

FIGHTING CHANCE



Participant Handbook



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Welcome To Our Community!

On behalf of the whole team, a very warm welcome to Fighting Chance!

We are thrilled to have you join our community and look forward to working with you to achieve your goals.

The purpose of this document is to provide information for new participants joining Fighting Chance's social enterprises, as well as your families, carers or significant others, about the important policies and procedures which may affect you during your time with us.

In the following pages, you will find information about the services we offer, your rights while at Fighting Chance, and also information about your privacy, information we gather about you, and who to contact to give feedback or to make a complaint.

This document also gives you a thorough understanding of the important workplace expectations we set, as well as what you can expect from us as an organisation.



We pride ourselves on the quality of service and supports we offer, and we hope you will love every minute you spend as part of our community.

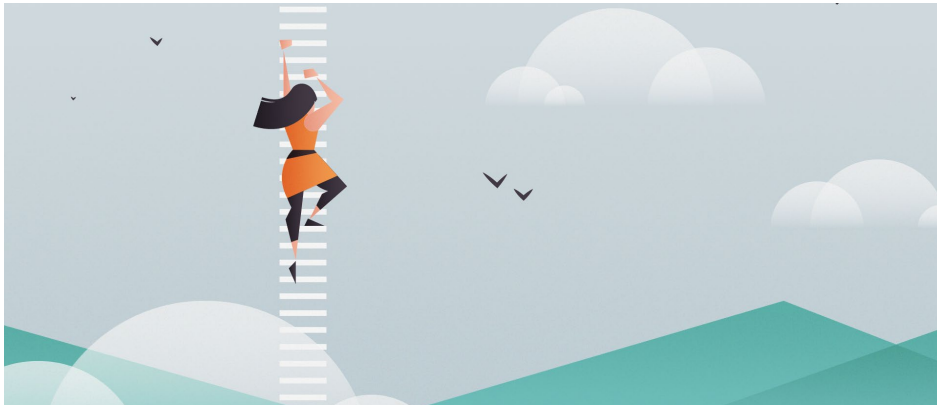
If you would like to discuss any of the information included in these pages, please do not hesitate to contact us.

Once again, thank you for joining our growing team and welcome to the organisation.



A handwritten signature in black ink that reads "LfoReilly".

Laura O'Reilly
CEO



History of Fighting Chance

Fighting Chance is a non-profit organisation which launched in 2011, and has been working since that time to change the game for people with disability and their families.

Fighting Chance designs and builds social enterprises that move the dial for Australians with disability and their families. Our mission is to ask ‘what if?’, to see the world as it isn’t yet, to imagine a future quite different to the present, and then to make it happen.

Fighting Chance was founded by siblings Laura and Jordan O’Reilly, whose younger brother, Shane, had Cerebral Palsy.

Shane O’Reilly was a bubbly intelligent young man who wanted to work and make a real contribution using his skills and talents. However, the world was determined to

define Shane by his disability, and restricted his post-school options to a few recreational options.

In traditional day programs, Shane was often bored and unstimulated. At the time, no programs existed in the Northern Beaches of Sydney where he could build vocational skills, and fully participate within a real business.

Shane’s passion for IT and computer work was underutilised in the traditional system, and each evening he would rush home and into his room, to run his own online business. Shocked by the lack of opportunity Shane faced, and realising that thousands of other young people with profound disability must be in the same position, Shane and his siblings decided to change the game, and so they began imagining a new future for disability.

Since then, Fighting Chance founders Laura and Jordan O’Reilly have gone on to create two social businesses, Avenue and Jigsaw, which have been designed to address pressing issues and challenges faced by people with disability and their families.

Sadly, Shane passed away in 2011 and never got to see the businesses that his life inspired. But his legacy is stronger than ever, and drives us every day to ask ‘What if...?’, and then to make it happen.



What We Do

Fighting Chance is a non-profit organisation which exists to design, build and scale social enterprises which move the dial for people with disability and their families.

Our approach is as follows - we work with our community to identify a pressing challenge or issue in the lives of people with disability, and then build a social enterprise which tries to resolve that challenge and make the situation better.

For example, in 2013 we noticed that people with disability faced many barriers to accessing the workforce, and so we designed and built Jigsaw as a social enterprise creating training and transition to work pathways.

Since 2011, Fighting Chance has built a number of social enterprises, of which Avenue and Jigsaw are the best known.

Fighting Chance will continue to build new social enterprises, with the goal of building a more inclusive and just Australia for all.



Jigsaw is a vibrant document and data management business which trades in order to create training, paid work experience and transitional pathways to mainstream employment for people with disability.

Avenue

Avenue is a Co-Working Space where people of all abilities are supported to work, socialise and develop their skills, regardless of their support needs.



Your Rights

At Fighting Chance, we take your rights very seriously, and will always strive to ensure you are safe and happy while part of our community.

Fighting Chance's Charter of Rights

1. Respect

You have the right to be respected, accepted and treated with dignity at all times while you are at Fighting Chance.

2. A Safe Environment

Every person has a right to live a life free from fear of violence, abuse, harm, neglect and exploitation, regardless of their disability, race, gender, age, sexual orientation, religion, or political or other opinion. You have a right to be safe and protected while at Fighting Chance.

3. Autonomy and Independence

You have the right to make your own choices and decisions, to have control over your own life, and to choose the supports

and services that best suit your needs. Fighting Chance will always respect your independence and the decisions you make.

4. Person-Centred Decision Making

Fighting Chance is committed to a person-centred approach to service delivery and service development. Fighting Chance will take into account individual choices and the rights of each participant when providing services. All participants have the right to make their own decisions and to have choices that enable them to fully participate in their community.

5. Non-discrimination

You have the right not to be discriminated against on the basis of your disability, race, gender, age, sexual orientation, religion, or political or other opinion, both at Fighting Chance and in every other arena. You have the right to be free from stereotypes and prejudices. No one at Fighting Chance will ever discriminate against or stereotype you.

6. Participation and Inclusion

You have the right to full and effective social participation and cultural inclusion, and to have your individual and cultural needs supported while you are at Fighting Chance.

7. Equal opportunities

Fighting Chance will always support you to exercise your right to reach your full potential, and to have your capability and capacity recognised and supported. Fighting Chance will always promote your rights, interests and wellbeing.

8. Accessibility

You have the right to access all aspects of social, recreational, educational, and vocational life, in a way which is free from discrimination, abuse, neglect and exploitation. You have the right to equal access to the physical environment, transport, information and communication, and other facilities. Fighting Chance will always offer its services and supports in a way which is fully accessible.

9. Equality

You have the right to be treated equally, including under the law and between genders. Every person at Fighting Chance is equal, and will always be treated equally.

10. Access to Justice

You have the right to equal access and participation in the justice system. Fighting Chance will always support you to access the justice system, should you require it.

11. Privacy and Record Keeping

You have the right to have your privacy respected by Fighting Chance, in terms of the information we retain about you, and the information we share with your family, support workers and advocates. We will keep clear records about the services delivered to you and you can request these at any time. We will only use your personal information to develop your program of supports. We will not provide any information about you to any other party, or for any reason, unless we have your written permission to do so. You have a right to request and be provided clear records about how much we have charged to your NDIS plan.

12. Feedback and Complaints

You have the right to provide feedback about the services you receive from Fighting Chance, and to make a complaint at any time. We will listen to your feedback and work to resolve any issues or problems as quickly as we can.

13. Exercising Your Rights

You can exercise your rights at all times while at Fighting Chance, and expect to have your rights upheld and respected.

14. Involving Your Family, Carers and Advocates in Decision Making

You have the choice about whether your family, carers and advocates are involved in the decision making process and in the exercising of your rights. Your choice in this regard will always be respected.

To ensure the open and transparent flow of communication about your services, we will always endeavour to keep your family, carers and advocates up to date about your progress and program at Fighting Chance. If you would rather we do not share any information about your program with your family, please let us know and this preference will be respected.



Your Responsibilities

Fighting Chance is committed to working in partnership with all participants of our programs, and their families, to ensure that everyone remains happy, healthy and safe in our programs and is empowered to achieve their goals.

We are 100% committed to upholding your rights, and we ask that you also uphold your responsibilities during your time at Fighting Chance.

1. Treating our Staff with Respect

Fighting Chance staff have the right to come to a safe and happy workplace. We ask that you treat any employee or representative of Fighting Chance, and its enterprises, with courtesy and respect.

2. Working with Fighting Chance to Ensure Services Meet Your Needs

You have a responsibility to work with the Fighting Chance team to ensure the services we are providing to you truly meet your needs. Please reach out to us if your goals or needs change, or if you are not happy with the outcomes you are achieving. We also ask that you talk with us in circumstances

where we raise concerns with you directly about how the program is going.

We ask that you provide all information, reports, plans and documents required for us to be able to deliver services safely. In particular, we require a copy of your Behaviour Support Plan, and other medical documents such as an Epilepsy management plan, if you have one.

3. Changes to Contact and Support Information

It is the responsibility of participants, or their representatives, to inform Fighting Chance of any changes to:

- Contact details, living arrangements, transport requirements, home environment and personal situation, as this can impact the provision of the services we provide.
- Medical status, medication needs or daily management processes.
- Dietary restrictions or requirements.
- Your NDIS plan or billing arrangements.
- Anything else that may affect your participation in Fighting Chance's programs.

4. Health and Safety

We ask that you adhere to Fighting Chance's WH&S policies and procedures, and listen to requests from staff as it relates to safety in the workplace.

We ask that you respect workplace etiquette and office rules, and behave in a professional manner.

Unsafe and/or violent behaviours are not tolerated at Fighting Chance. An unsafe behaviour is any behaviour that may endanger the safety of an individual or others around them, such as throwing items, absconding from the office or aggressive acts. If Team Members fail to meet these expectations or are unable to meet them, Fighting Chance reserves the right to discontinue services.

5. Dress Code

Fighting Chance prides itself on excellent workplace presentation and professionalism. While there is no formal uniform for Fighting Chance Staff, Team Members and participants to adhere to, we ask that everyone dress appropriately and comfortably for work.

We ask that you wear appropriate footwear at all times to prevent injury, such as covered/closed in shoes and avoid excessively tight fitting clothing that may restrict movement.

6. Personal Relationships

At Fighting Chance, we encourage the development of strong, dynamic and vibrant relationships between everyone within the organisation, including between all staff, volunteers, participants, supporters, and other stakeholders. We believe that the stronger and deeper our interpersonal relationships are, the better we will fare as an organisation.

We encourage all our personnel to adopt healthy relationships with others involved in the organisation, but we do expect that everyone remain mindful of each other's boundaries.

If an individual feels that a relationship with any person involved with the organisation has crossed a line, they are encouraged to bring it to the attention of a Manager.



Providing Feedback and Making a Complaint

Fighting Chance welcomes feedback about the services we provide. Comments and complaints help us improve the work that we do.

How to Provide Feedback or Make a Complaint

If you wish to give Fighting Chance feedback or make a complaint, please contact us at any time via:

- Building A, 5 Skyline Place, Frenchs Forest 2086.
- hello@fightingchance.org.au
- (02) 9905 0415

You can also submit feedback via the Fighting Chance website feedback form.

If you are not satisfied that your comment or complaint has been appropriately managed, please feel free to contact Fighting Chance CEO, Laura O'Reilly, at any time on:

- laura@fightingchance.org.au
- 0433 777 109

What happens once I make a complaint?

When you make a complaint to Fighting Chance, we will explain:

- What will happen while the complaint is being dealt with.
- What supports are available to you while the complaint is being dealt with.
- Who will deal with the complaint.
- What will happen next, such as when you are likely to be contacted.

You should **not**:

- Be made to feel that you cannot make a complaint.
- Feel that making a complaint will have any effect on the services you are receiving from Fighting Chance.
- Feel that you cannot request assistance while making the complaint.

The time it takes to resolve a complaint will depend on the nature of the complaint. Simple complaints may be resolved immediately. If we need to make further enquiries, it may take a few weeks to resolve.

Fighting Chance is committed to resolving complaints in the most timely manner possible. Once the complaint is resolved, you will be informed of the outcome. You may wish to raise any ongoing problems or concerns at this time.

What if I'm not happy with the outcome of the complaint?

Some complaints cannot be resolved completely, or may not be resolved to your satisfaction. If so, you can request that the decision process be reviewed.

A more senior staff member may undertake the review and Fighting Chance may gather additional information to review the decision. If you remain dissatisfied, Fighting Chance will help you to look at other options to address your issues, including contacting the Ombudsman.



Contacting the Ombudsman and Other Services

If you are not satisfied with Fighting Chance's treatment of your complaint, or you do not want to talk to Fighting Chance, you can access the following supports:

1. NSW Ombudsman

You can contact the NSW Ombudsman at:

- www.ombo.nsw.gov.au
- (02) 9286 1000 (Sydney metro) or 1800 451 524 (rural/regional callers only)

2. National Disability Insurance Agency Quality and Safeguards Commission

A complaint can be made to the Commission by:

- Phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- Completing a complaint contact form

The Commission can take complaints about services or supports that were not provided in a safe and respectful way, or that were not delivered to an appropriate standard.

You can find out more information about making a complaint to the Commission by visiting <https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

3. Administrative Decisions Tribunal

The Administrative Decisions Tribunal can review such decisions in certain circumstances. Further information can be found at:

- www.lawlink.nsw.gov.au/adt
- 1800 060 410

4. Anti Discrimination Board (ADB)

The ADB investigates and conciliates such complaints. Further information can be found at:

- www.lawlink.nsw.gov.au/ADB
- (02) 9268 5555 or 1800 670 812 (rural/regional callers only)

Protecting Your Privacy

Fighting Chance maintains a commitment to protecting the privacy of everyone who is involved with our organisation. You can request a copy of Fighting Chance's Privacy Policy at any time and you can also find this policy on the Resources page of our website.

Fighting Chance will occasionally collect materials, including photos, videos, statements, blog entries, anecdotal stories and experiences from individuals within our organisation. Fighting Chance may, from time to time, use materials collected to assist with our marketing, promotional material and documentation. Representatives from Fighting Chance may also use collected material as examples in presentations of the work we do, or to highlight the challenges facing individuals we provide services for.

We will provide individuals and their families/carers or guardian with a Media Consent document, to allow us to use such materials with their permission. Individuals may refuse this request, and opt out if they would not like their photos, video footage or experience shared.

Participant Program Records

Participant files contain information that is collected by Fighting Chance staff in regards to participants' involvement in our programs. These files include program offers, medical information, contact details, support needs, progress notes and other important information, e.g companion card details. These files are an integral part of daily operations at Fighting Chance.

Fighting Chance commits to protecting the information in these files by all means necessary. They will be stored in Fighting Chance's Information Management System and only accessed by staff responsible for the safety and daily engagement of the individuals involved. No information in these files will be shared with any unauthorised person, unless specifically instructed by you or your representative.

The only time information will be shared is in a medical emergency, or where a crime has been committed, when information in our records will be handed over to the relevant authorities.

Collecting Statistical Information

At intervals across the year, Fighting Chance will attempt to collect quantitative and qualitative statistical information for the purposes of quality control, measurement of impact, etc.

Fighting Chance will request permission from the participant and their family/carer or guardian to participate prior to the information gathering exercise.

If individuals would not like to participate in our information gathering program, or would like to opt out at any stage, they have the right to do so. Simply email hello@fightingchance.org.au for more information or to opt out of statistical gathering exercises.



Getting Started

So you have had a tour of one of our enterprises, and you are keen to get started. What should you do now?

The first thing you need to do is contact the Fighting Chance Community Engagement Team, and let them know you are ready to get started.

The team will send you over the following very important documents which need to be signed before your first day.

Fighting Chance Service Agreement

This document describes how we will work together to deliver services. It includes our terms and conditions, as well as information about cancellation of supports, funding arrangements etc. It is really important that you read your Service Agreement, then sign and return it before your first day.

Schedule of Supports

The Schedule of Supports is the document which explains what services we will be delivering to you. It specifies

which of our enterprises you will attend, on what days and for how long each day. It is really important to check that the Schedule of Supports we send you aligns with the services you want from us, and ask us to make changes if there are any errors.

Media Consent

From time to time we take pictures or film members of the Fighting Chance community, for use on social media and in our promotional materials, or even sometimes for TV. If you are happy to have your photo taken, or to be included in videos we sometimes make, please sign our media consent form and return it on or before your first day. If you do not provide media consent, we will not capture your image in any way.

Once you have signed and returned these important documents, you are ready to get started at Fighting Chance.

Our team will then give you a handbook relevant to the enterprise you are joining, which provides more information about what to expect on your first day.

NDIS Funding

Should you have questions or need some support for your NDIS funding, we have a selection of staff who can assist you depending on your query.

Service Agreements and Funding

Our NDIS Admin Team are available to assist you with any questions you may have around using your funding at Fighting Chance. Contact them on:

- (02) 9905 0415
- ndisadmin@fightingchance.org.au

Support Coordination

Should you need assistance or advocacy for your NDIS Plan, whether or not that funding is for Fighting Chance, our team of Support Coordinators are available to help. Contact them on:

- (02) 9905 0415
- hello@fightingchance.org.au

Contact Us



General enquiries

If you would like to speak to a Fighting Chance staff member or have a general enquiry please contact:

Building A, 5 Skyline Place
Frenchs Forest NSW 2086
(02) 9905 0415
hello@fightingchance.org.au



To speak to someone from our social enterprise Jigsaw, please contact:

22 Rodborough Road
Frenchs Forest, NSW 2086
(02) 9190 2700

Avenue

To speak to someone from our social enterprise Avenue, please contact:

Avenue Frenchs Forest

Building A and B, 5 Skyline Place
Frenchs Forest NSW 2086
(02) 9905 0415
frenchsforest@avenuecoworking.org.au

Avenue Botany

Unit 4, 12 Lord Street
Botany NSW 2019
(02) 9190 2710
botany@avenuecoworking.org.au

Avenue Parramatta

Ground Floor, 7 Hassall Street,
Parramatta NSW 2150
(02) 9190 2720
parramatta@avenuecoworking.org.au

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www.fightingchance.org.au