



CUMBERLAND  
COUNCIL



# Customer Information Handbook Easy Read version

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Cumberland Council Aged and Disability Services

# How to use this handbook



Cumberland Council's Aged and Disability Services team has written this handbook.

When you see the word 'we', it means our Aged and Disability Services team.



We have written this handbook in an easy to read way. We use pictures to explain some ideas.



Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 26.



This Easy Read handbook is a summary of another handbook.



You can find the other handbook on our website at [www.cumberland.nsw.gov.au](http://www.cumberland.nsw.gov.au)



You can ask for help to read this handbook. A friend, family member or support person may be able to help you.

# What's in this handbook?

Welcome!	4
Who we are	5
Our team	6
How we do things	9
Fees and funding	10
The services we offer	11
Your rights	12
Your responsibilities	14
Our rights	15
Our responsibilities	16
Ending your services	18
Protecting your privacy	20
Safety	22
Your health	23
Telling us how things are going	24
Word list	26
Contact us	27

# Welcome!



Welcome to Cumberland Council's Aged and Disability Services.

This handbook gives you all the information you need about:



- our programs



- your rights



- your responsibilities - things you must do.



Please read this handbook carefully.



Please contact us if you need more information.

Our contact details are on page 27.



## Who we are

We want Cumberland to be a place where everyone:



- is welcome
- belongs
- reaches their goals.

We are your place for:



- information
- advocacy - having someone to speak up for you if you can't speak up for yourself
- carer support
- meals
- transport
- help with shopping
- wellness programs
- activities and events
- social groups.



Our team of staff and volunteers is:

- experienced
- educated.



Our goal is to give you:

- good quality services
- great results.

## Our team

Our team is part of Cumberland Council's Community and Culture Unit.

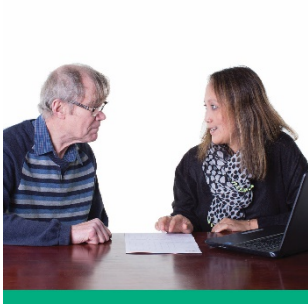
It is our job to:



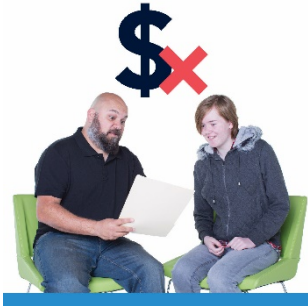
- support our customers to live independently



- support our customers to take part in the community



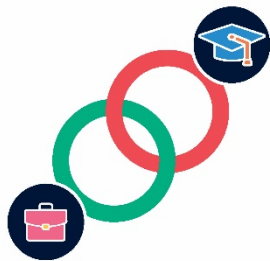
- work out what our customers need and create plans to support them



- support, train and supervise our **volunteers** - people who choose to work for us but don't get paid



- share information



- connect with other services



- make sure the community understands what older people and people with disability need and how they can be included



- keep good records about our services.

## Volunteers



Volunteers are an important part of our team.

We make sure our volunteers understand the best ways to work with:



- older people
- people with disability.

Volunteers help us by working as:



- drivers and transport assistants
- activity assistants
- shopping assistants
- home visitors
- kitchen assistants
- events assistants.



# How we do things



We focus on your:

- strengths
- needs
- interests
- goals.



We want to make sure you take part in your community.



We work with you to develop your plan.



Your plan talks about:

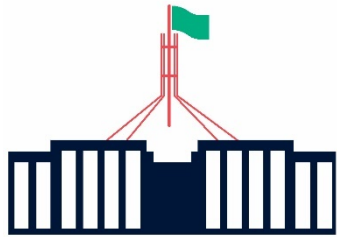
- your goals
- the support you need to reach your goals.



We make sure everyone is:

- safe
- treated fairly.

# Fees and funding



Our services for older people are funded by the Commonwealth Government.

Our services for people with disability are funded by the:



- NSW Government



- National Disability Insurance Scheme (NDIS).



You may need to pay some costs yourself, including:

- social activities
- meals
- transport
- entry fees.



We try to keep these costs low.

We sometimes get cheap or free tickets and use them to help our customers.

We will explain our fees to you when we meet you.

# The services we offer

The services we offer include:



- Cumberland Lifestyle and Leisure Links



- Cumberland Nutrition Services



- Cumberland Social Inclusion Services



Please contact us if you need more information on any of the services we offer.

Our contact details are on page 27.

# Your rights

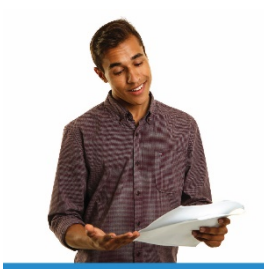
You have the right to:



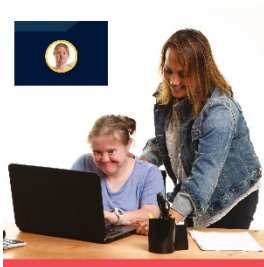
- be treated fairly



- make choices that are right for you



- be given all the information you need so you can make choices



- know what information we have on file about you and see it if you ask



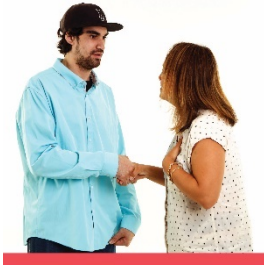
- use an **advocate** if you need one - someone who speaks up for you if you can't speak up for yourself



- know what to expect when you use our services



- be safe



- be treated with respect



- have your information kept private



- choose not to use one of our services  
and know you can still use our services  
in the future



- tell us if things aren't going well and  
be heard



- be told about the services we offer



- use an interpreter if you need one.



# Your responsibilities

You must:



- treat everyone with respect



- be responsible for things that happen because of things you do



- let our team do their job



- tell us when you can't take part in an activity you planned to do



- tell us about things that might affect you while you are with us, such as:
  - allergies
  - special diets
  - health issues
  - medicine you need to take
  - things that scare you
  - things you like or don't like



- keep us up-to-date about your health



- pay your fees



- use the information we give you to make good choices.

## Our rights

We have the right to:



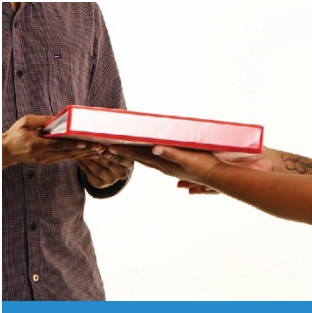
- change our fees to match Cumberland Council's *Fees and Charges Policy*



- assess what your needs are



- tell you that you can't use one of our services when we have a good reason



- share some of the information we have about you with other organisations if we need to.

## Our responsibilities

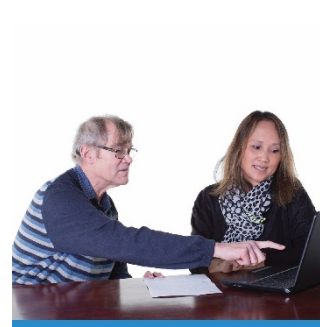
We must:



- treat you with respect



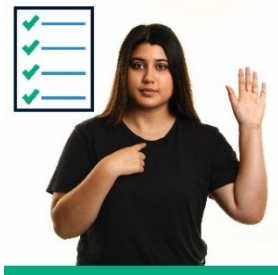
- make decisions about which services you can use based on:
  - what you need
  - how we can meet that need



- tell you what your options are



- tell you what your rights are



- tell you what your responsibilities are



- include you in decision-making



- talk to you about things that need to change



- think about your needs, including:
  - physical needs
  - social needs
  - religion
  - culture



- support carers



- tell you what services you will get



- protect your information and keep it private



- show you the information we have about you if you ask us.

## Ending your services



You can stop using our services at any time.



Sometimes we can ask you to stop using our services.



We might do this because:



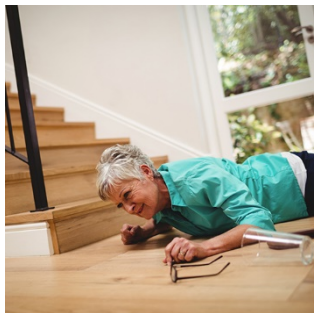
- you don't need our services anymore



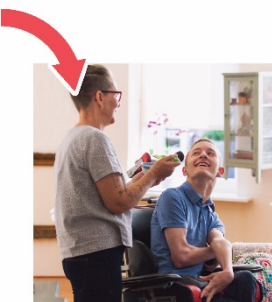
- our services can't meet your needs



- you have behaved very badly and put other people's safety at risk



- visiting your home puts the health and safety of our staff or volunteers at risk



- another service is being paid to support you



- you move to a place outside the area we work in



- you decide you don't want to use our services anymore



- you are away a lot and don't tell us why.

## Protecting your privacy

Protecting your privacy is important to us.



We follow what the law says about protecting your information.



We only collect the information we really need to do our work.



You can look at the information we have, you just need to ask.



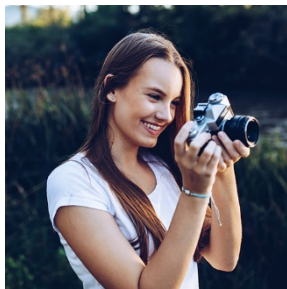
We keep your information in a safe file on our computers.



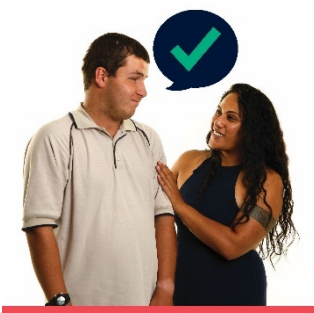
Our staff and volunteers will respect your privacy if they visit your home.



They won't touch anything you own unless you say it is okay.



Sometimes we take photos of our customers. We use the photos when we talk about our services.



We will ask you if it is okay to use your photo when you start using our services.

# Safety



We want everyone to be healthy and safe.



We will make sure your home is a safe place for our staff and volunteers to visit.



If you have a pet, you need to make sure our staff or volunteers will be safe when they visit.

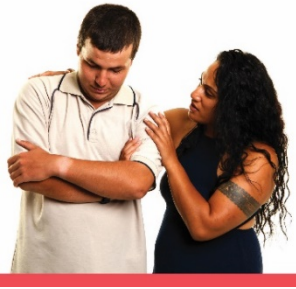


Our staff and volunteers don't smoke when they are working with our customers.



Please don't smoke if our staff or volunteers are visiting your home.

# Your health



It is our job to make sure you are healthy.  
Our staff will tell us if they think you are sick or injured.



If you are sick, you need to tell us.  
We might need to cancel our plans if you are sick.



Please tell us who to contact in an emergency.



You need to look after your own medicine.



Our staff can only help you if:

- we know about your medicine
- it is ready when you are with us.

This information should be in your plan.



# Telling us how things are going



We want to know that we are giving everyone good services. We like to get your feedback.



We also need to hear if we are doing something wrong. If so, you can make a complaint.

If you make a complaint, it won't affect the service we give you.



You must give us feedback or make a complaint in writing.

A friend, family member or support person can help you.

You can send it to us in the post:



Manager Aged and Disability Services

PO Box 42

Merrylands

NSW 2160



You can tell us over the phone.

(02) 8757 9000

You can also tell the council about your complaint:



- in an email  
[council@cumberland.nsw.gov.au](mailto:council@cumberland.nsw.gov.au)



- in the post  
Attn: Complaints Management Coordinator  
PO Box 42  
Merrylands  
NSW 2160



- over the phone  
(02) 8757 9000



- at a Customer Service Centre during business hours



- online using a request form  
[www.cumberland.nsw.gov.au](http://www.cumberland.nsw.gov.au)

## Word list



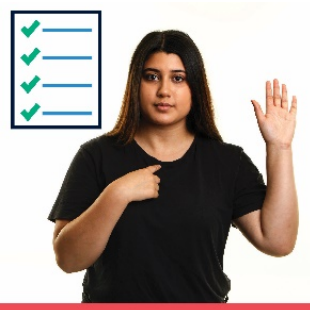
### Advocacy

Having someone speak up for you if you can't speak up for yourself.



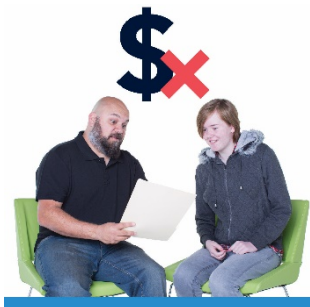
### Advocate

Someone who speaks up for you if you can't speak up for yourself.



### Responsibilities

Things you must do.

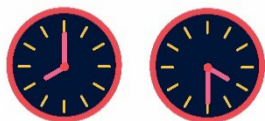


### Volunteers

People who choose to work for us but don't get paid.

## Contact us

**MON – FRI**



8:00am 4:30pm

Our office is open Monday to Friday,  
8am to 4:30pm.



Manager Aged and Disability Services  
(02) 8757 9000



Cumberland Lifestyle and Leisure Links  
(02) 8757 9797



Cumberland Nutrition Services  
(02) 9840 9944



Service Development Team (Intake and Referrals  
and Volunteers)  
(02) 8757 9041



Cumberland Social Inclusion Services  
(02) 8757 9031



[www.cumberland.nsw.gov.au/your-services/aged-disability](http://www.cumberland.nsw.gov.au/your-services/aged-disability)



[aged.disability@cumberland.nsw.gov.au](mailto:aged.disability@cumberland.nsw.gov.au)



42 Lane Street  
Wentworthville



If you are over 65, or over 50 and come from an Aboriginal and Torres Strait Islander background, call the My Aged Care Contact Centre.



1800 200 422

They can help you between:

**MON – FRI**



8:00am 8:00pm

- 8am and 8pm on weekdays

**SAT – SUN**

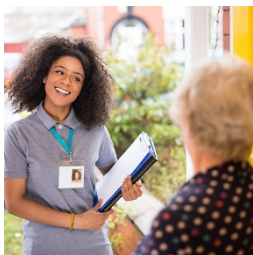


10:00am 2:00pm

- 10am and 2pm on Saturdays.



Ask them to refer you to Cumberland Council Services.



Someone from our team will make a time to visit you at your home.



They will:

- work out what you need
- create your plan.





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