

choosing the right support provider

easy english
information booklet



Who is this information for?

This information is for people with disability.

What is this information about?

Its aim is to help you to choose a service to provide you support.

It has a list of things you should think about before you choose a service.



Services

Services can provide you with support to do the things you need and like.



This might be assisting you to have a shower (personal care).



Or it might be a worker to take you out into the community.



How to use this list

1. Read the list then tick some of the things you want from services.



2. Collect information about each service you are interested in. You can collect information by:

- *Visiting the service and asking questions or*
- *Reading about the service.*



3. Once you have information about the service, see if it can do everything you have ticked on the list.

If it can, it may be the best service for you.

If it cannot, you might need to look for another service.


What do you want from a service?

It is important to think about the different things that you might want from a service.



Tick the things that are important to you about a service

Being person-centred:

Tick the things you want from a service 

This means that the staff and the service work with you to suit your needs and goals. *It means:*



People at the service listen to you

People will change things if you need them to do this

You are asked about what you want to do at the service



You are given choices about your plan and how it is put together

The service will support you to learn new things

You will be able to do activities in the community



You will be given information in a way that you understand

Service Philosophy:

Tick the things you want from a service ✓

The philosophy of a service is what guides the way it treats people, it is the values, ideas and attitudes the Committee, managers and staff have. *It means:*



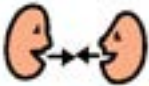
The service respects your rights

People at the service will treat you with respect and dignity



The service will work with your family in a way that you would like

The service lets you know what is happening in a way that you understand



Managers and staff are honest about what they can and cannot do

Quality staff

Tick the things you want from a service ✓

This is about the staff at the service. *It means:*



Staff have good training

Staff work with and empower you to be independent

Staff understand how to work with people with disability



Staff respect your rights and responsibilities

Location

Tick the things you
want from a service



Where the service is located. This means:



The service is close to your home

They provide support in my local area



The service is easy to get to on
public transport

The service has good parking

Cost

Tick the things you
want from a service



How much money will it cost to use the service? This means:



You have enough money to pay the
service's fees



The service is worth the money you will
need to pay

Accessibility

Tick the things you
want from a service



The key parts of the service (for example, buildings) can be used easily by everyone. This means:



The buildings and outside areas of can be used easily by people who use a wheelchair



It is easy to get around the service (for example, it has good lighting, has warnings for dangers, like stairs)



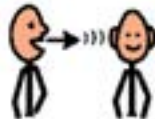
The service has the equipment that you need (for example, hoists)

Reputation

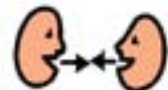
Tick the things you
want from a service



This is about what lots of people think about the service. This means:



Have you heard people say good or bad things about the service?



Do you know anyone who has used the service and can tell you about it?

Accreditation:

Tick the things you
want from a service ✓

This means a service has been checked (assessed) and has met all the rules and standards. This means:



The service has met the standards set by the government



The service has followed and kept the rules set by government

The service always checks that it is doing the things the standards ask for



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