



Participant Handbook - Easy Read



What do we do?



Support coordination.

This is where we help you better use your NDIS plan.

We love to help you know your skills.



Positive behaviour support.

We help making unsafe behaviour less.

We also train staff and family to help with this.



Therapies.

We have a lot of therapies.

We help with occupational therapy
speech psychology physio.

We also have art and music therapy

Healthy living.

We have exercise physios and personal trainers.

Their goal is your fitness.





Community participation.

We can help you while you have big life changes.

We can help you go into your community.



Daily living.

We can help you with housing choices.



Community social and economic participation.

We can help you find fun things to do.

We can help you find a job that makes you happy.



Specialist disability accommodation.

We help you to make a home you love to NDIS rules.



Conscious care and support.

Being **conscious** means doing it on purpose.

We have training for people in your support team and your family.



Person centred planning.

We have training to help people know how to include you in planning.

We have maps and paths that can help you kick your goals.

What do we promise you?



We will always respect you.



We will always respect your cultural views and needs.



We value your privacy.



We will try to keep you safe from abuse neglect or discrimination.



We will listen to you.



We will listen to any complaints.

What makes us different?



We plan by knowing your needs and wants.



We help you know your strengths and use these to make your life better.



We want to help you with all your goals.



We try to help your mental health.



We know how important family and friends are to you.



We help you get an **advocate** if you want one.

An **advocate** is a person who makes sure your needs and wants are being heard.



We want you to make decisions.



We help your relationships with care and support.



Treat you with kindly.



We will help everyone.

We do **not** judge you.

We help you access a translator if you need one.



No Bullying.



We do **not** let people judge your race religion and age.

We value fair treatment for everyone.



Harassment is not allowed.

Harassment is when someone is doing something to hurt you or your feelings.

Please tell us if anything like this happens we will **not** tell the other person who said it.



Our supports go off your needs or wants.

We want you to have the service you want.



We love to hear your feedback!

Feedback and **complaints**.



A **complaint** is when you tell someone you are not happy with something



If you have a complaint or feedback for us please contact us by phone or email.

info@inclusiontree.com.au

1300 126 123



If you have a complaint about a different person you can speak to us about it.

You can also call NDIS quality and safeguards on 1800 035 544



If you do not think you can speak to NDIS on your own please ask us about an **advocate**.



An **advocate** is someone that will make sure you are heard and seen.



Your feedback is important to us and will help us make our company better.

Zero tolerance policy



A **zero-tolerance policy** means that we do not allow our staff to make you feel like you are just a number.



We want you to tell us when you feel like someone is abusing you.



Abuse can be physical.



Abuse can be verbal.



Abuse can be emotional.



Abuse can be sexual.



When you tell us this has happened to you
we will report it to police.



You do **not** have to give your name to the
person who abused you.



We want you to feel safe.



Please also tell us if you are worried that someone is abusing a child.

Restrictive practices.



Our behaviour support team uses positive therapies to limit the number of poor behaviours.



We will help your family and support team learn how to best support you.



Our goal is to limit the use of restrictive practices.



We will learn watch and review tips from your support plans.

Incident management.



Incident management means that we have things in place to report accidents near-misses and events that put you or staff in danger.

All our staff knows how to do this.



We try to limit risks.



We will always follow up after something happens.

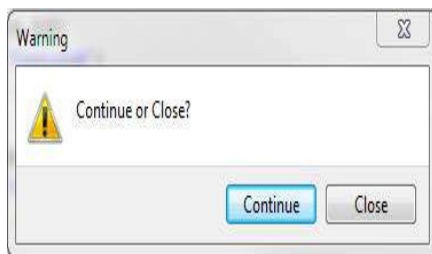
Privacy



We follow the laws on privacy.



Your information can only be seen by you or us.



We will ask if we can share something with others before sharing it.



We will **not** use your photos in our social media unless you have said it is okay.



You can look at or update your records at any time.



We may ask other people for your information.



We will keep your information safe.

Cancelling a service.



You can stop our services at any time.



We sometimes ask for 14 days' notice to cancel.



You can always come back to us.



We sometimes must stop a service if our staff are in danger.



If this happens we will give you a list of other services you can use.

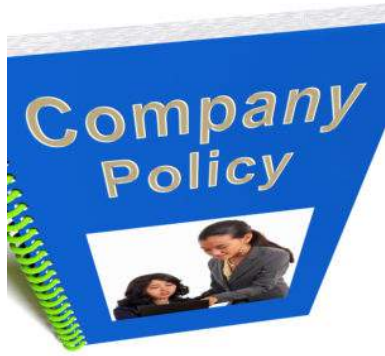
Continuous improvement



Continuous improvement is how our company makes choices to give a better service.



Our main goal is to find out and meet your needs and goals.



We have a way of doing this within the company.

