

# futures in sight Service Charter

**Dream - Plan - Do:**

**People with disability have voice, choice and control**

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# Acknowledgement

## *futures in sight* acknowledges that our work is conducted on the lands of Aboriginal and Torres Strait Islander nations.

## We pay our respects to Elders past, present and future, for they hold the memories, traditions, Cultures and aspirations of Aboriginal and Torres Strait Islander communities

# About us

*futures in sight* is a company committed to working alongside people with disability, their families and allies to live the lives they choose.

We are a diverse group of people who want to contribute to and share our knowledge and experiences with the people we support in order to create more inclusive and welcoming communities that work better for everyone.

We are independent of traditional service provision and we are guided by an Advisory Panel made up of people with disability and family members.

# Who we support?

*futures in sight* works alongside

People with disability and their families

Under the NDIS we are registered to provide:

* Coordination of Support
* Plan Management
* Various capacity building supports

Depending on the type of service you wish to receive from us, we provide:

* Plan Management services across Australia
* Coordination of Support and other capacity building services mainly in Sydney and the Blue Mountains. But we also support individuals on the Central Coast, Newcastle, Illawarra and Coffs Harbour.

# How we work together with you?

We are committed to working alongside people with disability, your families and allies to live the lives you choose.

In our work we are guided by

* each person with disability, their family and allies
* the principles and articles of the United Nations Convention on the Rights of Persons with Disabilities
* the Australian Standards for Disability Services
* the National Disability Insurance Act 2013 and associated rules
* the NDIS Practice Standards and the NDIS Code of Conduct
* the laws and regulations that govern companies such as ours and agreements such as the ones we make together with you.

## *futures in sight* recognises that every person we work alongside is a unique individual and has the right to identify goals and outcomes which are important to you.

## Each individual has the right to support that respects their unique circumstances and personal goals.

## *futures in sight* will work alongside you to design and engage supports that recognise and build on your strengths and abilities in ways that are most appropriate for you.

## Everyone at futures insight is responsible for making sure that we do what we say we do.

# What we do?

## We work with you and the people who are important in your life to

## create possibilities,

## think creatively, and

## build on our shared knowledge to create the best outcomes for you.

## We can do this together with anyone who wants our services. ​ If you are eligible for NDIS, we can do this as part of your funded plan. For those eligible for NDIS, make sure you have the following in your plans:

## Coordination of Supports (Coordination of Supports)

## Capacity Building (Improved Social, Community and Civic Participation; Improved Daily Activity)

## Plan Management (Improved Life Choices)

## Coordination of Supports

## This is all about putting your plan into action. We can support you to:

## achieve your goals

## find the right people and organisations to help you

## coordinate your paid and unpaid supports and services

## think about supports outside of disability services

## sort things out when they don’t go the way you want

## speak up so you can have more control over how your supports work for you.

## ​If you have a NDIS Plan or you are working on one AND you want help to put your plan into action ask for Coordination of Supports (NDIS Support Category: CB Coordination of Supports) in your plan.

## Capacity Building

## Capacity Building is the language used by the NDIS to describe anything to do with learning new skills and getting new knowledge to make choices and be more in control. We can help you learn how to:

## have more choice and control over your life, your goals and your plan

## think outside the box

## connect with people who have similar experiences and interests

## get the supports and services that are right for you

## ask for what you need

## get more out of your funding

## access your local community

## If you have a NDIS Plan or you are working on one AND you want to learn more, make sure you ask for Capacity Building (NDIS Support Category: CB Social, Community and Civic Participation, CB Daily Activity)​ in your plan.

## Plan Management

## This is all about managing the funding. Plan management is for people who want the choice and flexibility that comes with managing the funding, but who are not interested or not yet ready to do it all themselves (Self Management).

## We can:

## set up contracts with providers

## manage payments and claims

## keep track of your budget

## report monthly

## work with you if you need to make changes

# How you can help us

To help us provide the best possible service, we ask that you tell us:

* About you, including any requirements you have
* Tell us if anything changes, like your contact details
* About other people we can work with to better assist you
* If you are unsure about any information we provide
* In advance, if you cannot attend a meeting with us
* Your ideas, suggestions and feedback so we can improve our service.

# Working with an advocate

We believe that independent advocacy is very important in the journey to full and active citizenship for people with disability.

*futures in sight* is committed to independent advocacy as an individual and systems tool to ensure the rights of people with disability are protected and enhanced.

*futures in sight* respects the rights of all people we support to have an independent advocate and actively facilitates access to advocacy support.

# Privacy

We respect and protect the privacy and dignity of people with disability. We collect, store and update personal information to assist us in doing our work with you. This is done with strict confidentiality, guided by our Privacy, Dignity and Confidentiality Policy.

# Your feedback matters

We want to provide services that work for you.

To make that happen we want to hear from you and learn from what works and what does not work.

We have an annual survey every person we support (and the people who matter to you) can participate in, but we value your feedback any time.

To provide feedback you can:

#### Speak with the person who is your key contact at *futures in sight*

#### A *futures in sight* partner Sharon Smith ph 0402 262 113 [sharon@futuresinsight.com.au](mailto:sharon@futuresinsight.com.au) ); or Donna Rhall ph. 0432 414 210 [donna@futuresinsight.com.au](mailto:donna@futuresinsight.com.au)); or Barbel Winter 0468 312 515 [barbel@futuresinsight.com.au](mailto:barbel@futuresinsight.com.au));

# Making a complaint about our service

*futures in sight* strives to provide person-centred support directed by the interests and preferences of people with disability and their families. From time to time a person we support will not be satisfied with the assistance provided by futures in sight and will wish to make a complaint.

*futures in sight* takes complaints very seriously and seeks to use them as opportunities to improve our support, not just to the complainant but to all people we support.

*futures in sight* is committed to ensuring that complaints are dealt with in a responsive, efficient, effective, transparent, fair and economical way.

To make a complaint may do so in writing or verbally to:

* any *futures in sight* Partner;
* the designated *futures in sight* Partner (Sharon Smith); or
* a relevant external agency depending on the nature of the complaint or an independent mediator.

If the complaint is about:

* a Partner, the complaint will normally be dealt with by the designated *futures in sight* partner Sharon Smith ph 0402 262 113 (written complaints may be sent to [sharon@futuresinsight.com.au](mailto:sharon@futuresinsight.com.au) ); or
* the designated *futures in sight* partner (Sharon Smith), the complaint can be put to another *futures in sight* partner, either Donna Rhall ph. 0432 414 210 written complaints may be sent to [donna@futuresinsight.com.au](mailto:donna@futuresinsight.com.au)); or Barbel Winter 0468 312 515 ( written complaints may be sent to [barbel@futuresinsight.com.au](mailto:barbel@futuresinsight.com.au));

### We will work with you to resolve your complaint

We will work with you, and those important to you, to resolve your complaint.

We have an easy to use complaints process in place and different types of complaints may be managed in different ways. The *futures in sight* partner who is assisting you can provide you with information about the best way to resolve it,

**Our approach is to:**

* ensure that the process for making and resolving complaints is simple and easy to use
* the process for making and resolving complaints is effectively communicated and promoted to all people we support and stakeholders
* ensures complaints or appeals are considered and are treated with respect and assessed fairly
* ensures complaints are responded to within 3 working days
* is procedurally fair and follows principles of natural justice
* complies with all legislative requirements.

If you feel that you do not want to complain to us directly or you feel we have not listened to your complaint, you can also complain to the NDIS Quality and Safeguards Commission. You can do so by:

Phone: 1800 035 544

Or visiting their website: <https://www.ndiscommission.gov.au/about/complaints>

The NDIS Commission can take complaints from anyone about:

* NDIS services or supports that were not provided in a safe and respectful way
* NDIS services and supports that were not delivered to an appropriate standard
* how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant