Easy Read
Participant Information Booklet

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

Contents

About Life Choice ……..3

Our teams ……...4

Where can you find information about our services? 4

Process of Onboarding and Service Agreement ……..5

What to expect from us ...……...7

How to make a complaint or provide feedback ……..8

Choice and Control …...……..8

Privacy and Confidentiality…….. .9

Duty of Care…… 9

Behavioural Supports and Restrictive Practices……..……10

Seizure Management…….…….. 10

Manual Handling…….…….. 10

Incident Reporting ……11

Disability Advocate……11

Transitioning and Exiting Life Choice…… 12

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

About Life Choice

Life Choice has been supporting people with a disability on the Fraser Coast since 1996.

Life Choice is committed to providing the highest quality services that we can. We will work with you to make sure you get the support that is available and right for you.

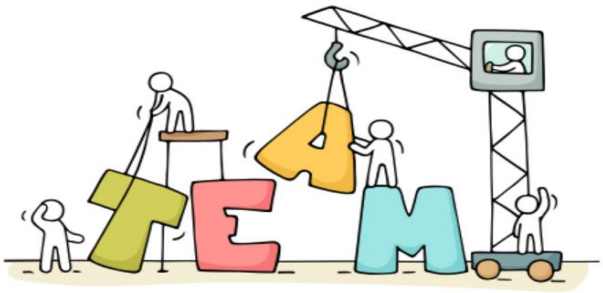
Our individual lifestyle plans and range of support services ensures we can meet your changing needs.

Our support services include:

- Community access
- Group programs
- In-Home Support
- Support Coordination
- Supported Independent Living
- Allied Health

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

Our Teams at Life Choice consist of:



- Board of Directors
- NDIS Coordinator
- Finance and admin team
- Participant Support team
- Support Coordination
- Allied Health

Where can you can find information about our services?

Our website http://lifechoicewbb.org/

- by asking one of our staff

- Coming into our Maryborough and Hervey Bay offices which are open Monday to Friday between 8am and 4.30pm (Mon-Thurs) and 8am to 3pm (Fri).

- Contacting us via telephone (07) 4123 6288 or

- Emailing us: participantservices@lifechoicewbb.org

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

Process of Onboarding and Service Agreement

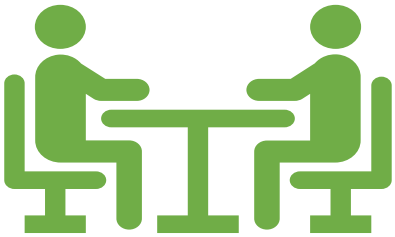
Once you have decided that you would like to have Life Choice (Service Provider) to support you, we will conduct our onboarding interview.

We will collect all of the information we need to provide the best services possible for you.

Think about what Services you would like to participate in.

When you attend your Onboarding or Service Agreement interviews please bring:

- ☐ A Support Person
- ☐ Information about what supports you require
- ☐ Your NDIS and personal goals
- ☐ Your NDIS Plan
- ☐ Any medical information
- ☐ Meal Plan, Behavioural Plan, Seizure Management Plan
- ☐ Any questions you have for the team



© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

Once you have decided on the Services that you would like Life Choice to provide, our NDIS Coordinators will make a Quote and Service Agreement.

Read through the document and sign it if you all agree with the services you are going to receive.

Your information will then be handed over to the Participant Support Team who will be in contact with you to:

- make a Support Plan with you in regards to your goals
- work out the best support worker(s) to fit your needs
- get the roster and supports started as soon as possible

NDIS Coordinators and the Participant Support Team will be in contact regularly (at least every 3 months) to:

- check on how your supports are going
- check on the progress of your goals
- check if your supports need to be increased/ decreased or any time changes needed.

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

- It is important to keep all your personal and medical information with Life Choice up to date.
- Tell us if things change or you cannot keep an appointment

You can do this by ringing and handing the information over the phone, or booking an appointment with our NDIS Coordinators or Participant Support Team.

What to expect from us:

You have the Right to:

- Be treated with dignity and respect at all times
- Be treated fairly and without discrimination
- Be provided with easily understood and accessible information about Life Choice and how to lodge a complaint
- Have complaints dealt with fairly and promptly
- Contribute to decisions about your Life
- Privacy and confidentiality
- A safe and healthy environment in your home and anywhere else

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

How to make a complaint or provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Life Choice services.

We also want to know if you are not happy with the service you have received, or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

- Talk to a staff member or volunteer
- Contact our head office via phone on **(07) 4123 6288** or
- by writing to 75 Lennox Street, Maryborough QLD 4650

We will reply to your complaint within 2 working days and will let you know what we are going to do about it within 20 working days.

If you are not satisfied with how we manage your complaint, you may contact an independent body such as NDIS Quality and Safeguards Commission by calling 1800 035 544 or writing to Assistant Director Quality Assurance, NDIS Commission, PO Box 210, Penrith NSW 2750.

Choice and Control

Life Choice will:

- Inform you of the opportunities available
- Support you to make informed choices
- Provide information in a timely manner and that is easy to understand
- Recognise the role of family, carers and advocates,

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

Privacy and Confidentiality

- You can ask to view your Life Choice file at any time
- Photographs/audio/video will only be taken if you have signed a consent form and agree for it to be used on the Life Choice website, Facebook page, newsletter and annual report. You can let us know about if you change your mind about agreeing to photos
- We won't talk about you to anyone without your permission
- Your file will only be seen by people who are allowed to view your details

Duty of Care

- Life Choice make sure that you do not suffer harm or loss either physically, financially or psychologically due to any action, or inaction by this organisation and its employees
- We will always follow your instructions, unless we feel that you may get hurt then we will talk to you or your trusted person about the risk.

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

Behavioural Supports and Restrictive Practices

Life Choice endeavours to reduce and eliminate Restrictive Practices.

- It is essential for all participants who have behavioural supports to supply Life Choice with a Behavioural Plan to ensure that this is being followed and the right procedures are put in place.

Seizure Management

Life Choice is committed to providing the highest standard of care and support for a participant requiring seizure management and care.

Before supports are to commence, we will need a copy of your current Seizure management plan.

If this is not provided, your supports may be put on hold.

Manual Handling

In the interests of protecting our workers, and potentially participants from the high risk of injury, Life Choice operates under the “No Lift Policy”.

- All manual handling activities are evaluated and the hazards and risks managed.

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

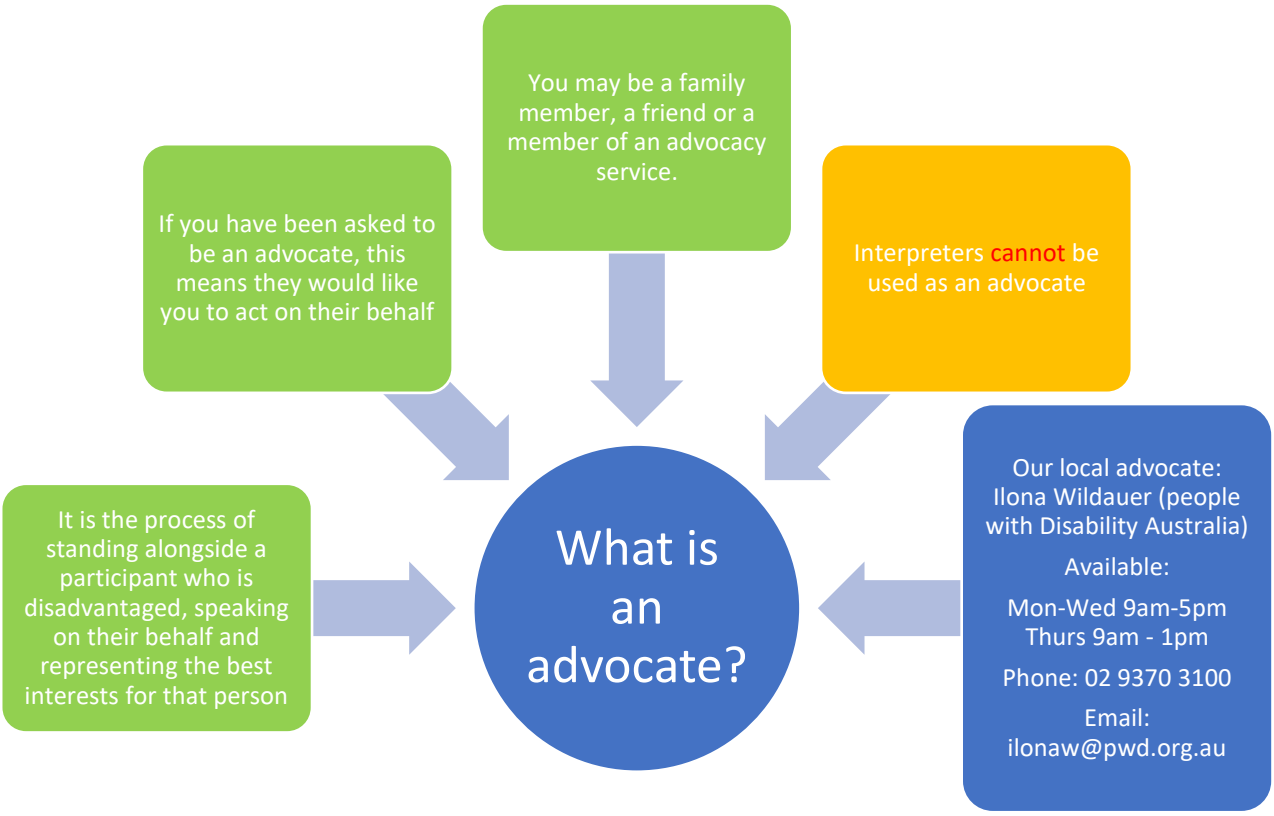
Incident Reporting

Any event or circumstance that did or could have resulted in harm (physical or emotional) to you or someone who cares for you should be identified, managed, reported and resolved.

Incidents can also include damage to property, the environment or cause public alarm.

Life Choice collects and reviews data on incidents in order to make improvements.

Disability Advocate



© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.

If you or Life Choice have a reason for this Agreement to end, a minimum of two weeks' notice must be given.

Serious breaches of this Agreement may result in the Agreement ending without a notice period.

Serious breaches include (but are not limited to):

- Using Life Choice premises for an illegal purpose
- Damaging or misusing Life Choice property
- Taking action to harm Life Choice or its reputation

Life Choice may suspend supports if you have not paid for the supports you have already received

© This document is the property of Life Choice
Once printed this document is considered an uncontrolled version.