



## **Short Term Accommodation 48 Campbell St, Moruya**

### **Information Pack**

[www.yumaro.com.au](http://www.yumaro.com.au)



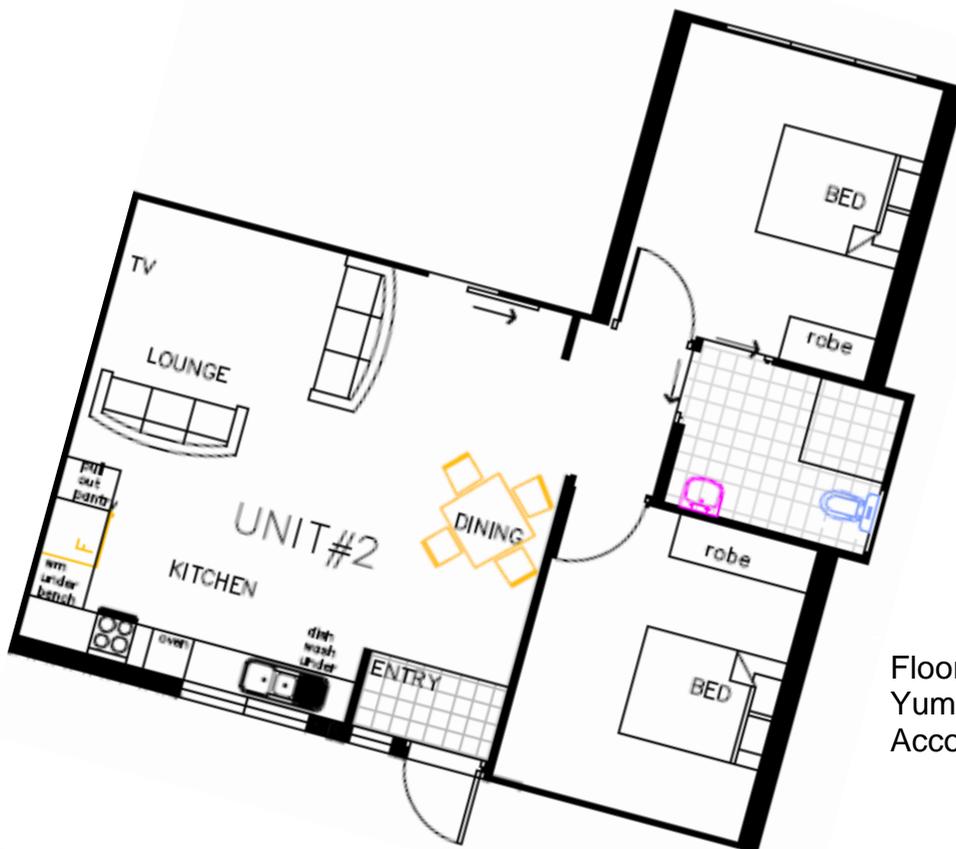
# Overview

Location: 48 Campbell St, Moruya NSW 2537

Take a short a break on the beautiful south coast! This service is for adults with a disability\*. Enjoy Yumaro's fantastic short term accommodation unit located in the heart of Moruya where you can design a break just for you.

- ∂ Experienced support staff
- ∂ Private rooms
- ∂ Fully catered
- ∂ Optional community outings and day programs
- ∂ Learning programs for independent living
- ∂ Make new friends or just take some time out.

\* Eligibility for this service is at the discretion of Yumaro



Floor plan of the new Yumaro Short Term Accommodation unit

Contact us on 44743336 or [vickicollins@yumaro.com.au](mailto:vickicollins@yumaro.com.au)

# Important information

## Welcome

The Yumaro STA service is a great experience for people with a disability, giving them a chance to meet new people and try new activities. Yumaro STA also allows a parent or carer to take a break from their caring role or focus on other commitments. The accommodation provides 24 hour support.

We understand the extraordinary commitment that parents and carers make, and we're here to support you when you need a bit of extra support or 'back up'.

Our brand new facility is a welcoming and well-equipped **2 bedroom** unit with spacious lounge room, accessible kitchen and panoramic private deck area that allows adults with a disability to stay for a day, overnight, a weekend, a holiday, or for longer periods.

Our staff will ensure each person's individual diet, health, education, and other needs are met throughout their stay. We also offer many different activities and outings that can range from seeing a movie, to having dinner, going to work or active pursuits like walks, swimming, etc.

The Yumaro STA unit can be used by one individual or shared by two people as there are two separate bedrooms. Note that the fully accessible bathroom is shared between the two rooms.

## NDIS funding required to access the service

To access STA, you need to have funding for this type of support in your NDIS plan. Your funding will include accommodation in a centre or group residence for a short period of time – typically up to 14 days at a time. It will also include your support for self-care, food, and activities.

For longer term arrangements, other options such as *Supported Independent Living* funding would need to be added to your NDIS plan.

Actual charges will depend upon the number of other participants you are sharing your supports with in the unit. Importantly each participant who stays in the house will be assessed prior to attending to ensure that support staff are set at the correct ratio. See "How to access the Service" for more information below.

## Short Term Accommodation Care Plan

Your stay in Yumaro STA will be based around an STA care plan which will outline:

- Your identified goals and needs (including routines and preferred activities)
- Your agreed short term accommodation options and timeframes
- Your roles and responsibilities of those involved in the provision of STA care
- Your review and of the service for the continual improvement of our care options

# How to access the service

1. Call or email us to express your interest (Ph 44743336 / [vickicollins@yumaro.com.au](mailto:vickicollins@yumaro.com.au)) and we will send you the intake forms and make a time to conduct a pre-assessment interview.
2. Eligibility assessment – the completed intake forms and pre-assessment interview will allow us to assess your support requirements and eligibility for the service. Determining eligibility is a risk assessment process which assesses whether Yumaro can ensure the health and safety of all participants given the limitations of the facility, support requirements of other residents and the experience and qualifications of our staff. In some cases we may not be able to offer the service.
3. Yumaro will notify you of your eligibility within 7 working days
4. If you are eligible and wish to proceed with the service we will:
  - A. Ask for confirmation that you have the available NDIS funds
  - B. Discuss available dates, confirm specific support requirements, identify any activity requests and provide a quote in the form of a service agreement.
5. If you wish to proceed with the service, return the signed service agreement with verification of funding in your NDIS plan
6. Yumaro will send you a booking confirmation email to confirm dates and all the details of your stay including a short term accommodation care plan

# House Rules!

Like all respite houses we have some expectations about how everyone behaves and works. For the time you are at Yumaro we expect everyone to:

- Treat each other with Respect and Fairness
- This means no excessive swearing
- We do not allow smoking in the house
- We do not allow illegal substances to be brought in or be consumed while at Yumaro

## Important issues for your stay

### No Violence

If you have an issue please speak to the worker or contact your family or advocate to contact us. Then we can fix problems before they become bigger. Violence is not acceptable at Yumaro Short Term Accommodation.

### Alcohol

We generally do not encourage the consumption of alcohol at Yumaro Short Term Accommodation. However, you can bring a small amount. Please advise Yumaro staff if you are bringing alcohol. Yumaro staff are not allowed to drink alcohol while on duty as support workers.

### Smoking Policy

Yumaro is a smoke free work environment, therefore smoking is prohibited (not allowed) inside Yumaro Short Term Accommodation Respite Services and our motor vehicles. Smoking is not permitted near any windows (open or closed), or doors (open or closed), or near air conditioning intake units, or where smoke can enter the building. We do allocate an outdoor space for smoking in the backyard, but please do not smoke near others.

### Yumaro Transport

Yumaro has a bus that can transport you to your activities if this is part of your plan. Please discuss with the Coordinator.

### Personal Property / Mobile Phones / Devices

We encourage you to leave valuable items at home, but understand that you may want to bring your mobile phone or tablet or other piece of technology. Personal belongings are your responsibility. Yumaro will not be responsible for theft or breakage of any personal items while you are at Yumaro Short Term Accommodation. We will take all reasonable care to ensure this does not happen.

### Please make sure your clothing and items are labelled with your name

### Health and Safety

Yumaro is committed to ensuring a safe and healthy environment for its staff, volunteers, students, participants, and all other visitors who come into contact with the organisation. Everyone (including you) is expected to be careful and to minimise personal injury, illness or damage wherever possible.

- We encourage you to please report anything you think may be a safety hazard;
- Should any incident/accident occur, please report to the Support Worker who will administer First Aid, (if required) or seek other medical attention and complete an Incident Report Form.

### Evacuation Procedures

On hearing an Evacuation Alarm, or being instructed to evacuate the Respite House:

- Assemble as directed by your Support Worker;

- When instructed to evacuate leave by the emergency exit/s; and
- Move quietly and calmly to the assembly area, and remain in the company of the Support Worker/s.
- You will be provided an induction when you commence with Yumaro

**Note:** Any instructions apart from this will be given by your Support Worker.

#### **First Aid Kits**

A First Aid Kit is available in the kitchen of Yumaro and in all our motor vehicles. Please ask for assistance if you need something for the First Aid Kit.

#### **Yumaro Short Term Accommodation Respite Service is a Non-Discriminatory House**

All visitors to Yumaro Short Term Accommodation are expected to develop a good relationship with others in the house. We all need to show respect for our differences and consider the feelings of others.

#### **Yumaro Short Term Accommodation Respite Service is an environment free from Harassment.**

Harassment is any behaviour that is not asked for and not wanted and that happens because of a person's sex, colour, religion, national extraction, social origin or immigration, marital status, disability or sexual preference.

#### **We must not:**

- Discriminate against another person due to their political opinion, race colour, religion, national extraction, social origin or immigration, marital status, pregnancy, sex, sexual preference, age, mental, intellectual or psychiatric disability, impairment or other forms of disability, medical or criminal record, union membership or activity or family responsibilities.
- Make unwelcome or discriminatory comments or take unwelcome or discriminatory actions against any other employee or manager
- Engage in sexually harassing or offensive conduct
- Engage in physically harassing or offensive conduct
- Judge people's capabilities by their age or disability.

#### **Privacy and Confidentiality**

While you are at Yumaro Short Term Accommodation, we will aim to ensure adequate privacy and maintenance of confidentiality about you and your personal information. Confidentiality means that all your information remains private and between Yumaro and you. The exceptions to this are in the case of a legal notification or when the support worker has your consent.

#### **Your Information and Records**

Please be aware that Yumaro needs to keep some information and records to meet legal and NDIS requirements. Yumaro staff are required to maintain shift notes which are entered into a data base. These notes must be precise, accurate, tactful and objective. You have the right to request access to any information on their file, including shift notes. Your file can be subpoenaed by Court as a reference.

# Service Quality

## COMMITMENT TO CONSUMER INPUT

Yumaro service recipients are encouraged to provide feedback and give input in decision making so that services can be shaped to the needs of participants. Feedback can be readily provided through avenues such as: Accommodation Coordinator (Vicki Collins), Community Service Manager (Brian Beveridge) or the CEO (Mark Brantingham). Yumaro's newsletter is a great source of information about the organisation and offers the opportunity to provide written feedback. In addition to this Yumaro run parent and carer BBQ days which families are encouraged to attend.

## ANTI-DISCRIMINATION POLICY

No person shall be refused access to Yumaro services based on the grounds of their gender, marital status, religious or cultural beliefs, sexual preference, ethnicity or the circumstances of their family or carer.

## PRIVACY, DIGNITY, CONFIDENTIALITY

Yumaro has a strong commitment to respecting and protecting the privacy and dignity of all service users. Information necessary for effective delivery of services, requested from service participants, is kept in a secure location. In accordance with Yumaro's privacy policy, no personal information will be released without the service participant's consent.

## DISPUTES AND GRIEVANCES

Yumaro has a fair and equitable grievance procedure open to all service users. Where there are problems, individuals are encouraged to take their concerns to their immediate support worker / program leader. If not resolved the Yumaro accommodation coordinator (Vicki Collins) or Community Services Manager (Brian Beveridge), as well as the CEO (Mark Brantingham) can be approached and members of the committee are available. Advocates are welcome to participate in the procedure at any time. The Complaint Resolution and Referral Service is a Government agency that can help if the issue remains unresolved.

## COMPLAINTS PROCESS

A complaint is where you (or your representative) feels or thinks that something that has been provided to you or has occurred to you was not meeting your expectations, and should be brought to the attention of the Yumaro Management. Whether it has happened recently or in the past, please let us know. To ensure prompt attention to these complaints, we will contact you within 5 days of receiving your complaint, and will be in contact with you throughout the process to advise you of its progress.

## COMMITMENT TO INDIVIDUAL SUPPORT

All Yumaro service recipients participate in Individual Planning which take into account the individual's personal goals and needs. The changing nature of personal goals is recognised and reassessment is done annually or as required. Yumaro supports the development of the participant's skills and talents to achieve a fulfilling life. The supports and activities we provide are based on the participant's choice and expressed requirements.