



PARTICIPANT HANDBOOK – EASY READ WORKING WITH YOU

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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.

WORKING WITH YOU

PARTICIPANT ASSESSMENTS AND CHOICES

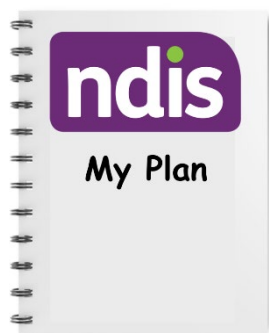


Once we have agreed what services you would like to receive, it's now time to work out how we will deliver these services.

We will work with you to make the best support plan for you.



We will need you to tell us about your needs and requirements.



We will look at your current NDIS Plan to make sure you get the services you need.



To create your plan we might need to talk to your family, health providers and others. We will only do this if you tell us that it is ok.



As part of creating your plan we will need to find out about your health needs including medication you take.



Sometimes, we will check in with you about your plan to make sure it is the right fit for you.

If your needs change we can change your plan. Your Service Agreement or Schedule of Supports can change too if needed.



If you have any questions about your plan you can contact us at any time.

COMMUNICATING WITH YOU

Please tell us how we can best talk to you. This can be:



Writing in an email or letter



Speaking over the phone



Speaking in person



With an interpreter for Auslan or another language

SMOKING



We ask that you don't smoke around our support workers while they are helping you

YOUR MONEY AND PROPERTY



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



If you need help with your money, you, your family or decision maker must say it is ok and we must have this written in an Individual Risk Assessment.



If your support plan says we will help you with spending your money we will do our best to protect you from financial abuse.

This includes things like keep receipts and counting your money before and after you spend it.



Our staff cannot give you money advice.



We often check to see if we are following the rules when it comes to your money supports.

We will share the results of these checks with you.

GIFTS



There is no need to give us gifts.

Please never offer or give money to our staff.

TRANSPORT



We will talk with you about transport in our first meeting to find out what is best for you.