



PARTICIPANT HANDBOOK – EASY READ SERVICES, ACCESS, AND CONTACTS

ARC DISABILITY SERVICES INC.

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CONTENTS

GET HELP TO READ.....	1
WORDS WE USE AND WHAT THEY MEAN	2
WELCOME TO ARC DISABILITY SERVICES INC.	3
ABOUT US	3
OUR SERVICES	5
ACCESS TO SERVICES.....	6
NDIS ACCESS AND ENTRY REQUIREMENTS.....	6
HOW MUCH WILL IT COST?	7
SERVICE AGREEMENTS	8
HOW TO CONTACT US?.....	9
WHERE TO FIND US?.....	10

GET HELP TO READ

The National Relay Service is a free Australia-wide phone service for people who are deaf or have a hearing or speech impairment.

- For TTY/voice: call **133 677**
- For Speak & Listen: call **1300 555 727**
- For SMS relay: message **0423 677 767**

The Translation and Interpreting Services (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

- Phone: **131 450**
- Visit: **www.tisnational.gov.au/**

WORDS WE USE AND WHAT THEY MEAN

KEYWORD	MEANING
Staff	This means everyone who works for us, including the CEO, managers, employees, contractors, people from other companies that help us, and our volunteers.
Participant, Nominee, Representative or Advocate	This is you! It also includes your family, anyone who takes care of you, or someone who speaks up for you.
Workplace or environment	These are the places where we provide our help. It could be in your own home, while you're getting around, in community areas or any other places we might need to be.
Service(s)	This refers to all the help and activities we offer you, which are all part of the agreement and plan we've made together.
ARC, we, us and our	This is us, ARC Disability Services Inc.

WELCOME TO ARC DISABILITY SERVICES INC.



Joining us means being part of a community where we all work together to help you achieve your goals.



In this handbook you will find useful information about our services as well as your rights and responsibilities.



We believe in making your experience with us a great one.

ABOUT US



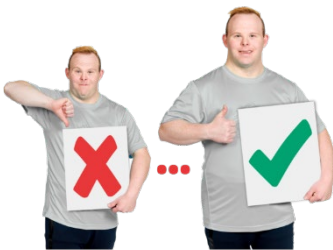
ARC provides services to people with disability in Cairns.



We have many different services and offer you the ones to suit you.



We like to work with you, your support network, and the community to create opportunities for everyone.



We want to help make your life better by giving you quality supports.

OUR SERVICES

Direct Supports: Support at home and in the community, matched to your NDIS plan and your goals.

ARC Programs: Our programs can help you get skills, independence and make friends.

Plan Management: We can manage your NDIS funds, handling financial tasks and budget tracking.

ARC Holiday House: You can stay at our Holiday House for up to 14 days at a time. It is a home away from home.

ARC Duplex: Our duplex units offer Short-Term and Medium-Term Accommodation (STA/MTA) for people who need respite. This option is good for people in the middle of moving into Supported Independent Living (SIL).

Supported Independent Living (SIL): Living on your own with the support you need. We make sure your living space is comfortable and suits you.

Inclusive Education Resource Centre (IERC): The IERC lends out educational resources and special equipment so that all children can learn well.

Coordination of Supports: We can help you make the most of your NDIS Plan, connecting you with services that match your goals.

ACCESS TO SERVICES

NDIS ACCESS AND ENTRY REQUIREMENTS



We mostly support people who are NDIS participants. Sometimes we can support people who are not NDIS participants. To access NDIS supports, the NDIS have to approve you as a participant so that you get a support plan to suit you.

To learn about how to join the NDIS, visit <https://www.ndis.gov.au/applying-access-ndis>



When you ask us to provide you services we will make sure we are the best provider for you before accepting.

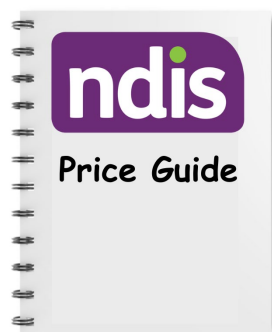


Sometimes you might ask for a service we do not offer. In this case, we will help you find other services that might suit your needs better.



Our decisions are not made with things like gender, age, race or religion in mind. In this way, we make sure that we are treating people equally and respectfully.

HOW MUCH WILL IT COST?



We price our services in line with the NDIS Pricing Arrangement and Price Limits.



Our quotes are matched to your NDIS goals and will clearly list the types and costs of services.



You and your decision maker can take time to read the quote and ask questions about it.



If you accept a quote you are saying it is ok for us to provide you services and bill you for them afterwards.

SERVICE AGREEMENTS

After you have accepted a quote for our services you will get a Service Agreement from us.

Your Service Agreement will tell you about:

- Our terms
- Your services
- Participant and provider responsibilities



The Service Agreement will also tell you about:

- Payment details
- How to change or end the agreement
- How to give feedback or handle problems

Once everyone accepts the Service Agreement it will be signed, and you will get a copy.



If you tell us you don't want a copy of your Service Agreement, we will note this down for our records.

HOW TO CONTACT US?



If you need help finding the right person to talk to you can call us and our staff will find the right person for you.

07 4046 3600



Our office is open between 8:30am and 4:30pm on Monday to Friday.



If an emergency is happening when we are closed you can call our emergency phone number.

0499 111 432



You can email us at

info@arcinc.org.au

WHERE TO FIND US?

NAME	ADDRESS	PHONE NUMBER
ARC Head Office	92 Little Street, Manunda	07 4046 3600
ARC Community Hub	92 Little Street, Manunda	07 4046 3613
ARC Community Hall	52 McNamara Street, Manunda	07 4031 8960
ARC City Hub	69 Aumuller Street, Portsmith	07 4243 3241
ARC Aumuller Office	5/90 Aumuller Street, Portsmith	07 4046 3600
ARC 51	51 Louie Piccone Way, Edmonton	07 4046 3651
ARC Holiday House	3 Waratah Drive, Manunda	07 4053 6136