



Hello from US

How we can help YOU!



It simply is all about You!

We believe you know deep down what a good and meaningful life is to you.

It is our job to truly listen, connect and be committed to partnering with you to activate and pursue that great life you envisioned for yourself or your loved one.

Others like to call us Support Co-ordinators and Fund Plan Managers. However, with over 120 years of combined experience in the sector we believe we are specialists who like to call ourselves 'dream facilitators'.

Who are We!

You are in the hands of people who have years of experience in the disability, mental health and aged care sectors.

Our standards are high and we only employ support coordinators and funds plan managers who have extensive 'lived' experience in the disability sector.

We operate in many regions of NSW including Greater Sydney, Western and South Western Sydney, the Sutherland Shire, the Illaward, Shoalhaven, Melbourne and Queensland plus Perth

Our Vision, Mission & Values

Our Vision

That all people living with a disability realise their greatest dreams and aspirations

Mission Statement

We inspire all people to not only believe in their dreams but to achieve them. Through creative and innovative Support Coordination and thoughtful Plan Management; plus support independent living (SIL) we assist people with a disability and their circle of support to think beyond the disability and encourage them to dream big. We are dream facilitators.

Philosophy

Dream BIG Disabilities recognise the rights of disabled people within the community to –

- have accountable and responsive services;
- have equal choice and opportunity as anyone else in the community
- have easy and equitable access to services;
- make choices in their own lives including decisions about their support needs:
- dignity, respect, privacy and confidentiality; and
- be valued as individuals.

Dream BIG Disabilities also recognise the

- obligation to provide a high standard of Support Coordination, plan management services and SIL support and provision
- importance of an informal support network, particularly the role of carers; and
- need to observe duty of care and balance this sensitively with a person's right to self-determination.



Organisational Values

- Honesty and transparency
- Independence and professionalism
- Community, connection, cooperation and collaboration
- ·Equality
- Responsive
- Inclusive
- Innovative we focus on being ahead of the competition and follow the principle of 'innovation, not imitation'. We encourage our employees to be dynamic and come up with innovative ideas that can translate into success for the company.
- Integrity and ethics we do the right thing, in an honest, fair, and responsible way.
- Respect Respecting all people means respecting their individual human rights and privacy, eliminating all kinds and forms of discrimination, whether based on religion, belief, race, ethnicity, nationality, gender or physical disability.
- Drive we have a thirst for continuous improvement
- Brave Courage to turn dreams into reality



This means we:

- encourage innovative and dynamic ideas
- promote visionary thinking
- behave in a positive and friendly manner
- provide inspiration and encouragement
- act ethically and with integrity
- are open in our communications and share ideas
- accept responsibility and admit mistakes
- show trust and behave in a trustworthy manner
- share confidential information only where needed and with permission of the person whose information it is
- protect and keep safe people's private information.
- set achievable goals and work towards them
- continually improve our performance in all areas of operations, striving for excellence
- show leadership
- reflect on our work practices and systematically improve them
- promote a learning culture and are willing to learn
- support and promote professional development
- observe collective and individual boundaries
- account for our actions.
- provide a high quality of services which improve clients' and carers' quality of life
- promote clients' independence
- centre the service on clients' individual choices
- support and empower people in their decision making
- observe our duty of care
- strive for continuity and consistency in service provision.
- treat people with respect and dignity
- respect people's individual way of life, belief systems, culture and views
- welcome diversity and behave in a culturally sensitive way treat people fairly

uphold people's rights and support them to fulfil their rescelebrate achievements

consult people on issues concerning them.



Your Rights!

- Dream BIG Disabilities is committed to ethical practice and supports our participants' rights to:
- Participate in community life.
- Be treated fairly and with respect.
- Receive quality services that are good value for money.
- Make comments, offer suggestions or raise issues or complaints about your services, the policies or operations of Dream BIG Disabilities.
- Change the way we are providing your supports or to change to a different service provider if you are not satisfied with our services
- Receive information in a format that is clear and that makes sense to you.
- If you choose; you have the right to have an advocate present.
- Be supported in having the right to the dignity of risk in your decision making and supported to make informed choices about the benefits and risks of the options under consideration





Your Responsibilities

- In receiving services from Dream BIG Disabilities we appreciate your assistance through:
- Open communication with Dream BIG Disabilities to develop a plan for the delivery of your supports to meet your needs and provide information necessary for the safe and efficient delivery of your supports.
- Informing Dream BIG Disabilities as soon as possible of any problems, concerns or complaints with staffing, supports and/or activities provided.
- Informing Dream BIG Disabilities if your NDIS plan is suspended or replaced with a new NDIS plan, if your plan payment method changes or if you stop being a participant in the NDIS.
- Respecting and treating staff and others well and encouraging your friends, visitors, guests and other family members to treat workers with respect and courtesy.
- Refraining from offering gifts to staff members or making loans of money or goods and refraining from smoking near staff.
- Taking reasonable care to not damage property or assets of Dream BIG Disabilities.
- Notifying Dream BIG Disabilities within the required notice period
 if a service is no longer required (either on a one-off or ongoing
 basis). Please give us feedback by visiting our website
 www.deambigdisabilities.com.au





Diversity & Participation

All aspects of Dream BIG Disabilities service delivery promote participants and inclusion in the community. We support participants to develop and maintain their independence, problem solving, social and self care skills; as appropriate to their age, developmental stage, cultural background or other support needs.

Ways we do this include:

Delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious or spiritual identity;

Employing and developing a diverse and culturally competent workforce;

Working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait (ATSI) and culturally, linguistically diverse (CALD) services to holistic service delivery and support;

Using a strengths based approach to identifying individual client needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.





Interpreting & Translation

The delivery of safe, high quality services relies on effective communication. Where required to support your interactions with us, interpreters and translators will be made available at no cost. We also can support you by using the converse app id1241264761.

Conflict of Interest

A conflict of interest is a situation in which an individual has competing interests or loyalties.

Conflicts of interest involve dual relationships; one person in a position in one relationship and a relationship in another situation.

The easiest way to explain the concept of conflict of interest is by using some examples:-

- a public official whose personal interests conflict with his/her professional position.
- a person who has a position of authority in one organisation that conflicts with his or her interests in another organisation with a person who has conflicting responsibilities.

Dream Big Disabilities provides both Support Co-ordination and Funds Plan Management. As a participant you are not obligated to engage both services. Dream Big Disabilities will not show any bias towards our own services when offering a range of providers. We will firstly provide you a range of other providers to empower and respect your freedom of choice.

Also, as indicated on our website we will not provide SIL for a participant and both or either fund plan management or support co-ordination



Advocacy

Dream BIG Disabilities is committed to the full participation of people with any disability so they can contribute in any capacity in the community.

We do this by providing individual and family support based on a model of empowerment; by being a source of quality information and resources and through sharing our knowledge and expertise.

Dream BIG Disabilities fully supports your right to have an independent advocate support you in your interaction with us and present at any time.

If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively the following organisations can assist you:

Public Guardian

Street Address: Level 5, 19 O'Connell St, Sydney NSW 2000 Postal address: PO Box H304 Australia Square NSW 1215

Phone: (02) 9692 1533 Fax: (02) 9692 1531





- National Disability advocacy program (NDAP)
- Use the Disability Advocacy Program (NDAP)
- https://disabilityadvocacyfinder.dss.gov.au/disability/ndap
- Disability advocacy Organisations
- https://www.afdo.org.au/resource-disability-advocacyorganisations/
- Australian Centre for Disability Law disabilitylaw.org.au
- Autism Asperger's Advocacy Australia (A4) a4.org.au
- The Autistic Self Advocacy Network of Australia and New Zealand - www.asan-au.org
- Blind Citizens Australia bca.org.au
- Brain Injury Australia braininjuryaustralia.org.au
- Children with Disability Australia cda.org.au
- Deaf Australia deafau.org.au
- Deafness Forum of Australia deafnessforum.org.au
- Disability Advocacy Network Australia (DANA) dana.org.au
- First Peoples Disability Network (FPDN) fpdn.org.au
- Human Rights Council of Australia hrca.org.au
- Intellectual Disability Rights Service (IDRS) idrs.org.au
- Mental Health Australia mhaustralia.org
- National Council on Intellectual Disability (NCID) ncid.org.au
- National Ethnic Disability Alliance (NEDA) neda.org.au
- Physical Disability Australia (PDA) pda.org.au
- People with disabilities Australia pwd.org.au
- Short Statured People of Australia sspa.org.au
- Women with Disabilities Australia (WWDA) wwda.org.au



Privacy & Confidentiality

Dream BIG Disabilities values and respects the privacy, confidentiality and dignity of our clients and their families, as well as our staff. We collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation

Dream BIG Disabilities will only collect information necessary for safe and effective service delivery. We will only use private and sensitive information for the purpose it was collected, and will secure it safely. When we collect your information we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent. Additionally, any photos or videos of you will only be used externally with signed permission.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained we will destroy or permanently de-identify it.





Feedback, Compliments & Complaints and reporting

Compliments, complaints and other forms of feedback provide Dream BIG Disabilities with valuable insight about participant satisfaction and an opportunity to improve upon all aspect of our service.

We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment, complaint or feedback will be treated with confidentiality and sensitivity.

Feedback, compliments, complaints and/or your satisfaction can be submitted to Dream Big via:-



website under complaints or feedback and/or satisfaction survey



phone 1300 75 70 30 or speak to your staff



kimsneddon@dbdndis.com.au

We also will ensure we have an independent third party to investigate and respond to a complaint if there is conflict of interest. If you are not satisfied with the way we handled your complaint you can get further assistance through the following:



Reportable Incidents

The law also requires that Dream BIG Disabilities notify certain types of incidents to the NDIS Commission. These incidents are referred to as 'reportable incidents'.

The following incidents (including allegations) arising in the context of NDIS supports or services must be reported to the NDIS Commission:

- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- the unauthorised use of a restrictive practice in relation to an NDIS participant

If a reportable incident raises a serious compliance issue, the NDIS Commission has powers to take action. Actions might include requiring the provider to undertake specific remedial action, carry out an internal investigation about the incident, or engage an independent expert to investigate and report on the incident.



Agencies external to Dream BIG Disabilities to whom a complaint can be taken include –

NDIA

You can send an email to the NDIA at feedback@ndis.gov.au or call the Quality and Safeguards Commission on **1800 035 544**.

Phoning: 1800 035 544 (free call from landlines) or TTY 133 677.

Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

Completing a complaint contact form

Disability Services

NSW Ombudsman

Toll free (outside Sydney metro):1800 451 524

Web: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

Fax: 02 9283 2911

Anti-Discrimination Board of NSW (ADB)

Phone: 029268 5544 1800 670 812 (free call)



Feedback and Continuous Improvement

In addition, we encourage feedback as it guides us on how to improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving clients and other stakeholder in our service delivery planning and review processes. Please feel free to provide any suggestions or ideas to a staff member.

Complaints

We encourage anyone with a complaint to speak directly to a Dream BIG Disabilities (DBD) staff member in the first instance, who will attempt to resolve the issue immediately.

If the matter cannot be resolved promptly it will be escalated to the Director (Kim Sneddon) of Dream Big Disabilities.

You can use DBD website to lodge a complaint or use a feedback and complaints form to formally lodge your grievance and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within **48 hours** and a staff member will keep you updated regarding its resolution. DBD aims to respond to all complaints and grievances as quickly as possible and within **7 days** from acknowledgement.

If a complaint or grievance cannot be responded to in full within 7 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.





If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from DBD Directors or any of the following agencies:-

Quality and Safeguards Commissioner (NDIS Participants)

Email: feedback@ndis.gov.au

Phone: 1800 035 544

Australian Human Rights Commision

Phone: 1300 735 135

Online: www.humanrights.gov.au

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Online: http://forms.business.gov.au/smart

NDIS participants purchasing products and services have rights and protections under the Australian Consumer Law (ACL), including provisions on Customer guarantees and unfair contract terms. Consumer Affairs provides information and advice and in some cases, dispute resolution services for customer disputes under the ACL. In addition to Consumer Affairs, you can also contact the Australian Securities and Investments Commission (ASIC) if you have concerns regarding consumer protection in relation to your finances.

All feedback and complaints will be used by DBD to continuously improve our service delivery.



Service Refusal

We will accept your choice if we offer you a service and you choose not to accept.DBD may refuse to offer a person services where: We do not have the capacity to cater to additional clients; or We do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referral and support to access alternative services.

Any person refused services has the right to appeal. Appeals should be directed in writing to Dream BIG Disabilities Director Kim Sneddon@dbdndis.com.au

Exiting Dream BIG Disabilities

All clients have the right to exit DBD at any time and a decision to do so will not prejudice future access to the service. You must give us at least 14 days notice before the end date in your service agreement.

All participants exiting are encouraged to take the opportunity to use our compliments, feedback and complaint forms plus the participant satisfaction survey. We believe your feedback can assist us to improve our service and/or help us to further assist you to contact services that could cater for the needs you require upon exiting.

Participants that choose to exit have the right to re-access services within a one month period of exiting without following any formal access processes, provided the necessary resources are available

Please do not hesitate to speak to any of our DBD staff on 1300 75 70 30



Service Termination

We uphold your choice and dignity to choose the services that best suit your requirements. However, as outlined in your service agreement we also will terminate service when:-

You do not communicate with Dream BIG Disabilities to develop a plan for the delivery of your supports to meet your needs and provide information necessary for the safe and efficient delivery of your supports.

You do not Inform Dream BIG Disabilities as soon as possible of any problems, concerns or complaints with staffing, supports and/or activities provided.

You do not inform Dream BIG Disabilities if your NDIS plan is suspended or replaced with a new NDIS plan, if your plan payment method changes or if you stop being a participant in the NDIS.

You do not respect and treat staff and others well and encourage your friends, visitors, guests and other family members to treat workers with respect and courtesy.

You do not refrain from offering gifts to staff members or making loans of money or goods and refraining from smoking near staff.
You do not take reasonable care to not damage property or assets of Dream BIG Disabilities.

Notifying Dream BIG Disabilities within the required notice period if a service is no longer required (either on a one-off or ongoing basis).

Fees and Charges

Fees and charges for our services are in accordance with the NDIS price guide. We will discuss prices with you before providing services and include all fees which will be outlined in your service agreement. The service agreement will provide detailed information about the services and when the fees must be paid. This must be agreed to you before services can be commenced.

DBD will provide you with monthly statements which is in accordance the NDIS terms of business. If you have any queries at any time we encourage you to contact and discuss this with a staff member so we can quickly resolve any concerns.

Freedom from harm, abuse or neglect

When you have any form of contact from us whether in person, online via email or print; you have a right to be free from harm and or any form of abuse or neglect. DBD treats any allegation of abuse, assault or neglect very seriously. Allegations may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of situation where abuse or neglect may be occurring, please notify a DBD staff member immediately.

DBD employs skilled staff who respect the rights of people with disabilities, are aware of current policies and legislation pertaining to abuse, neglect and unexplained absences and will support people and their families, guardians and advocates to access complaint mechanisms and raise any concerns they have about our services.

All staff undergo comprehensive criminal history screening and other mandatory checks prior to employment.

Workplace health & safety

DBD is committed to providing services in a safe and healthy environment. Workplace Health and Safety (WH&S) is the responsibility of all DBD stakeholders - including staff, volunteers, participants, families, carers and visitors. We ask that you report any hazards or risks you become aware of and act in a way that protects yours and others' health and safety when visiting our office or participating in our services.

Community Participation & Inclusion

Dream BIG Disabilities is committed and passionate about breaking down barriers, changing attitudes and promoting positive attitudes to create opportunities for your full inclusion and participation in your community. We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific needs or goals that could be met by another organisation

