

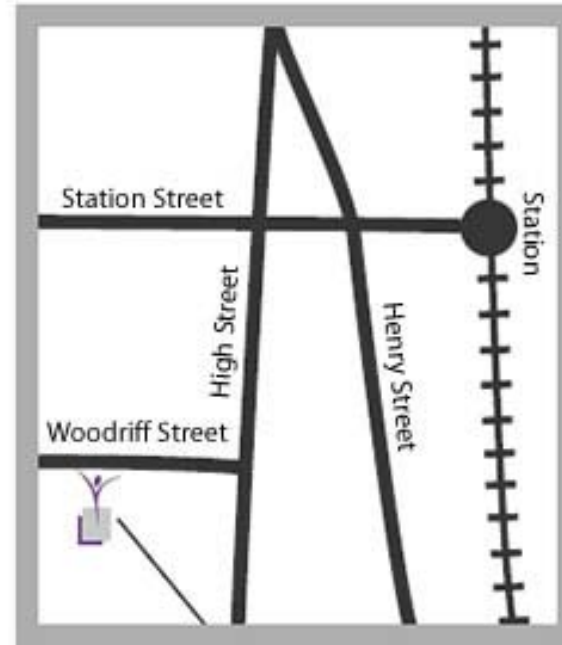
### What we believe in...

- We believe in our clients' rights as individuals.
- We believe in our clients' abilities to decide their own goals.
- We believe in getting the right services for each individual.
- We believe in acting promptly so that people can reach their goals faster.
- We believe in working together so that people can achieve their goals.
- We believe in being totally accountable to our funding body, our clients and the community.
- We believe in your right to privacy and confidentiality.

### Complaints and Feedback:

We believe that your feedback helps us to improve our services, so if you have any feedback about the service you receive we would like you to tell us. Please call the Manager on 4722 6523.

## MAP



we are here



3/30 Woodriff Street, Penrith 2750

Phone: 4722 6523 Fax: 47225977  
Email: [admin@nepeanoptions.org.au](mailto:admin@nepeanoptions.org.au)  
[www.nepeanoptions.org.au](http://www.nepeanoptions.org.au)

Office Hours: 9.00am to 5.00pm  
Monday to Friday



## Case Management Services

A specialist Case Management Service to assist people with a disability to access the services they need to live independently in their home and remain active members of the community.

## Who are we?

- A specialist Case Management Service that enables people with a disability to access the services they need to live in their home and community.
- We are part of Ability Options, an organisation that has been servicing people with a disability in New South Wales for more than 30 years.

## What can we do for you?

- We can tell you about the services that are available for you.
- We aim to obtain the services you need, when you need them.
- We aim to provide case management that is well planned, co-ordinated and flexible to meet your individual needs.

## What else can we offer?

- You can attend meetings and support groups with other people who use the service to discuss how Nepean Options is running and how we can improve.
- You can help us to improve the service by making suggestions and telling us what you think will make the service better or what you like about the service.

## Who can use the service?

- People living in the Penrith local Government Area.
- The service is predominantly for people with a disability who need help to access services that will enable them to remain living in their own home and remain active members of the community for as long as possible.
- People who are not already receiving an accommodation or case management service.
- Families and/or carers who are supporting someone with a disability.

## How we can work together...

- We are determined to help you get the services you need.
- We listen to what you want and create a support plan to help you achieve your goals.
- We will keep you up to date about what we are doing and review your support plan so it keeps working for you.
- When services are not available we can help you consider alternatives.

## What does it cost?

- People are expected to contribute to the cost to the service; however no one is refused the service due to their financial situation.

## What happens next?

- To make a referral to the service or learn more about what it does, please contact one of our Case Managers.