

# PARTICIPANT HANDBOOK

NEW ENGLAND NORTH WEST  
ABILITY LINKS



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Linking people with disability to their local community

## What is Ability Links?

Ability Links helps people with disability, their families and carers make a difference.

We will also help to promote the rights of people with disability to live full lives and to be part of their local community.

Ability Links wants to help people take part in the activities offered by all services and organisations, by :

- Listening to what you want and recognising the skills and abilities of people with disability, their families and carers; and
- Building links within communities so that people make it easier for those with disability to be involved in what's happening in the local community.





Our services are at no cost



## What can Ability Links do for me?






Staff will meet with you to talk about your hopes and dreams:

### Linkers can help you with:

- Hobbies - 
- Learning new things -
- Health - 
- Employment - 
- Finding a service -
- Transport - 
- Housing -
- Finding out "what's on" around town -



**If you are a parent or carer, we can help with:**

- With Local information about services- 
- Support to find interests/activities just for you—or any other family members 
- Be an ear to listen - 
- Support siblings with their dreams and goals 
- Connect you to others in your community who understand what you do 
- Explore local solutions to help you manage



**What are my Rights?**

As a participant of Ability Links you have the right to:



**What are my Responsibilities?**

As a participant of Ability Links you have the responsibility to:

- Be in Charge
- To tell us if you change your mind
- Treat staff with dignity and respect
- Let us know if we can't meet for any reason



## What about my Privacy?

Your contact with Ability Links will be confidential.

This means that anything you tell us will not be shared with anyone unless you give your permission.

We will keep your file locked away when it is not in use.



## Ability Links Responsibilities as a Mandatory Reporter

Ability Links is a mandatory notification agency.

This means we must notify the authorities if we believe a child is in danger of significant harm or abuse.

Significant harm or abuse can be:

- yelling
- neglect
- sexual abuse



If we are concerned about a child's safety we will make the report, and we will tell you about it.



## How do I make a complaint?

IF you feel  OR  about



OR



about

Ability Links  
**YOU CAN fill in a form**



Complaint



Feedback

**To tell us why**

**Its OK we like to know!!!!**



We can help or so can a family member/carer or friend if that's better  
If you have done that and you are still not happy don't worry we can help you contact someone higher up until you are





## Who works at Ability?

Our Linker Team:



### How do I contact Ability Links?

You can contact our staff on the following numbers and at the following locations:

**INVERELL—6720 8870**

*Program Manager—0459 141 755*

*Linker—0488 254 997*

**ARMIDALE—6711 1209**

*Linker—0409 137 993*

**GLEN INNES—6732 1711**

*Linker—0400 598 754*

**MOREE—6751 1199**

*Linker—0457 833 854*

**TAMWORTH—5776.7282**

*Linkers—0459 096 935 or 0400 673 370*

For written complaints, post a letter or a completed Complaints Form to:

**PO Box 990 Inverell 2360**

For more information on the Ability Links program go to:

**[www.pathfinders-aus.org](http://www.pathfinders-aus.org)**



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