

<b>Process</b>	<b>G4SP8</b>
<b>Working With Our Clients</b>	
<i>Creation Date: 24 May 2018</i>	<i>Review: 24 April 2019</i>

## 1. Purpose

Guides 4 Sight provide 'one to one' assistive services to people with disability, specialising in assistance and support for people with vision loss (Blind), dual disability vision loss and hearing loss (Deafness and Blindness).

This process is to clarify our role in regards to our clients, in assisting independence, building confidence and supporting individual choice.

## 2. Scope

Our aim is to be as 'flexible as possible' in our assistance program to encourage our clients to continue and/or remain as independent as possible. Our clients manage their day to day tasks with our creative assistance and we encourage them to try new things with the confidence of knowing they are supported by someone they trust.

## 3. Definitions

We are not Carers - we offer 'Assistance Services' or 'Supports'  
Medication – We do not administer medication.

## 4. Legislation

- National Standards for Disability
- Discrimination Act
- Privacy Policy

## 5. National Standards for Disability

There are six National Standards that apply to disability service providers.

**5.1 Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

**5.2 Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

**5.3 Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

**5.4 Feedback and Complaints:** Regular feedback is sought and used to inform individual and Organisation-wide service reviews and improvement.

**5.5 Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

**5.6 Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

In all our activities, whether they be office based or out with our clients we must be continually be aware of these standards and strive to deliver best practice at all times.

## 6. Our Clients

Our clients direct their own services and support arrangements to suit their strengths, needs and goals. We respect the support provided by families, friends and carers and our services for assistance in a variety of ways such as; once off assistance, ad hoc assistance, regular assistance and/or intermittent assistance.

## 7. Individualised Assistance

Guides 4 Sight Assistance is based according to our client's individuality and fully supports their continued independence in a way that they wish to be independent.

We must respect that Independence has many shapes and forms and it is not up to us to determine what independence looks like.

Working with each person 'one to one' enables us to get to know them and assist in a way that supports their individual needs, offering encourage and support in a way that adds value to the client personally. This is also called 'Person-centred approach' and ensures that individuals design their services and are central to the planning, delivery and review process.

## 8. Client specifics – things to check:

- Available work days/hours (anytime of the week)
- Special Interests? Art, writing, yoga walking, hiking, camping, riding,
- Health Issues (Impact on assistance/activities, what to be aware of)
- Fears/Restrictions – anything the client will not do (sky-diving)
- Other supports/services
- Types of assistive technology utilised

## 9. Working with vision impaired clients:

- Understand Touch is important – be respectful
- Personal Trust is extremely important

- Paint a picture with words - you must be verbal, detailed, expand your descriptions and conversation, no assumptions – do not point, say ‘over there’ and its ok to correct other people if their information is wrong.
- pre-empt situations/problems offer solutions/ideas for consideration
- Awareness of surroundings at all times – looking ahead / planning
- Awareness of potential risks and avoid – looking ahead / planning
- Simple but creative solutions are often the best
- Be proactive -
- Be social – a person without vision does not see facial expression, does not get visual cues
- Do not touch personal assistive technology without permission (mobility canes or wheelchairs, computers or phones)

## 10. Our Clients may have:

- Companion Card
- Taxi Users Subsidy Vouchers (TUSS vouchers) which entitles them to 50% off taxi fares up to a total fare of \$50.00 (metro) and \$75.00 (Remote)
- Disability Pension Card (entitled to discounts)
- Health Care Card

Where possible utilise the discounts offered to reduce expenses for our clients

## 11. Communication

For Deaf or hearing impaired clients, Guides 4 Sight offer different communication methods such as Auslan, Tactile Auslan, and commit to employing communication guides for everyday type communications.

Where required, we will employ NAATI Accredited Interpreters for formal or information gathering events as identified and confirmed appropriate by the client to ensure clients are fully informed while being assisted.

For clients with vision impairment / legally blind we will provide

- Sighted Guiding for Orientation and Mobility
- Verbal descriptions and peripheral information about your surroundings and the activities/people around you so you are fully informed and can make informed decisions while being assisted.
- Supportive assistance and respect of additional orientation methods; guide dogs, mobility cane, wheelchair etc.

Guides 4 Sight are committed to providing information in a format that is accessible to all and will adapt information to suit, such as

- large print,
- email,

- braille,
- pdf format or word document and
- we will use phone apps/technology that are compatible with our clients preferences.

When we find even this will not enhance accessibility, we will work with each client individually or the service provider to find a way to ensure information is in a format that works for our clients.

## 12. Reference Group:

Our clients are our informal 'Reference Group'.

Guides 4 Sight are in regular contact with our clients and highly regard any feedback or ideas provide. Our clients and their informal support network are our focus group and sounding board for new ideas, new products, social engagement and feedback regarding our business.

Any insight or feedback is recorded in client notes as part of the assistants report. This information is also fed back to management via the 'feedback, compliments and Complaints' form and/or registered on the database feedback register.

During the year Guides 4 Sight may hold more formal get together's, group discussions or small group sessions to further examine or introduce new ideas. Minutes of these meeting will be kept as a record of the event, discussions and outcomes for future reference.

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Date	Changes	Authorised
24-4-18	Creation of Document	CMT
23-5-2018	Additions to existing content	CMT