

# WELCOME TO bunji

## Participant Handbook



 [www.bunji.au](http://www.bunji.au)

 1300 291 097

# Welcome to bunji

We're so glad you've chosen us to be a part of your journey. As you join our community, know that you're now a valued member of the Bunji family and we hope you find support, opportunity and inspiration in our services.

At Bunji, we believe that everyone should have the opportunity to live their best lives. We look forward to working with you to make a positive difference. This welcome pack is designed with your needs and goals in mind, ensuring that you have all the necessary information to make your experience with us smooth and successful.

We're dedicated to making things easy to understand. If there's ever something you're unsure about or if you have suggestions for how we can do better, please don't hesitate to share. Your feedback helps us improve and create an even better experience for you.



## About this Guide

**This Participant Handbook is provided to you, as you have chosen Bunji to deliver services to you. This document contains information about Bunji, the types of services that we provide and how you can access them.**

This guide explains:

- How we can stay connected with each other
- Our Bunji Commitment
- Our Services
- Using a Strengths-Based approach
- Our Eligibility Criteria
- Services and Service Agreements
- Billing of services
- Our cancellation charges
- Our travel and transport charges
- Keeping your information private
- Exiting our services
- Our consent process
- Advocacy
- Incident Management
- How you can give us feedback about our services
- What people say about us



# Our Values



We are very proud of the values which were developed by our Participant Advisory committee and a range of employees across the organisation. We believe that they truly reflect what is important to us at Bunji and guides our every day roles and responsibilities.

**Mission:** To deliver personalised, innovative and connected supports that enables participants to achieve their outcomes

**Vision:** Empowering all people to live fulfilling and independent lives

## Our Goals

### Goal 1

**Maintain high quality and effective supports.**

Continually assess and improve service delivery, implement evidence-based practices and prioritise the satisfaction and well-being of participants.

### Goal 2

**Sustainable growth and expansion of service types.**

Strategically leverage resources and streamline operations to enable sustainable growth and increased market share.

### Goal 3

**Increased advocacy and engagement in the community.**

Actively speak up for participants, engage more people and make a positive impact in the community.

### Goal 4

**Utilise tech to streamline communication and information.**

Leverage innovative tools and platforms to enhance communication, share information and promote teamwork/collaboration among all parties.

### Goal 5

**Responsible governance and risk management.**

Establish robust policies, procedures and controls to ensure compliance, minimise risks, and optimised decision making processes.

## Our Values

### Trusted

We focus on building strong connections and earning trust. We conduct ourselves with integrity and transparency.

### Outcomes based

We are outcome oriented. We empower our clients with the necessary tools, resources and support to achieve the outcomes that are relevant to their specific goals, aspirations, and priorities.

### Innovative

We listen to the ideas of others, and always look to stretch the envelope in the pursuit of new ideas that help deliver excellence.

### Respectful

Our trained staff respect, empower and support our participants to live connected lives while embracing differences.

### Collaborative

We recognise collaborative relationships with all stakeholders are fundamental to achieving quality outcomes.



# How do I start my journey with Bunji?

**Your journey is very important to us. We can provide support in lots of ways.**

To make an appointment and find out more about the support options available to you, simply phone Bunji on 1300 291 097. With your permission, your family, friends and advocates can even call on your behalf. If you have specific communication and sensory needs, assistance options are on the back of this handbook. If English is your second language, or you would prefer to receive the document in another language we can arrange this for you.

## What we do:



### Create opportunity

What does your dream life look like? We will help you plan, create and achieve your vision.



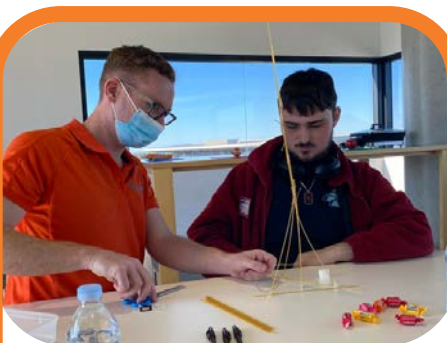
### Realise your potential

What skills and talents do you have? We'll support you in reaching your maximum potential.



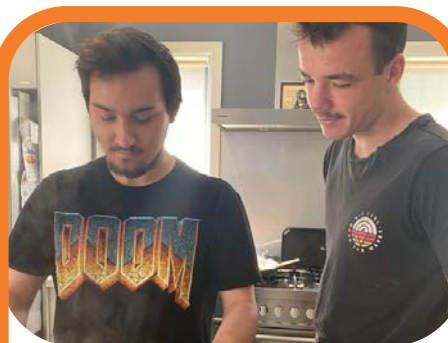
### Build your network

Do you want to create community connections? We'll guide you in building your own networks.



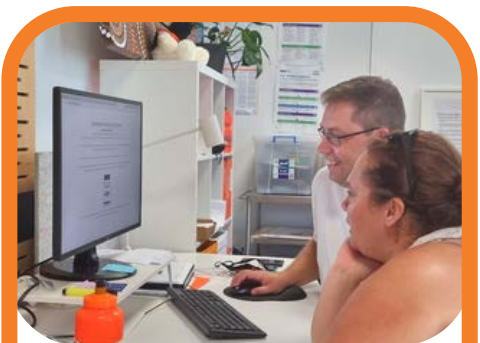
### Explore interesting ways of doing things

Do you want to be more creative? We'll help you come up with new ideas.



### Plan and set achievable goals

What are your goals and dreams? We'll help you plan, set and achieve them.



### Make the most of your available funding

Do you need help to make your vision a reality? We're here to provide the support you need.



# Services



## What services can I access at Bunji?



### Bunji Travel

Travel with Bunji for skill development, new friendships, and bucket list adventures! Our hassle-free trips in the Illawarra and beyond offer diverse itineraries. From weekends away to overseas holidays, we have you covered with trained team members and worry-free experiences.



### Bunji Support at Home

We are committed to working with you to support you around the house. We will work with you to help you live independently in your own home. We understand that everyone is unique so we will connect you to services to help you achieve your goals.



### Bunji Out and About

Our social and group events are designed to give you the chance to not only get out and meet new friends, but also experience some of the great things happening in your local community. You will feel supported and be able to attend activities that you may not be able to do otherwise.



### Bunji Launchpad (SLES)

Launchpad is Bunji's School Leaver Employment Support program, helping you transition from school, connect with employers and soar into life! Launchpad is tailored to meet the individualised needs of each participant.



### Bunji Support Coordination

Coordinating all the different services that are part of your plan can be complex and time consuming. At Bunji, we specialise in coordinating the supports that you are receiving as part of your plan so you get more time to enjoy the fun stuff!



### Bunji Plan Management

Navigating the NDIS and your own plan can be tricky! At Bunji, we are able to help you both manage and, more importantly, understand your plan and what services you will receive.



### Bunji Self Advocacy

The Bunji Self Advocacy Group is a participant directed group facilitated by Bunji to support your journey, growth, knowledge and skills. Our monthly meetings give you a platform to be supported by your peers to increase advocacy for yourself and the greater community.

# Funding Options



**At Bunji, we want all people to be able to access our support. We can help families to assess what funding they may be eligible for and how to make an application. The following are just some of the ways our services can be funded:**

**NDIS:** Bunji is a registered National Disability Insurance Scheme (NDIS) provider.

**Medicare (Chronic Disease Management):** A chronic medical condition is one that has been present for six months or longer. You can access rebates for a limited number of sessions with therapists. Your GP can help access this funding.

**Private health insurance:** with gap-only payments via HiCAPS.

**GP Mental Health Care Plan:** Clients can access our Social Workers or Occupational Therapists through this funding.

**Self funded:** You can also choose to pay directly for the services you use.

**DSOA:** Participants can access our services using funding provided under the DSOA program



**To chat with one of our team members about how to fund your Bunji services, please contact us on 1300 291 097**





## Managing my NDIS

We know that some people are unsure what to do when they get their first NDIS plan and can struggle to effectively spend the money they are allocated. Here's a few tips to help.

### Refer to your plan

It sounds obvious but your NDIS plan sets out how much you are expected to spend on each of your supports. This means you can work out how much you have each month or each quarter and check if you are on track.

### Talk to Bunji

Our team will base supports on achieving the goals in your plan. They can help you understand why we suggest certain activities and supports.

### Use the NDIS portal

The participant portal is called MyPlace where you or a person you trust can access your NDIS information. On the portal you can see your NDIS plans, get messages from NDIS, share your plan, manage service bookings and much more.

## What happens if I don't spend the money in my plan?

Apart from missing out on useful supports, you may find it harder to get the same level of support from the NDIS when your plan comes around for review.

It's important to plan how you will spend your funding over the year to get the most from your supports. Bunji can help manage the number of sessions and alert you if you are falling behind.

We can help identify "make-up" appointments, perhaps some extra therapy during the school holidays, appropriate groups or other services you may be able to access with your funding. We can also notify the NDIS if you are falling behind due to illness.





# Your Service Agreement



**Your Care Portal is our participant portal and gives you 24/7 access to all of your documents.**

**Your Service Agreement is a contract between you and Bunji. Your Service Agreement shows the total funds allocated to Bunji, and in some cases, a breakdown of funds to each support if known. Your Service Agreement with Bunji is not the same as your NDIS plan.**

**The Bunji Service Agreement is a legal contract. It includes:**

- The services you have asked us to provide.
- How these services can be paid.
- Where you can find information about our prices.
- The service you can expect from Bunji.
- How we work together.
- How we keep your information private.
- Exiting our services.

You can change your service providers at any time. However, you should be aware of Bunji's cancellation terms and the requirements to make a new Service

Agreement with your new provider. You can choose one service provider for all your supports or different providers for each of your supports.

If you have funding from NDIS, your Bunji Service Agreement starts from the date the NDIS plan is approved. It is essential you set up a Service Agreement as soon as you receive your NDIS plan so your supports can commence.

If you don't have funding from NDIS you will still need a Service Agreement. This can be aligned to the date you would like to start services with us.



# How Are Services Provided?



**We will work with you to discuss how you would like to have your services delivered to best achieve your outcomes. You can choose:**

## 1. The location of direct services

Services where we are face to face with you. This can occur:

- In your home
- At school
- In your community
- In your workplace

## 2. Intensity and frequency of direct services

The frequency of your services is discussed with your key support person:

- In the Opportunities Program it will be your Coordinator
- In our Home and Living Services Program this will be your Coordinator
- SLES this will be your Manager.

**We understand that everyone is unique so we will connect you to the services to help you achieve your goals.**

Service frequency, goals and funding types may impact the services that Bunji provides to you. You may wish to have 1:1 services or you may wish to have these services with another person or group of people. You should discuss your preferences with your key support person in your Program.







### 3. Indirect services

These services are not face to face with you but are very important to support you to achieve your goals.

- Working with and educating the people who support you – in person or over the phone
- Finding resources or researching for you
- Developing your programs
- Plan reviews – annually as a minimum (NDIS requirement) or more frequently if required
- Writing reports for you to use with NDIS and other agencies
- Time for our team to travel to you to deliver services where you need them
- Mileage associated with the travel to work with you where you need your services
- Developing your independence

This type of work will be discussed with you before it occurs and will be charged in accordance with billable items outlined in our current Bunji Service Agreement.

### 4. Continuity of services

Bunji wants to deliver services to you as you would like them delivered and as you have planned.

There may be times when we cannot deliver the services you need due to:

- Staff sickness
- Staff leaving
- Limited availability of staff

In such instances, where possible, we will give you notice of these situations as soon as we are aware. We will ask you what you would like us to do to ensure you receive support services.

You may be asked if you would like to:

- Reschedule this service
- Engage another Bunji staff member to deliver these services
- Engage agency staff to deliver the service

We will also update our **YOUR CARE PORTAL** that will give you both timely and accurate information regarding your service times and who will be delivering it.



# Cancellation of Appointments



**Our aim at Bunji is to understand you and your personal circumstances. This enables us to plan services in a way that works for you taking into account:**

- Where you need your services to be delivered
- Your medical stability
- Your family support
- Any specific details of your disability if it might impact on your appointment attendance

If your appointment attendance is regularly affected by a medical condition requiring frequent hospitalisation, please provide a letter of support from your specialist. This will help us to best plan your appointments with you.

By working together to plan services, we hope to minimise the number of cancellations you need to make and discuss a plan for those times when you cannot give us 48 hours notice.

Should you be unable to attend any of your appointments, we ask that you provide us with a minimum of 48 hours notice. Our team can plan other services they might deliver to you or enable our staff to be directed towards other participants who may be awaiting services.

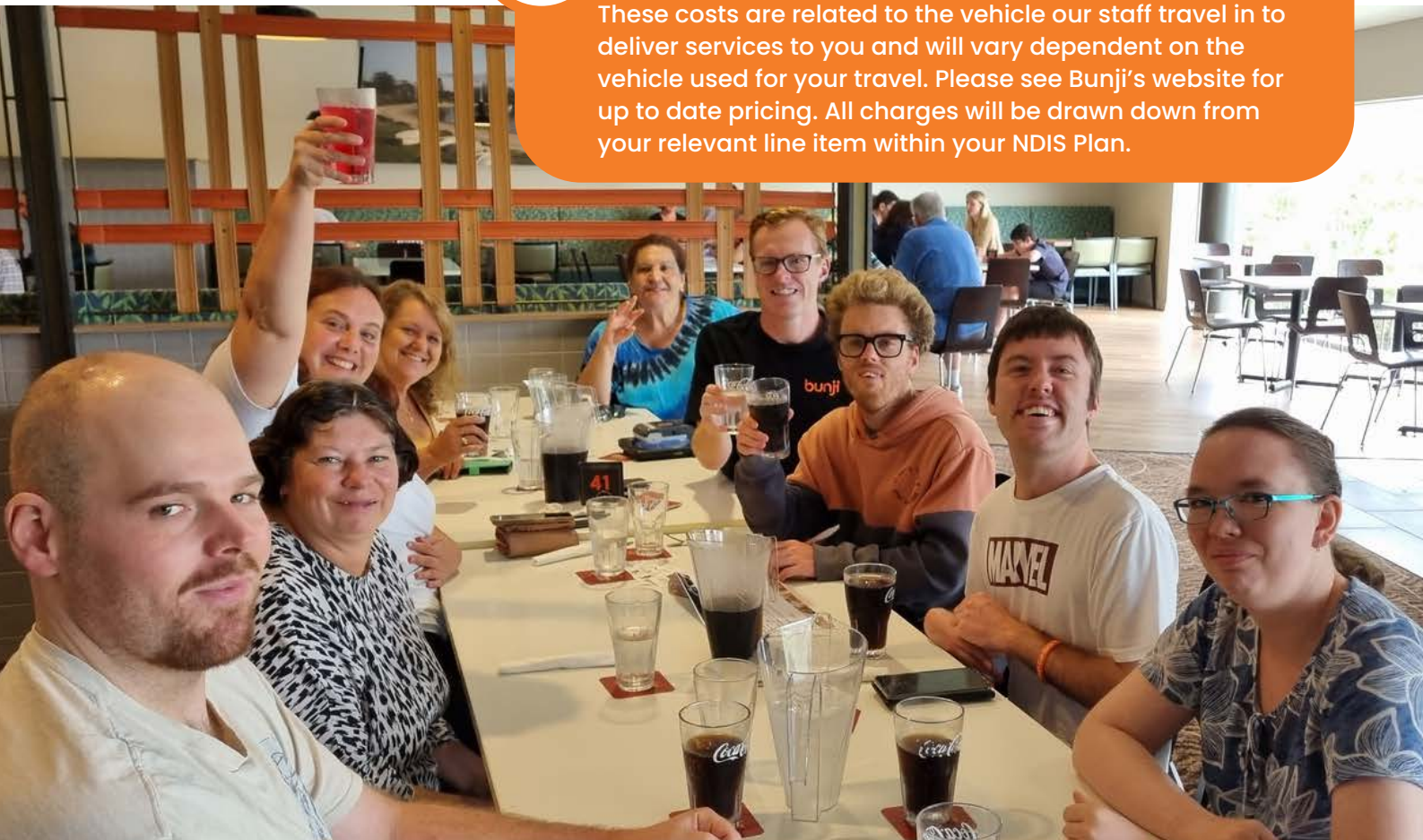
Should you cancel your services without providing 48 hours notice or not attend any booked services, you will be charged for that appointment following NDIS Guidelines.

When there are extenuating situations such as hospitalisation – you may request to speak to a manager to discuss the management of this cancellation.



## Our mileage costs:

These costs are related to the vehicle our staff travel in to deliver services to you and will vary dependent on the vehicle used for your travel. Please see Bunji's website for up to date pricing. All charges will be drawn down from your relevant line item within your NDIS Plan.







## Participant Initiated Exit from Services

You have the right to exit any or all of Bunji services at any time during the Service Agreement period. Should a participant, participants representative or legally appointed Guardian wish to exit any or all of Bunji services, there is a requirement for participants to meet the notice periods **as stated in the current NDIS Price Guide**.

### Not attending social programs

To do this you can call on 1300 291 097 or send an email to [info@bunji.au](mailto:info@bunji.au), to let your team know. They will be in contact with you to finalise this process and update your request to exit in our Client Management System.

Once you have let us know you wish to exit, Bunji needs to complete written report summarising the outcomes from the services used.

These reports will be billed from your NDIS Plan. This is to help you safely transfer to other service providers and is a requirement of the NDIS. These reports are your property and can be used by you with the new service provider, to support the transfer process.

### Supporting you to move to another provider

It is your decision how you would like the handover of services from Bunji to the new provider to occur. Bunji staff are more than happy to meet face to face, over the phone or via telehealth with you, your family and new service providers for a discussion.

We value feedback about your reasons for leaving our services. This information helps to improve the way we offer services to our participants. We may send a short survey to participants to complete at the time of exit.

### Returning to our services

Even though you have may have chosen to leave our services, at a point in time you can come back to Bunji.





## Bunji Initiated Exit

### Bunji values participants and staff safety

In rare cases, there may be issues identified by our team which impact our staff safety or the safety of other participants when working with you or your family.

In these situations, our team will raise this with you and try to resolve these quickly and respectfully with the development of an action plan to manage the situation positively.

There are instances where Bunji recognises it may not be in the best interest of our participants or our team members for you to continue to receive some or all of your services from us.

This could include incidents where for example:

- The participant or family are in breach of our Bunji commitment.
- Team members are placed at risk of serious harm or distress.
- The participant or family are unable to make payment for services (in arrears more than 30 days) without disclosed financial hardship and sustained failure to engage in repayment arrangements.
- Bunji cannot meet the individualised support needs of the participant.

In the case where a sound resolution cannot be reached, Bunji retains the right to terminate a customer's Service Agreement with **2 weeks notice**.





# Privacy

**Bunji is committed to treating people with courtesy and respect and keeping your information private.**



## Wrong or incorrect information

You can ask us to correct any of your personal information if you believe it's incorrect, outdated, incomplete, irrelevant, or misleading.

### You can make a request by:

- Speaking directly with your worker.
- Calling us and asking to speak to a manager on **1300 291 097**.
- Emailing us at: **info@bunji.au**
- Submit feedback on our webpage: **bunji.au/feedback**

We gather and store information in line with the **Australian Privacy Principles** and the **Privacy Act of 1988**. We always ask your approval before doing so.

We'll ask for your permission to gather and store information on our data system and to determine which details you're comfortable with us sharing with others. For instance, can we share information with a doctor to provide you with support?

We only gather information directly related to the supports and services we offer to you. Occasionally, a family member or other service might share something about you, and we'll inform you about it and store it in your electronic file.

You can request access to your information on our data system anytime. We have strict rules in place to ensure only our staff can access your information.

The only time we tell someone information about you without your permission is if:



**You are in danger**



**We legally have to e.g. a court has told us to**



**We think you may harm someone else**

# Feedback

We welcome your feedback, whether it's to applaud our good work or express any concerns. Sharing your thoughts won't affect our relationship with you or result in service interruptions. Your input is valuable to us, and we encourage you to voice your opinions.

Bunji adheres to principles of fairness and justice in our procedures and complies with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

## Complaints:

Feel free to express your concerns; complaints drive us to improve!

You can raise concerns about your services and support when:

- Something has gone wrong.
- Something isn't functioning smoothly.
- Procedures haven't been followed correctly.
- Something has left you unhappy.
- You've been badly treated.

## Here's how we handle complaints:

We listen and talk to you or someone representing you to figure out what happened and how to make it right.

We write down your complaint in your electronic file, tell our CEO about it, and send you a written response within two weeks after we've resolved the issue.



## We care about you, and that's why we:

- Help and support you.
- Make sure you're safe.
- Take care of your health and wellbeing.



## We want you to know what's going on, so we will:

- Ask for your thoughts.
- Talk to you about what happened.
- Include you or someone who helps you during the process.
- Listen to your ideas for making things better.



## If we need to make changes to address the issue, we will:

- Change the way we do things.
- Update our policies and procedures.
- Provide training to our staff
- Let you know the changes we have made.



## How to make a complaint or give feedback:

- Write down what happened so you can remember
- Talk to your worker
- Call us and ask to speak to a manager on **1300 291 097**
- Email us at **info@bunji.au**
- Submit a complaint using the feedback form on our webpage: **bunji.au/feedback**



# Feedback



## Please remember that when you're filing a complaint, everyone has certain rights, including:

- To be treated with care, consideration, dignity, and respect.
- To have private information handled with sensitivity.
- To ask questions if you don't understand the process.
- To request a second opinion.
- To ask for access to your personal records.
- To request an interpreter or assistance with reading or understanding.
- To decline participation or support from Bunji if you choose.
- You have the right to always seek additional or more detailed information in a manner that you can understand. Bunji encourages and supports your voice.

**Our guidelines ensure that we will keep you updated on the progress of your complaint and convey the outcome to you in a way that you can easily understand.**

If you feel that your complaint is not being taken seriously, or that we didn't respond correctly you can take your concern to the NDIS, by completing a 'Complaint Contact Form' on-line at **[www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)** or by phoning them on **1800 035 544** or **TTY 133 677**. Interpreters can be arranged.



# Consent

## What is informed consent?

Consent is when you give your permission for an activity or procedure to occur. Informed consent means that you have been given enough information to understand the benefits and risks of the activity or event you are going to undertake before you give your permission.

## Who can give or withdraw consent?

You, your representative or your legally appointed Guardian can give consent. A Participants Representative can be: An Enduring Guardian, Guardian, Spouse / Defacto, Adult son or daughter, Parent, Sibling, Unpaid primary care giver or other person with a close personal relationship. Participants that would have a Participants Representative include those under the age of 18, and those customers aged over 18 with limited, or without, decision making capacity.

## When will I be asked to give consent?

You will be asked to give your consent when you commence services with Bunji, at the time of signing a new Service Agreement. If you wish to change elements of your Service Agreement with us, you will be asked to provide consent at this point in service. Consents will be reviewed with you annually at the time of renewing your Service Agreement with us.

**You may also be asked to give your consent or permission should you require or request specific activities to occur once you are accessing our services**

## Withdrawing or changing my consent

You are free to remove or change your consent from any activity at any stage of your services with us. Just ring Bunji on **1300 291 097** or send an email to **info@bunji.au** and let us know the changes you would like to make and our Customer Engagement Team will be in contact with you to finalise this process.



## Types of Consent:

### Service Agreement Consent

This consent is at the bottom of the Service Agreement Form and once signed, allows us to deliver the services you have requested from Bunji.

### “My Information” Consent

This consent form is related to how your information is used within Bunji and gives us permission to contact your external supports so we can keep you and your services connected. It also gives us permission to share your information with those people who you have nominated specifically to enable your services to be joined up where required.

### “My Communication” Consent

This consent form is used to help us understand what type of information you would like to receive from Bunji and who is best placed to receive this. You will receive all the information outlined in this form unless you otherwise specify. You can change these options at any time.

### Social Media Consent

This consent form is related to us taking your picture while doing an activity with Bunji and using it in our social media and other communication documents.

# Our approach



## Our strength based Person Centred approach

**“What’s more, we discovered that people have several times more potential for growth, when they invest energy in developing their strengths instead of correcting their deficiencies.”**  
- Tom Rath (2017)

We can achieve amazing things together by understanding your strengths and interests. We believe in building on your existing skills to keep the motivation and excitement alive as we work on your challenges, creating a positive focus as we work together to achieve your goals.

### **Person Centred Planning**

When you join Bunji we will work with you and your family, carers, friends or advocate to form a person centred plan. Your Care plan will look at:

- What is important to you?
- The things in your life that you’re happy with.
- The things you are not happy with.
- What your dreams are.
- What are your wants?
- How to get there.
- What support you may need for the journey.



# Our commitment

## Zero Tolerance Commitment

**It's vitally important that our clients feel safe and supported while they use Bunji services.**

To ensure this, we have a number of initiatives, policies and procedures in place. We follow the Zero Tolerance framework which helps organisations like Bunji understand actions they can take to prevent and respond to abuse, neglect and violence of people with a disability.

Zero Tolerance is a commitment to recognise, raise and respond to any deviation from the human rights of people using disability services.

It is an organisational commitment to always have our eyes open and always strive to support client rights.

Bunji also works within the framework of the UN Convention on the Rights of Persons with Disabilities and the NDIS Quality and Safeguards Commission.

**Collectively, these frameworks help to ensure your dignity and safety when accessing our services**

# Advocacy

## Helping you express your views

Advocates can play an important role in ensuring your rights and interests are respected and safeguarded. They provide you with information and support in representing your views and ensure that your concerns are heard and responded to.

Effective disability advocacy promotes, protects and supports a person's, or group's, full and equal human rights.

Advocates support or work on behalf of a person with a disability to help them to speak out and defend their rights and interests.

There are six main models of advocacy:

- Self advocacy
- Family advocacy
- Citizen advocacy
- Individual advocacy
- Legal advocacy
- Systemic advocacy

**You can ask a family member or friend to be an advocate, or you can reach out to the advocacy service below.**



### Illawarra Advocacy

**Office address:**

Suite 2, Level 5, 221-229 Crown Street  
Wollongong NSW 2500

**Postal address:**

P.O. Box 5134, Wollongong NSW 2500

**Telephone:** (02) 4229 4999



# Advocacy

## How to find an advocate:

Under the National Disability Advocacy Program (NDAP), there are 59 organisations across Australia funded to provide free and accessible advocacy services for all people with disability, their families and support people.

You can view a list of NDAP providers here:

### Visit Ask Izzy – Disability Advocacy Finder online

You can use the Ask Izzy – Disability Advocacy Finder to search for advocacy providers using your suburb or postcode.

[askizzy.org.au/disability-advocacy-finder](http://askizzy.org.au/disability-advocacy-finder)

### Contact the Disability Advocacy Support Helpline

The Disability Advocacy Support Helpline (the Helpline) provides phone-based disability advocacy support no matter where you live in Australia.

To request disability advocacy support through the Helpline contact the Disability Gateway:

Call **1800 643 787**, Monday to Friday, 8am to 8pm, or fill out the Contact Us Form:

[disabilitygateway.gov.au/contact-us-form](http://disabilitygateway.gov.au/contact-us-form)

The Helpline may refer you to other supports in your local area based on your individual needs.

**National Disability Abuse & Neglect Hotline:**  
**1800 880 052**



## Some other people who can help are:

### NDIS National Quality and Safeguards Commission:

The **NDIS Quality and Safeguards Commission** is an independent agency established to improve the quality and safety of NDIS supports and services. They regulate NDIS providers, provide national consistency, promote safety and quality services, resolve problems and identify areas for improvement.

Further information can be found at:

**Website:** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) or

**Phone:** 1800 035 544 (free call from landlines) or TTY 133 677.

### Interpreters can be arranged.

If you need some help along the way, advocacy groups are available such as:

People with Disability (PWD): [pwd.org.au](http://pwd.org.au)

Remember, your Bunji worker is here to help you contact advocacy services if and when you may need their support.

# Incident management

## What is an Incident?

An incident can involve different kinds of situations:



Any instance where a worker has caused harm to you.



Any situation where a worker had the potential to cause harm to you.



When you have caused harm to someone else.



When someone feels threatened that you might harm them.



An incident can be a reportable incident, which includes cases involving death, serious injury, abuse, neglect, sexual misconduct, or the use of restrictive practices.



Bunji is committed to providing the best possible support and services.

In the event of an incident, we will use the gathered information to enhance our practices and procedures.

Should an incident occur, Bunji will actively involve you, your family member, or your representative in managing and resolving the situation. Additionally, we can assist you in accessing other services that may be relevant to the incident.

Following the conclusion of any serious incident investigation, we will provide you with a written response detailing the outcome.

## Reporting Timeframes:

- Incidents involving death, serious injury, abuse, neglect, or sexual misconduct must be reported by Bunji to the NDIS Commission within 24 hours.
- Incidents related to restrictive practices will be reported by Bunji to the NDIS Commission within 5 days.



# Incident management



## What happens when an Incident takes place?



**When an incident happens, we document everything that occurred, including:**

- A description of what happened.
- Who witnessed the incident.
- When you reported it to the worker.
- We inform management immediately about what occurred.



**Your well-being matters to us, so we:**

- Offer support and help.
- Ensure your safety.
- Take care of your health and overall well-being.



**We'll listen and have discussions with you or your advocate about the incident and how to resolve it. We want you to be informed, so we will:**

- Ask for your input.
- Have conversations with you regarding the incident.
- Consult with you or your representative throughout the process.
- Consider your suggestions for future improvements.



**If we need to make changes to rectify the situation, we will:**

- Adjust our practices.
- Revise our policies and procedures.
- Provide additional training to our staff.
- Advise you of the changes we will make.



There may be instances when we are obligated to report the incident to the NDIS Commission, the police, or another regulatory authority about what happened. However, we will inform you first if this is necessary.





Bunji acknowledges Aboriginal and Torres Strait Islander peoples as the original and ongoing custodians of the lands and waters on which we live and work. Learn about our Reconciliation journey by viewing our Reconciliation Action Plan on our website - [www.bunji.au](http://www.bunji.au).

# bunji



For people with hearing or speech loss  
TTY: 1800 555 677  
Speak and Listen: 1800 555 727



For people who need help with English  
TIS: 131 450

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