therefore we believe it is not only important to tailor our services to meet your needs but to provide the highest quality services in cooperation with those Standards so you can truly get the most from the Angel House Australia Foundation and know exactly what you can expect from us.

At Angel House Australia Foundation Ltd (AHAF), we would like to make a difference in the lives of those with disability and to make life easier, fairer and to get people involved and participating within their own communities.

We will endeavor to give you a personal and individualized experience and you will be treated fairly throughout your time with us, choosing to do the things that are important to you. With your help we can continuously work to improve our services to meet your needs and goals.

### Discover more about our Disability Services

- Counselling
- Life coaching
- Psychosocial coaching
- Cognitive behavioural therapy
- PTSD counselling
- Increased social & community participation
- Assistance in coordinating or managing life stages, transitions & supports
- Development of daily living & life skills
- Individual social skills development
- Early childhood intervention supports (under 7yrs)
- Therapy supports (over 7yrs)
- Courses and programs for social and personal development

## National Disability Service Standards

### Standard 1 - Rights

You have them! And at Angel House Australia Foundation Ltd (AHAF) it is important to us that you know and understand your rights, so we are here to support you and to provide encouragement, guidance and assistance in any choices that you make.

People with a disability have the right to respect, dignity and to full participation in society. You will receive a service that allows you to maximize your choices for social participation and cultural inclusion.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions including medical treatment or other interventions.

It is also your right to try new things, and we will assist you to do so whilst ensuring that you are treated fairly and independently.

We welcome your right to talk freely and express your thoughts, opinions and choices. Therefore, Angel House Australia Foundation Ltd (AHAF) will listen to you and support the choices you make, and we will include your family and carers if and when you want them to be included.

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We are here to support and assist you, you provide encouragement in any choices that you make...

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## Standard 2 - Participation & Inclusion

At Angel House Australia Foundation Ltd (AHAF) our aim is to help people to understand their rights, one of which is being a valued member of their community. We will provide any assistance needed for anyone to participate actively and meaningfully and we can develop connections within the community to help you to do this.

We want you to make the most of the disability service and to not only take part but feel included as a valued member and it is your right to decide when and how you do this. As well as it being your right to decide when and how you have contact with your family and friends.

Angel House Australia Foundation Ltd (AHAF) will support you and help you to take part within the community of your choice, whilst getting to know you and the things you like to do.

We promise to work with you, your family and carers if you choose so, as well as with organizations within the community if that is what will help you.

At Angel House Australia Foundation Ltd (AHAF) we will also respect your cultural background and understand the needs and requirements that may come with it.



## Standard 3 - Individual Outcomes

At Angel House Australia Foundation Ltd (AHAF) you can make your own choices about what you want to do and set your own goals. We will support the choices you make and we will be there every step of the way to help you to work towards those goals in the way that you want to.

By working with you independently we can assist you in reaching your goals and we will offer guidance and help you to recognize your strengths and weaknesses so you may learn and develop skills to help you achieve those goals and set even more.

By recognizing where you need extra support, we are able to communicate with other services, if that is what you need to reach your goals.

We will respect your right to seek support from others, whether that is your family, friends or an advocate of your choice.

At Angel House Australia Foundation Ltd (AHAF) we will work fairly with you as an individual irrespective of age, gender, cultural background or sexuality.

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We can assist you in reaching your goals and help you recognize your strengths.

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## Standard 4 - Feedback & Complaints

It is important to us that you feel free to tell us what you think about the services we offer and we promise to listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, your feedback, whether it is good or bad, can only help us to improve our services and we welcome it, without discrimination or negative consequences.

We will keep you informed throughout the complaints process and inform you of the outcome and the reasons behind it. We are therefore prepared to change the way things work in order to continuously improve our services.

You have every right to seek the support from another person, whether that means a family member, carer or support person such as the Ombudsman, a lawyer or an advocate – whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.

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We are here to support you, provide encouragement and assist you in any choices that you make...

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## Standard 5 - Service Access

You have every right to seek and find the service you need and have access to the support you require fairly and equally.

Feel free to ask about using any services and if it is not available, the reasons why will be explained clearly to you.

We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At Angel House Australia Foundation Ltd (AHAF), your feedback and opinions about our services are important, and we do make improvements based on your ideas.

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.



## Standard 6 – Service Management

As a community focused organization, we will always endeavor to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and to ensure positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of services from your feedback, good working processes and excellent communication between the team and clients are all key to our service management.

By being responsive to your feedback and as well as the opinions of other people with disabilities, families and carers, this can help us to continuously improve our programs and maintain the high-quality service that we offer.

At Angel House Australia Foundation Ltd (AHAF), we have a Board comprised of people who possess the skills and experience to fulfill the company's responsibilities and who monitor the effectiveness of the organization's governance, policies and practices and makes changes as needed.

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We believe in creating opportunities and providing the support and guidance to those who need it to become a valued member of their community in the way they choose.

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## Did you know? Important information about Angel House Australia Foundation Ltd (AHAF) & what we do

Did you know Angel House Australia Foundation Ltd (AHAF) runs various Programs and Courses to enhance our services to you?

Angel House Australia Foundation Ltd (AHAF) invites other services to participate in our energetic program each holiday. The program is very popular having up to five to ten people from other services joining in and participating on the day as well as people from the local community.

This workshop helps our service users in many areas by providing:

- Mindfulness skills
- Life skills development
- Bullying, anxiety and stress coping skills



Did you know Angel House Australia Foundation Ltd (AHAF) is involved in and around your community?

We have a close association within our local community and are involved with places such as:

- Starlight Children's Foundation
- Australian Police Service
- MHPN (Not for profit organization)
- MyCareSpace
- Ambulance Active



## Did you know Angel House Australia Foundation Ltd (AHAF) welcomes volunteers?

We embrace volunteers and encourage the involvement of friends, families and people in and around our community.

It is important for us that our clients have access to a range of different programs and workshops and also get to know other people within the community. This is also a great way to share activities with friends and family and to partake in the hobbies and interests of your choice, whether it is learning to cook or getting out and enjoying sporting activities locally.

We would love to hear from you or anyone you know who would like to volunteer. This is one of the best ways to get to know Angel House Australia Foundation Ltd (AHAF) and discover what we are all about.

Get involved today with:

- Cooking Classes Community
- Outings, Arts and Crafts
- Sporting Activities,
- Hobbies
- Aged care facilities visits



## Angel House Australia Foundation Ltd (AHAF) Working with You

We have lots of ways of communicating with you; through our regular newsletters, face-to-face meetings, annual personal development, planning meetings and occasional surveys for your feedback on our services – letting us know how we can improve.

Plus, we'll work with you on a day-to-day basis through the services you choose to use.



### Individual Plans

At Angel House Australia Foundation Ltd (AHAF) we tailor our plans when working with you so they are person-centered and individualized. We record and monitor your goals and aspirations and work with you using different strategies so you can achieve them.

We will offer you guidance and assistance when you need it so you can achieve your goals and we will work closely with you, your carers or family members to give direction to make sure we are all working towards the same goals.

We do this by laying out an individual plan for you, obviously this is subject to change depending on its purpose or indeed its level of achievement, but in essence your goals represent independence, providing meaning and satisfaction.

### Individual plans focus on:

- The individual
- They are flexible and subject to change depending on progress and other factors Personal goals and aspirations
- Unique skills and strengths
- Promoting and supporting independence

## Individual Plans Structure:

Individual plans are set once per year unless flexibility is needed, in which case they are changed more frequently. Plans are changed following a meeting that takes place at our Centre with yourself and all involved in the process such as:

- Team
- Leader Key
- Worker
- Your carer or family member



## Programs and Events

With so many programs and events happening throughout the year, you will love the chance to try new things, socialise and build friendships, work towards your goals and aspirations and get out in the community and get involved in new activities and experiences.

Just a few of the things Angel House Australia Foundation Ltd (AHAF)'s clients have done so far:

- Mindfulness workshops
- Life skills workshops
- Art & craft workshops
- Discovery workshops
- Pet therapy workshops
- Anti-bullying workshops
- Self-empowerment skills
- Relationship counselling
- Cognitive behavioural therapy
- PTSD counselling
- Play assisted therapy
- Equine assisted psychotherapy
- Holiday workshops for kids

Plus, Angel House Australia Foundation Ltd (AHAF) attends special events including club shows, River Side Theatre, movies and other events throughout the year.

## Key Services & Contacts

From time to time you may need to seek another service for support, advice or service, so here are a list of some key contacts for you just in case.

Blind Citizens Australia  
Tel: (03) 9654 1400  
Email: [bca@bca.org.au](mailto:bca@bca.org.au)

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind or vision impaired with disability related issues in the three main category areas of Social Security, disability services and disability discrimination.

Culture, Ethnicity and Health  
Tel: (03) 9418 9929  
Email: [enquiries@ceh.org.au](mailto:enquiries@ceh.org.au)

Culture, Ethnicity and Health provides services to ensure that people from a non- English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural and religious needs.

Information on Disability Education and Awareness Services  
Tel: 1800 029 904  
Email: [ideas@ideas.org.au](mailto:ideas@ideas.org.au)

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

National Disability Insurance Agency

Tel: 1800 800 110  
Online:  
<https://www.ndis.gov.au/form/contact-form.html>



People with Disability  
Australia  
Tel: 1800 422 015  
Email:  
[pwd@pwd.org.au](mailto:pwd@pwd.org.au)

People with Disability  
Australia Inc is a  
national Australia  
disability rights and  
advocacy organisation  
founded in 1981.

Children and Young  
People with Disability  
Australia

Tel: (03) 9417 1025  
Email:  
[info@cdya.org.au](mailto:info@cdya.org.au)

Disabled People's  
Organisations  
Australia

Online:  
<http://dpoa.org.au/contact/>

Indigenous Disability Advocacy  
Service Tel: 02 9687 7688  
Email: [idas@idas.org.au](mailto:idas@idas.org.au)

Indigenous people with disability,  
their families and carers when the  
person they are looking after needs  
help. Service area - Western  
Sydney and Regional Centres of  
NSW

Multicultural Disability Advocacy  
Association of  
NSW Tel: 1800  
629 072  
Email: [madaa@madaa.org.au](mailto:madaa@madaa.org.au)

Services provided to People  
with disability aged 0 – 65 from non-  
English speaking background, their  
careers and families.

Brain Injury Association of NSW Inc  
Tel: 1800 802 840  
Email: [ceo@biansw.com.au](mailto:ceo@biansw.com.au)



## Glossary

### Word What it means...

- Achieve - - - To be able to do something and finish it.
- Advocate - - - Someone who listens to what you want and gives you the help you need to speak up or to sort out a problem.
- Community - - - Places where most people live and do things, like living at home, seeing friends, going shopping.
- Client - - - - Someone who buys something or uses a service. Having a say about what you want.
- Decision - - - -
- Goal - - - - What you want to happen for you in the future.
- Government - - - The people who make decisions and laws about what should happen for everyone.
- Independent - - - Doing things for yourself, as much as you can.
- Management - - - People who are in charge of the service, like the Director, or committee.
- Information - - - Things you get told about.
- Needs - - - - Things that you require to help you grow and develop.
- Privacy - - - - Being on your own if you want to be, and having things that you don't have to show to anyone.
- Problem - - - Something that you don't like, or that doesn't go right for you.
- Program - - - Doing activities that help you learn and achieve things.
- Respect - - - To be nice and treat people well.
- Service - - - The location and the staff that are there to help you.
- Skills - - - - Being able to do things well.
- Staff - - - - People who are paid to help you in the best way they can.
- Standard - - - Something that is written that helps services to know what they should be doing.
- Understand - - - To know what things mean.
- Quality - - - Things that are good and right.





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