

COMMUNITY OPTIONS NEWSLETTER

JUNE - JULY 2024

WELCOME TO OUR FIRST NEWSLETTER

Welcome to our First Monthly Newsletter. Here we will give our clients, partners and families in the region all updates on Community Options, legislative changes in the sector and any Frequently Asked Questions. We welcome all contributions, questions and feedback to our email address
cac@communityoptions.com.au.

CONSUMER ADVISORY BODY

Community Options holds quarterly Consumer Advisory meetings to serve as a forum for our Clients to provide feedback, share their perspectives and contribute to decision making processes. The next meeting is schedule for 31st of July, 2:00pm till 3:00pm at our Office in Manuka. If you are interested in participating in person or remotely please call us on 6295 8800 or email the secretary to the forum, Lily on cac@communityoptions.com.au.

NDIS

Community Options is pleased to inform everyone that we have completed our NDIS Recertification Audit and have been found to be compliant with all standards. We wish to thank all our clients who participated in the process and gave valuable feedback.

STAFFING ANNOUNCEMENT

Community Options would like to welcome Mr Brendan Taber to our Board. Brendan has worked as a Community Options Coordinator and then as our Director of Client Services for 8 years. His experience and expertise will be a great asset to our organisation. We also welcomed a new Case Manager – Ms Joanne Sweet. Joanne is working in our Women and Newborns Community Support Program, she has a background in Midwifery and is dedicated to providing assistance to eligible families in Canberra.

FEEDBACK & SURVEY

Community Options has published a new version of our Client Handbook on our website, If you require an Easy Read version or interpretation of this document please reach out to your coordinator or give us a call. You will find in this document a QR code, this takes you to an Anonymous Feedback Form that can be accessed at any time anonymously or with your details so we can follow up. This is also accessible via our Website.



SATISFACTION SURVEY

In the coming months Community Options will begin distributing a Satisfaction Survey on a monthly basis to all of our Clients to collect their feedback. This is an opportunity to share clients' experience with the services they receive, from our Coordinators and Direct Service Providers.