



Easy Read Documents – Consolidated Version

Prepared for:

Name	
Address	
Date	

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 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 to be your voice.

They can help you make good decisions and choices that are 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 Head Office at Caura.

Call: **1300 70 66 12**

They will help you find an advocate.



Our Head Office can also help you go online to use **the NDIS Disability Advocacy Finder**

COMPLAINTS AND FEEDBACK



This document tells you about **how to make a complaint or give feedback.**



Caura wants you to give us **feedback or make a complaint** if you are unhappy.



It is **okay to complain** if you are not happy. Tell us when you are upset about:

- the **supports** you received
- your **support workers**
- **Caura.**



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

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

Ask them to help you make a complaint.



Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.



We can **help you find** an advocate if you want.

Ask our Head Office to help you. Call them on **1300 70 66 12**.



How do you make a complaint or provide feedback to us?



You can talk to:

- your **support worker**
- our **Complaints Manager**
- the **Head Office**



You can call or email our Complaints Manager directly:

- Call: **1300 70 66 12**
- Email: **admin@caura.org.au**



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager:

Level 4 Suite 408 13 - 15 Moore Street Liverpool 2170

Ask the Complaints Manager or your support worker for a copy of the form.



You can fill in the participant survey we send to you every year.



You can make a complaint at any time directly to the **NDIS Commission:**

Call: **1800 03 55 44**

Or go to their website:

www.ndiscommission.gov.au



You can make a **complaint and remain anonymous.**

Anonymous means we will not know who you are.



To be anonymous, use the **Anonymous Complaint and Feedback Form** provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us** using the stamped, self-addressed envelope provided.



Remember, if you complain anonymously we **cannot provide you with a response**, as we will not know who you are.



We take **all complaints and feedback** we receive **seriously**.

They help us to make our service and supports better for you!



How do we manage your complaint or feedback?



Our **Complaints Manager** will:

- **talk** with you about your problem
- **write** everything you say down
- **plan** to fix your problem.



Our **Complaints Manager** will:

- try to **fix your problem**
- **contact you regularly** to tell you how the problem is being fixed.



To keep you safe, if your complaint or feedback involves someone being **put in serious danger or being hurt** we will tell the police and the NDIS.



We keep everything you tell us private.



If you are unhappy with the way we handled your feedback or complaint, you can tell the NDIS Commission:

- **Call: 1800 03 55 44** (free call from a landline)
- **Go to their website:**
www.ndiscommission.gov.au

CONFLICT OF INTEREST



This document explains what a **conflict of interest is** and what Caura does to manage them.



A conflict of interest is when a staff member's own interests are different to Caura's or your best interests.



Our staff should always do what is best for Caura and you.



Our staff's own 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.



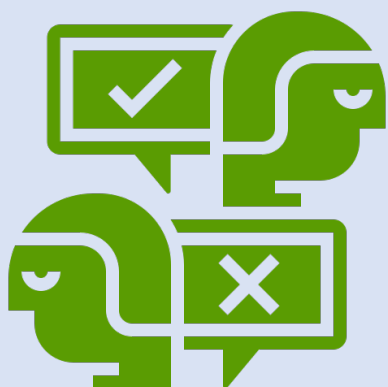
A **private interest** can also be:

- **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 Caura.**

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



A conflict of interest may be:

- **actual** – it happened
- **potential** – it could become a problem
- **perceived** – 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's **close friends or family become involved in work decisions.**



A conflict of interest can happen if a **staff member gets extra money** by working for a **different company** while working at Caura.



A conflict of interest happens when our **staff**:

- are **involved with another organisation**
- **encourage you** to use the other provider to receive supports.



How does Caura manage a **staff conflict of interest**?



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



Our Head Office **assesses all staff conflicts of interest** to make sure they will not badly impact our organisation or you in any way.



Our Head Office will **manage and monitor** all declared conflicts to make sure that they continue not to impact you or us.



We regularly check that conflicts of interest **are not impacting**

Caura's

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



How do we make sure there is no **conflict of interest with a participant?**



Our Head Office will **talk with you** about any identified conflicts of interest that could possibly **impact the supports you receive.**



Our Head Office will explain how we **will manage the conflict.**



We want you to **tell us** if you are **unhappy** about how we will manage the conflict of interest.



We will **work with you** to try and **make changes**, so that you are 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 supports you receive from Caura.



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



We will talk with you about this.

We will work out the best way for you to continue receiving the supports you need.



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

INCIDENT MANAGEMENT



This document tells you **what an incident is** and how **Caura 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
- when **you hurt someone else**
- when you feel that someone is **going to hurt you**.



A reportable incident is when one of the following happens:

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



If you are involved in an incident you must **tell our $\{\text{Manager Position}\}$, your support worker or a trusted person immediately.**



Our Head Office **will meet with you to record** what was said and done during the incident.



Our Head Office 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 happening again.**



Your **safety is important** to us.

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



After an incident, Caura will:

- **do all we can** to make sure you are safe
- provide you with **advice and support**
- arrange for **counselling or medical support** (if required).



We will support you by:

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



We will regularly **keep you up to date** with how we are **managing the incident**.



The Head Office will **contact you to:**

- **talk about what happened**
- **tell you what actions we will take to fix the incident**
- **explain to you what actions have already been taken.**



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.**



Our Head Office **investigates the incident** to work out what happened and stop it happening again.



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

- **learning** what happened
- **making changes** to stop it 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, is very **badly hurt** or **mistreated**.



If a **reportable incident** happens Caura must **tell** the **NDIS Commission**.



We must **complete an NDIS Reportable Incident Form**. Either the:

- Immediate Notification Form
- 5-Day Notification Form.



Caura then 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 private.**



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

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: www.discommission.gov.au

MONEY AND PROPERTY



This document tells you how we will look after your **money and property**.



You are the owner of your money and property.

If you say that it is okay, we can help you to **buy things** with your money and **we will use your property to deliver your services.**



We can only use your money or property if **you have agreed** and it is written in your **Service Agreement**.

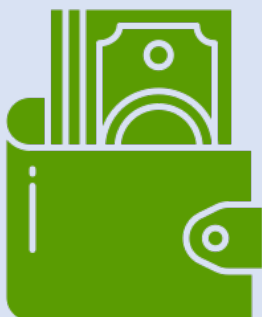


You agree to our staff helping you use by completing the **Participant Money and Property Consent Form**.



Property:

- Our staff will **only use your property** if it is needed to help deliver your services.
- You must tell us it is **okay to use** your property.
- We will **add a list of property** that can be used into your Support Plan.



Money:

- **You tell us** how you want to spend your money.
- Our **staff cannot touch your money** without permission.



If you ask a support worker to **help you spend your money**, they must check they can with our Head Office



Our **staff cannot use your PIN number or get money from an ATM** because this is your **VERY private information**.



If a support worker helps you with your money, they **must follow our rules** to keep you and your **money safe**.



Our staff will keep all of the receipts for things they have used your money to buy.

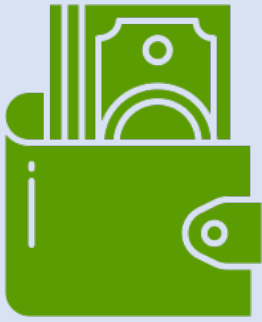
They will **keep a record** of all of your money that has been spent.



Staff will **count out your money** with you **before buying** something.

They will **count out your change** **after buying** something.

You will both **sign a record** **agreeing** your money was correctly spent.



Caura will tell you **every month** how and when your money was spent.



Our staff **cannot give you any advice or information about money matters.**



If we think someone is **misusing your money or property**, our Head Office will tell you.



The Head Office will:

- **investigate, record evidence and write a report**
- **tell the police** or other authorities, if needed
- **provide additional support** to you (if needed).



If you want help after the Service Agreement is written, we will:

- **talk to you about** help needed
- **write everything** in your notes.



The Head Office will then:

- include the help you need in your **Service Agreement and Support Plan** and give you an **updated copy**.



If you are **unhappy** with the way we manage your money or property, you can tell **the NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website:
www.ndiscommission.gov.au

PRIVACY AND YOUR PERSONAL INFORMATION



This document tells you **about your privacy and your personal information.**



To help us provide you with the right type of supports and services, **we collect and store personal information** about you.



We use your personal information to work with you to **design supports and care that meets your needs.**



Personal information can include:

- **your name, address and phone number**
- 3. **your advocate's** contact details
- 4. details about **people who you are close to** (mum, brother or a good friend)
- 5. **supports** you need
- 6. your **medical records**
- 7. other **support providers** you use
- 8. **why and how** we are helping you.



It is Caura's **responsibility to keep** your personal information **private and safe.**



We **only share** your information with others if **you say “yes”**, or if the law says we must.



When asked to **share your information with government agencies** (like the NDIS) you can say **‘no’**.

This means you **opt-out of sharing** your personal information.



We will ask you to **sign an information consent form**.

The form **gives us your approval** to use your personal information.



On the form, we also ask you to include all of the people you are happy to share your personal information with.



Your information will only be shared with people who you have said can see it, like:

- an advocate
- a trusted person
- other support providers
- support workers
- government organisations who provide you with support.



You have rights when it comes to the management of your personal information.



You can:

- **ask our Head Office to see** your personal information at anytime
- tell us **to correct** wrong or incomplete information
- **tell us if you think** information is wrong and must be deleted.

RIGHTS



This document tells you about **your rights**.



Australian laws respect the rights of people with disability. The laws say you:

- should be **included in community life**
- have the **same rights** as all other Australians.



What are your human 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**.



When **working with Caura** and other disability **support providers** you **also have rights**.



You have the right to:

- receive good quality services
- tell us what you want
- choose the type of support worker you want
- make your own choices.



You also have the right to:

- be safe
- get help when you need it
- try new things and take risks.



How does Caura respect your rights?



Caura will:

- keep you **safe**
- show you **respect and respect your privacy**
- **treat you well**
- **help you** make your own choices
- **listen to you**
- **involve your family, advocate and other support carers** (if you want us to).



We will also:

- ask you to tell us **what supports you want and the type of worker you need**
- keep your **personal information private.**



We can also help you find an advocate if you need one.



You can safely:

- **make complaints** and provide feedback to us
- tell us you want to use another provider.



We will **follow your instructions**, unless we feel that you may get hurt.

We will then talk to you and your advocate/family about any risks involved to help you make a safe decision.



We also make sure our support workers follow our Service **Charter of Rights**.

WHAT IS A SERVICE AGREEMENT?



This document tells you what a **Service Agreement** is and why you need one.



A **Service Agreement** is a **document**.

It is an **agreement** between you and your service provider.

The **service provider** is the person or organisation that provides you with supports (like Caura).



When you agree on the services you want from the provider, it is **written down** in the Service Agreement.



The Service Agreement says that you and your **provider agree to the services that they will provide to you.**



To **show that you agree, you sign** the Service Agreement.

We (the provider) will also sign the agreement.



The Service Agreement helps to make sure you **receive the services** that are **right for you**.



Your Service Agreement is helpful because it **provides everything** agreed to in writing.



If you need help to enter into a Service Agreement you can **ask a trusted person to support you**.

A trusted person might be a **family member, your carer, a friend or an independent advocate**.



Your trusted person (advocate) can **speak on your behalf.**



Your trusted person (advocate) can **sign your Service Agreement** for you (but only if you say that is okay).



What information should be in a Service Agreement?



We will meet with you and we will ask you to talk to us about the supports you want.



We want you to tell us:

- what type of **supports you need**
- how you **want your supports** provided
- the type of **support worker** you want to work with
- **when you need** supports
- **how long** you will need the supports.



We will talk to you about:

- the supports **we can provide**
- your rights and responsibilities
- our **responsibilities**
- anything **special** that we must **consider**.



It is a good idea to **bring a copy of your NDIS Plan** to your Service Agreement meetings.

(If you want, we can put a copy of your plan in your agreement).



Once we both have **agreed on supports and costs**, we will write the Service Agreement.

We will then provide two copies for you to read and sign.



The Service Agreement will include what is expected from **you and from us (our responsibilities)**.



We will explain **our responsibilities** to you.

We will explain **your responsibilities** which you must meet.



The Service Agreement will include **information about costs.**

It will include how much our service will cost you.



When do you sign the Service Agreement?



After you, or your trusted person, has read the Service Agreement.



After you, or your trusted person, are **happy that what is in the Service Agreement meets your needs.**

You are happy that you have had your say.



You only **sign the Service Agreement** if you **agree** with what is written in it.

There will be **two copies to sign** (one for you and one for us).



You sign the Agreement, then we will sign it.



We will give you a copy of your Service Agreement and we will keep a copy in your file.



Do not forget to keep your copy in a safe and private place.



You can **change or end** your Service Agreement with us.

To **change the agreement**, just talk to our Head Office.



To **end the agreement**, simply tell us in writing (if you can).

Please give us the **right amount of notice**, (check what is written in your Service Agreement).



We will provide you with the support you need to leave our service.

ZERO TOLERANCE

Violence, Abuse, Neglect and Exploitation



This document tells you about how Caura **prevents or manages** violence, abuse, neglect and exploitation.



You have **the right** to enjoy a life that is **free from violence, abuse, neglect and exploitation.**



You should always feel safe when receiving supports from us.

If you **do not feel safe**, tell our Head Office immediately.



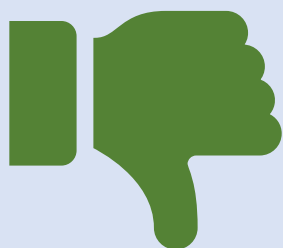
Violence is when someone **hurts you physically** (like hitting, punching or slapping you).



Abuse is when someone **treats you very badly**. They might hurt your body or your feelings.



Neglect is when someone is **not caring for you or helping you** the way they are supposed to.



Exploitation is when someone is taking **advantage of you**.



Caura **does not allow** any acts of violence, abuse, 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 you do not feel safe** when you are with a person.



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 Head Office for help. Call **1300 70 66 12**.



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**.



Caura will always:

- **support you** if something bad happens
- **call the police** 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