Written information your disability service provider must give you

Provision of Information Policy
Who is this information for?

This information is for people who get **disability services**. These are services that you want or need so that you can enjoy your life.

For example, going to day programs or getting in-home support like Home First. There are more examples.

You will get written information about what disability services you get.

!!! Important information

- People with a disability who live in a residential service will also get a ‘residential statement’.

- This ‘residential statement’ is only about residential services.

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**disability service provider**

A service that can help you to do things like living at home, day activities and going out. This may be a government or a community service organisation. A disability service provider must follow the rules of the new law.
What is in this book?

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Attachment - ‘About the disability services you get’ Section 89 form
About this information

• This symbol tells you that this information is written in an ‘easy-to-read’ way.

• Photos and line drawings are used to highlight key points.

To help you understand this written information your disability service provider can use:

• clear and simple language

• natural gesture and key word signing

• line drawings, photos or real objects.

If you need more help to understand what this information means for you, you can ask your support person for help.

support person
Someone who helps you say what you think. This person may be a friend, family member, advocate or a person who works with you at a different service. You can choose who you want to speak on your behalf.
What does the new law say about information your disability service provider must give you?

The new law tells disability service providers that:

• you have the same rights as everyone else

• all information about the new law must be given to you in a way that you understand

• you must also get information about what services you will get

• if you need help to understand the information you get, you can ask your support person to help you.

**new law**
From the 1st of July 2007 the Disability Act 2006 is the new law for people with a disability.
What will the information you get from your disability service provider look like?

The information you get needs to be in a way you understand. For example:

- written information with easy-to-understand words
- information on a tape
- information on a CD
- written information with pictures that highlight key points
- information on a videotape.
What happens if you need more help to understand the written information you get?

Your disability service provider may give the information to a support person you choose. It is your right to choose who you want to speak on your behalf. This support person may be a:

- friend
- family member
- advocate
- case manager
- support worker at a different service.

right
Everyone should be treated in the same way. You should be in charge of making decisions about your life.
How will your support person help you to understand written information?

Your support person may:

• help you to read the written information and help you to understand what it means for you

• use clear and simple language

• use gesture and **key word signing** to highlight key words

• use line drawings, photos or real objects to highlight key ideas.

**key word signing**
A person who speaks and uses their hands at the same time. This can help you understand what the other person is trying to say.
What happens if you do not have someone to help you?

Your disability service provider must:

• ask an **advocate** to help you.

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**Important information**

• Your disability service provider cannot choose your support person for you.

• You can choose who you want to help you understand the information you get.

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**advocate**

A person who helps you say what you think. You can choose who you want to speak on your behalf.
When will you get written information about the services you get?

• If you start going to your disability service provider after 1 July 2007, you must get written information as soon as you start.

• If you have been going to your disability service provider for a long time, you need to get written information by 1 February 2008.
What kind of information do you need to know about the services you get?

Your disability service provider needs to tell you:

- what type of services you will get

- how much you will need to pay for your services

- anything special you need to know about the services you get

- what the steps are for making a complaint to your disability service provider

- what the steps are for making a complaint to the Disability Services Commissioner.

**complaint**

You are treated in a way that makes you not happy and you let someone know the reason. A complaint may be about a service, a person or something else.
What do these words and pictures mean?

**new law**
From the 1st of July the Disability Act 2006 is the new law for people with a disability.

**important information**
This means that this information is very important.

**rights**
Everyone should be treated in the same way. You should be in charge of making decisions about your life.

**disability service provider**
A service that can help you to do things like living at home, day activities and going out. This may be a government or a community service organisation. A disability service provider must follow the rules of the new law.
What do these words and pictures mean?

**complaint**
You are treated in a way that makes you not happy and you let someone know the reason. A complaint may be about a service, a person or something else.

**support person**
Someone who helps you to say what you think. This person may be a friend, family member, advocate, or a person who works with you at a different service. You choose who you want to speak on your behalf.

**Disability Services Commissioner**
A person who looks into and talks to a disability service provider about complaints. This person’s name is Mr Laurie Harkin. This person does not take sides.
Where can you go for more information?


disability.legislation@dhs.vic.gov.au

1300 366 731
9 am – 5 pm Monday to Friday

TTY: (03) 9096 0133
For people who are deaf or have hearing, speech or communication difficulties.
Acknowledgments

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