

**power**  
**mobility**  
*The power to move you*



# EASY READ DOCUMENTS

## ADVOCACY



This document will help you understand **advocacy** and **who an advocate is**.



Advocacy is when a person publicly helps to **promote, provide and protect your human rights**



Advocacy can help **your voice be heard** and **your wishes met**.  
Advocacy can **be used to help you become part of your community**.



Sometimes you might find it **hard to say what you want**. You might want someone to:

- **support** you
- **speak up** for you
- be your **voice**.



An advocate can be that person.  
An advocate is a person who provides a public voice for you if you cannot or do not want to speak up for yourself.



An advocate should be fair and treat everybody in the same way.



You can ask someone **you trust** to be your advocate, like your:

- mum or dad
- brother or sister
- close friend.



Or you can ask a **professional, independent advocate** to help you and to be your voice.

They can help you make good decisions and choices designed for you.

Your advocate should always:

- **listen** and **support** you
- **take your side**
- **help you make your own good choices and decisions**



Your advocate can help you:

- get ready for **meetings**
- tell people/providers **what you want**
- by **signing documents** for you.





Importantly, your advocate  
can represent you and  
speak on your behalf.



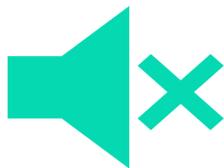
Your advocate can help you **make a complaint** if you are not happy **with the following:**

- supports provided
- the way you have been treated.



Your advocate **can speak for you** and tell us how **you have been mistreated.**

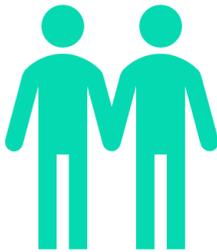
They will help us understand the **support and assistance you need.**



Your advocate must keep your information **private.**



Not sure how to **find an advocate?**



Talk to the General Manager at Power Mobility Pty Ltd.  
Call: (07) 3265 4663  
They will help you find an advocate.

Our General Manager can also help you go online to use [the \*\*NDIS Disability Advocacy Finder\*\*](#)

## COMPLAINTS AND FEEDBACK



This document tells you **how to make a complaint or give feedback.**

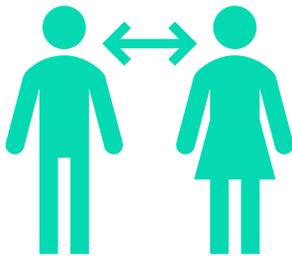


**Power Mobility Pty Ltd** wants you to give us **feedback or make a complaint** if you are unhappy.



It is **okay to complain** if you are not happy. Tell us when you are upset about:

- the **supports** you received
- your **support workers**
- **Power Mobility Pty Ltd.**



If you do not feel comfortable telling us about your complaint, **you should tell someone you trust**, like your:

- mum or dad
- brother or sister
- support worker.

**Ask them to help you make a complaint.**



Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.



We can **help you find** an advocate if you want.

Ask our General Manager to help you. Call them on (07) 3265 4663



How do you make a complaint or provide feedback to us?



You can **talk** to:

- your **support worker**
- our **Complaint Manager**
- the **General Manager**.



You can **call or email** our **Complaints Manager** directly:

- Call: (07) 3265 4663
- Email:  
scott@powermobility.com.au



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager: [scott@powermobility.com.au](mailto:scott@powermobility.com.au) or Unit 2/452 Bilsen Road Geebung 4014 Ask the Complaints Manager or your support worker for a copy of the form.



You can fill in the **participant survey** we send to you every year.



You can make a complaint **at any time** directly to the **NDIS Commission**:  
Call: **1800 03 55 44**  
Or go to their website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



You can make a **complaint and remain anonymous**. Anonymous means we will not know who you are.



To be anonymous, use the **Anonymous Complaint and Feedback Form** provided at your intake meeting:

- **Complete the form** (your advocate can do this for you).
- **Mail it back to us** using the stamped, self-addressed envelope provided.





Remember, if you complain anonymously, we **cannot provide you with a response**, as we will not know who you are.



We take **all complaints and feedback** we receive seriously.

They help us to make our service and supports better for you!



How do we manage your complaint or feedback?



Our **Complaint Manager** will:

- **talk** with you about your problem

- **write** everything you say down
- **plan** to fix your problem.

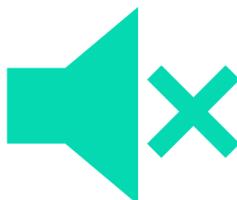


Our **Complaint Manager** will:

- try to **fix your problem**
- **contact you regularly** to tell you how the problem is being fixed.



To keep you safe, if your complaint or feedback involves someone being put **in danger of being hurt**, we will tell the police and the NDIS.



We **keep** everything you tell us **privately**.



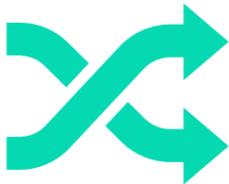
If you are unhappy with the way we handle your feedback or complaint, you can tell the **NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: **[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**

## CONFLICT OF INTEREST



This document explains what a **conflict of interest** is and what **Power Mobility Pty Ltd** does to manage them.



A conflict of interest occurs when a staff member's interests differ from **Power Mobility's** or your best interests.



Our staff should always do what is best for you and **Power Mobility Pty Ltd**.



Our staff's interests are called **private interests**.



A **private interest** can be:

- **direct** – something owned by the person
- **indirect** – something owned by a family member or a close friend.



A **private interest** can also be:

- **financial** – getting money from it
- **non-financial** – builds personal relationships in the community or with friends and family.



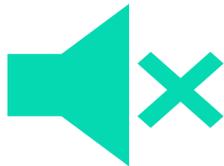
It is **okay** for staff to have a conflict of interest **if they tell Power Mobility Pty Ltd.**

We can **then decide** what to **do** about their conflict of interest to **manage it.**

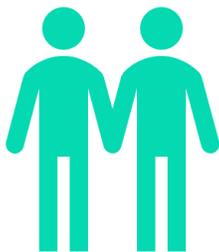


A conflict of interest may be:

- **actual** – it happened
- **potential** – it could become a problem
- **perceived** – it seems like a conflict but is okay as long as it is monitored.



A conflict of interest is **wrong** when a staff member uses it to **get more than they should** for themselves or their friends.



A conflict of interest can happen if a staff member's **close friends or family become involved in work decisions.**



A conflict of interest can happen if a **staff member gets extra money** by working for a **different company** while working at **Power Mobility Pty Ltd.**



A conflict of interest happens when our **staff:**

- are **involved with another organisation**
- **encourage you** to use the other Provider to receive supports.



**How does Power Mobility Pty Ltd manage a staff conflict of interest?**



We ask all of our **staff** to **tell us** (declare) their **conflict of interest** as **soon as possible**.



Our General Manager **assesses all staff conflicts of interest** to make sure they will not severely impact our organisation or you in any way.



Our General Manager will **manage and monitor** all declared conflicts to ensure they continue not to impact you or us.



We regularly check that conflicts of interest **are not impacting Power Mobility's**:

- support provision
- quality of support
- good decision-making.



How do we ensure no conflict of interest with a participant?



Our General Manager will discuss any identified conflicts of interest that could impact the support you receive.



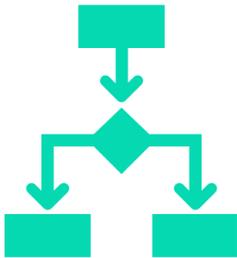
Our General Manager will explain how we manage the conflict.



We want you to tell us if you are unhappy about managing the conflict of interest.



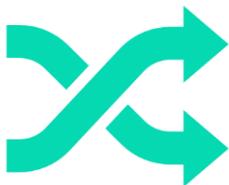
We will **work with you** to try and **make changes** to make you happy.



Any **decisions you make** about your providers or supports **will not impact** the **current supports** we provide you.



Using **other providers** will not **impact the quality of** supports you receive from **Power Mobility Pty Ltd.**



If we **cannot fix the** **conflict of interest** and are unhappy, we may **refer you** to **another provider.**



We will talk with you about this.

We will work out the **best way** for you to **continue receiving the supports** you need.



If you are referred to **another provider**, we will **assist with your transition** from our service.

## Incident Management



This document tells you **what an incident is** and how **Power Mobility Pty Ltd** manages them.



There are **two types**:

1. A general incident
2. A reportable incident.



A **general incident** is:

- When a person **causes you harm** or could have caused you harm
- when **you hurt someone else**
- when you feel that someone is **going to hurt you**.



A reportable incident is when one of the following happens:

- a death
- a serious injury
- abuse
- neglect
- sexual misconduct
- unregulated use of restrictive practices.



If you are involved in an incident, you must **immediately tell our General Manager, your support worker or a trusted person.**



Our General Manager **will meet with you to record** what was said and done during the incident.



Our General Manager will ask you:

- **what happened**
- the names of **people who saw** the incident
- **when you told** someone about the incident (date and time)
- details of the **person you told**
- how the incident **affected you**
- what could be **done to stop the incident from happening again.**



Your **safety is important** to us.

After an incident, **we will provide support or assistance** to help you recover from the incident.



After an incident, **Power Mobility Pty Ltd** will:

- do all we can to make sure you are safe
- provide you with **advice and support**
- arrange \_\_\_\_\_ for **counselling** \_\_\_\_\_ or **medical support** (if required).



**We will support you by:**

- fixing the incident quickly
- helping you look **after your health and well-being** (where we can).



We will regularly **keep you up to date** with how we are **managing the incident.**



The General Manager will **contact you to:**

- **talk about what happened**
- **tell you what actions we will take to fix the incident**
- **explain to you what actions have already been taken.**

We will ask for your:

- **feedback and thoughts on how we are fixing the problem**
- **ideas about any changes that could help you in the future.**



Our General Manager **investigates the incident** to work out what happened and stop it from happening again.



We then **complete a review** of the incident to **improve our service by:**

- **learning** what happened
- **making changes** to stop it from happening again.



Some changes we might make could be to:

- change our practices
- change our policies
- retrain our staff.



**Reportable incidents**



A reportable incident is when you or another participant are **badly hurt** or **mistreated**.



**Power Mobility Pty Ltd** must tell the **NDIS Commission** if a **reportable incident** happens.



We must **complete an NDIS Reportable Incident Form**.

- Immediate Notification Form
- 5-Day Notification Form.



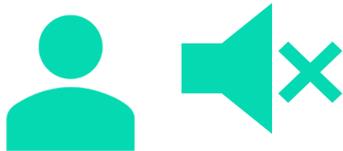
**Power Mobility Pty Ltd** must send the form to the **NDIS Commission** using the **NDIS portal**.



The **NDIS Commission** reviews the incident. They will tell us if we need to take **any further action**.



We will **update you on the NDIS Commission's findings**, including any actions we must take.



We **keep everything you tell us privately**.



If **you are unhappy** with the way we handle your incident, you can **tell the NDIS Commission**:

- Call: **1800 03 55 44**  
(free call from a landline)
- Go to their website:  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## Money and Property



This document tells you how we will look after your **money and property**.



**You are the owner of your money and property.** If you say it is okay, we can help you buy things with your money, and we **will use your property to deliver your services.**



We can only use your money or property if **you have agreed**, and it is written in your **Service Agreement and Support Plan.**



You agree to our staff helping you use by completing the **Participant Money and Property Consent Form.**



### Property:

- Our staff will **only use your property** if needed to help deliver your services.
- It would be best if you told us it is **okay to use** your property.
- We will **add a list of properties** that can be used in your Support Plan.

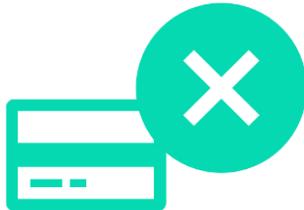


### Money:

- **You tell us** how you want to spend your money.
- Our **staff cannot touch your money** without permission.



If you ask a support worker to **help you spend your money**, they must check if they can **with our General Manager**.



Our staff cannot use your **PIN** or **get money from an ATM** because this is your **VERY private information**.



If a support worker helps you with your money, they **must follow our rules** to keep you and your **money safe**.



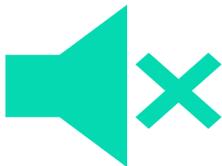
Our staff will **keep all receipts** for things they have used your money to buy. They will **keep a record** of all of your money that has been spent.



Staff will **count out your money** with you **before buying** something. They will **count out your change after buying** something. You will both **sign a record agreeing** your money was correctly spent.



General Manager will tell you **how and when your money was spent every month.**



Our staff **cannot give you any advice or information about money matters.**



If we think someone is **misusing your money or property**, our General Manager will tell you.



The General Manager will:

- **investigate, record evidence and write a report**
- **tell the police** or other authorities, if needed
- **provide additional support** to you (if needed).



If you want help after the Service Agreement is written, we will:

- **talk to you about the help needed**
- **write everything** in your notes.



The General Manager will then:

- include the help you need in your **Service Agreement** and **Support Plan**, and give you an updated copy.



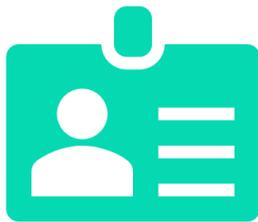
If you are unhappy with how we manage your money or property, you can tell the **NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: **www.ndiscommission.gov.au**

## Privacy and Your Personal Information



This document tells you **about your privacy and your personal information.**



To help us provide you with the proper support and services, **we collect and store personal information** about you.



We use your personal information to work with you to **design supports and care that meets your needs.**



Personal information can include:

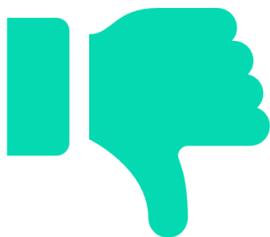
- your **name, address and phone number**
- **your advocate's** contact details
- details about **people who you are close to** (mum, brother or a good friend)
- **supports** you need
- your **medical records**
- other **support providers** you use
- **why and how** we are helping you.



It is **Power Mobility's** responsibility to keep your personal information **private and safe.**



We **only share** our information with others if **you say "yes"** or if the law says we must.



You can say 'no' when asked to share your information with government agencies (like the NDIS). This instruction means you **opt out of sharing** your personal information.



We will ask you to **sign an information consent form**. The form **gives us your approval** to use your personal information.



We also ask you to include all the people with whom you are happy to share your personal information on the form.



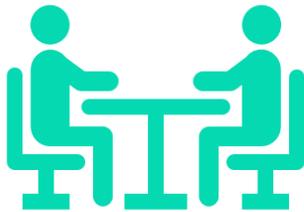
Your information will **only be shared with people who you have said can see it**, like:

- an advocate
- a trusted person
- other support providers
- support workers
- government

organisations that support you.



**You have rights** when it comes to the management of your personal information.



You can:

- ask our **General Manager** to see your personal information at anytime
- tell us **to correct** wrong or incomplete information
- **tell us if you think the** information is wrong and must be deleted

## Participant's Rights



This document tells you about **your rights**.

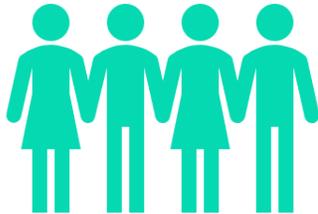


**Australian laws** respect the rights of people with disability. The laws say you:

- should be **included in community life**, and
- have the **same rights** as all other Australians.

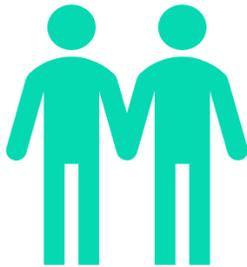


**What are your human rights?**



You should be:

- **safe** in your home and anywhere else
- treated with **respect**
- part of your cultural **community**.

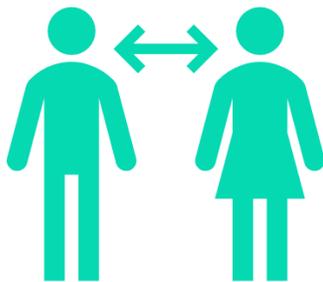


You should be able to:

- **participate** in your **religion**
  - express your **sexuality**
- communicate in your family's **language**.



You also have rights when working with **Power Mobility Pty Ltd** and other disability support providers.



You have the right to:

- receive good quality services
- tell us what you want
- choose the type of support worker you want

make your own choices.



You also have the right to:

- be safe
- get help when you need it
- try new things and take risks.

**How does Power Mobility Pty Ltd respect your rights?**

**Power Mobility Pty Ltd will:**

- keep you **safe**
- show you **respect** and respect **your privacy**
- **treat you well**
- **help you** make your own choices
- **listen to you**
- **involve your family, advocate and other**

support carers (if you want us to).



We will also:

- ask you to tell us what **supports you want and the type of worker you need**
- keep your **personal information private.**

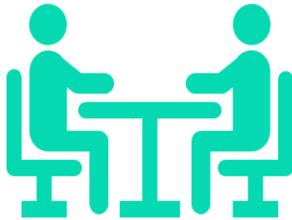


We can also help you find an advocate if you need one.



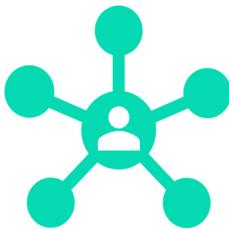
You can safely:

- **make complaints** and provide feedback to us
- tell us you want to use another provider.



We will **follow your instructions** unless we feel that you may get hurt.

We will then talk to you and your advocate/family about any risks to help you make a safe decision.



We also make sure our support workers follow our **Service Charter of Rights**.

## What is a Service Agreement?



This document tells you what a **Service Agreement** is and why you need one.



A **Service Agreement** is a document.

It is an **agreement between you and your service provider**.

The **service provider** is the person or organisation supporting you (like **Power Mobility Pty Ltd**).



When you agree on the services you want from the Provider, it is **written down** in the Service Agreement.



The Service Agreement says that you and your **Provider agree to the services they will provide.**



To **show that you agree, you sign** the Service Agreement.

**We (the provider) will also sign** the agreement



The Service Agreement helps ensure you **receive the services that are right for you.**



Your Service Agreement is helpful because it **provides everything agreed to in writing.**



If you need help entering a Service Agreement, you can **ask a trusted person to support you.**

A trusted person might be a **family member, your carer, a friend or an independent advocate.**



Your trusted person (advocate) **can speak on your behalf.**



Your trusted person (advocate) can **sign your Service Agreement** for you (but only if you say that is okay).



**What information should be in a Service Agreement?**

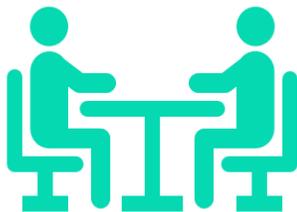


We will meet with you and ask you to discuss the support you want.



We want you to tell us the following:

- what type of **supports you need**
- how do you **want your supports** provided



- the type of **support worker** you want to work with
- **when you need** supports
- **how long** you will need the supports.

**We will talk to you** about the following:

- the supports **we can provide**
- your **rights** and responsibilities
- our **responsibilities**
- anything **special** that **we must consider.**



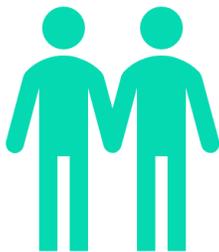
It is a good idea to **bring a copy of your NDIS Plan** to your Service Agreement meetings.

(If you want, we can put a copy of your Plan in your Agreement.)

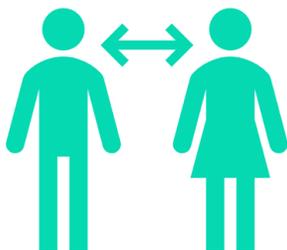


Once we both have **agreed on support and costs**, we will write the Service Agreement.

We will then provide two copies for you to read and sign.

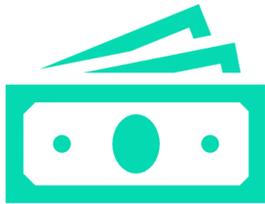


The Service Agreement will include what is expected from **you and us (our responsibilities)**.



We will explain **our responsibilities** to you.

We will explain the **responsibilities which you must meet**.



The Service Agreement will include **information about costs.**

It will include how much our service will cost you.



**When do you sign the Service Agreement?**



After you, or your trusted person, has read the Service Agreement.



After you or your trusted person have had **your say** and are **happy that the Service Agreement meets your needs.**



You only **sign** the **Service Agreement** if you **agree** with what is written in it.

There will be **two copies** to **sign** (one for you and one for us).



You **sign** the Agreement, and then **we will sign** it.



We will **give you a copy** of your Service Agreement, and we will keep a copy in your file.



Do not forget to keep your **copy in a safe and private place**.

**poweri**  
**mobility**  
*The power to move you*



REGISTERED  
PROVIDER



You can **change or end** your Service Agreement with us.

Just talk to our General Manager to change an agreement.



To end an agreement, tell us **in writing (if you can)**.

Please give us the **right amount of notice** (check what is written in your Service Agreement).



We will provide you with the support you need to leave our service.

## Zero Tolerance - Violence, Abuse, Neglect and Exploitation



This document shows how **Power Mobility Pty Ltd** prevents or manages violence, abuse, neglect and exploitation.



You have **the right** to enjoy a life free from violence, abuse, neglect and exploitation.



You should always feel **safe** when receiving supports from us.

If you **feel unsafe**, tell our General Manager immediately.



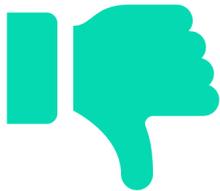
**Violence** is when someone **hurts you physically** (like hitting, punching or slapping you).



**Abuse** is when someone **mistreats you** and hurts your body or your feelings.



**Neglect** is when someone is **not caring for you or helping you** how they are supposed to.



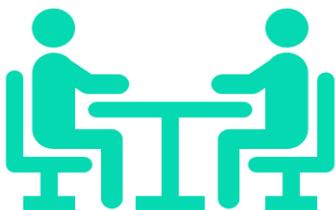
Exploitation is when someone is taking advantage of you.



Power Mobility Pty Ltd does not allow any acts of violence, abuse, exploitation or neglect towards you.



It is our responsibility to protect you and keep you safe.



We want you to tell us if someone hurts you or does not feel safe with someone.



If you do not feel comfortable telling us, **you should tell someone you trust**, like your:

- mum or dad
- brother or sister
- support worker.



Or you can get help from a **professional, independent advocate**.



We can **help you find** an advocate if you want.  
Ask our General Manager for help. Cal (07 3265 4663).

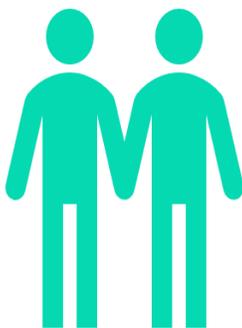


You can also get help by calling the **National Disability Abuse Hotline** on **1800 880 052**.



To **keep you safe**, we will:

- make sure our **staff follow the rules**
- **train staff** on how to help you
- keep your **information private**.



**\${Organisation Name}** will always:

- **support you** if something **terrible** happens
- **call the police** if we need to.



We will always:

- **listen to you** or your advocate
- provide you with the **support you need**
- **keep you updated** on what is going on.



If you are not happy with how we are helping you tell the **NDIS Commission:**

Call **1800 03 55 44**

Go online

**[www.ndiscommission.gov](http://www.ndiscommission.gov.au)**  
**.au**