
PARTICIPANT HANDBOOK EASY READ



REGISTERED NDIS PROVIDER NUMBER 405 003 6215
ABN 35625740329 ACN 625740329

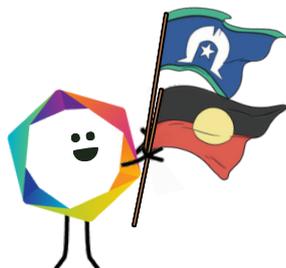
People

Options

Power

This handbook has been created to help you understand your rights, things you have to do and how we can work together with your NDIS plan.

It will also give you information about privacy and what we do with your information.



We acknowledge the Aboriginal and Torres Strait islander peoples and their land, seas and waters of the country we work, love and live.



Liberty Disability Services believes in true diversity and welcome all people of all abilities, We believe everybody has the right to be themselves.



Liberty Disability Services

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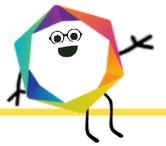
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“HI I’M LADDIE,
LIBERTY’S
FRIENDLY FACE
AND MASCOT.
WELCOME TO
LIBERTY
DISABILITY
SERVICES”

LADDIE
THEY/THEM
MASCOT



ABOUT US



"WE PRIDE OURSELVES ON BEING AN INCLUSIVE, ORGANISATION THAT EMBRACES DIVERSITY..."

ELLE COOPER
SHE/HER
DIRECTOR

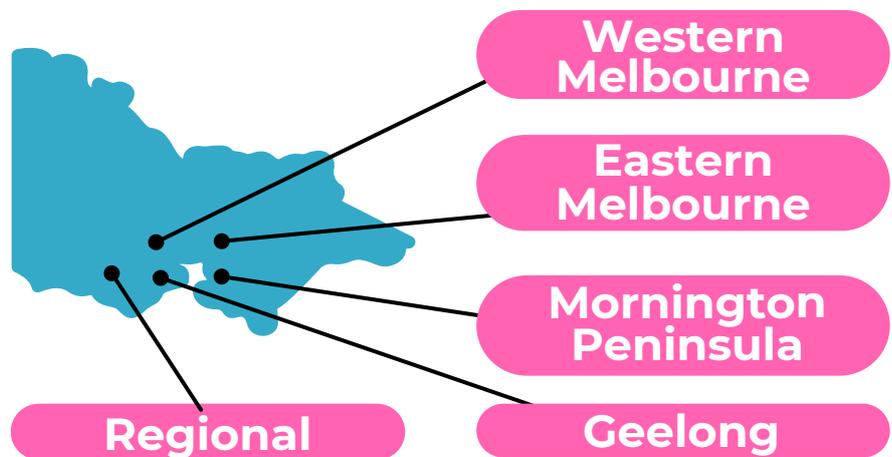


Liberty Disability Services was opened in 2018 by Kathie Denno, Elle Cooper and Amanda Glasson.

We've created a safe space for people with disabilities so you can have the best support.

Some of our staff have disabilities too which means we understand.

Our Head Office is 1-3 Agra Street in Norlane and our team support people all over Victoria.



Our Contact Details



03 5275 8627



www.libertydisabilityservices.com.au



info@libertydisabilityservices.com.au

Telehealth available
Australia wide



Liberty Disability Services



We are registered with NDIS to provide services that are made just for you.



Being registered means we have a lot of NDIS rules to follow and this protects you and the funds in your plan.



This also means you have choice and control over how we work together.



Our skilled team make sure your goals are what we help you with and to make sure your funding can be used properly.

All of our staff have an NDIS worker screener check before they start working with us, and we give them lots of training too.



**"YOUR VOICE
IS WHAT
MATTERS,
NOT OURS..."**

KATHIE DENNO
SHE/HER
DIRECTOR

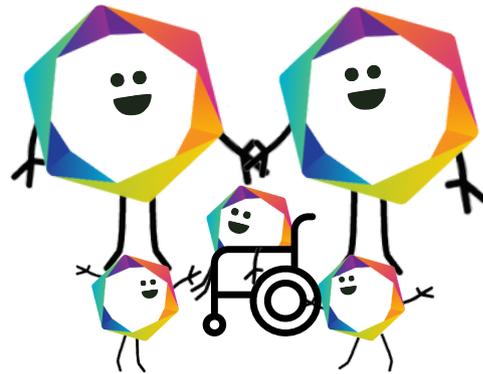


People-focused

We love that we get to help people and always put you first.

Diversity

We really enjoy working with lots of different people.



Quality

Its really important that everything we do must be great quality.

The whole picture

Its your choice who is in your care team and we can include family, friends, carers and workers to guide you to reach goals.



Liberty Disability Services

OUR SERVICES

- **Support Coordination-** helps you find and connect with with all the supports you need to work towards your NDIS goals
- **Plan Management-** Helps you pay for services and items used with your plans funding
- **Psychology-** For NDIS funded and Private clients, we can guide you to support your mental health goals
- **Housing and Tenancy Assistance,** to support you to look for somewhere to live that makes you happy.
- **Psychosocial Recovery Coaching** mental health support to get you through the day and live your life fully
- **Respite Services** to give you a break from your every day hard things
- **Group Programs-** social and therapy groups for adults and kids
- **Community Mentors-** helps you get to appointments, activities, services. We can also help you with personal care and how you live your life.



SERVICE QUALITY Our responsibilities

"WE FOCUS ON
EMPOWERMENT
THROUGH
CHOICE &
CONTROL..."

AMANDA
GLASSON
SHE/HER
DIRECTOR



Its really important to us to make sure we follow the rules of NDIS Quality and Safeguards Commission Practice standards, Code of Conduct and Victorian Disability Act 2006

- **Rights and responsibility** - so we can make sure we work the way you want and its safe and respectful
- **Providers** We need to have good work systems, so we can work well together and protect your information.
- **Supports** we make sure you can always access supports even if its not with us
- **Environment-** Helping to protect you and your things and to help learn about meals, medicine and rubbish.
- **More information-** There are lots of rules we have to follow, you can find them on the NDIS website.

We also have our policies and procedures you can read too. Contact our office for a copy.



Liberty Disability Services

YOUR RIGHTS

You have rights! and we want to make sure we use them.

You have the right to:

- be respected
- understand what's happening
- choose how we work together
- have smart, safe workers
- honest workers
- choose who supports you
- make a complaint and know how to do this
- be safe in an emergency
- know your private details are safe
- be free from being hurt in any way

If you ever feel your rights are not being respected, please speak to a Liberty team member.

You can download a copy of Liberty Disability Services' full client charter on our website www.libertydisabilityservices.com.au

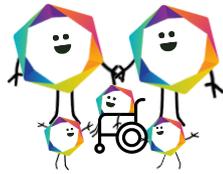


Diversity and participation



Come as you are!

We will always listen to what you need to reach your goals.



Culture

You have the right to live however you want and be supported by us to reach your goals.



Diversity

You have the right to be your true self and always feel respected



Values

You have the right to choose what's important to you



Beliefs

You have the right to practice your beliefs while accessing services.



Liberty Disability Services

INTERPRETING & TRANSLATION

It's up to us to make sure you can understand what's happening. If you need somebody to speak your language or use AUSLAN please let us know so we can arrange them.

ADVOCACY

You have the right to an advocate.

An advocate is somebody who helps you speak up for your rights. They can support in lots of different ways when you don't feel ok to.

We support your right to get an advocate and can help you to find one.

Here are some contacts you can call

Office of the Public Advocate

Phone: (03) 9603 9500

TTY: (03) 9603 9259

National Disability Advocacy Program (NDAP)

Use the Disability Advocacy Finder at <https://www.dss.gov.au/> or click this link

ADVOCACY FINDER

Victorian Advocacy League for Individuals with Disability (VALiD)

Phone: (03) 9416 4003,

Freecall (rural callers): 1800 655 570

Email: office@valid.org.au

PRIVACY & CONFIDENTIALITY



We respect your privacy and will keep your details safe.

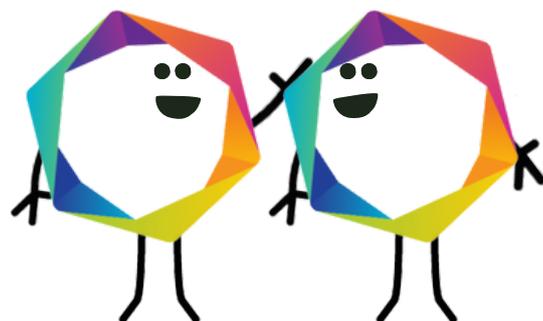
We only use your details for what its supposed to be used for

We ask you if its ok to use your photos

We ask who we can share your details with, but sometimes we have to share it by law or for safety reasons.

We keep your details safely on our computers and nobody else can read it.

You can read anything we keep on our computers about you.



Liberty Disability Services

YOUR RESPONSIBILITIES

You have things you need to do to:

Let us know what's important to you and how we can work together

Treat our team with respect

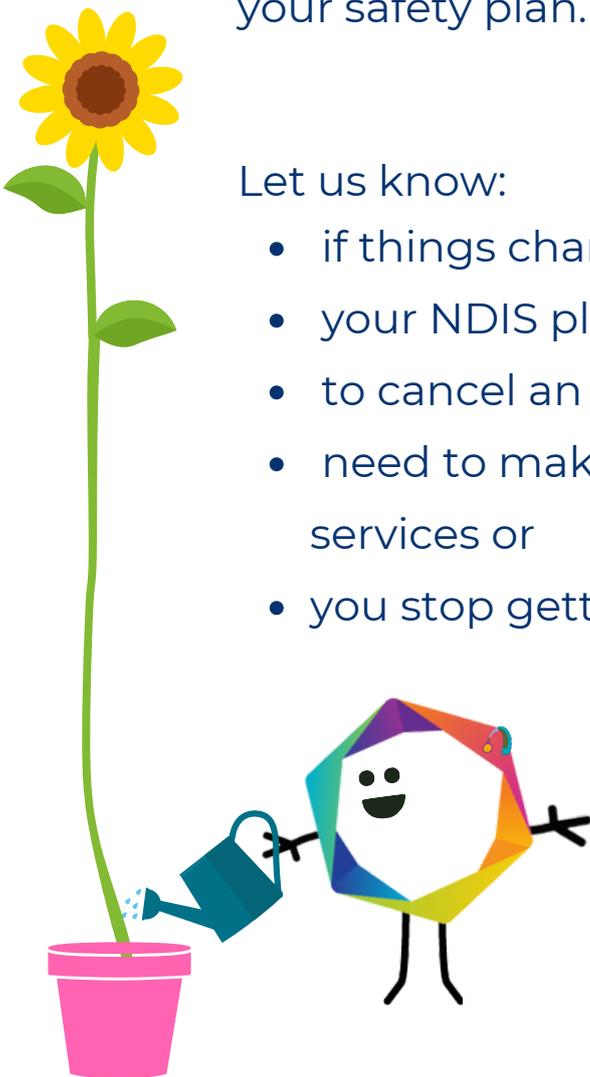
Make sure you pay your bills

If we have appointments in your home, it must be safe for us to visit

Know who to contact in a crisis and use your safety plan.

Let us know:

- if things change in your life
- your NDIS plan change
- to cancel an appointment
- need to make changes to your services or
- you stop getting services



FEEDBACK AND COMPLAINTS



Its really important to let us know if you're not happy, we will listen to what you have to say. and try and fix any problems.

Here are some ways you can make a complaint:

Talk to any team member at Liberty

email - info@libertydisabilityservices.com.au

Feedback form on our website

<https://libertydisabilityservices.com.au/>

write a letter to: Liberty Disability Services
1-3 Agra Street, Norlane, 3214

We will try and help you straight away
or
we will speak with a manager to help us.

We will keep talking to you about how we are trying to fix it.

Any you can help us too. .

IMPROVEMENT

We also want to know when you are happy too and we like to hear any ideas you have on how we could do things better.



Liberty Disability Services

COMPLAINTS

Sometimes we can't fix things, but we help you find someone else to talk to. Here is a list of contacts you can speak with.

NDIS Quality & Safeguards Commission

Phone: 1800 035 544

Online: www.ndiscommission.gov.au

Australian Human Rights Commission

Phone: 1300 656 419

Online: humanrights.gov.au

Commission for Children and Young People Victoria

Email: childsafes@ccyp.vic.gov.au

Phone: 1300 78 29 78

Office of the Commissioner for Privacy and Data Protection

Phone: 1300 666 444

Online: <https://ovic.vic.gov.au/>

Victorian Ombudsman

Phone: (03) 9613 6222 or (rural callers) 1800 806 314

Online: www.ombudsman.vic.gov.au

Office of the Public Advocate

Phone: 1300 309 337, (03) 9603 9500 or TTY: (03) 9603 9259

Online: <https://www.publicadvocate.vic.gov.au/>

Phone: 1300 735 135

Online: www.ibac.vic.gov.au



ACCESSING OUR SERVICES

We want to make sure you get the services you want with the right person.

We check to see if our service is what you need

You can call, email or complete a referral form on our website to get a Liberty worker to help you.

We meet with you and your support person to talk about what you want from your plan

We do a service agreement together, this means we type up your services and how much things cost. If you are happy, you can sign it.

Our team can start to support you

SERVICE REFUSAL

You don't have to say yes, if you choose not to work with us, that's ok.

Sometimes we can't work with everybody and may need to say no if:

- you are not eligible
- we are full or don't have a team member available for your needs
- we don't have a suitable team member to work with you

If this happens we will assist you to find the right service.



Liberty Disability Services

LEAVING OUR SERVICE

You have the right to stop working with us

But we need to know about it 2 weeks before the end date of your NDIS plan.

We offer you an opportunity to talk about leaving and give us some feedback.

To make sure you don't go without services, a Liberty team member can assist you to find another service

But you can come back within 1 month without having to re-sign up.



SERVICE TERMINATION

Sometimes we may need to stop a service, this may happen if :

- you no longer want to work on your goals
- there is a risk of harm
- payments are not being made
- there is a conflict
- changes occur that we can't help with
- our team has been put in danger

FEES & CHARGES

We charge the same rates as the NDIS set out and our fees change when they do.

In our service agreement, we talk about the fees and service and we both must agree before the service can begin.

We are always ready to help you if you have any concerns.

CANCELLATIONS

We understand sometimes stuff happens and you may need to cancel an appointment or shift.

Let us know you need to cancel as soon as you can.

Cancellations fees are charged if:

- you cancel and don't let us know within 2 days before your appointment or
- you don't show up to your appointment

You will be charged 100% of the fee if you don't tell us in time

We have more details on cancellation fees in our service agreement.



Liberty Disability Services

INCIDENT MANAGEMENT

An incident is when something goes wrong or may go wrong

Liberty needs to have a good system in place if this happens.

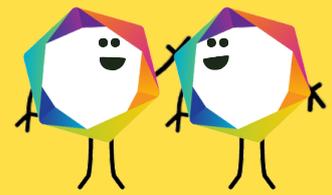
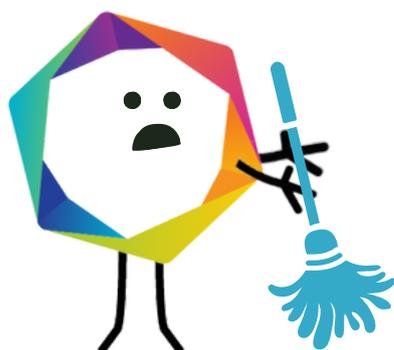
This is called incident management.

If something goes wrong we need to know so we can try to fix it.

Liberty will:

- Use first aid or call an ambulance
- make sure you are safe right now
- make sure the area is safe
- we will report what has happened
- we will fix the incident if we can or support the people in the incident
- we will follow up to do our best and make sure this doesn't happen again

If it is really bad, we call the police and sometimes we have to report an incident to NDIS or child protection.



FREEDOM FROM HARM, ABUSE AND NEGLECT

You have the right to be free from harm and any form of abuse or neglect. This means you should never be treated badly.

If you are treated badly tell us about it as soon as its safe to do so.

We may need to talk about this to the police and NDIS. This is called mandatory reporting.

Liberty team members respect your rights and have training in supporting people to make a report.

Every Liberty team member completes the NDIS worker screener check to make sure they are safe to work before they start with us.

OHS

Its very important to us we are a safe and healthy space for all visitors and people we work with.

This includes being in our office and any time you are with our team members.

If you see something wrong please let us know so we can fix it straight away.



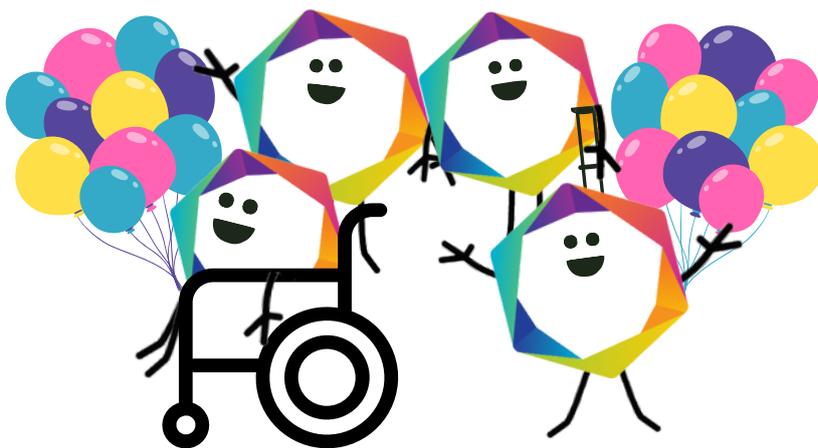
Liberty Disability Services

COMMUNITY PARTICIPATION

Liberty is here to support you to join in the community, feel included and do the things you want to do.

We will support you to do this

We can work with other service providers to make sure you have the right services that you want



The NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent government body that works to improve the quality and safety of NDIS funded services and supports.

If you need to speak up about your NDIS funded service – speak to us.

Raising a complaint with us can also lead to better services for everyone.

What complaints can you raise

Concerns about the quality and safety of supports and services.

We take complaints about whether an NDIS funded service has been provided in a safe way and to an appropriate standard.

You can also complain about how an NDIS provider has dealt with your complaint.

If you are concerned about how you will be treated, you can make a confidential complaint.



We handle complaints about NDIS services nationally with the exception of WA, which will be available from 1 December 2020.

Making a complaint

We encourage you to try to talk directly to your NDIS service provider first to resolve a complaint. All registered providers must have an effective complaints management system. If you do not feel comfortable speaking to the provider or are not satisfied with the result of your complaint, please contact us.

Our complaint service is free, completely independent of the NDIS and confidential if needed. We promise to listen respectfully to your situation in full and discuss steps going forward.

In resolving an issue, we may:

- Request information to clarify the issues
- Help you communicate with an NDIS provider
- With your consent, speak to the NDIS provider
- Communicate responses from an NDIS provider to you.

You may withdraw your complaint at any time.

An issue may be referred to conciliation or investigation. Conciliation helps everyone to understand the issues and to reach an agreement on how an issue can be resolved.

An investigation may be conducted if serious compliance issues or risks to people with disability are raised in the complaint.

What complaints we don't take

- Complaints about the NDIA
 - NDIS plan access
 - NDIS participant plans
- Please direct these to the NDIA.

If you're unsure who to contact, contact us and we can help direct you.

Where to go

"I'm not happy with an NDIS funded service"

The NDIS Commission
→ Call 1800 035 544
→ Visit www.ndiscommission.gov.au

"I'm not happy with an NDIA action or decision"

NDIA or Commonwealth Ombudsman
→ Call 1800 800 110
→ Visit www.ndis.gov.au
www.ombudsman.gov.au

"I'm not happy with a service provided by another agency or body"

Your state or territory complaints body
Find links on our website
→ Visit www.ndiscommission.gov.au

"I'm at immediate risk of harm, or have concerns about a person's wellbeing"

→ Call 000 immediately

Who can make a complaint

Anyone can make a complaint.

This includes NDIS participants, other people with disability, friends, families, carers, advocates, workers etc.

If you need to make a complaint about your NDIS funded services:

- Complaint contact form
www.ndiscommission.gov.au
- Call us
1800 035 544 (freecall from landlines)
- National Relay Service
www.relay.service.gov.au
then 1800 035 544
- Translating and Interpreting Service
131 450



Your rights. Your supports. Your control.



If you need to speak up, speak to us.

How to make a complaint about your NDIS service

Your rights. Your supports. Your control.



Liberty Disability Services

PEOPLE. OPTIONS. POWER

Liberty Disability Services Client Charter

Liberty Disability Services respects and fully commits to upholding the rights of all people, including those with disabilities. Liberty Disability Services is also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

Liberty Disability Services is required to comply with Victorian and national disability legislation. We are also guided by the United Nations Convention on the Rights of Persons with Disabilities, which state that people with disability should enjoy the same human rights and fundamental freedoms as any other person.

What you can expect from us

We work for you, with you, As part of our service to you, we will:

- Inform you of and uphold your rights and responsibilities;
- Treat you with courtesy, dignity and respect;
- Treat you fairly and without discrimination;
- Give you information about our services and associated costs, as well as other service options, within and outside Liberty Disability Services;
- Involve you in decisions about your service, as well as our programs and policies, and support you to make informed choices;
- Provide services that take into account your lifestyle, cultural, linguistic and religious background and preferences;
- Protect your personal information and only use it for the right reasons;
- Support you to provide us with feedback on our service, including complaints;
- Promptly address enquiries and complaints about the care you are receiving;
- Support you to connect with other services, including advocates, interpreters and translators, if needed;
- Support you to have a person to speak on your behalf for any purpose; and
- Provide safe and appropriate services that are culturally relevant and that support you ongoing needs and goals

How you can help us

- As our client we ask you:
- Provide us with information that will help us best support you;
- Tell us if things change or you cannot keep an appointment or commitment;
- Act respectfully and safely towards other people using the service, and towards our staff and volunteers;
- Provide us with feedback about our service and how we can work better,
- Promptly pay the agreed fees associated with your services; and
- Tell us early as possible if our services are not required.

More information on your rights can be found on our website.



LIBERTY DISABILITY SERVICES

For more information about our services
please **call us on (03) 5275 8627**
visit our website **www.libertydisabilityservices.com.au**
email to **info@libertydisabilityservices.com.au**

Our opening hours are
9:00am to 5:00pm
Monday to Friday.

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