

UnitingCare Family and Disability Services

Information for people with disability and their families

Easy Read version



How to use this booklet



UnitingCare's Disability Services team wrote this booklet. When you see the word 'we', it means our Disability Services team.



We wrote this booklet in an easy to read way.
We use pictures to explain some ideas.

Not bold
Bold

We have written some words in **bold**.
This means the letters are thicker and darker.



We explain what these words mean.
There is a list of these words on page 40.



This Easy Read booklet is a summary of another booklet. This means it only includes the most important ideas.



You can find the other booklet on our website at www.unitingcareqld.com.au



You can ask for help to read this booklet.
A friend, family member or support person may be able to help you.

What's in this booklet?

Welcome!	4
Our Vision	8
Child Safe, Child Friendly Framework	10
The Services We Offer	11
What We Must Do	20
What You Must Do	26
Service Agreement	28
Support Plan	29
Your Rights	31
How To Tell Us What You Think About Our Services	35
Word List	40
Contact Us	45

Welcome!



Welcome to our disability services.

This booklet talks about:



- the services we offer



- what we need to do



- what you need to do.



This booklet talks about your **Service Agreement**.

Your Service Agreement is a document that explains:



- what you can expect from us



- what we expect from you.



- the services and support we will give you.

This booklet talks about:



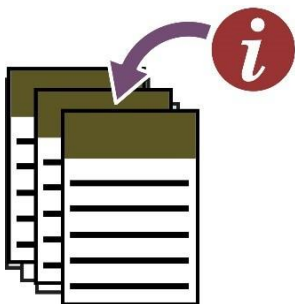
- your rights



- how we keep your information private



- who you can contact if you need extra support.



This document is quite long.

It includes a lot of information.



You don't need to read it all at once.



You can contact us if you need us to give you this information in a different way.



For example, you might need this booklet in a different language.



Our contact details are on page 45 of this document.

Our Vision



Our **vision** is what we want our services to be in the future.

We have 5 important principles in our vision:



1. We will support you to have choice and control over your supports.



2. We will make sure we include you in everything we do.



3. We will make sure you and your family have a say about:
 - how you get your services
 - where you get your service
 - who provides your services.



4. We will give you information to help you work out if our services are right for you.

Child Safe Child Friendly



We work under a Child Safe, Child Friendly Framework.



We make sure safety is key when we support anyone under the age of 18 years in our programs. We do this by:

1. Making all services welcoming for all children.



2. Making sure we have plans in place to stop abuse or neglect ever happening.



3. If abuse or neglect does happen, we will address and stop this straight away.

The Services We Offer



We offer lots of different services.

Supported Accommodation



Our **Supported Accommodation** service helps you create a home you want to live in.



We help have your daily needs met so you can continue to live comfortably in your home.



We can support you to learn new skills like:

- clean your home and;
- pay your bills.



Capacity building



Your **capacity** is:

- what you can do
- the skills you have
- Knowing the right people to help you.



Our capacity building service will support you to live the life you want.

For example, we can help you:

- get a job
- make new friends.



Haven



Our Haven Red Hill hosts all sorts of clubs and events.



It's open to local residents and all people we support, their families and friends.



We might take you to the beach or join our Music, Flower Arranging or Gardening clubs.



This service can help you to

- be an active member in the community.

:



- make new friends



- learn new skills.

Disability Employment Service

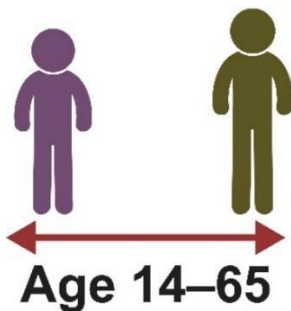


Employment means you:

- have a job
- go to work
- get paid.



Our Disability Employment Service (DES) helps people with disability find and keep jobs.



We support people with disability who are 14–65 years old.

We will work with you to:



- set goals



- plan how you can reach your job goals.

Project SEARCH

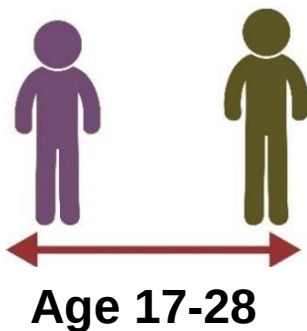


Our Project SEARCH program helps young people with disability get a job.

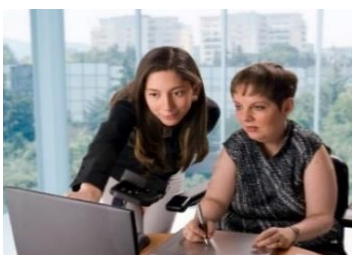


This program:

- goes for 1 year



- is for young people aged 17–28 years old.



You will:

- learn new skills that can help you get a job



- have lessons in a classroom



- set goals



A workplace is any place you might work, such as:

- a Café or Shop



- an Office



- a Community Service, like a Library



- a Customer Service Centre.

Support Coordination



Our **Support Coordination** helps you put your NDIS plan into action.



We help you to live the life you choose through understanding your plan.



We can help you connect with supports like:

- Allied Health e.g. Speech Pathologists or Occupational Therapy.



- Supports in the community



- Or at home.



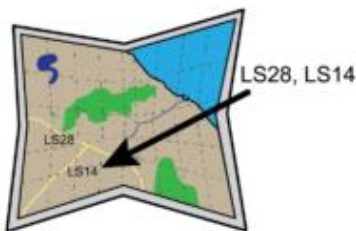
We can help you meet your goals and dreams for the future.

Short Term Accommodation – Cooinda House

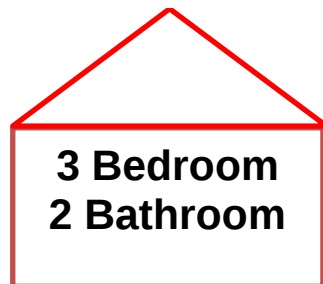


Cooinda House offers overnight, community access and in-home supports for people with disability.

postcode



All of this is within Warwick and nearby.



Three bedrooms and two fully accessible bathrooms are included in the Centre or Short-term Accommodation Home

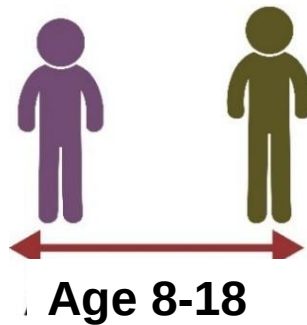


You can enjoy activities at the Centre or nearby places like Stanthorpe and Queen Mary Falls.



It is a great place to try something new!

Vacation Care



Our Vacation Care is for school children 8-18 years diagnosed with a disability.



Our activities are fun and educational.



We aim for each child to become a confident individual.



We provide a caring and secure place where each child can develop their physical, intellectual, language, and life skills.



Our Vacation Care Program operates 10 weeks per year during school holidays

What We Must Do

We must:



- include you in decisions about your services



- build your skills in making decisions



- record your decisions



- respect your decisions.



We train our staff to support you to make decisions.



We will support you in the best way we can if we need to make a decision with you.



We must help you find an **advocate** if you want one.



An advocate is a person who supports you.
They help you have your say.
They can also give you information and advice.

How We Keep Your Information Private



Your privacy is important to us.



We only collect information that helps us give you good supports.



You can ask to see the information we have about you.

We keep your information in a:



- safe file on our computers



- safely locked up at a local storage facility.



Sometimes we need to share information about you.



We will ask you if it is okay before we share your information.



If you say it is ok for us to share your information, we will ask you to sign a **consent** form.



When you give your consent, you say it is ok to do something.



You can change your mind about your consent at any time.

How We Keep You Safe



Keeping you safe is important to us.



We might share your information if we are worried about keeping you safe.



For example, we might talk to:

- the police
- a doctor.



We will tell you who we talk to.

How We Protect Your Health



It is our job to make sure you are healthy.



Our staff will tell us if they think you:

- are sick
- have been hurt.

We will do what we can to:



- make sure you are safe

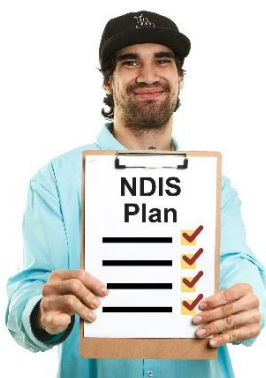


- find out what happened



- stop it happening again.

What You Must Do



You must tell us about your **National Disability Insurance Scheme (NDIS) plan**.



The NDIS provides support to people with disability all around Australia.



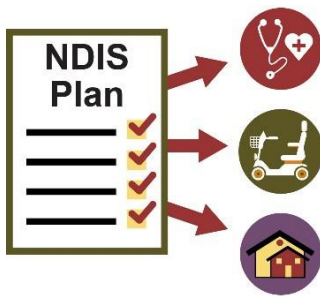
An NDIS plan is a document that includes information about:

- you and your goals
- what supports you need
- the NDIS **funding** you will get.



Funding is the money from your NDIS plan that pays for the supports and services you need.

You must tell us:



- what part of your NDIS plan we will provide a service for



- when your NDIS plan changes or stops.

You must also:



- tell us if things aren't going well with your supports



- treat everyone with respect



- help our staff work in a safe environment



- tell us if your information changes.

Service Agreement

Your service agreement is between:



- you



- us – UnitingCare – your registered NDIS provider.



We will give you a copy of your Service Agreement.



You should tell us if you need us to give you your Service Agreement in another way.



For example, in another language.

Support Plan



After you have signed your Service Agreement, we will make a support plan.

The Support Plan will include:



- your goals



- steps to reach your goals



- other people we should talk to who can help you reach your goals.



When we make your Support Plan, we will do a **Risk Assessment**.



A Risk Assessment is how we work out how to keep everyone safe.



We will check your support plan every year to make sure it is still right for you.

We might do this sooner if:



- you want to change your goals



- your support needs change.

Your Rights

You have the right to:



- be treated with respect



- be treated fairly



- be safe



- tell us if things aren't going well.

What Happens If There Is An Incident



Incidents are when you could be hurt, become sick, or even feel abused or neglected.



We have a process to keep you safe.



Staff will make sure you get help straight away. And then they will report it to their Manager.



We then find out what happened and fix it, making sure it doesn't happen again.



We will work with you to keep you safe and happy with us!

Advocacy

An advocate can support you to:



- tell us what you think about our services



- ask us for what you want.

An advocate can be:



- a family member



- a friend



- from an **advocacy service**.



An advocacy service is a group that speaks up for people with disability.



Your support staff can help you find an advocate.



You can also find an advocate on the NDIS Quality and Safeguards Commission website –

<https://askizzy.org.au/disability-advocacy-finder>

How To Tell Us What You Think About Our Services



We like to get **feedback** about our services.



Feedback is when you tell someone how things have been going.

Feedback can be:



- good



- bad.



We also need to know if we are doing something wrong.



You can make a **complaint**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Complaints are more serious than feedback.



If you make a complaint, it won't affect the service we give you.

When you make a complaint, we will:



- listen to your complaint



- help you work out the problem



- tell you how we might fix the problem



- make sure your supports and services are better.



If you need support when you make a complaint, we can work with a:

- friend
- family member
- advocate
- support person.



We will manage your complaint to make sure you get the help you need.



We manage every complaint in the same way.

To make a complaint, you can:



- fill out the complaint form on our website – www.unitingcareqld.com.au/about-us/contact-us/feedback-and-complaints



- contact our Feedback and Complaints team by email – feedback@uccommunity.org.au



- contact our main office by phone – **(07) 3253 4000**



If you call our main office, they will help you find the right person to speak to.



You can get help outside of UnitingCare if you do not:

- want to talk to us about your complaint
- like how we have tried to fix your problem.

You can also contact the NDIS Quality and Safeguards Commission:



- by phone – **1800 035 544**



- on their website – ndiscommission.gov.au/about/complaints

Word List

This list explains what the **bold** words in this document mean.



Advocacy service

An advocacy service is a group that speaks up for people with disability.



Advocate

An advocate is a person who supports you.

They help you have your say.

They can also give you information and advice.



Capacity

Your capacity is:

- what you can do
- the skills you have
- knowing the right people to help you.

Complaint



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Consent

When you give your consent, you say it is ok to do something.



Employment

Employment means you:

- have a job
- go to work
- get paid.



Feedback

Feedback is when you tell someone how things have been going.

Feedback can be:

- good
- bad.



Funding

Funding is the money from your NDIS plan that pays for the supports and services you need.



National Disability Insurance Scheme (NDIS)

The NDIS provides support to people with disability all around Australia.



NDIS plan

An NDIS plan is a document that includes information about:

- you and your goals
- what supports you need
- the NDIS funding you will get.



Occupational Therapists

Occupational Therapists are people who help you find ways to do everyday tasks



Speech Pathologists

Speech Pathologists are people who can help with how you:

- talk
- communicate
- swallow



Risk assessment

A risk assessment is how we work out how to keep everyone safe.



Principles

the principles are the foundation or base of what we believe in and guide what we do.



Service agreement

Your service agreement is a document that explains:

- what you can expect from us
- what we can expect from you
- the services and support we will give you.



Vision

Our vision is what we want our services to be in the future.



Workplace

A workplace is any place you might work, such as:

- a Café or Shop
- an Office
- a community service, like a Library
- a Customer Service Centre.

Contact Us

Supported Accommodation and Capacity Building

Brisbane North and Sunshine Coast office



(07) 3867 2555



91 Maundrell Terrace,
Chermside, QLD 4032

Brisbane South and Gold Coast office



(07) 3363 2200



Level 1
483–485 Ipswich Road
Annerley, QLD 4103

Ipswich office



(07) 3432 6100



Level 1
38 Limestone Street
Ipswich, QLD 4305

Toowoomba office



(07) 4688 3915



130 Mort Street
Toowoomba, QLD 4350

Townsville office



(07) 4775 9169



59–69 Patrick Street
Aitkenvale, QLD 4814

Project Search



(07) 4688 3900



3 Finchley Street
Toowoomba, QLD 4350



unitingcareqld.com.au/project-search

Disability Employment Service (DES)

Laidley office



(07) 4688 3925



45 Patrick Street
Laidley, QLD 4341

Gatton office



(07) 4688 3929



25 Maitland Street
Gatton, QLD 4343

Toowoomba office



(07) 4688 3929



25 Maitland Street
Gatton, QLD 4343

Lifestyle Services



Haven and Vacation Care

0437 166 557



129 Arthur Terrace, Red Hill



Vacation Care

0437 166 557



129 Arthur Terrace, Red Hill



Cooinda – Short Term Accommodation

07 4661 8525



9 Law rd, Warwick



Support Coordination

0447 151 378



3 Finchley St, Toowoomba

Advocacy services



Aged and Disability Advocacy Australia

1800 818 338



People with Disability Australia

1800 422 015



Speaking Up for You Inc.

(07) 3255 1244



AMPARO Advocacy Inc.

(07) 3354 4900



Queensland Advocacy Incorporated

(07) 3844 4200



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