

Easy Read - Welcome Pack

Welcome

Welcome to Beyond Barriers Australia.



We are happy you are here.



We are here to help you reach your goals.



We will work with you and listen to you.



We will support your choices.



This booklet tells you about our services and your rights.



It also talks about how to get help, and how to tell us if something is wrong.



About us

Beyond Barriers Australia supports people with disabilities.



We provide services through the NDIS.



Our team includes support coordinators, specialist support coordinators, and social workers.

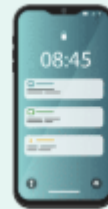


We want to help you live the life you choose.



Contact us

Phone



Email



Our opening hours are:

Monday - Friday

9am - 5pm



We are closed on public holidays.



Your worker will tell you when they are away.



If they are away, someone else can support you.



Support Coordination

A support coordinator helps you use and understand your NDIS plan.



They can help you organise your supports and find service providers.



They can help you prepare for NDIS meetings, and work towards your goals.



We know everyone is different, and we will work the way that suits you.



Specialist Support Coordination

Some people receive Specialist Support Coordination.



This is for people with more complex needs.



A specialist support coordinator can help with difficult problems and work with different services.



They can help to reduce risks, and support with tricky situations.



Social Work

A social worker can help you to improve your wellbeing, build confidence, and learn coping skills.



They can help you connect with services, speak up for your rights, and work towards your goals.



Social workers support you in a way that suits your needs.



Privacy

Your personal information is private.



We keep your information safe.



We only share your information if you say it is okay, or the law says we must.



You can ask to see your information and have copies of forms you sign.



Feedback and complaints

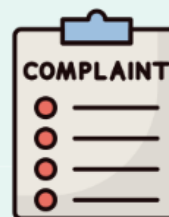
We want to know if you are happy or unhappy with our service.



You can tell us in person, call us, or email us.



You can send a complaint form in, or fill out an anonymous survey.



Making a complaint will not affect your supports.



If you want help, someone can support you to make a complaint.



You can also complain to the NDIS Commission.



NDIS Quality
and Safeguards
Commission

If something goes wrong

Sometimes accidents or problems happen.



If something happens, we will make sure everyone's safe.



We will record what happened and investigate the problem.



We will work out how to stop it happening again.



Some serious incidents must be reported to the NDIS Commission.



Advocacy

An advocate is someone who helps you speak up.



An advocate can help you understand information and make decisions.



They can help you make a complaint or speak with us.



You can choose to have an advocate at any time.



Starting or finishing services

You can choose who supports you.



If you choose to work with us, we will get to know you, learn about your goals, and explain our services.



You can choose to stop receiving our services at any time.



You can let us know and we will help make the change as easy as possible.



Emergencies

Emergencies can happen.



We can help you make an emergency management plan if you need one.



This plan may include medicines, mobility equipment, and communication needs.



It also includes who can support you and your pets if you have any.



In an emergency, always call **000** first.



Conflict of Interest

We always put your needs first.



Our staff must tell us if there could be a conflict of interest.



This helps to make sure that decisions are fair, you receive honest support, you are not pressured into making choices.



Your support plan

Your support plan belongs to you.



Together we will talk about your goals and what's important to you.



We will work out how you like to be supported, and any risks that must be managed.



Your support plan can change whenever your needs change.



Your rights

You have the right to be treated with respect, be safe, and be heard.



You have the right to make your own decisions, receive quality support, and choose who supports you.



You also have the right to self-expression, privacy, and freedom of abuse and harm.



Your responsibilities

We ask you to treat staff respectfully and tell us if something changes.



We also ask that you let us know if you can't attend an appointment, and follow your service agreement.



We ask that you help to keep everyone safe, and tell us if you want to stop services.



Helpful resources

We have easy read versions of policies and forms.



This includes:

- Service agreement
- Consent form
- Feedback and complaints form



- Our policies

Important phone numbers

Emergency - 000



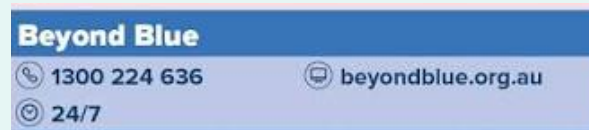
Police non-emergency - 131 444



Mental Health Triage - 13 14 65



Beyond Blue - 1300 224 636



Homeless Connect - 1800 422 737

**Homeless
Connect SA**

Foodbank - 8351 1135



Feedback form

You can tell us if you have feedback, a complaint, or a suggestion.



You can tell us what happened, what you'd like us to do, and if you have any documents to share.



You can ask us to help make a complaint about another organisation too.



Any feedback we get helps us improve our services.

