



PARTICIPANT HANDBOOK – EASY READ YOUR SAFETY AND WELL-BEING

ARC DISABILITY SERVICES INC.

92 Little Street, Manunda, QLD 4870
P.O. Box 942, North Cairns, QLD 4870
T +61 (07) 4046 3600
E info@arcinc.org.au
W www.arcinc.org.au

CONTENT

GET HELP TO READ 2

WORDS WE USE AND WHAT THEY MEAN 3

YOUR SAFETY AND WELL-BEING 4

 FAMILY ASSISTANCE 4

 NETWORKING 5

 CONTINUITY OF SUPPORT 5

 EMERGENCY AND DISASTER PLANNING..... 6

 VACCINATIONS 6

 INFECTION MANAGEMENT 6

 TAKING RISKS..... 7

 RISK ASSESSMENT 8

 WORK HEALTH AND SAFETY 9

 CRITICAL INCIDENT..... 10

 VIOLENCE, ABUSE, NEGLECT, EXPLOITATION OR DISCRIMINATION... 11

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.

YOUR SAFETY AND WELL-BEING

FAMILY ASSISTANCE



ARC encourages and supports families to maintain contact with you.

Your family is welcome to contact us for information and support with your permission.



Your family or advocate can help us plan the services you will get from us at your Planning Meeting.

We can help your family by:



- Talking to them in a way they understand
- Giving them information about services including from other providers
- Letting them help with your support planning

We can also help your family by:

- Helping them access counselling and support services
- Letting them know about our complaints process
- Helping them access advocacy services if needed

NETWORKING



We know that it is important for you to be part of your networks. We will talk to your networks to make sure you are able to join in where you would like to.

Networks can be:

- Religious groups
- Local ethnic groups
- Community groups

CONTINUITY OF SUPPORT



We will match you with a support worker who has the right skills to support you.

Your supports are planned in advance so you know who will be supporting you.

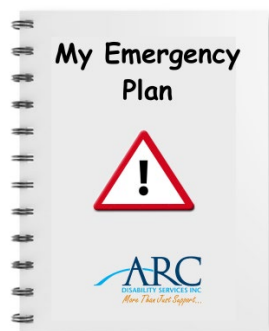
What will happen if your worker is absent?

We'll find another support worker who can step in.



- We will always try to find a support worker who has worked with you before.
- We will always let you know about the replacement support worker.
- We will tell the replacement support worker about your likes and dislikes.

EMERGENCY AND DISASTER PLANNING



We will create an emergency and disaster plan with you.

This plan can be changed to match any current emergency or disaster.

VACCINATIONS



Our team will support you to get any vaccinations that you ask for.

There are no rules at ARC that say you have to have any types of vaccinations.

We encourage you to get vaccinations to meet with Queensland health advice.

INFECTION MANAGEMENT



We make sure to look after your health and wellbeing by:

- Wearing masks or gowns
- Cleaning surfaces
- Washing hands and using sanitiser



We ask that you also keep yourself and your environment as clean as possible.

TAKING RISKS



You have the right to take risks.



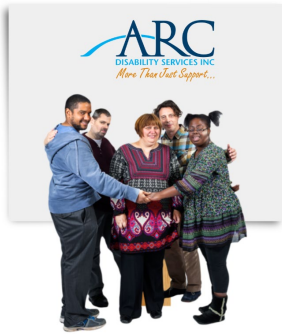
If you want to do something that has a risk we will talk with you about it.



To make sure you are safe we will do a Risk Assessment.

There might be some things that are not safe for our staff to join you in and we will talk to you about this to find a different option for you.

RISK ASSESSMENT



Your safety is very important to us.



When we do a Risk Assessment we will make sure you are involved.



We will review your Risk Assessment to make sure it is up to date including when

- You have any changes to your health or living arrangements
- Every 6 months

WORK HEALTH AND SAFETY

A safe and healthy work environment for our staff is very important. Here are some things you can do to help:



Let our coordinators or support workers know about any safety problems in your home.



On our first visit we will do a Safety Assessment to find any risks in your home.

Please fix any safety problems we find out from our Safety Assessment.



Make sure your pets are under control during our supports.



Keep your environment smoke free.



Let your support worker know if you are not feeling well or if your doctor has said you are sick.



Make sure to have cleaning supplies.



Make sure there are no problems with your mobility equipment.

CRITICAL INCIDENT

We call a serious problem a critical incident. A critical incident might be:



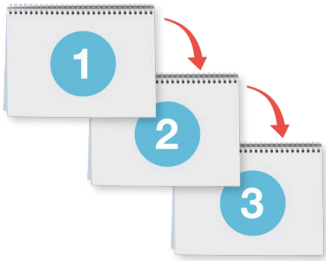
- A bad accident or death while we are supporting you
- If a support worker does something very wrong
- If you or someone else is hurt while we are supporting you
- Emergencies like fires or natural disasters



Critical incidents can sometimes happen during supports.

If a critical incident does happen we will quickly get the right people to support you.

We have plans to follow if a critical incident happens which includes:

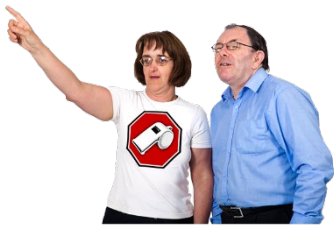


- Our staff will report any incidents to their manager
- We will fill out a report to understand what happened
- Our leaders will report to the NDIS and other agencies
- We will help you and your family if needed
- We will also try to make sure it never happens again

VIOLENCE, ABUSE, NEGLECT, EXPLOITATION OR DISCRIMINATION



You have the right to live in a safe environment free from any kind of harm, including abuse, neglect, or discrimination.



If you see or think there is any abuse happening to our participants we encourage you to tell us.



Abuse can be many things and can involve money, emotions, violence, and neglect.



You can report any concerns to someone you trust, whether it's one of our staff members, our Chief Services Officer, a family member, an advocate, or a friend you rely on.



If you prefer to seek help outside of ARC you can contact the NDIS Quality and Safeguards Commission. We have included their details at the end of this handbook.



If we know that abuse has happened we will respond quickly to protect our participants.



We will also provide access to counselling, medical, and legal support if you need it.



When you report abuse or discrimination you have the right to have an advocate present during the process and ARC can help with getting one for you.