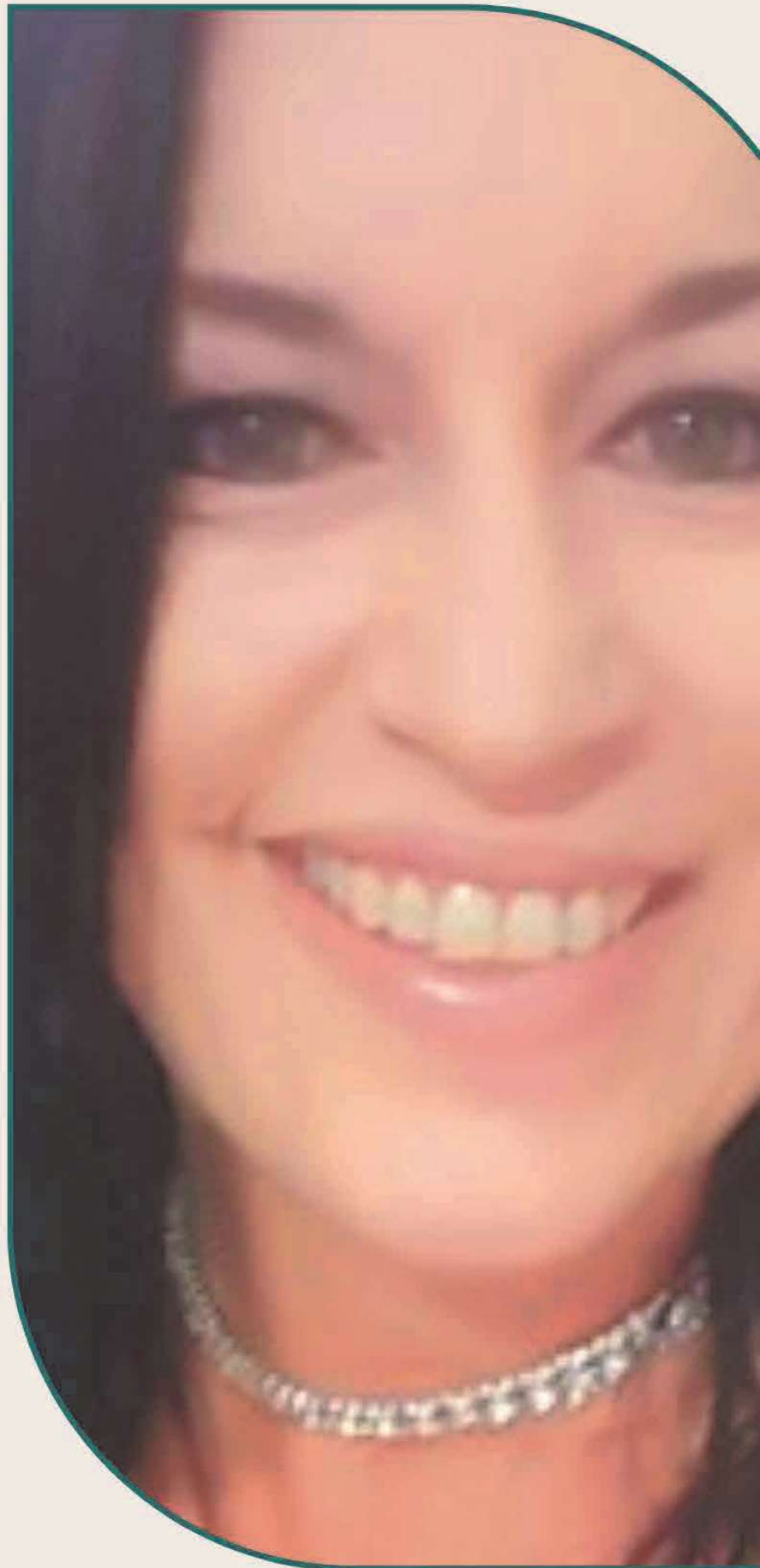


CLIENT

Handbook

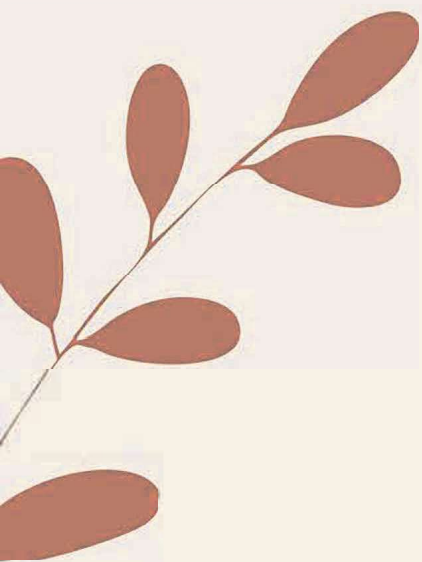


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MISSION & VALUES

ANGEL HOUSE AUSTRALIA IS DEDICATED TO SERVING THE COMMUNITY THROUGH COLLABORATION WITH OTHER PROVIDERS TO BRING YOU QUALITY SERVICES & SUPPORTS.

Angel House Australia (AHA) Mission

To work in partnership with the community, businesses, and government to strive for excellence in meeting the holistic needs of our clients through the provision of high-quality, supportive, recreational, cultural, sporting, and welfare programs.

Angel House Australia (AHA) Values

Respect

We will listen to you and hear what you say, encourage independence, and respect your decisions, opinions, and views.

Honesty

We will be trustworthy, tell the truth, keep our promise to you, and always provide the highest-quality service we can.

Our vision is to support and empower people to overcome disadvantages and barriers

Confidentiality

We believe privacy and confidentiality is of utmost importance for you and the organization.

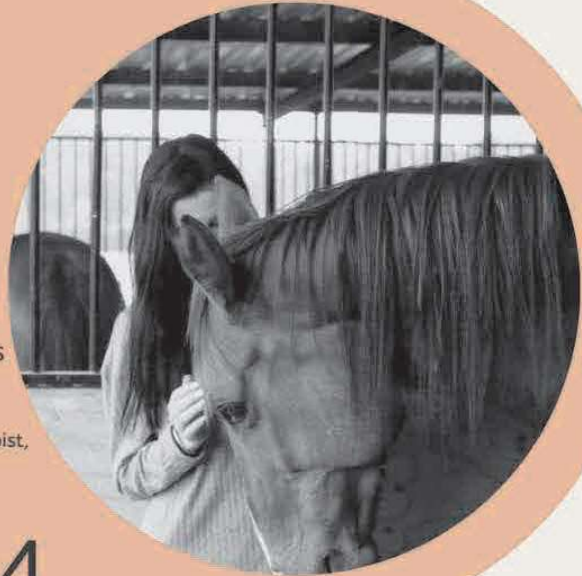
Development & Improvement

We will identify, with your help, where we can develop projects and always work to improve our services and to uphold the Service Standards with your feedback.

Harmonious Environment

We will work to maintain a positive working environment that provides support, guidance, acceptance and harmony for all.

ABOUT US



Community Mental Health Services & Supports

Mel Mardon

Registered Specialist Behaviour Support Practitioner
(Practitioner #P1255666), Counsellor, Equine Assisted Psychotherapist,
PTSD Counsellor, Psychosocial Recovery Coach, Life Coach,
CBT Practitioner & Support Coordinator
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**Change is inevitable ...
It's how we deal with it
that's constant ...**

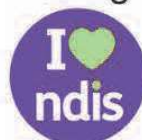
ANGEL HOUSE AUSTRALIA IS A SOLE TRADER SITUATED IN THE SEMI-RURAL AREA OF DURAL, NEW SOUTH WALES, AUSTRALIA. WE FOCUS ON MULTI-CULTURAL COMMUNITY AND MENTAL HEALTH SERVICES AND SUPPORTS TO ENHANCE AND ENRICH THE LIVES OF EACH PERSON WE CONNECT WITH.

We offer twenty-five-years of providing counselling, life coaching, cognitive behavioural therapy (CBT), PTSD counselling and play assisted therapy, often combining these services in assisting participants in the community from diverse inclusive backgrounds with capacity building supports, behaviour supports, strategies and life skills development. In addition, we offer recovery coaching and life coaching supports and support coordination, psychosocial recovery coaching and various programs. Our collaborative partnership approach additionally allows us to offer financial plan management, consulting and specialist services to our participants. Our aim is to support our clients in living independent, self-managed lives, contributing to the community. We offer interventions where needed and guide participants back to a holistic state of overall mental well-being.

foundU



EMPOWERMENT
PROJECT
ALLIED HEALTH CARE

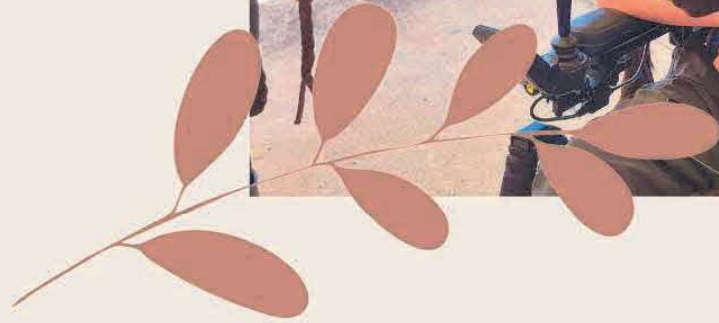


Blueprint
Psychology

AHA

SERVICES

WE BELIEVE IN PEOPLE. THEIR ABILITIES, STRENGTHS AND CAPABILITIES. THAT IS WHY WE LOVE TO EMPOWER THEM TO FIND THEIR INNER STRENGTH ...



At Angel House Australia (AHA), we take pride in offering a personal, high-quality service that is centred around our clients. We follow the National Disability Service Standards to ensure that we maintain excellent results for both our clients and ourselves.

Our disability services have been designed based on these Standards. Therefore, we believe that it is crucial not only to tailor our services to meet your needs but also to provide the highest quality services in line with those Standards. This way, you can truly benefit from the Angel House Australia experience and know exactly what to expect from us.

At Angel House Australia (AHA), we aim to make a positive difference in the lives of those with disabilities by making life easier, fairer, and promoting community participation.

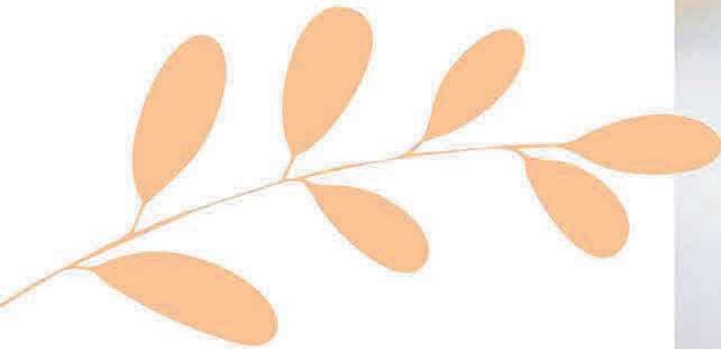
We are committed to providing a personalized and individualized experience, ensuring that you are treated fairly throughout your time with us. We will work closely with you to achieve your goals, and with your help, we can continuously improve our services to meet your needs.

Discover more about our Disability Services

- Counselling, Life Coaching, PTSD Counselling, Cognitive Behavioural Therapy (CBT)
- Support Coordination, Psychosocial Recovery Coaching
- Increased social & community participation
- Psychology
- Speech pathology, Occupational Therapy, Physiotherapy
- Early childhood intervention supports (7+ years)
- Therapeutic Supports
- Behaviour Supports
- Equine Assisted Psychotherapy
- Courses and programs for social and personal development
- STA/Respite, SiL, SDA Accommodation
- Plan Management
- Support Workers

DISABILITY STANDARDS

"WE ARE HERE TO SUPPORT
AND ASSIST YOU & PROVIDE
ENCOURAGEMENT IN ANY
CHOICES YOU MAKE ..."



Standard 1 - Rights

You have them! And at Angel House Australia (AHA) it is important to us that you know and understand your rights, so we are here to support you and to provide encouragement, guidance and assistance in any choices that you make.

People with a disability have the right to respect, dignity and to full participation in society. You will receive a service that allows you to maximize your choices for social participation and cultural inclusion.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions including medical treatment or other interventions.

It is also your right to try new things, and we will assist you to do so whilst ensuring that you are treated fairly and independently.

We welcome your right to talk freely and express your thoughts, opinions and choices. Therefore, Angel House Australia (AHA) will listen to you and support the choices you make, and we will include your family and carers if and when you want them to be included.

Standard 2 - Participation & Inclusion

At Angel House Australia (AHA), we empower individuals with disabilities and their families or caregivers by helping them understand their rights, one of which is being a valued member of their community. We are committed to providing any assistance needed for active and meaningful participation, and we can foster connections within the community to facilitate this empowerment.

Our goal is for you to fully benefit from our disability services, not just by participating but by feeling genuinely included as a valued member. We respect your autonomy in deciding when, how, and with whom you engage, including your family and friends.

Angel House Australia (AHA) will support you and help you participate in the community of your choice while getting to know you and what you like to do.

We are here to support you, your family, and carers if you choose so. We also value collaboration with organizations within the community, as we believe this will best serve your needs.

At Angel House Australia (AHA) we will also respect your cultural background and understand the needs and requirements that may come with it.

Standard 3 - Individual Outcomes

At Angel House Australia (AHA) you can make your own choices about what you want to do and set your own goals. We will support the choices you make and we will be there every step of the way to help you to work towards those goals in the way that you want to.

By working with you independently we can assist you in reaching your goals and we will offer guidance and help you to recognize your strengths and weaknesses so you may learn and develop skills to help you achieve those goals and set even more.

By recognizing where you need extra support, we are able to communicate with other services, if that is what you need to reach your goals.

We will respect your right to seek support from others, whether that is your family, friends or an advocate of your choice.

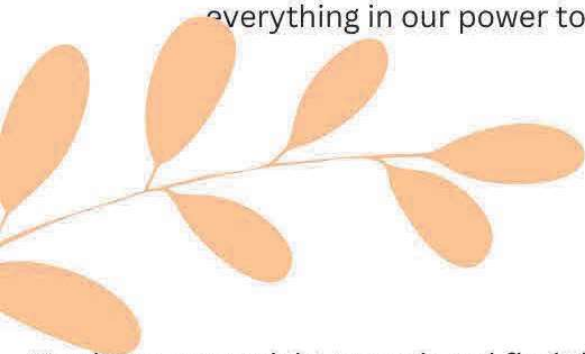
At Angel House Australia (AHA) we will work fairly with you as an individual irrespective of age, gender, cultural background or sexuality.

Standard 4 - Feedback & Complaints

It is important to us that you feel free to tell us what you think about the services we offer and we promise to listen to you. It is your right to share your thoughts and opinions on anything related to the services we offer, your feedback, whether it is good or bad, can only help us to improve our services and we welcome it, without discrimination or negative consequences.

We will keep you informed throughout the complaints process and inform you of the outcome and the reasons behind it. We are therefore prepared to change the way things work in order to continuously improve our services.

You have every right to seek the support from another person, whether that means a family member, carer or support person such as the Ombudsman, a lawyer or an advocate – whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.



Standard 5 - Service Access

You have every right to seek and find the service you need and have access to the support you require fairly and equally.

Feel free to ask about using any services and if it is not available, the reasons why will be explained clearly to you.

We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At Angel House Australia (AHA), your feedback and opinions about our services are important, and we do make improvements based on your ideas.

We understand that everyone communicates in different ways, we have a variety of ways that you can communicate with us safely, without discrimination and in privacy.

Standard 6 – Service Management

As a community focused organization, we will always endeavor to meet service standards and maintain excellent service management by working closely with our clients to strengthen our systems and to ensure positive outcomes from any problems that may arise.

We believe excellent staff and training, continuous improvement of services from your feedback, good working processes and excellent communication between the team and clients are all key to our service management.

By being responsive to your feedback and as well as the opinions of other people with disabilities, families and carers, this can help us to continuously improve our programs and maintain the high-quality service that we offer.

At Angel House Australia (AHA), we have a Board comprised of people who possess the skills and experience to fulfill the company's responsibilities and who monitor the effectiveness of the organization's governance, policies and practices and makes changes as needed.



DID YOU KNOW?



Important information about Angel House Australia (AHA) & what we do

Did you know Angel House Australia (AHA) runs various Programs and Courses to enhance our services to you?

Angel House Australia (AHA) is inviting other services to participate in its lively program during each holiday. The program is highly popular, with up to five individuals participating on the day and members from the local community.

This program helps our service users in many areas by providing:

- Mindfulness skills
- Social & Community engagement and skills
- Life skills development
- Bullying, anxiety and stress coping skills

In addition, we offer Intensive Programs, the very popular and effective EAP (Equine Assisted Psychotherapy) & Horsemanship Training Program, as well as Behaviour Support Programs, Peer Programs and Social and Community Participation Programs.

Angel House Australia (AHA) Working with You

We have many ways of communicating with you, such as via e-mail, face-to-face meetings, annual personal development, planning meetings, and occasional surveys for your feedback on our services, letting us know how we can improve.

Plus, we'll work with you daily through the services you choose to use.

Individual Plans

At Angel House Australia (AHA), we tailor our plans to be person-centred and individualised. We record and monitor your goals and aspirations and use different strategies to help you achieve them.

We will offer you guidance and assistance when you need it so you can achieve your goals. We will work closely with you, your caregivers, or family members to give direction and ensure we are all working towards the same goals.

We do this by laying out an individual plan for you, obviously this is subject to change depending on its purpose or indeed its level of achievement, but in essence your goals represent independence, providing meaning and satisfaction.

Individual plans focus on:

- The individual
- They are flexible and subject to change depending on progress and other factors
- Personal goals and aspirations
- Unique skills and strengths
- Promoting and supporting independence

Individual Plans Structure:

Individual plans are set once per year unless flexibility is needed, in which case they are changed more frequently. Plans are changed following a meeting that takes place with yourself and all involved in the process such as:

- Team Worker
- Your carer or family member

Did you know Angel House Australia (AHA) is involved in and around your community?

We have a close association within our local community and are involved with places such as:

- Starlight Children's Foundation
- Australian Police Service
- MHPN (Mental Health Professionals Network) Not-for-profit organization
- Ambulance Active
- World Vision

Did you know Angel House Australia (AHA) welcomes volunteers?

We embrace volunteers and encourage the involvement of friends, families and people in and around our community.

It is important for us that our clients have access to a range of different programs and workshops and also get to know other people within the community. This is also a great way to share activities with friends and family and to partake in the hobbies and interests of your choice, whether it is learning to cook or getting out and enjoying activities locally.

We would love to hear from you or anyone you know who would like to volunteer. This is one of the best ways to get to know Angel House Australia (AHA) and discover what we are all about.

Get involved today with:

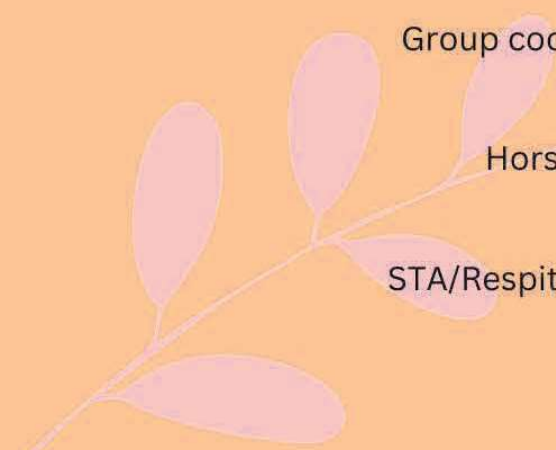
Group cooking events, incl barbeques by woodfire

Games nights

Horse care and horsemanship activities

Day trips

STA/Respite activities in and around the community



PROGRAMS & EVENTS

We are passionate about bringing fun and excitement into your life. With so many programs and events happening throughout the year, you will love the chance to try new things, socialize and build friendships, work towards your goals and aspirations and get out in the community and get involved in new activities and experiences.

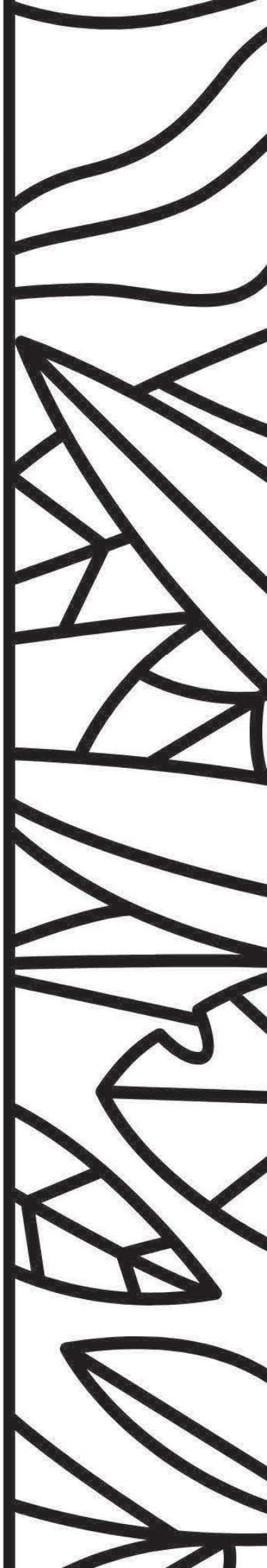
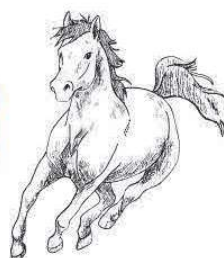
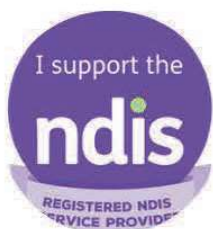
Here are some of our popular programs & events:

Programs

- Holiday Program
- EAP & Horsemanship Training Program
- Intensive program (Positive Behaviour Supports)
- Behaviour Supports Program
- Behaviour Support Training Program (carers, parents)
- Social & Community Participation Program
- STA/Respite Program

Excursions/Events

- Day Trips and Nature Excursions
- Multicultural Fair Day (connecting the community once a month)
- Angel Fayre (connecting the spiritual community every quarter)
- Queer Extravaganza Event
- Camping excursions
- Beauty/Pamper & Wellness events



Key Services & Contacts

From time to time you may need to seek another service for support, advice or service, so here are a list of some key contacts for you just in case.

Blind Citizens Australia

Tel: (03) 9654 1400

Email: bca@bca.org.au

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind or vision impaired with disability related issues in the three main category areas of Social Security, disability services and disability discrimination.

Culture, Ethnicity and Health

Tel: (03) 9418 9929

Email: enquiries@ceh.org.au

Culture, Ethnicity and Health

provides services to ensure that people from a non- English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural and religious needs.

Information on Disability Education and Awareness Services

Tel:1800 029 904

Email: ideas@ideas.org.au

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

National Disability Insurance Agency

Tel: 1800 800 110

Online: <https://www.ndis.gov.au/form/contact-form.html>



CONTACT US

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Website: www.angelhouseaustralia.com

