



EASY READ

Working together:

Our policies and practices

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2. About this booklet



This booklet is about how we work with you

It tells you about your rights and what we do to protect them

It also tells you about how we work with you to make sure we always understand your needs

If you need help in a language other than English let us know



We have written it in an Easy Read way

We use pictures to explain things
You can ask for help to read this booklet



A friend, family member or support person may be able to help you

Some words in this booklet are hard

The first time we write a hard word it is in **bold**

Then we write what the hard word means.



3. Welcome



Welcome!

We're excited to work with you



We work with lots of people with disability across Australia



Our services are specially designed for you and your needs

We want to help you reach your goals



We want to give you the very best services

We will do our best for you.



This booklet tells you

- About your rights
- What we do to protect your rights



- How we make sure we give you the support you want and need
- How we help you achieve your goals



- We will do our best for you
- This booklet tells you and your family how we will work with you to make this happen.

4. Your information and your privacy



If we need information about you, we will ask you first

If we need to get information about you from your family, carers, or other people, we will ask for your **consent** first



Consent is when you say it is OK before we do something

If you say yes, we can do it

If you say no, we will not do it



Sometimes we might have to give information about the services we provide to you to someone outside of our organisation

We will tell you why

We will ask for your consent first

We only collect the information we need

We keep it in a safe place

We only look at it when we need to.



5. Consent



Consent is when you say it is OK before we do something

If you say yes, we can do it

If you say no, we will not do it



For example, we might need information about your medication so we can support you to take it safely

It might help if we talk to your doctor

We will ask your consent before we talk to your doctor

If you cannot make a decision about giving consent we will make sure you get some help

We can help you get advice from a guardian or advocate



It's OK to change your mind about consent

You can tell us if you want to change your mind.



6. How we support you



We will support you to live your best life possible

We will support you to making your own choices and decisions



We will help you to be in control while you:

- Get out in the community
- Make friends

- Be healthy
- Learn daily living skills like shopping and cooking



We always ask you what support and services you want



We make sure you make your own decisions about our services



We will ask you how we can get better

We will listen to you.

6.1 Your support workers



It's important you have the right support workers

We help you to find support workers you can work with



We try to include you in **interviews** for your support workers

An **interview** is a meeting where you can ask questions

You can ask to meet them before they start working with you



You can tell us if you do not want a particular support worker

We will work with you so we understand and will make changes.

7. Your NDIS funding



We work with you to make sure your NDIS funding spending matches your NDIS plan

We follow the NDIS rules



We have two types of services

1. Direct supports – when a support worker is with you supporting you to meet your goals
2. Non-face-to-face supports – when we do work that you don't see that helps with your supports



7.1 Program of Supports



A Program of Supports is a way we can claim the supports we provide you from the NDIS

It lets us put all the supports we provide to you into one program



You can leave a Program of Support with 2 weeks' notice

You can change your Program of Support



Some of our services are only available as a Program of Support

One example is shared supports in your home.

7.2 Shadow shifts



A shadow shift is where we introduce you to a new support worker before they start working with you

If you have complex needs the NDIS allows us to claim for some shadow shifts

7.3 Ice breaker service



An ice breaker service is where you meet new support workers with someone you already know there too

It is different to a shadow shift

We can claim the fee from the NDIS

If you want us to provide an ice breaker service let us know.

7.4 Cancellations



If you have to cancel a shift you need to let us know

If you do not let us know in time we have to claim the service

7.5 Travel



We may need to claim travel costs from you if we need to pay a support worker to travel to work with you

Sometimes travel costs can be claimed from your NDIS plan

Sometimes we will have to send the bill straight to you

We will talk to you about this first.

7.6 Moving service provider



You might decide to move to another service provider



Some of the reasons you might make this decision are

- We do not meet your support needs
- You think another support provider will meet your needs better
- You are moving out of the area
- You do not need the service anymore



We will respect your choice

It is always OK to come back to us in the future.



A guardian or team member from our organisation might also make this decision



Some of the reasons we might make this decision are

- The service you need is no longer provided or funded
- Our service is no longer right for you
- Our service is not meeting your needs
- Your choices and decision making are unsafe
- The solutions we have come up with are not working

We will talk to you first

We will make it easy to move to another provider.



7.7 Giving notice

If you decide to leave our service, you must give us 28 days' notice

If you do not give us 28 days' notice, we can still charge you for our services

If you do decide to leave our service, we ask that you give us 90 days' notice for supported accommodation.



8. Your rights



Your **rights** are very important to us

They are human rights

Everyone has the same rights



Your rights are part of the law

The law tells us your rights

The law tells us how you should be treated

We will always respect your rights

You have the right to be treated the same as everyone else



You have the right to feel safe

You have the right to your beliefs

You have the right to express your sexuality



You have the right to privacy



We promise that

- We will treat you with respect
 - We will listen to you
 - We will help you achieve your goals
-
- We will do our best to make sure you are always treated fairly
 - We will do our best to make sure you are never abused
 - We will give you the best support we can.

9. Your responsibilities



These are the things we expect from you

- To respect the rights of your support workers and other workers
- To respect the rights of other people
- To treat everybody nicely



Let us know if you need help with something

Let us know if something is making you unhappy



You can also help us get better at what we do

Tell us if there is something you don't like about us



You will never get in trouble for complaining

We will always try to make things better.

10. We listen to you



We think listening is important

We know everyone communicates differently



You can tell us

- If you are not happy with our service
- If you do not understand something
- If you need to change something
- If you need to cancel a shift
- If you need help



We can listen by

- Talking one-on-one
- Having house meetings
- Planning forums



If you need help to communicate we can find you an advocate.

11. Having your say



We want you to tell us if something is a problem for you or makes you unhappy



We want you to tell us when something makes you happy



Listening to you helps us get better at supporting you



When you tell us about a problem or something that makes you unhappy it is called a **complaint**

You have the right to make a complaint

You can make a complaint to us

We will listen to you

We will do our best to make it better

You can also make a complaint to the NDIS

We can support you to do this.



12. Using an advocate



An **advocate** is a person who supports you

- They can help you to communicate
- They can help you to make decisions
- They can help to protect your rights



We can help you to find an advocate if you want one

The contact details are at the end of this booklet.

12.1 Community Visitors Scheme



This is available in New South Wales, Queensland, South Australia, Northern Territory and Victoria



The Community Visitor makes sure you are receiving good and safe services

They help to identify and report issues and problems

They make sure you are being heard

We can help you to use the Community Visitors Scheme



The contact details are at the end of this booklet.

13. Managing incidents



When something unsafe or dangerous happens it is called an **incident**

We do our best to keep everyone safe

We do our best to make sure incidents do not happen

We have a plan that tells us what to do when an incident happens

When an incident happens we have to follow the plan

If you were part of the incident we will talk to you about it

If you were affected by the incident we will talk to you about it

Sometimes we must also tell the NDIS about incidents.

A white document icon with a black border and a tab at the top right. The word "Plan" is written in bold black text at the top. Below the word are several horizontal lines representing text on the document.

Plan

The logo for the National Disability Insurance Scheme (NDIS). It consists of the lowercase letters "ndis" in white, set against a purple rounded rectangular background.

ndis

14. Stopping abuse



Abuse is when someone does or says things that frighten you or cause you harm

We will do our very best to make sure no one is abused

If you or your support networks think someone has been abused please tell us

Our employees must also tell us if they think someone has been abused

The most important thing for us is to look after anyone who has been abused



If you have been abused you can tell us

It's not your fault

We will support you to make your own decisions about what to do

We might have to tell the NDIS about the abuse



We might have to tell the Police about the abuse.



14.1 Looking after children and vulnerable people



When someone is **vulnerable** they are at risk

Keeping children and vulnerable people safe is very important to us



We train our staff carefully

We follow strict rules to make sure children and vulnerable people are safe and are not abused.

14.2 Professional boundaries



Boundaries mark the lines between right and wrong

Our staff must stay in the right boundaries

These are called **professional boundaries**



We train our staff to know what is right from wrong

We help our staff to know what is right and wrong with a Code of Conduct



Our staff members must not

- Give you their personal phone number
- Use your debit or credit cards
- Take your money
- Swear at you or treat you badly



If you are ever unhappy about the way a staff member treats you please contact a supervisor.

15. Restrictive practices



Sometimes people can get very angry and upset

Sometimes they cannot stop themselves

This can be scary for them and for other people



Restrictive practices are the things we might have to do to keep everybody safe

They restrict a person's rights or freedom of movement



We only use restrictive practices if there is no other choice

When people are upset we always try to understand why and help them

We look at lots of other ways we can support people so they feel OK



Please talk to us if you feel worried about restrictive practices.

16. Your health and safety

Your health and safety is very important to us



To support you with your health and safety we will

- Support your choices and decisions
- Talk with you about your health and safety
- Work with you to have a healthy lifestyle
- Make sure our buildings and the places we visit with you are safe.

16.1 Your medicine



Part of our service might be to support you to take medicine



We can help to make sure you take your medicine safely

We can help to make sure your medicine is stored safely



If you need a **health care plan** we will make sure the plan is followed so that you are safe.

17. Looking after your property and your money



It is important to keep your property and money safe



We will do our best to help you keep your things safe

Some things to do to keep your things safe

- Write a list of your things
- Write your name on your things
- Keep them in a safe place like a locked drawer
- Insure them in case they get lost
- Work with us to make sure any equipment you need like hoists and wheelchairs is looked after.



18. Being ready for an emergency



Sometimes things happen that make you unsafe like

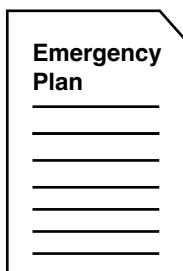
- Fire
- Bad storms
- Illness

When this happens it is called an **emergency**



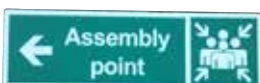
It is important to have a plan in case of emergency

The plan helps you know what to do to stay safe in the emergency



We have emergency plans for all our buildings

When we start working with you we will help you make your own plan



Sometimes we practice what to do in an emergency. This is called a **drill**.



19. Contacts for advocacy and complaints



All states

Advocacy Agencies

www.askizzy.org.au/disability-advocacy-finder

NDIS Quality and Safeguards Commission

www.ndiscommission.gov.au

Phone: 1800 035 544 TTY: 133 677



Tasmania

Guardianship and Administration

www.publicguardian.tas.gov.au/

Phone: 1800 657 500

Email: guardianship@tascat.tas.gov.au



Victoria

Community Visitors Scheme

www.publicadvocate.vic.gov.au

Phone: 1300 309 337 TTY: 1300 305 612

Public Advocate

www.publicadvocate.vic.gov.au

Phone: 1300 309 337 TTY: 1300 305 612

Disability Workers Scheme

www.vdwc.vic.gov.au

Phone: 1800 497 132



Queensland

Public Advocate

www.publicadvocate.qld.gov.au

Phone: 1300 653 187

Email: publicguardian@publicguardian.qld.gov.au

Community Visitors Scheme

www.publicadvocate.qld.gov.au

Phone: 1300 653 187

Email: publicguardian@publicguardian.qld.gov.au



New South Wales

Community Visitors Scheme

www.ageingdisabilitycommission.nsw.gov.au/about-us/official-community-visitors

Phone: (02) 9407 1831 Email: OCV@adc.nsw.gov.au

Disability Advocacy

www.da.org.au Phone: 1300 365 085

Email: support@da.org.au

Trustee and Guardianship

www.tag.nsw.gov.au Phone: 1300 109 290



South Australia

Community Visitors Scheme

www.communityvisitorscheme.sa.gov.au/home

Phone: 1800 606 302 Email: cvs@sa.gov.au

Guardianship

www.agd.sa.gov.au/legal-rights/guardianship

Phone: (08) 8207 1555

Disability Advocacy and Complaints

www.dacssa.org.au

Phone: (08) 7122 6030 Email: admin@dacssa.org.au



Northern Territory

Community Visitors Scheme

www.cvp.nt.gov.au Phone: 1800 021 919

Email: cvpprogramadc@nt.gov.au

Disability Advocacy Services Inc.

www.das.org.au

Phone: (08) 8953 1422 Email: admin@das.org.au

Guardianship and Administration

www.publicguardian.nt.gov.au

Phone: 1800 810 979 Email: public.guardian@nt.gov.au



Western Australia

Guardianship and Administration

www.sat.justice.wa.gov.au/G/guardianship_and_administration.aspx Phone: (08) 9219 3111


People with Disability Advocacy

www.pwdwa.org

Phone: (08) 9420 7279 Email: info@pwdwa.org




Possability

 1300 067 067

 possability.com.au

 @PossabilityAus

Lifestyle Solutions

 1800 634 748

 lifestylesolutions.org.au

 @LifestyleSolutions