

Phone: 02 4054 9286

Email: admin@empoweredcs.com

Website: empoweredcommunityservices.com

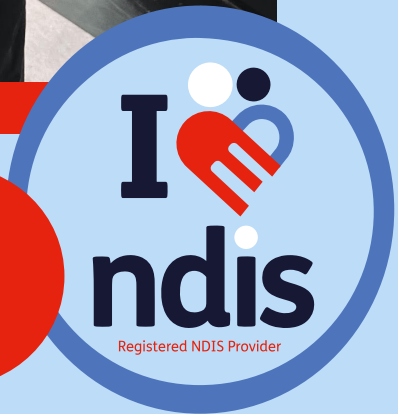
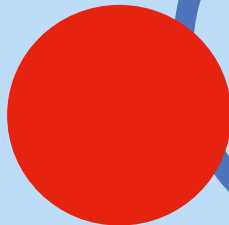


**EMPOWERED
COMMUNITY
SERVICES**



Welcome to Empowered Community Services

Enriching the Lives of People
with a Disability





Here are some other useful bits of information to assist you on your journey with us.



General enquiries: 0240 549 286

Rostering: 0240 812 865

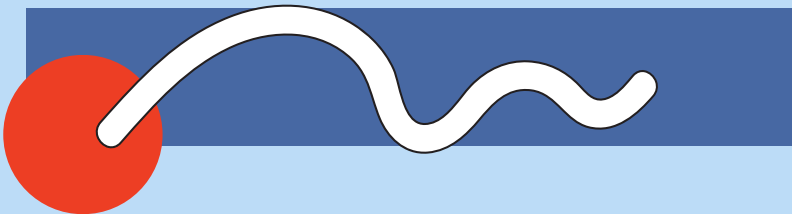
After Hours: 0414 032 704



You can keep up to date with all of our activities through our event calendar. Our calendar can be accessed on our website on the Group Activities page.



We are very active on social media, and you can keep up to date with all things at Empowered by following us through our social media channels.



About



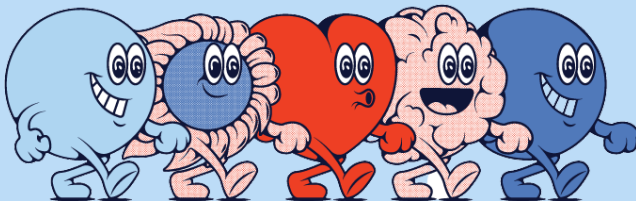
Empowered Community Services (Empowered) was founded by Jonathon Power in 2017. Inspired by his own experiences supporting both parents who have had lifelong disabilities.

After working in the industry for several years, Jonathon felt that individuals with complex needs were not receiving the necessary support to be included in the community. Here, the idea of Empowered was born.

We deliver high-quality, individualised support that helps people with a disability build capacity and independence whilst ensuring they have every opportunity to participate in their community.

Our services are delivered by a team of passionate and experienced staff committed to making a difference in the lives of the people we support.

Mission: Enriching the lives of people with a disability.



Vision: A world where disability is understood, accepted and normalised.

Our Services



Community Access & Capacity Building

Empowered provides opportunities for people to access their community, develop new skills and build on their capacity. We recognise that everyone is different, and we tailor our approach to meet the individual needs of the people we support.

Support Coordination


Empowered provides high-quality support coordination through our team of experienced Support Coordinators. If you're looking to kickstart your NDIS plan and start working towards your goals, we can help make it happen.

Short Stays (Respite)

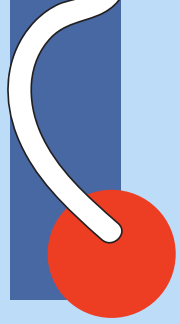
Empowered provides a range of respite options for Participants. Our team can work with you to identify the best option for your needs, whether it's an overnight stay, a weekend away, or a longer break.

Group Activities

Empowered offers a range of group activities, which provide an opportunity for people to come together, socialise and have fun. Our groups cater to a wide range of interests, and we're always looking to add new ones. - ask us for a monthly brochure!



Incident Management



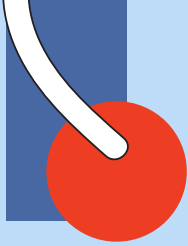
Empowered is committed to managing incidents with the utmost professionalism and care. Our team is trained in identifying and responding to incidents, ensuring a safe and supportive environment. This includes;

- Spotting and reacting to possible violence, abuse, or neglect.
- Understanding what counts as an incident.
- Knowing which incidents need to be reported.
- Following the NDIS Practice Standards and Rules.

Empowered will report all reportable incidents as the NDIS Quality and Safeguards Commission requires.

If an incident involves you, we'll make sure to keep you informed.





Your Rights

Each Participant at Empowered Community Services has the following rights when accessing services;

- **Respect and Equality:** Everyone should be treated with respect. It doesn't matter what your background is, whether you have a disability, your age, or who you love.
- **Safety from Harm:** You have the right to be safe and not be hurt or taken advantage of by anyone.
- **Freedom from Unnecessary Control:** You shouldn't be restrained or isolated; it's not okay to use these methods for punishment or convenience.
- **Speaking Up:** If you're unhappy or have a problem, you can talk about it. Empowered will listen and help sort it out, and you won't get in trouble for speaking up.
- **Privacy:** Your personal information is private and will be kept that way, except if the law says it needs to be shared.
- **Understanding Rules:** You have the right to know the rules of this service and what happens if they are not followed.
- **Choosing Staff:** You can pick someone to support you. Empowered will help you with this if you need it.
- **Being Part of Decisions:** You have a say in decisions about your care. Your views are important.
- **Exercising Your Rights Freely:** You can use your rights without worry. No one from Empowered or others should stop you or make things hard for you.
- **Making Complaints:** If you're not happy with something, you can complain to Empowered or others, and you won't be punished for it.

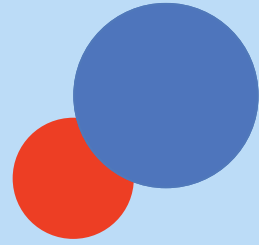
Participant Journey

Empowered Community Services supports people with a disability across Lake Macquarie, Newcastle and the Hunter Region.

Here is your roadmap with us!



Feedback & Complaints



Why would I give feedback or make a complaint?

You may wish to give feedback or make a complaint if you feel as though your support isn't going as it should, or maybe someone from Empowered has done something wrong, or you feel like you aren't being listened to.

You can give feedback or make a complaint in a few different ways.

Phone: 0240 549 286

Mail: PO Box 30 Cardiff, NSW 2285

Email: feedback@empoweredcs.com

Website: empoweredcommunityservices.com

In-person: Suite 101, 286 Main Road Cardiff

You can always speak with a staff member directly too.

What happens when I make a complaint?

After you have made a complaint, it will be sent to the most appropriate person. If it can't be resolved immediately, Empowered will conduct further investigation. You will be provided with timeframes for the investigation and regular updates at each stage.

You can also complain to other agencies, such as the NDIS Quality and Safeguards Commission. Phone numbers for each of these agencies are in this brochure.

Advocacy



Advocacy helps you to make informed decisions about your life and helps you to choose how you wish to engage with your community.

We want to assist you in understanding what is available to you and help you access places outside of Empowered.

Disability Advocacy NSW

They advocate for the rights of people with disabilities in New South Wales.

Phone: 1300 365 085

Website: www.da.org.au

NDIS Quality & Safeguards Commission

They ensure quality and safety in Australia's National Disability Insurance Scheme services.

Phone: 1800 035 544

Website: www.ndiscommission.gov.au

