

Blue Sky Community Services: Service Charter

At Blue Sky Community Services we:

- build the capacity of community members through strengths based and person centred support and information services
- build the capacity and inclusiveness of communities through a range of community strengthening, development and information sharing activities
- work for and promote social justice
- lead and inspire through example and promotion of best practice.

The services we provide include, but are not limited to:

- services that support people with disability and young people and their families and carers
- services that build the capacity of communities and community members
- services that build the capacity of community services and sectors.

The services Blue Sky Community Services delivers varies over time. Details about our current services and activities can be found on our website www.bluesky.org.au

Our Service Standards

Service participants and other stakeholders who access our services can expect that the service provided to them will meet certain standards. Individuals, groups or organisations engaging with Blue Sky Community Services can expect that:

- our organisation is governed soundly by a skill based Board of Governance
- our staff are competent, appropriately skilled and qualified and achieve high quality outcomes
- our staff will focus on the individual needs of each person/group/organisation
- our staff will follow up in a timely manner
- our staff and our activities will demonstrate our organisational values
- all our interactions will be respectful, courteous and helpful
- our premises will be clean, presentable and welcoming
- our work is evaluated to ensure we are meeting the expectations of service participants and other stakeholders
- input on the accessibility and friendliness of our premises will be welcomed from service participants and customers
- feedback will be managed through a formal strategy and process that includes compliments, complaints and suggestions
- staff will adhere to the health and safety policies and practices of Blue Sky Community Services in undertaking their duties.

Your Rights

If you are seeking or receiving a service from Blue Sky Community Services, you have the right to:

- receive services in a professional, courteous and caring manner that respects and appreciates individual difference
- make your own choices about your life and your future
- request to access any personal and other information held by us about you and request that we change any wrong information as permitted by law
- feel safe and free from any physical, emotional, sexual or verbal abuse
- be informed about services, options and any cost associated with participation
- have your privacy and confidentiality protected in the provision of services
- be referred to other services if we are unable to provide appropriate service
- make informed decisions about your services and supports provided
- participate in decision-making about the services you are provided with
- share ideas about improvements to our services
- give us feedback (good or bad) or make a complaint
- have an advocate (of your choosing)
- refuse services (where appropriate) and refuse to participate in research
- request a change of worker or refuse services from a student.

Children have the right to feel safe and to have their developmental needs met in the provision of services.

Your Responsibilities

If you are accessing the services and programs provided by Blue Sky Community Services, you are responsible for:

- respecting the privacy of others
- treating others with respect and dignity
- respecting the rights of others to feel safe
- respecting the cultural background of others
- keeping appointments or informing us if you are unable to keep an appointment
- providing correct and necessary information to the best of your ability
- using the services and resources provided by Blue Sky Community Services and its staff for the purpose for which they were intended
- ensuring a safe environment for staff visiting your home or workplace.

Feedback and Participation

At Blue Sky Community Services, we welcome feedback, complaints and other input from the communities and people we provide services to so we can understand how to best meet identified needs and improve the way we do things.

If you are accessing services and activities organised by Blue Sky Community Services, you have the opportunity to:

- have your feedback or complaint respected and used constructively to improve our services
- not be victimised or treated differently because you have made a complaint
- provide us with informal feedback during interactions, meetings, or gatherings
- tell us your opinions or ideas about the services and activities being provided
- comment on policy or service provision and planning
- give us formal feedback and/or evaluation through a variety of methods (surveys, feedback sheets, evaluations, suggestion boxes, formal/informal face to face consultation)
- make a complaint
- have someone else give feedback or make a complaint on your behalf
- lodge an appeal if you don't think your complaint was dealt with fairly.

Feedback and Complaints

At Blue Sky Community Services, we welcome feedback, good and bad.

We believe that receiving positive feedback and complaints is a great way to find out what we do well (so we can do more of it) and what we do not do so well (so we can do it better).

We are committed to passing on positive feedback to our staff so they can know they are doing a great job.

We are also committed to dealing fairly and effectively with complaints. We want to know what happened and why, and what can be put in place to improve our practice and the services we deliver.

Every person who uses our services has the right to give us feedback or make a complaint.

What will happen if I make a complaint?

When you give us feedback or make a complaint, the staff member receiving the feedback/complaint will listen to you respectfully and ask questions so they can fully understand the nature of the feedback/complaint.

If we have done something that has caused you concern, we will apologise for this, look into the matter and find ways that we can prevent the same sort of thing from happening again.

All feedback and complaints are reported to the Chief Executive Officer so improvements can be made to the way we deliver our services. The Chief Executive Officer also reports complaints to the Board of Governance of Blue Sky Community Services.

All complaints are:

- taken seriously
- dealt with within a reasonable timeframe
- kept confidential. Only parties that need to know about the complaint will be told about it
- Investigated objectively and fairly. No assumptions will be made and no action taken until all the information collected has been considered.
- repercussion-free. No action will be taken against anyone making a complaint or helping another person to make a complaint, except where a complaint is found to be malicious or without foundation.

How do I give feedback or make a complaint?

There are several ways you can give us feedback or make a complaint.

Speak to the staff member who the feedback or complaint is about.

- If you feel comfortable, you can speak directly with the staff member who you are giving feedback or making a complaint about. Often matters can be quickly resolved by talking directly to the person responsible.

Speak to the staff member's Manager.

- If you do not feel comfortable speaking to the staff member involved, you can ask to speak to the person's Manager. You can do this by phoning our Coffs Harbour Office on (02) 6651 1788 or by emailing the Manager at contact@bluesky.org.au

Speak to the Chief Executive Officer.

- If you do not feel comfortable speaking to the person's Manager, or if the complaint is about the Manager, you can speak to the Chief Executive Officer. You can do this by phoning our Coffs Harbour office on (02) 6651 1788 or by emailing ruththompson@bluesky.org.au

Lodge a written complaint

- If you would feel more comfortable putting your feedback/complaint in writing you can do this by marking it to the attention of the Complaints Officer and:

emailing it to: contact@bluesky.org.au

posting it to: PO Box 799, Coffs Harbour NSW 2450

You can use your own wording or you can use our Feedback and Complaints form as a template.

You can download the Feedback and Complaints form from our website at www.bluesky.org.au or you can ask us to send you this by email or in the post.

Can someone else give feedback or complain on my behalf?

Advocates

If you would feel more comfortable with someone else giving us the feedback or making the complaint you can use an advocate or someone you trust to speak on your behalf.

If you would like assistance to find an advocate to speak on your behalf, please let us know. You can also contact an advocate service. Some of the advocate services available on the Mid North Coast of NSW are listed at the end of this document.

Interpreters

You can use an interpreter to give us feedback or make a complaint.

If you need assistance in finding an interpreter, please let us know. You can also contact an interpreter service. Some of the interpreter services available on the Mid North Coast of NSW are listed at the end of this document.

What if I think my complaint has not been dealt with properly?

If you do not think we have dealt with your complaint properly, you can complain to an objective third party to assist you in resolving the complaint.

You can contact the following people to assist you in resolving the complaint:

NSW Ombudsman

Phone: (02) 9286 1000 Or 1800 451 524

Web: www.ombo.nsw.gov.au (online complaint form)

The NSW Department of Communities and Justice

Web: <https://www.facs.nsw.gov.au/about/contact/complaints> (online complaint form)

The National Disability Insurance Agency (for complaints regarding Local Area Coordination services)

Phone: 1800 800 110

Email: feedback@ndis.gov.au

The NDIS Quality and Safeguards Commission (for complaints regarding delivery of NDIS supports)

Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged. National Relay Service and ask for 1800 035 544.

Web: <https://www.ndiscommission.gov.au/about/complaints>

The Federal Government Department of Social Services

Phone: 1800 634 035

Email: complaints@dss.gov.au

Advocacy Services

Below are some of the options available for accessing an advocate in NSW. If you cannot find what you are looking for please contact us for assistance on (02) 6651 1788 or by email at contact@bluesky.org.au.

Disability Advocacy NSW

Phone: (02) 4927 0111 or 1300 365 085
Email: da@da.org.au
Web: www.da.org.au

Advocate for Children and Young People

Phone: (02) 9248 0970
Email: acyp@acyp.nsw.gov.au
Web: www.acyp.nsw.gov.au

The Brain Injury Association of NSW

Phone: (02) 9868 5261
Email: mail@biansw.org.au
Web: www.biansw.org.au/

Aids Council of NSW (ACON)

Phone: (02) 65840943 or 1800 063 060
Email: mnc@acon.org.au
Web: www.acon.org.au

The Intellectual Disability Rights Service

Phone: (02) 9318 0144 or 1800 666 611
Email: info@idrs.org.au
Web: www.idrs.org.au

Mental Health Advocacy Service NSW

Phone: (02) 9745 4277
Web: www.legalaid.nsw.gov.au

Interpreter Services

Below are some of the options available for accessing an interpreter in NSW. If you cannot find what you are looking for please contact us for assistance on (02) 6651 1788 or by email at contact@bluesky.org.au

Community Relations Commission for a Multicultural NSW

Phone: (02) 8255 6767 or 1300 651 500
TTY: (02) 8255 6758
Email: languageservices@crc.nsw.gov.au
Web: <http://www.crc.nsw.gov.au/>

Translating and Interpreter Service





Phone: 1300 132 621
Email: interpreters@immi.gov.au
Web: www.tisnational.gov.au/





The Deaf Society

Email: info@deafsociety.com
Web: www.deafsocietynsw.org.au/

Feedback and Complaints Form

You can use the form below to give us feedback or make a complaint or you can speak to us directly. The form is also available for download from our website at www.bluesky.org.au

| Feedback and Complaints Form | | |
|--|---|--|
| Please complete this form and send it to us | By Email | contact@bluesky.org.au |
| | By Post | Blue Sky Community Services Attention: Complaints Officer PO Box 799, Coffs Harbour, NSW, 2450 |
| Your name (First name and last name) | | |
| Date completed | | |
| Your phone number  | | |
| Your mobile phone number  | | |
| Your email address  | | |
| Your postal address  | | |
| Is someone else helping you to give feedback or make a complaint | Name | |
| | Phone number | |
| | Postal Address | |
| | Email Address | |
| | Relationship to you (Family member/ Advocate/other) | |

| | |
|---|---|
| <p>Tell us what made you happy</p>  | |
| <p>Tell us what made you unhappy</p>  | |
| <p>What would you like to happen?</p>  | |
| <p>Have you spoken to anyone else at Blue Sky Community Services about your complaint? (Yes/No)</p> | |
| <p>If so, what was the name of the person you spoke to?</p> | |
| <p>Is there anything else you would like to tell us?</p> | |
| <p>Thank You!</p>  | <p>Thanks for giving us your feedback. We really appreciate it.</p> <p>Your feedback will help us improve the way we do things!</p> |

How to contact us

Mail

All mail is directed through Head Office and should be addressed to the appropriate staff member at Blue Sky Community Services, PO Box 799, Coffs Harbour, NSW 2450.

Email

General enquiries can be made via email to contact@bluesky.org.au

Office Opening Hours

Our usual office opening hours are from 9:00am to 4:30pm. Blue Sky Community Services recommends visitors to outlying offices (Kempsey, Port Macquarie or Nambucca) notify the staff members at that office prior to their visit. Staff at these offices will often work off-site and the office may be closed as a result.

Key Organisational Contacts

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| General Contact | Phone (02) 6651 1788 Email contact@bluesky.org.au |
| Chief Executive Officer | Phone (02) 6651 1788 Email ruththompson@bluesky.org.au |
| Executive Manager: Service Delivery and Quality | Phone (02) 6651 1788 Email terryrobb@bluesky.org.au |
| Program Manager: Families, Young People And Communities | Phone (02) 5632 4021 Email suecurrie@bluesky.org.au |
| Regional Manager: Local Area Coordination | Phone (02) 6516 1922 Email charitypeabody@bluesky.org.au |

Office Details

Coffs Harbour (Head Office)

Address: Shop 21, 20 Gordon Street, Coffs Harbour, NSW 2450

General Phone: (02) 6651 1788

Fax: (02) 6651 4688

Coffs Harbour (Local Area Coordination)

Address: Shop 21, 20 Gordon Street, Coffs Harbour, NSW 2450

Phone: 1800 522 679

Coffs Harbour (Groundworks Youth and Families Centre)

Address: 2/322 Harbour Drive, Coffs Harbour NSW 2450

Phone: (02) 5632 4020 – Groundworks and (02) 5632 4021 - Momentum

Nambucca Heads

Address: Shop 5B Nambucca Plaza, Nambucca Heads NSW 2448

LAC Phone: 1800 522 679

Kempsey

Address: Suite 7, 41 Belgrave Street, Kempsey NSW 2440

LAC Phone: 1800 522 679

Port Macquarie

Address: Suite 5/53 Lord Street, Port Macquarie NSW 2444

LAC Phone: 1800 522 679

Key Services Contact Details

Groundworks Youth and Families Centre

The Groundworks Youth and Families Centre is a safe and relaxing place for young people aged 12 to 24 to come and hang out. The centre has lots of useful information for young people and can assist with referrals to other services in the area. There are also opportunities to get involved in creative activities, learn new skills and have fun.

The Groundworks Youth Centre and Families Centre is located at 2/222 Harbour Drive, Coffs Harbour. You can find out more about the Centre by contacting the Groundworks Program Officer by phone (02) 5632 4020.

The In It Together Program

This In IT Together program works with young people aged 12 to 17 and their families. This service is provided at the Groundworks Youth and Families Centre at 2/222 Harbour Drive, Coffs Harbour, and serves the Coffs Harbour local government area. The In It Together program assists young people and their families to; improve communication and relationships, negotiate behaviour and activities, gain knowledge and skills to make positive choices or know about services and resources to meet their needs. You can find out more about this program by contacting the Program Coordinator by phone on (02) 5632 4021.

The Momentum Youth Housing Service

The Momentum Youth Housing Service assists young people aged 17 to 25 who are experiencing homelessness or who want to find stable accommodation. Momentum staff can help young people with landlords, Centrelink, family and personal challenges, accommodation support, and education and training opportunities. Momentum also has a transitional housing program, which provides intensive support to assist young people who may be experiencing homelessness or who are at risk of homelessness to stabilise their lives and move to independence over a 12-month period.

Young people who are committed to achieving goals and participating in programs to build independent living skills will benefit from this program. You can find out more about the Momentum Youth Housing Services by contacting the Momentum Team Leader by phone on (02) 5632 4021.

Nexus Con

Nexus Con is an annual pop culture event that is put together by a group of young people who work in partnership with Blue Sky Community Services and Headspace. Their focus is on building a community of like-minded people who identify as nerds, geeks or enthusiasts. This group and the event share information and provide ways for young people to connect and build social networks. You can find out more about Nexus Con by contacting the Team Leader: Families and Communities by phone on (02) 5632 4021

Financial Wellbeing Service

The Financial Wellbeing Service operates in the Clarence Valley, Coffs Harbour, Bellingen, Nambucca, Kempsey, Port Macquarie, Taree and Great Lakes areas of NSW.

The service assists people in financial crisis to manage their immediate situation in a way that allows them to maintain their dignity whilst improving their financial capability.

You can contact the Project Officer on (02) 5632 4020.

The Local Area Coordination Service

This program assists eligible people with disability to transition to, or access, the National Disability Insurance Scheme. Local Area Coordinators assist people to identify their reasonable and necessary supports and their goals for the future. This program is delivered across the Mid North Coast of NSW from Coffs Harbour to Port Macquarie. To find out more about the Local Area Coordination service contact the Local Area Coordination Program Manager on (02) 6516 1922