PLACE LIKE HOME

Starting with Place Like Home

Easy Read – Service Access, Individual Planning & Transition Policy

"I am supported to have my needs understood to be provided safe and appropriate supports that are in line with my personal preferences"- Client voice.

About this Document 📝

- This document explains what happens when you start with Place Like Home, plan your supports, and move between services.
- It is a short, easy-read version of our Service Access, Individual Planning & Transitions Policy.
- You can ask a support person, family member or advocate to read it with you.

Your rights ⚖️

- You have the right to choose your supports and your provider.
- You have the right to understand what supports you will get and how much they cost.
- You have the right to ask questions and get clear answers in words you understand.
- You have the right to have a say in your goals and your plans.
- You have the right to say yes or no to supports, within the law and duty of care.
- You have the right to have a support person or advocate with you.
- You have the right to ask for an interpreter or Auslan if English is not your first language.

Starting with Place Like Home 🏠

When you first contact Place Like Home, we will:

- Talk with you about your needs, goals and preferences.
- Check if we can safely support you and have space in our services.
- If we can support you, we invite you to an onboarding meeting.
- If we cannot support you right now, we will explain why and, if you want, help you look at other options.

At the onboarding meeting:

- You get a Welcome Pack.
  We explain your rights and responsibilities.
- We talk about how to give feedback or make a complaint.
- You can bring people you trust, like family, friends or your Support Coordinator.

About Me & My Supports and My Goals 👤🎯

We use a form called "About Me and My Supports".

- This helps us understand:
  - What you like and don't like.
  - How you communicate.
  - Your culture, routines and what is important to you.
  - Your health and safety needs.

From this, we work with you to start your Goal Plan:

- What do you want to do or learn.
- How can we support you to do these things.
- Who else is involved, like family or therapists.

My Service Agreement and money 🧾

We write a Service Agreement together. It is a written plan that says:

- What supports will you get

- When and how often you get support
- How much do the supports cost
- What happens if things change or you cancel.

Before you sign:

- We explain the Agreement in plain language.
- You can take your time and ask questions.
- You (or your guardian/nominee) sign when you are happy.

We make sure prices follow the NDIS price limits and are fair and clear.

My plans and safety 🛟

We may help you make other plans or organise plans, such as:

- a Goal Plan (things you want to work on)
- a health or medication plan
- a mealtime/ swallowing plan
- a behaviour support plan
- an emergency and disaster plan (what to do if something goes wrong).

These plans help you to:

- Be as independent as possible.
- Stay safe and well.
- Have your supports match your needs.

My information and consent 🔐

- We keep your information private and safe.
- We only share it when:
    - You say it is OK, or

- The law says we must (for safety).

We will:

- Ask for your consent (permission) before we share information with:
  - family
  - other services
  - health workers, or
  - anyone else you choose.
- Write down who we can share with and what we can share.
- You can change your mind. Tell us if you do.

If things change or I want to move 🔄

- If your needs or goals change, we can review your supports with you.
  We check your plans and risk assessments and update them if needed.
- If you go to a hospital, respite, holiday or another home, we help plan this so it is safe and organised.
- If you want to leave Place Like Home or change providers, we:
  - Plan the move with you.
  - Share information (with your consent)
  - Help with a warm handover to your new supports.

If you are worried or unhappy 😟

- You can tell:
  - a support worker
  - a House Manager / Team Leader
  - The Operations Director.
  - Tim or Lochie
- You can make a complaint. You can get help from an advocate.

- Complaints can help us fix problems and make our service better.
  You can also complain to the NDIS Quality and Safeguards Commission if you want.

Need help to understand this document? 💬

- You can ask us to:
    - Read this page with you.
    - Use pictures, Easy Read, or your communication system.
    - Involve your family, guardian or advocate.

We want you to feel safe, heard and in control of your health.

Version Control

Version: 1.0 (October 2025)

Change: New Policy.

Owner: Operations Director

Approved by: Co-Founders

Next review: October 2026

Applies to: All Place Like Home services and programs