



Client Information Handbook



Welcome to Peckys Limited

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About Us

Where we began...

Peckys Limited has been operating Community Services in the local Blacktown area for the past thirty years. Established in 1981, Peckys Limited began as a playground and respite centre for children with disabilities and their families. The centre was accessed and staffed on the weekends and in the school holidays, it provided a service to approximately 500 children on an annual basis. The centre was supported financially by local businesses and the Blacktown council.

Vision Statement

Working together to enrich the lives of people with disabilities.

Mission Statement

To provide quality services using a holistic and individualised approach that enhances the lives of people with a disability.

Core Values

- Dignity – An appreciation of self worth and respect for others.
- Integrity – being fair in actions and communicating with honesty.
- Inclusion – working together across the organisation with clients and the community.
- Excellence – in what we expect of ourselves and others.

Organisational Support

Office Administrator

Alison Ayre

Book Keeping
Accounts & Asset Register
Fleet Management
Administration & Reception

Board of Directors

Chief Executive Officer

Heidi Boardman

Disability Support Services

Manager, Community Programs

Jodie Caruana

Melrose Site
Blacktown Site
Prospect Site
Living Skills Site



People we Support

Disability Services & Organisational Support

Community Engagement Manager

Melissa Terheegde

NDIS Organisational Development
Stakeholder Engagement
Marketing and Promotion
Systems Development

**Coordinators
Team Leaders
Disability Support Workers**

Disability Support Services

Recreation and Out of Hours Manager

Andreana Young

Viva Vibes (18+)
Teen Zone (13 – 17)
Community Integration
Social Skill Development

Day Programs

Peckys currently has four sites across the Blacktown region that operates Day Services for people with mild, moderate and high support needs.

Peckys Day Service aims to ensure our client's quality of life is enhanced by providing professional caring staff to assist clients to achieve their individual goals. The Day Service program incorporates skills building, community access and participation, recreation and leisure, work skills, increasing independence and life-long learning.

We believe in a person centered approach and work in partnership with clients and families to determine goals they wish to achieve throughout the year. These goals form the basis of activities that clients participate in on a day to day basis. Most of the activities are run in small groups.

Our support is delivered individually or within groups dependent on the client's support needs and we encourage and support people to maintain existing relationships with families and friends whilst developing new networks in their local communities.

Transport is available and negotiated on an individual basis with the person and their family.

Our clients are involved in various activities around the local Blacktown area such as: African drumming, shopping, park visits, BBQ, Coffee shop, Library, art and craft, train travel, beaches, pubs and clubs, camps, discos, gardening and much more...

Clients who access this program are funded through the NDIS.

Recreation Programs

Viva Vibes

Viva Vibes is a recreation program for adults from 18 years of age with mild support disabilities.

Members choose which activities suit their interests and book to attend that program.

The program gives members opportunities to make new friends, increase independence, experience new activities and have fun.

The organisation also operates one to one recreation services on a Saturday for people with higher support needs.

All members that attend the weekend recreation programs are funded through the NDIS.

Housing

Community Housing

Peckys has two houses located in the local Blacktown region that are used to support people with low support needs to live independently within their own homes. Staff provide drop in support and assists the clients in;

- Life skills training;
- Managing personal budgets;
- Developing relationships and links in the community;
- Maintain relationships with family and friends;
- Living healthy active lives.

Peckys Community Houses are leased through Housing NSW and our organisations work together in partnership to ensure the properties are clean safe and well maintained.

Commitment to a quality service

Peckys aims to provide you with a quality service.

We are committed to meeting National Disability Service Standards, National Community Housing Standards and the International Management Standard ISO9001.

If you think we are not meeting the standards we have agreed to provide, let us know. We will respond to your questions and comments quickly and honestly. If you are not satisfied with our response, follow our complaints and appeals procedure.

Your rights

Peckys is committed to the fair and just treatment of all service users.

As a service user, you have the right to:

- ✓ Be treated in a fair and non-discriminatory way;
- ✓ Be treated with respect;
- ✓ Access a safe environment and programs;
- ✓ Be consulted about your requirements and preferences;
- ✓ Have your personal information treated as confidential and private;
- ✓ Complain and appeal decisions;
- ✓ Use advocates;
- ✓ Participate in the organisation and to contribute to decision making;
- ✓ Access your own information on file.

Complaints

Peckys aims to provide you with a good quality service. If you have a question or a problem about the quality of our service please let us know so we can sort it out. This is the best way to help us improve

the quality of our service. A complaint can be lodged if you are unhappy or dissatisfied with the service you receive from Peckys.

Level 1 – Informal complaint

We encourage you in the first instance to tell us what the problem is so that we can try and resolve it quickly.

Level 2.1 – Formal Complaint (stage 1)

If you are not comfortable talking with us or you have tried and are still unhappy/ dissatisfied with the outcome then you can lodge a formal complaint in writing to the CEO. To do this you can send us a letter or use our online Complaint Form. Your complaint will be investigated by the CEO and you will receive acknowledgement of your complaint within 2 working days.

Level 2.2 – Formal Complaint (stage 2)

If you are still not satisfied with the outcome of your complaint or the way it has been handled, you can ask to have your complaint referred to the Board of Directors. The Board will review your complaint and send you a written response.

External Independent Services which will help you deal with Complaints and Grievances

- NSW Ombudsman – 1800 060 409
- Intellectual Disability Rights Service – (02) 96987277

If you need an interpreter, please contact the Translating and Interpreter Service on 131 450.

Contact Information

Head Office Plumpton

6 Hobson Place Plumpton 2761

Phone: 96883268

Email: peckys@peckys.org.au

Web: www.peckys.com.au

Sargents Centre

9-13 First Avenue Blacktown 2148

Phone: 96762347

Blacktown

28 Third Avenue Blacktown 2148

Phone: 98315552

Seven Hills

71 Seven Hills Rd South Seven Hills 2147

Phone: 96211333

Prospect

544 Reservoir Rd Prospect 2148

Phone: 96361274

Community Housing

6 Hobson Place Plumpton 2761

Phone: 96883268

Recreation Programs

6 Hobson Place Plumpton 2761

Phone: 96883268



Quality Certified Company

Licence Number Q0257