



Broome
Regional Aboriginal
Medical Service



Disability Services Participant *Handbook*

Healthy People

STRONG COMMUNITY

BRIGHT FUTURE



Broome
Regional Aboriginal
Medical Service

WELCOME

On behalf of the management and staff welcome to Broome Regional Aboriginal Medical Services (BRAMS).

BRAMS is dedicated to delivering comprehensive disability support services to enhance the quality of life of Aboriginal and Torres Strait Islander people living in the Broome Region.

This handbook has been written for people who are coming into BRAMS for disability support services.

Our aim is to ensure BRAMS provides person centred support to the best of our ability.

This handbook provides you with information about BRAMS and what to expect when you access our services.

You are encouraged to take the opportunity to tell us about your experience; what we did well and ways in which we can improve your experience. We will listen.

Please do not hesitate to ask questions, you can be assured that our staff will make every effort to assist you.

Cassie Atchison

Chief Executive Officer

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Broome
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ABOUT US

BRAMS is an Aboriginal Community Controlled Health Service. Commencing in 1978, BRAMS was the first remote Aboriginal Medical Service in Western Australia.

BRAMS provides comprehensive, holistic and culturally responsive primary health care and social and emotional wellbeing services to Aboriginal people living in Broome. BRAMS provides over 40,000 of occasions of service to the Broome community each year.

BRAMS has an experienced team of health professionals, that include Aboriginal Health Workers and Practitioners, GPs, Nurses, Psychologists, Social and Emotional Wellbeing Counsellors, Tackling Indigenous Officers who work together to improve health outcomes of Aboriginal people.



Our Vision

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Our Mission

Provide holistic and culturally responsive health and wellbeing services for Aboriginal and Torres Strait Islander People. That means making our Mob healthy.

Our Guiding Values

Respect:

Treat one another and others with respect.

Integrity:

Be truthful, honest and ethical in our dealing with one another and others.

Accountability:

Take responsibility for what we do and the decisions we make.

Quality:

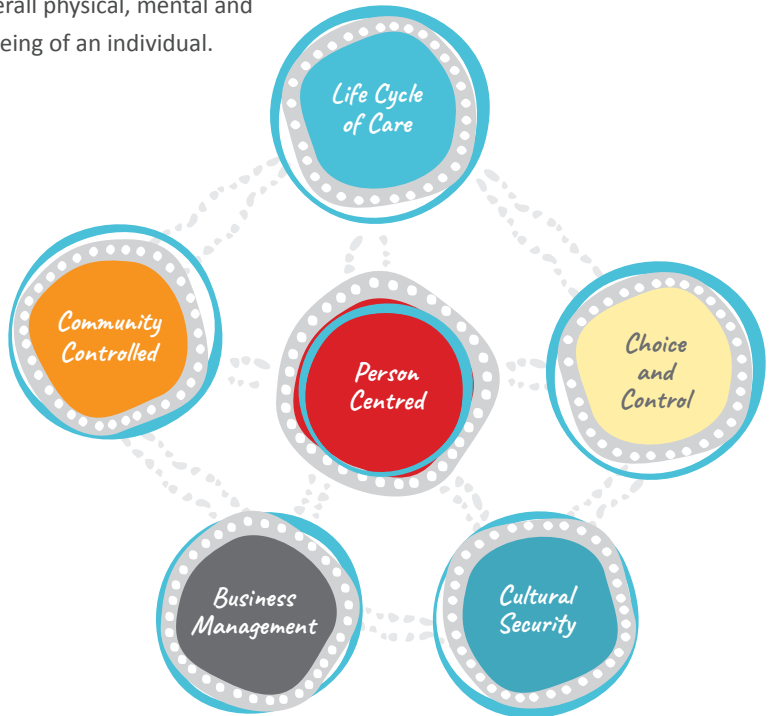
Providing high quality services that meet the expectations of our clients and the community.

OUR MODEL OF CARE

Our Model of Care sets the parameters by which BRAMS aims to deliver consistent, comprehensive, holistic, high-quality, and culturally responsive primary health care and social and emotional wellbeing services to Aboriginal people living in Broome.

It acknowledges the importance of providing timely, accessible, affordable, and appropriate health care for Aboriginal people and communities.

Care needs to be strongly connected to country and cultural heritage, and must recognise the integral role that family and community play in the overall physical, mental and spiritual wellbeing of an individual.



LOCATION



BRAMS is located at 2 Dora Street Broome WA.

Our contact details

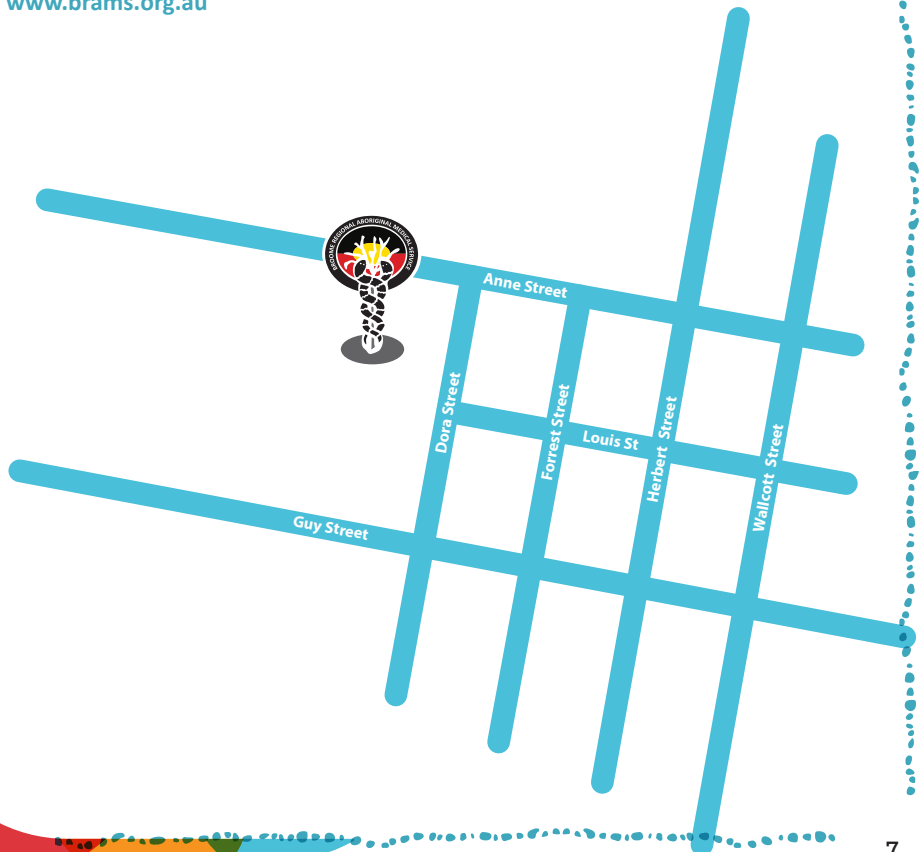
Our phone number is Phone **08 9194 4800**

You can also email BRAMS at ndis@brams.org.au

Social Media

BRAMS has a Facebook page, this can be accessed through www.facebook.com/BROOME.BRAMS

The BRAMS Website can be accessed through this link, www.brams.org.au



THE NATIONAL DISABILITY INSURANCE (NDIS Scheme)



The NDIS is a new government program to help people under 65 years who have a permanent and big disability. It also helps children under six years who may need extra help.

The NDIS hopes to help you build skills, do things in your home and get out in your community and with your mob. The NDIS is based on the idea that everyone with a disability is different and needs different things, so there is choice.

BRAMS is a registered NDIS service. This means we have been through checks to make sure we have good services. When BRAMS gives you a NDIS service, these are the things we think are important in the way we help you:



OUR DISABILITY SERVICES

Support Coordination

NDIS Support Coordination is a service that supports NDIS participants to get the most out of their support plans. We give you choice over the disability supports and services that you access. We work closely with you and your family or carers to find the most effective way to achieve your goals in your NDIS plan.

Personal Care Supports

Our Support Workers can provide personal care services that relate to assisting with daily personal activities. This can include:

- Assisting with showering, toileting, dressing and grooming;
- Eating and drinking;
- Assisting to attend appointments;
- Using communication aids and appliances.

Transport

BRAMS can support participants with transport that enables participating in community, social, economic and daily life activities.

Development of Daily Living and Life Skills

Development of daily living and life skills focuses on training and development activities undertaken by the participant or their carer to increase their ability to live as autonomously as possible.

Training can be provided either individually or through group activities and can include skills in daily life activities, communication and social skills, problem solving and managing funding of supports. To assist participants to manage these challenges, we offer a range of training and development activities, aimed at building their capacity to manage day-to-day life, through the development of their knowledge, skills and networks of support.

Alternatively, if you have a unique skill that you want to learn BRAMS will work with you to reach your goal. Our support workers come with a diverse range of backgrounds and interests. All we do is help match those skills and interests with you.

Group Activities

Group activities are a great way to build friendships with peers of similar age and interests. We have male, female as well as mixed groups. Groups aim to increase participant's capacity, make new friends and increase social and community participation.



Innovative Community Participation

Our Innovative Community Participation Program is designed to support participants to build skills to actively participate in their community. Our Support Workers assist participants to expand their opportunities for community participation and employment.

We adopt a capacity-building, community-based approach by working with participants in the local community to increase the likelihood of uptake and successful away from BRAMS to informal supports and/or employment.

Our Support Workers maintain a focus on resilience, wellbeing and personal growth to successfully connect to the community, however each service is tailored to best suit the participant, and their goals, to allow them to get the most out of the service.

Psychology, Therapy and Counselling

BRAMS offer therapeutic supports. Our experienced and compassionate team of psychologists can offer you:

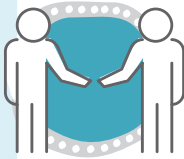




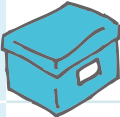



- Therapy (general psychology)
- General counselling
- Community Engagement Assistance.

Psychology can offer many benefits, including an improved ability for you to relate to family and friends, connect with your local community and enrich your quality of life.



Your rights






Rights are things you are supposed to have. Within our services you have the right to:

| | |
|--|---|
| <p>Be treated fairly, with respect and dignity.</p> |  |
| <p>Take part as a valuable member of the community and feel included.</p> |  |
| <p>Make choices about our services and get the services you need.</p> |  |
| <p>Be free of harm, neglect, abuse, exploitation and violence.</p> |  |
| <p>Know what your rights are.</p> |  |
| <p>Access your information (or your legal guardian or carer if you say to us).</p> |  |
| <p>Have your information kept safe and private.</p> |  |
| <p>Say no to a service, make a complaint or give feedback.</p> |  |
| <p>Tell us what training you think your worker needs.</p> |  |

Your responsibilities

Responsibilities are things we would like you to do when having a BRAMS service.

Your responsibilities are:

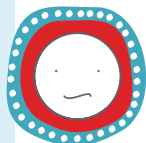
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| <p>Telling BRAMS if you can't make it to an appointment – you should always give at least two working days notice.</p> |  |
| <p>Telling BRAMS about the supports that you want, and how you want to receive them.</p> |  |
| <p>Being polite and respectful to the staff who work with you.</p> |  |
| <p>Telling BRAMS if you've got any problems.</p> |  |
| <p>Telling BRAMS straight away if you want to end a NDIS Service Agreement.</p> |  |
| <p>Letting BRAMS know if your NDIS Plan changes or if you stop using the NDIS.</p> |  |

Complaints

A complaint is something you are unhappy about. Like the way a service or person treated you, handled your information or did/did not do when giving you a service.

We are always open to hearing your feedback so if you are unhappy with us please have a yarn with your worker.

Or you can also write to us, phone or email your complaint to:
ndis@brams.org.au



If you are not happy with the way we dealt with your complaint, or want help, you can contact the: Health and Disability Advocacy Office
(08) 6551 7600
mail@hadsco.wa.gov.au



You can also talk to the NDIS Quality and Safeguard Commission if you feel services weren't safe or good.
1800 035 544

You can get help with complaints from 'advocacy' mobs. Search for one here:
www.disabilityadvocacyfinder.dss.gov.au/disability/ndap/



Abuse and Neglect

Abuse is when someone tries to take away your rights. Abuse is when someone does things to you that make you upset or frightened.

Abuse is wrong.

BRAMS does not tolerate any abuse or neglect and works to keep you safe. If you think you are being abused tell someone you trust as soon as you can. There are different kinds of abuse.

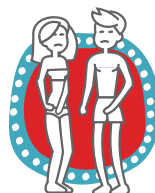
Physical abuse

When someone hurts your body, such as hitting or restraining you.



Sexual abuse

When someone makes you do or watch sexual things that you don't want to do. This can include grooming of young people and children.



Financial abuse

When someone spends your money or takes your belongings without asking or encourages you to buy them things.



Emotional abuse

When someone does things to hurt your feelings.



Neglect

When your care and support is not enough to meet your basic needs.



OTHER THINGS TO TELL YOU

Here are some other important things we would like to tell you about BRAMS and its NDIS services.

Your Service Agreement

When you join our services we need you to sign some paperwork, which includes a BRAMS Service Agreement. A service agreement confirms in writing the services that have been agreed with you and BRAMS.

We will meet with you individually to discuss the information in each document, answer any questions you may have and assist you in completing any documentation if required.

However, please note that each individual, or their guardian will need to be able to sign their own document.

Service agreements help to ensure everyone has the same expectation of what services and supports will be delivered and how these will be delivered.

Pricing

As an NDIS registered provider, payments and charges as stated in your agreement are in line with the current NDIS Price Guide. We will keep you informed if there are any changes to the NDIS Price Guide that affect your current agreement with us.

Code of Conduct

BRAMS has what is called an 'NDIS Worker Code of Conduct'.

This tells our staff that they should behave in a good way with you, your family and carer.

You are welcome to ask for a copy of this or make a complaint if you feel we haven't acted in a good way.

Feedback on worker training

BRAMS likes hearing from you about how well our workers provide you with supports. This includes the type of training you think our workers need. It is important that we hear this feedback from carers and family members as well.

You can tell us about how workers can improve services, whether supports are meeting individual preferences and goals, whether carers and family members feel valued and supported, whether BRAMS services keep people with a disability safe or anything else important to you.

Medication

Please note that BRAMS do not manage or administer medication.



Restricted practices

Occasionally, some people with a disability may hurt themselves or others. BRAMS wants to keep everyone safe.

If this happens, we will try to find out why the behaviour happens and work together to help.

If this doesn't work, we may need to refer you to another service who better meets your needs. We will make sure you are safe and supported until this happens. This is because our workers are not trained in using what is called 'restrictive practices.' Restrictive practise are something someone does very carefully to stop you from moving or hurting yourself for a short time to keep you and other people safe.

Very rarely and in an emergency, we might use restrictive practices to save a person's life or to stop bad harm. If this happens, we will use the smallest action we can. After this happens, we will look at why we had to do this.

We also need to let the government know it happened. We will ask if it's okay to do this and let you know what they say face-to-face and by letter.

We will let you and your carer/family and/or guardian know the restricted practice happened. You can also ask us for a review of what happened or make a complaint.

Incidents and serious Incidents

An incident is something that might, or has, hurt someone. It can include slips, trips, a car accident, burns and someone hurting another person.

If an incident happens and involves you, BRAMS workers must tell their NDIS Manager who will complete a form.

You can tell any BRAMS staff member if you see an incident. If an incident happens, we will have a look at why it happened to stop it occurring again.

If an incident involved you, we will tell you what we found when we looked at it by face-to-face and by letter.

Very serious incidents are like where someone gets hurt. We also need to let the government know this happened (NDIS Quality and Safeguard Commission). We will ask if it's okay to do this and let you know what they say face-to-face and by letter.

Use of your information for audits

Sometimes we will be 'checked' (known as audited) by Government to make sure we are doing good and safe NDIS services. As part of this process, an auditor may want to read your file or speak to you. They will keep your information safe and private when they do this. Please let us know if you do not want your information to be included in this check/audit process.



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