



**ABN:** 68 921 800 159

**Business Name:** My Abilities Support Team

# **Welcome Pack**

# **Participant Handbook**

# **Easy-Read**

November 2023

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This handbook tells you about what we do at My Abilities Support Team and It is written for our **participants**.

Participants are the people we support with our services. Our participants are of all ages.

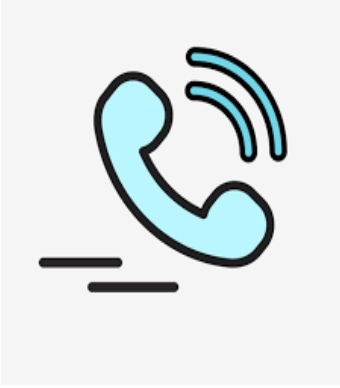
Our participants are people who are cared for, including people with disabilities and/or other care needs. We like to include and welcome all people. This handbook tells you about:

- Our rules and **policies**
- How our services run
- How to solve problems

Policies are the rules for how we work. This information is written in an easy-to-read way. We use pictures to explain some ideas. Some words are written in **blue**. We explain what words in bold mean.



## Contact us:



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# YOUR RIGHTS

## You have rights as a client of MAST some of these rights are:

- High quality services
  - Including **qualified** staff
  - Say no to services not right for you
- Respect
- Be accepted for who you are and treated the same as anyone else
- Stay safe
- Be given information you understand
- Be supported to make your own decisions
- To be a part of your community o Including work and study
- Be supported to be as **independent** as possible
- Speak up and be listened to
- Have a support person or **advocate**
- Be able to **complain** safely
- Your **personal** information kept private
  - You can ask to see your information

## You have all these rights:

Without being treated badly because of them.

- No matter what your background or age
- Treat staff and others with respect
- Give us the information we need
- Remember everyone has the same rights as you
- Help our program stay safe

## About Your Human Rights

Human **rights** are values, or ways of being treated. Rights mean you are treated fairly, the same as everyone else. Rights mean you are safe, and able to make your own decisions about your life.

# REGISTRATION

You or your carer will phone us first.

We will ask questions about you and them. This is called **registration**.

We will ask for personal information. This is sometimes called **sensitive information**.

We will keep your information safe. We will only share it with others with your **consent**.

Consent means you have said we are allowed to share the information. We only share with people who need to know.

## We will only ask what we need to know:

- To give you great support
- For the government Communicating with Us Tell us if:
- You need a support person or interpreter to communicate with us
- You need to communicate by phone, email, video call or another way.



## Assessment

Before you use some of our services and programs, we will need to do an [assessment](#).

An assessment is when we ask you questions to find out about your:

- Support needs and goals
- Personal information
- Situation – family, life, work etc
- This information helps us to work out:
- Your [eligibility](#) for programs
- How we can support you, and whether we need to do a [Care Plan](#)
- Whether you need a [referral](#). Each of these is explained below.

## Eligibility

You must be [eligible](#) to use our services. This means you need to meet the 'rules'. Rules might include:

- Your age
- Where you live
- If it's an emergency
- How much time a carer spends caring
- Needs or diagnosis of the person cared for and more.



# CARE PLANS

Most people who use our services will need a [Care Plan](#).

A Care Plan tells us about you and how best to support you. It is written with you. Depending on which program or service you use, it might include information like:

- Support needs
- Communication
- Interests and hobbies
- Goals

## Updating your Care Plan

We will update the Plan if things change for you. You should tell us about important changes like:

- Your address or phone number
- Your caring role or care needs If you are still coming to My Abilities Support Team we will review your Care Plan at least once a year.

## Referral to Other Organisations

If we can't give you the supports you need, we will find other services who can. We will ask you if it's OK to give your personal information to the other services so they can contact you. This is called [referral](#).





## ABOUT OUR SERVICES

At My Abilities Support Team, we pride ourselves on the personal, client focused and high-quality service that we provide.

Our disability services have been formed from these Standards, so we believe it is not only important to tailor our services to meet your needs but to provide the best quality services.

At My Abilities Support Team, **we would like to make a difference** in the lives of those with disability and to make life easier, fairer and to get people involved and participating within their own communities.

We will strive to give you a personal and great experience and you will be treated fairly throughout your time with us, **choosing to do the things that are important to you**. With your help we can continuously work to improve our services to meet your needs and goals.

### [Learn more about our disability services](#)

- Support Coordination

## When Things Go Wrong

### [No Show](#)

A No Show is when you don't come to a program or meeting, even though you are booked in.

### [For some programs we need to check you are ok. Depending on the program, we might:](#)

- Call you
- Call your emergency contact
- Call the police if we are very worried about your safety

## Making a Complaint

If you are not happy with our services you can tell us. This is called a [complaint](#).

We deal with all complaints fairly and equally.

To make a complaint you should:

- Talk to a staff member, or
- Write a letter or email to us
- Talk to the supervisor of the program

We will listen to you.

We will not make things hard for you for making a complaint.

You will still be able to use our services if you make a complaint.

We will try to improve things or if something can't be changed we will explain why things must be that way.

## If you need support

You might need help to make a complaint. Ask us or an advocate if you need help to make a complaint.

## **Advocacy and Other Support**

What is an Advocate?

An individual advocate is someone who supports you with speaking up. They may speak on your behalf.

They will:

- listen to you
- give you information for an [informed decision](#)

## Words in this Handbook

Advocate	An advocate is someone who supports you with speaking up. They may speak on your behalf.
Booking	A booking is when we save a place for you in our disability program
Care Plan	A Care Plan tells staff about you and how best to support you.
Complaint	If you are not happy with our services you can tell us. This is called a complaint.
Consent	Consent means you have said we are allowed to share the information or do something.
Interests	Interests are the things you like to do and learn about.
Participants	Participants are also known as participants, they are people with disability, who come to <clinic>.
Sensitive information	Personal information is sometimes called sensitive information.
Registration	When you or your advocate first contacted My Abilities Support Team we registered them. We asked a lot of questions about you and them





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