Children & Young Person Handbook

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EASY READ INFORMATION

EASY READ RIGHTS

WHAT DO YOU KNOW ABOUT YOUR RIGHTS?



This Document is about Your Rights



Our laws need to respect the rights of people with disability.

You should be included in community life.

You have the same rights as everyone.



What are your rights?



You should be:

- safe in your home and anywhere else
- treated with respect
- part of your cultural community



You should be able to:

- participate in your religion
- express your sexuality
- communicate in your family’s language



You should be able to:

- make complaints
- say you want to go to another provider



You can tell us what you want and when you want it.



You can tell us what type of worker you want.

You can tell us how you want things done.



We will always follow your instructions, unless we feel that you may get hurt then we will talk to you or your trusted person about the risk.



We agree to follow your wishes and Charter of Rights.

EASY READ PRIVACY

WHAT DO YOU KNOW ABOUT THE PRIVACY OF YOUR INFORMATION?



This Document is about Your Privacy



We store information like;

- Your name, address and phone number
- People who you are close to (mum, daughter…etc)
- Details about why and how we are helping you



This helps us to support you, and to check the quality of our services. We are responsible for keeping your information safe.



We use your information so we can work with you to design supports to suit you.



We only share your information if you say ‘Yes’, or if there is a situation that makes us.



We only share your information

- with a trusted person
- when we need to so you can be safe
- with your permission to provide required information to NDIS or other government organisations



When asked to share your information you can say ‘No’ or opt-out of sharing it.



We keep your information safe so only those you say can see it.



You have several rights with your information:

- The right to see a copy of the information we hold about you
- The right to have inaccurate or incomplete information corrected by us
- The right to object to any information you think is inaccurate



If you want to see your information just ask your trusted person who will ask us.

EASY READ SERVICE AGREEMENT DESCRIPTION

WHAT IS A SERVICE AGREEMENT?



This document will help you learn about Service Agreement.



Service Agreement is a document.

It is for you and your service provider.

The service provider is the person or organisation that provides you with supports.



The document says that you both agree about the services you are going to receive.



When you have agreed, you both sign the document.



The Service Agreement is a good way to make sure you receive the services that are right for you.



And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.



How to make a Service Agreement?



You can ask another trusted person to enter into the Agreement for you.

This might be a family member, carer, friend or other person.

The trusted person can speak for you.



Also, it's a good idea to take a copy of your NDIS Plan to any meetings you have about your Service Agreement.

If you want to, you can attach a copy of your NDIS Plan to the Agreement.



What should the Service Agreement include?



The Service Agreement should include information about the supports you receive.



Talk to us about your supports. Tell us:

- What type of supports you need
- How you want the supports
- Who you want to work with you
- When you need supports
- How long you will need the supports



What is expected of you - This is about your responsibilities.

What is expected of your service provider.



How you can end or change the Agreement.

What you can do if any problems occur.



Costs:

- How much the service costs
- When you pay
- How to pay



Uplift Therapy Pty Ltd will talk to let you know:

- your rights
- what supports will be provided
- your responsibilities
- their responsibilities
- of any considerations (if required)



Together we will:

- Consult and talk to each other
- Write the agreement



When do you sign the agreement?

(Answer on next page.)



After you or your trusted has person has read the agreement.



After you or your trusted person is happy that the agreement meets your need and that you have had your say.



After provider agrees with what is written



Sign the agreement if you are happy to agree to what is written.

Once you have signed, your therapist will sign.



You will be given a copy of the Service Agreement



Don't forget to keep a copy of your Service Agreement in a safe place.

EASY READ WORKING WITH YOU



Your voice is essential for us to know how to work with you.



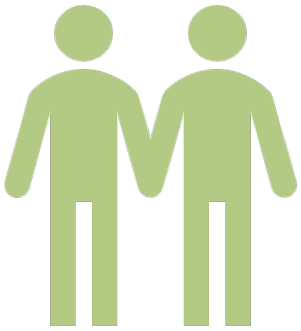
Please tell us about you and your child’s needs and requirements.



Your child’s Therapy Support Plan is designed with you at the centre of all actions.



Our staff will look at your child’s current NDIS Plan funding to ensure that we have the services you need.

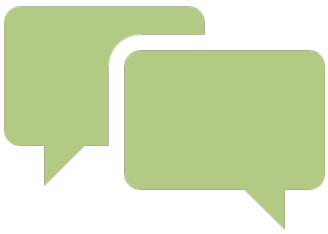


To create your plan, we may need to talk to your family, health providers and others (with your permission)



We will consult with you about many supports such as:

- Living skill development
- Your interests, leisure and community group involvement
- Travelling and transport needs



We will consult about:

- family relationships
- cultural requirements, e.g. food,
- spiritual identity – religious needs communication methods



Your safety is checked:

- physical environment
- personal emergency plan tested



Your health needs are assessed:

- medical needs
- general health requirements
- high-intensity requirements
- allied health services
- comprehensive health
- vaccination support
- oral health



We look for risks so we can get rid of or reduce them.



We will create risk strategies with you and train our staff in these.



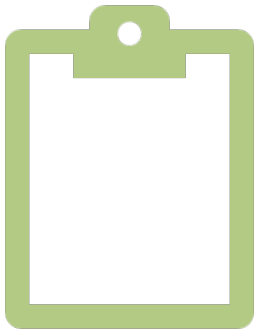
Your Therapy Support Plan is reviewed every year.



If your needs change, then we will review your plan earlier.



You will need to sign your child’s Therapy Support Plan.



We will provide you with a copy of the Therapy Support Plan.

EASY READ COMPLAINTS

HOW TO FILE A COMPLAINT OR GIVE FEEDBACK?



This document is to help you Complain or give us Feedback.



It is okay to complain if you are not happy.

Tell us when you are upset about:

- Your supports
- Workers
- Us at Uplift Therapy



You can talk to Uplift Therapy on 0427940556.



You can ask someone you trust to help you complain.



You can ask an Advocate to help you.

An Advocate is someone who speaks up for you if you cannot speak up for yourself.



Not sure who to help you.

Talk to Director who will help you find someone



We will try to fix your problem.

We will talk to you about your problem.



We will keep things you say to us private. If we think you might not be safe though, we might have to let someone know.



Not Happy?

You can talk to the

NDIS Commission

1800 03 55 44 (This is a free call from landlines)

Or contact them online here

(https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF)

EASY READ RISK ASSESSMENT



Your safety is essential to your support.

Assessing risks to your child will occur regularly.

Your child’s risk assessment starts at your initial session, then at least annually.

When your child’s situation changes, we will undertake another risk assessment.

A risk is when it is probable that a specific event or activity may lead to your child or someone else being hurt.

We assess risks by asking:

- What could go wrong?
- How often?
- How bad?
- Is there action needed?

We will discuss any risks and their strategies with you.

If we think an activity has high real or potential risk, we will talk to you about the risks.

EASY READ INCIDENT MANAGEMENT



This document tells you what an incident is and how Uplift Therapy Pty Ltd manages them.



There are two types:

1. A general incident
2. A reportable incident.



A general incident is when:

- a person causes you harm or could have caused you harm.
- you hurt someone else.
- you feel that someone is going to hurt you.



A reportable incident is when one of the following happens:

- a death
- a serious injury
- harm
- neglect
- sexual misconduct
- unregulated use of restrictive practices.



If your worker believes you have been harmed or may be at risk of being harmed, they will call the Child Abuse Reporting Line to protect you.

If you are involved in an incident, you must immediately tell your therapist, the Practice Director or a trusted person.



Your safety is important to us.

After an incident, we will provide support or assistance to help you recover from the incident.



Our Practice Director investigates the incident to work out what happened and stop it from happening again.

We will meet with you to record what was said and done during the incident.



We will ask you:

- what happened
- the names of people who saw the incident.
- when you told someone about the incident (date and time).
- details of the person you told.
- how the incident affected you.
- what could be done to stop the incident from happening again.





We will support you by:

- fixing the incident quickly helping you look after your health and wellbeing (where we can).

explain to you what steps have already been

We will contact you to:

- talk about what happened.
- tell you what actions we will take to fix the incident.

We will ask for your:

- feedback and thoughts on how we are fixing the problem.
- ideas about any changes that could help you in the future.

We then complete a review of the incident to improve our service by:

- learning what happened
- making changes to stop it from happening again.

Some changes we might make could be to:

- change our practices.
- change our policies.
- retrain our staff.



Reportable incidents



A reportable incident is when you or another participant are badly hurt or mistreated.

If a reportable incident happens, Uplift Therapy Pty Ltd must tell the NDIS Commission and the Department of Families, Fairness and Housing.



We must complete an NDIS Reportable Incident Form.

1. Immediate Notification Form.
2. 5-Day Notification Form.



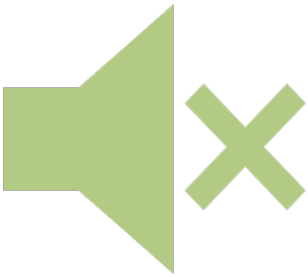
Uplift Therapy Pty Ltd must send the form to the NDIS Commission using the NDIS portal.



The NDIS Commission reviews the incident. They will tell us if we need to take any further action.



We will update you on the NDIS Commission's findings, including any actions we must take.



We keep everything you tell us privately.



If you are unhappy with the way we handle your incident, you can tell the NDIS Commission:

- Call: 1800 03 55 44 (free call from a landline)

Go to their website:

www.ndiscommission.gov.au

EASY READ ADVOCACY



This document will help you understand advocacy and who an advocate is.



Advocacy is when a person publicly helps to promote, provide and protect your human rights.



Advocacy can help your voice be heard and your wishes met.
Advocacy can be used to help you become part of your community.



Sometimes you might find it hard to say what you want. You might want someone to:

- support you.
- speak up for you.
- be your voice.



An advocate can be that person.
An advocate is someone who provides a public voice for you if you cannot or do not want to speak up for yourself.



An advocate should be fair and treat everybody in the same way.



You can ask someone you trust to be your advocate, like your:

- mum or dad.
- brother or sister.
- close friend.



Or you can ask a professional, independent advocate to help you and be your voice.

They can help you make good decisions and choices right for you.



Your advocate should always:

- listen and support you.
- take your side.
- help you make your own good choices and decisions.



Your advocate can help you:

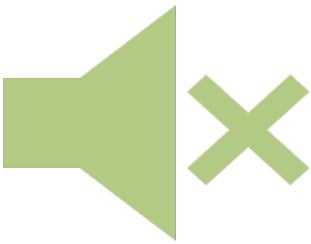
- get ready for meetings.
- tell people/providers what you want.
- by signing documents for you.



Importantly, your advocate can represent you and speak on your behalf.

Your advocate can help you make a complaint if you are not happy with:

- supports provided.
- the way you have been treated.



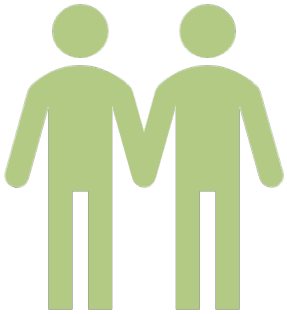
Your advocate can speak for you and tell us how you have been mistreated.

They will help us understand the support and assistance you need.

Your advocate must keep your information private.



Not sure how to find an advocate?



Talk to the Director at Uplift Therapy.
Call: 0427940556

They will help you find an advocate.

Our Practice Director can also help you go online to use the NDIS Disability Advocacy Finder

COMMUNICATING WITH YOU



Your voice is essential to us.



Please speak to us and tell us what you want or what we need to change.



Tell us how best to connect with you.



Let us know if you need an interpreter – Auslan, language.



Do you want us to send an email?

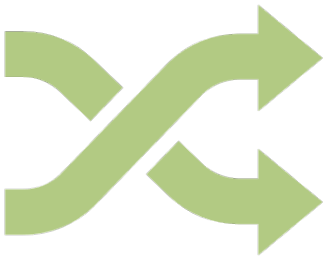


Is phoning you the best?

EASY READ CONFLICT OF INTEREST



This document explains what a conflict of interest is and what Uplift Therapy Pty Ltd does to manage them.



A conflict of interest is when a staff member's interests are different to Uplift Therapy Pty Ltd 's or your best interests.



Our staff should always do what is best for you and Uplift Therapy Pty Ltd.



Our staff's interests are called private interests.



A private interest can be:

- direct – something owned by the person.
- indirect – something owned by a family member or a close friend.



A private interest can also be:

- financial – getting money from it.
- non-financial – builds personal relationships in the community or with friends and family



It is okay for staff to have a conflict of interest, as long as they tell Uplift Therapy Pty Ltd.

We can then decide what to do about their conflict of interest to manage it.



A conflict of interest can happen if a staff member's close friends or family become involved in work decisions.

A conflict of interest may be:

- actual – it happened.
- potential – it could become a problem.

A perceived conflict – is where it seems like a conflict but is okay as long as it is monitored.

A conflict of interest is wrong when a staff member uses it to get more than they should for themselves or their friends.



A conflict of interest can happen if a staff member gets extra money by working for a different company at Uplift Therapy Pty Ltd.



A conflict of interest happens when our staff:

- are involved with another organisation.
- encourage you to use the other Provider to receive support.



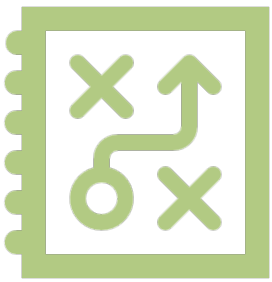
How does Uplift Therapy Pty Ltd manage a staff conflict of interest?



We ask our staff to tell us (declare) their conflict of interest as soon as possible.



Our Practice Director assesses all staff conflicts of interest to ensure they will not severely impact our organisation or you.



Our Practice Director will manage and monitor all declared conflicts to ensure they continue not to impact you or us.

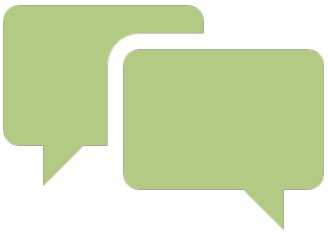


We regularly check that conflicts of interest are not impacting Uplift Therapy's:

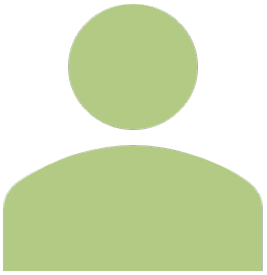
- support provision.
- quality of support.
- good decision-making.



How do we ensure there is no conflict of interest with a participant?



Our Practice Director will discuss any identified conflicts of interest that could impact the support you receive.



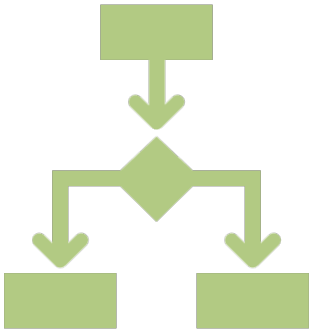
Our Practice Director will explain how we will manage the conflict.



We want you to tell us if you are unhappy about managing the conflict of interest.



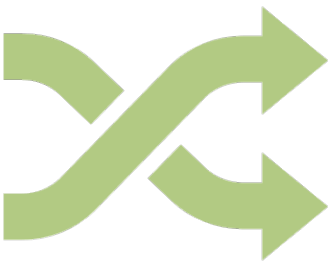
We will work with you to try and make changes to make you happy.



Any decisions you make about your providers or supports will not impact the current supports we provide you.



Using other providers will not impact the quality of support you receive from Uplift Therapy Pty Ltd.



If we cannot fix the conflict of interest and you are unhappy, we may refer you to another provider.



We will talk with you about this.

We will find the best way to continue receiving the support you need.



If you are referred to another provider, we will assist with your transition from our service.

EASY READ ZERO TOLERANCE – HARM, RISK OF HARM, VIOLENCE, ABUSE, NEGLECT AND EXPLOITATION



This document tells you how Uplift Therapy Pty Ltd prevents or manages harm, risk of harm, neglect and exploitation.



You have the right to enjoy a life free from violence, harm, neglect and exploitation.



You should always feel safe when receiving support from us.

If you do not feel safe, tell your worker immediately.



Violence is when someone hurts you physically (like hitting, punching or slapping you).



Harm is when someone mistreats you and might hurt your body or feelings.



Neglect is when someone is not caring for you or helping you how they are supposed to.



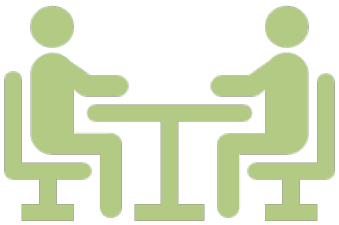
Exploitation is when someone is taking advantage of you.



Uplift Therapy Pty Ltd does not allow any acts of violence, harm, exploitation or neglect towards you.



It is our responsibility to protect you and keep you safe.



We want you to tell us if someone hurts you or if you do not feel safe when with someone.



If you do not feel comfortable telling us, you should tell someone you trust like your:

- mum or dad.
- brother or sister.
- support worker.



Or you can get help from a professional, independent advocate.



We can help you find an advocate if you want.

Ask our Practice Director for help. Call 0427 940 556.

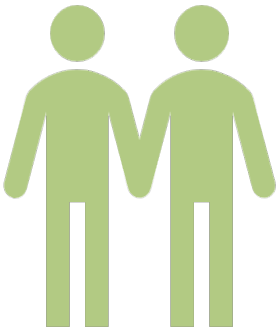


You can also get help by calling the National Disability Abuse Hotline on 1800 880 052.



To keep you safe, we will:

- make sure our staff follow the rules.
- train staff on how to help you.
- keep your information private.



Uplift Therapy Pty Ltd will always:

- support you if something terrible happens.
- call the police or your Division Intake office if we need to.



We will always:

- listen to you or your advocate.
- provide you with the support you need.
- keep you updated on what is going on.



- If you are not happy with how we are helping you tell the NDIS Commission: Call 1800 03 55 44
- Go online www.ndiscommission.gov.au

EASY READ EMERGENCY AND DISASTER PLANNING



We will work with you to create an emergency plan for your child. Your child’s emergency plan will reduce and get rid of any risks during an emergency or disaster.



An emergency is any sudden, urgent, unexpected event that may cause grave risk to your health, life or environment.



A disaster can be prepared for and may cause loss of life, damage or hardship (such as fire and flood).



Your child’s emergency plan ensures continuous support and manages their safety needs.



Your child’s emergency plan reviews what is critical to their safety, health and wellbeing.



Your child’s emergency plan considers planning and responding to an emergency and disaster.



Your child’s emergency plan will look at potential changes, adapting and rapidly responding to ensure your child’s support.



We will write the communication strategies for you and your network into the plan.



We can help you **test** the emergency plan at home if you need.



You can give feedback on what worked and what needs to change.

EASY READ SAFE ENVIRONMENT



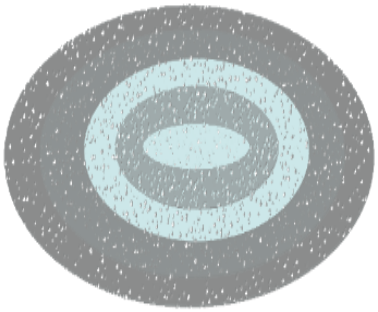
Your safety is our priority.



We will assess your environment to make sure you are safe and that it is safe for us to visit your home.



Our checks will look at your floors to help reduce your risks – trips and falls.



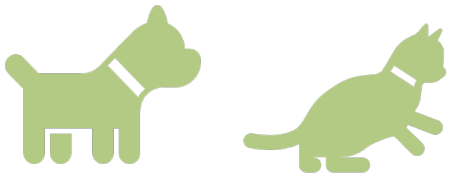
Our team may check your flooring – any rips, tears or lifting flooring or rugs.



Our checks will look for any electrical problems such as cords hanging or frayed.



We will make sure your hot water is at the right temperature to prevent you from burns or scalds.



If you have pets, a plan will be devised to prevent any incidents between the pet and our staff.



Please do not smoke when our staff are present.



Sometimes we may have to wear masks to stop you and us from getting sick.



Our team will make sure that we clean the things we bring to prevent germs from spreading.



Our team may wear gloves so we don't make you sick when we need to.



Wash your hands regularly, especially after using the toilet or blowing your nose.



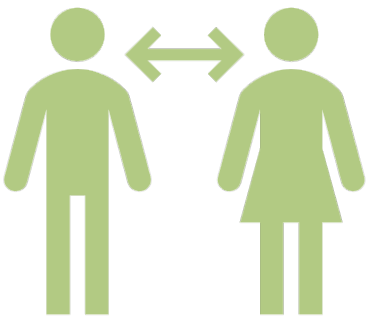
To keep you safe, our team will wash their hands and use hand sanitisers.



If you are sick, please tell us, so we know how to manage your support.



We will talk to you at least every year about your safety.



Talk to us any time if you are unsure or feel unsafe.