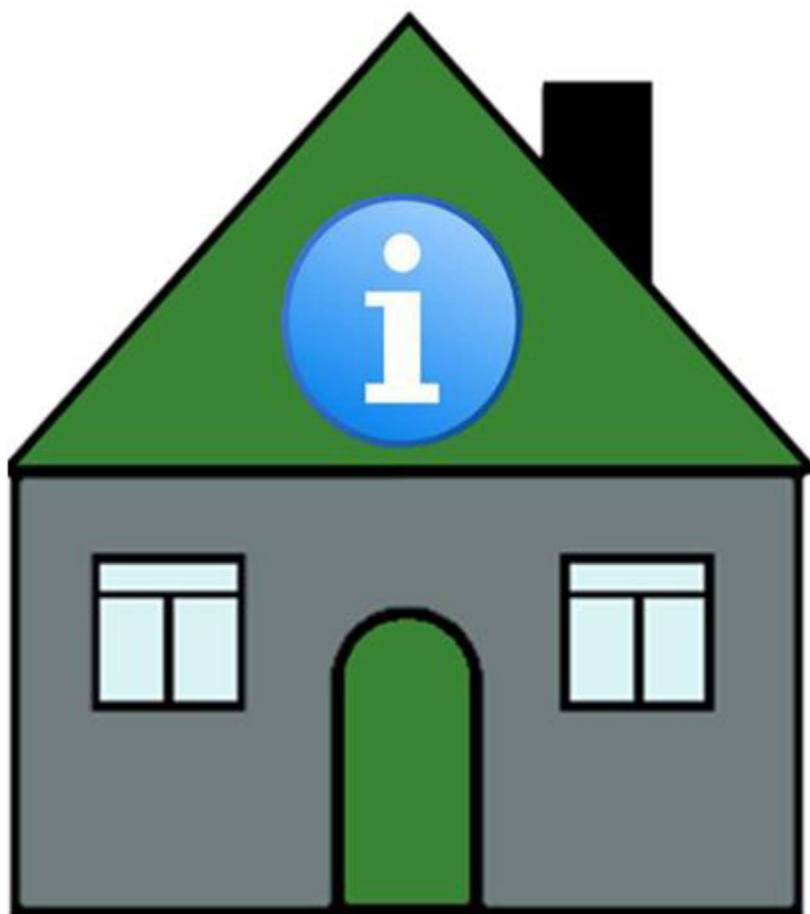
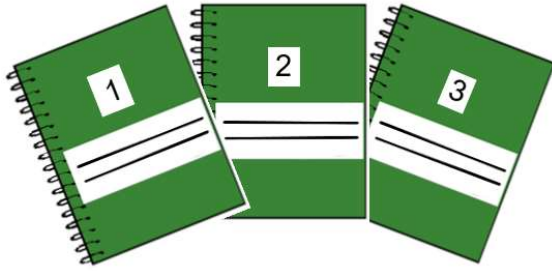


**LIFE  
WITHOUT  
BARRIERS**



## **Tenant Handbook Part 2**

**About You**



This folder is in 3 parts

This is **Part 2**

## LIFE WITHOUT BARRIERS

Part 1 is about Life Without Barriers



**Part 2 is about you**

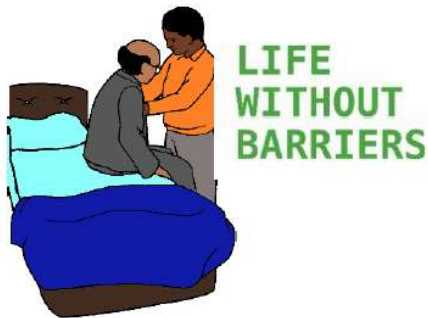


Part 3 is about your home



This folder talks about

- you
- your family



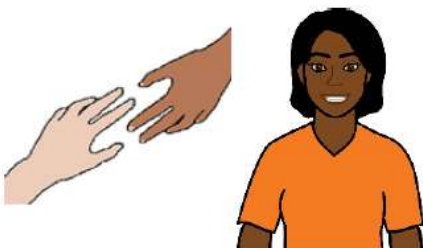
- your carers
- Life Without Barriers



- LWB property staff

They look after your home.

Like they fix things that break.



- house staff

They help you.

Like they help you get dressed.

# Your help at home

You have a disability.

It is different for every person.

Some times you can see your disability.

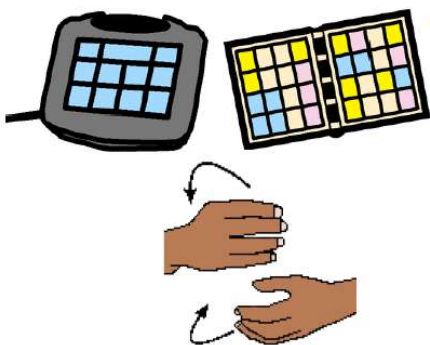
Some times you can not see your disability.

A disability can make it hard to do things. Like



- it is hard to walk. You may need to use

- a wheelchair
- a scooter
- a walking frame



- it is hard to talk. You may need

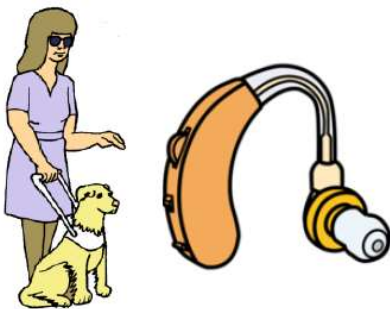
- a communication board
- to use sign language
- to use objects and photos.



Your disability may mean

- it is hard to learn. You may need
  - the task set out in tiny steps
  - to try a new task many times to know it
  - to learn things important to you every day.

**or**



- it is hard to see.

You may need a seeing eye dog.

- it is hard to hear.

You may need a hearing aid.

**or**



- it is hard to think in a clear way.



You may need some different things  
in your home. Like

- a ramp at the front door
- a low kitchen bench.



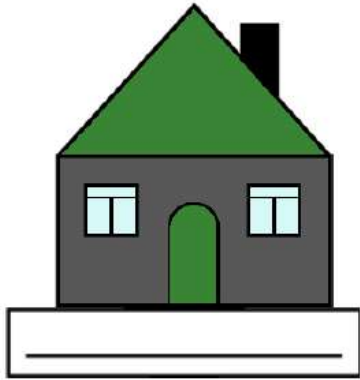
LWB help

- find the right home for you

**or**



- change the home for you. Like put in a ramp.



Some times you may hear us say

- specialist disability accommodation

or

- SDA.

This is what the NDIS say too.

It is about your home.

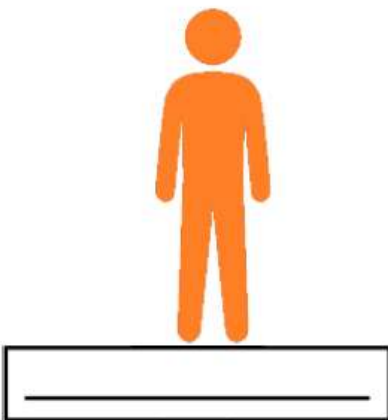


You may need help to live in your home.

Like you need staff to help to

- get dressed
- make your meals.

They help you live in your home.



Some times you may hear us say

- supported independent living

or

- SIL.

This is what the NDIS say too.

It is the staff who help you in your home.



You get the same help when you

- live in your own home
- rent your home.



You have a support worker at LWB

or



A SIL worker.

They can help you with different things. Like

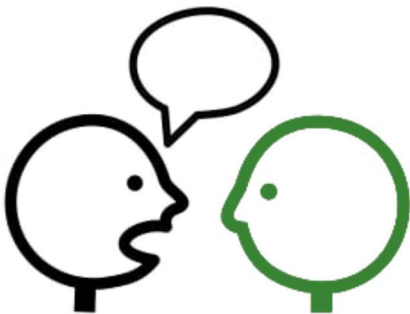


You have a question about your home.





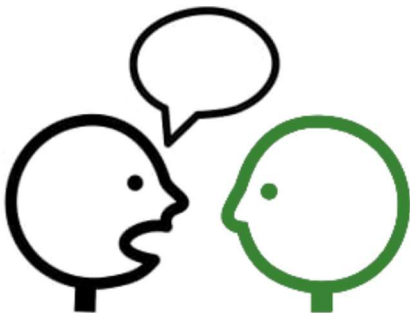
Something in your home breaks.  
Like the stove does not get hot.  
You can not cook your meals.



Tell your support worker at LWB.  
They get it fixed.



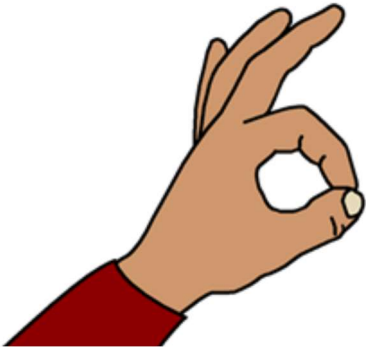
You do not like something. It is a problem.  
We call it a complaint.



You can tell your support worker at LWB.  
They try to fix the problem.



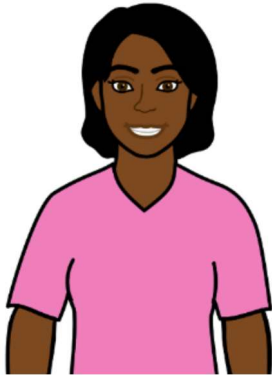
You do not want to talk to your support worker at LWB.



That is ok. It is your right.

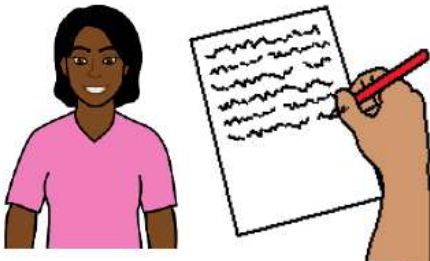
## You need help to speak up

You can get an advocate.



They can

- help you tell us what you think



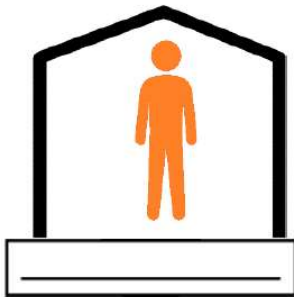
- help you write down what you think.

# The people who help you

Staff in my home



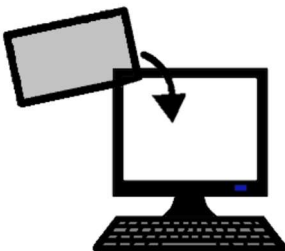
They are from



Call



Email





My key staff person at LWB is

---



Call

---



Email

---



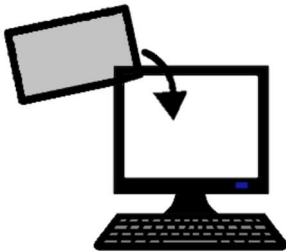
My advocate is

---



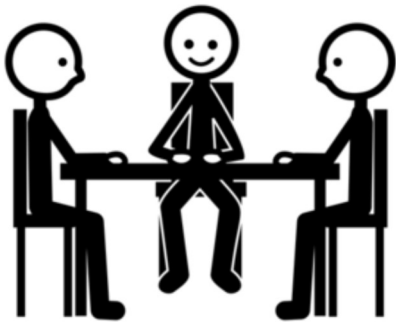
Call

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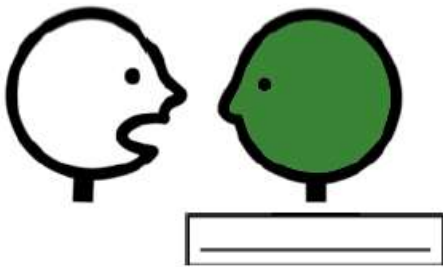


Email

---



## Other people you can talk to



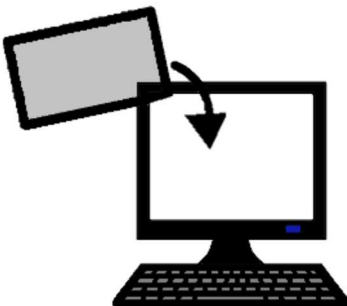
1. A different person at LWB

Name \_\_\_\_\_



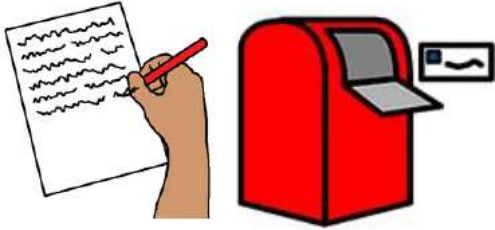
Call 1800 721 226

or



Email [info@LWB.org.au](mailto:info@LWB.org.au)

**or**



Write to us. Send your letter to

Life Without Barriers

PO Box 226

Dangar NSW 2303

**or**



Website [www.lwb.org.au](http://www.lwb.org.au)





## 2. NDIS



Call

1800 800 110

or



Website

[www.NDIS.gov.au](http://www.NDIS.gov.au)



Type **contact and feedback form** in the  
search window

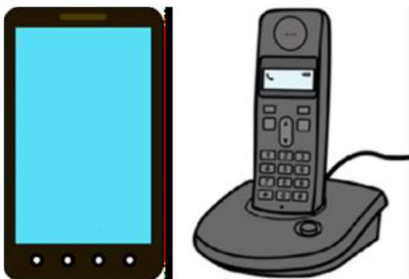


### 3. Commonwealth Department of Health

You may have a **Continuity of support** plan.

It is called your **COS plan**

Name \_\_\_\_\_



Call 1800 020 103



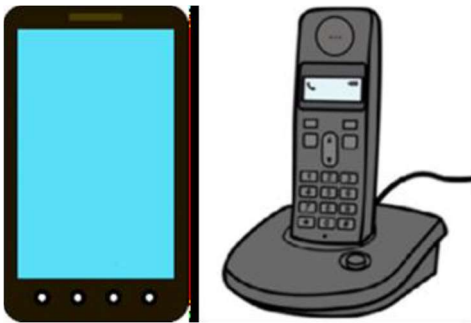
Website [www.agedcare.health.gov.au](http://www.agedcare.health.gov.au)



Type **contact us** in the search window

# LIFE WITHOUT BARRIERS

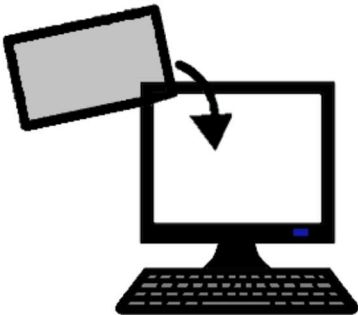
## 4. LWB National disability housing unit



Call

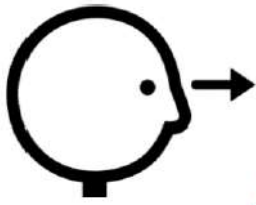
1800 943 722

or



Email

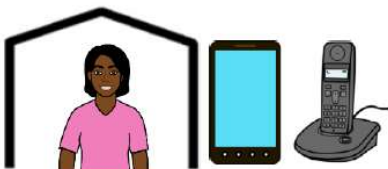
[disabilityhousing@lwb.org.au](mailto:disabilityhousing@lwb.org.au)



**Look for an advocate**



In the ACT

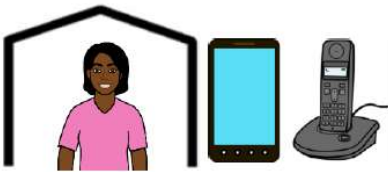


Disability Aged and Carer Advocacy Service

Call 02 6242 5060

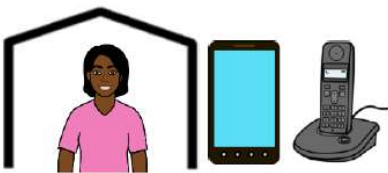


In New South Wales. We also say NSW



Intellectual Disability Rights Service

Call 02 9265 6300

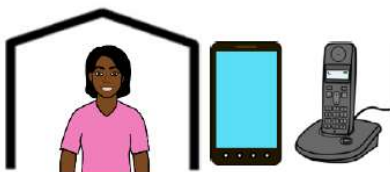


Multicultural Disability Advocacy Association NSW

Call 1800 629 072



In the Northern Territory. We also say NT.

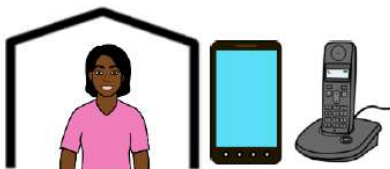


Ombudsman for NT

Call 08 8999 1818



In Queensland. We also say QLD.

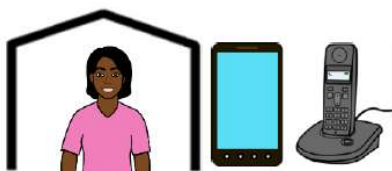


Queensland Aged and Disability Advocacy

Call 07 3637 6000

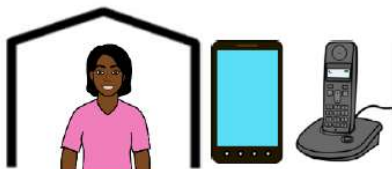


In South Australia. We also say SA.



Citizen Advocacy South Australia

Call 08 8410 6644

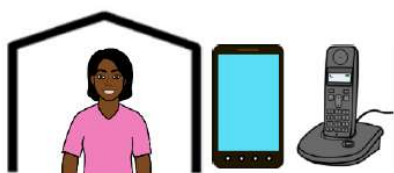


Disability Advocacy and Complaints Service

Call 08 8297 3500

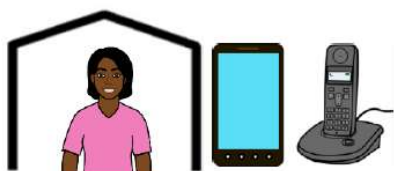


In Tasmania



Speak out

Call 03 6231 2344



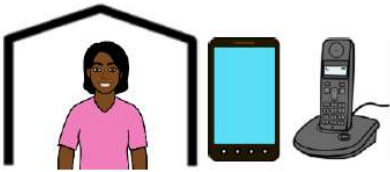
Advocacy Tasmania

Call 1800 005 131





In Victoria

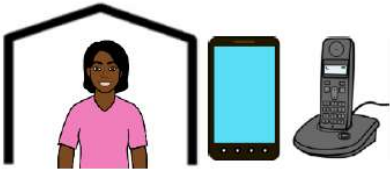


Disability Advocacy and Information Service

Call 1800 005 131

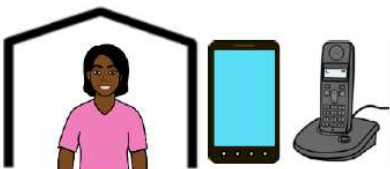


In Western Australia. We also say WA.



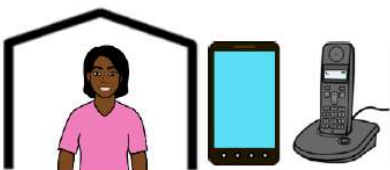
Health and Disability Service Complaints Office

Call 08 6551 7620



Citizen Advocacy Perth West

Call 08 9322 5999



Ethnic Disability Advocacy Centre

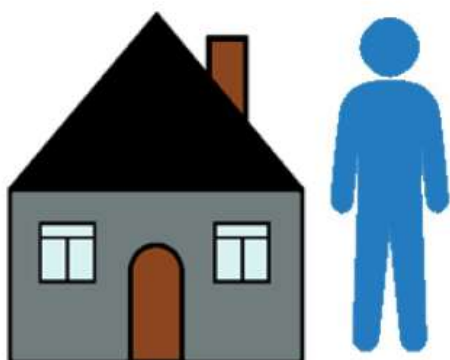
Call 08 9388 7455

# Tell us what you think



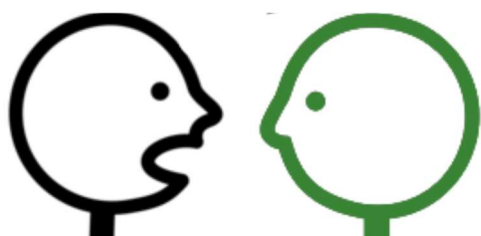
You do not like something. It is a problem.

We call it a complaint.



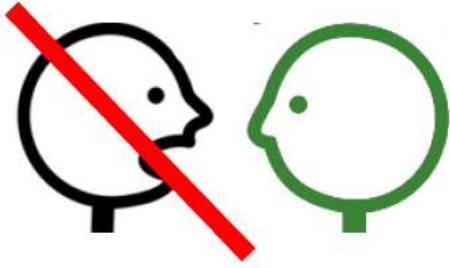
It is about your

- home
- house mate.

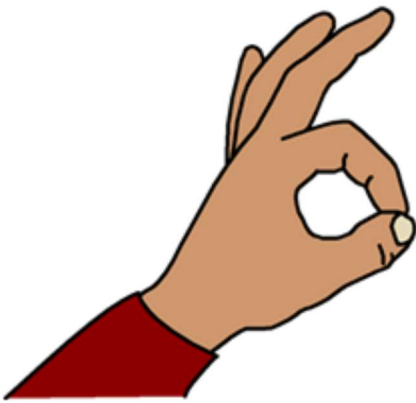


You can tell your support worker at LWB.

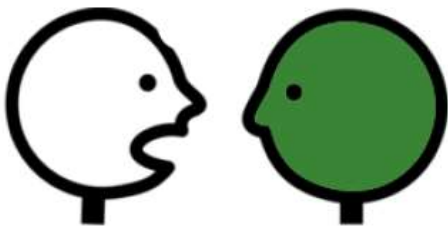
They try to help fix the problem.



You do not want to talk to your support worker at LWB.



That is ok. It is your right.

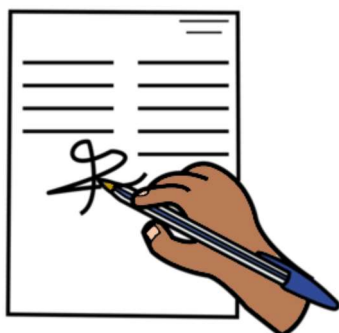


You can tell a different person at LWB.

# You break the rules

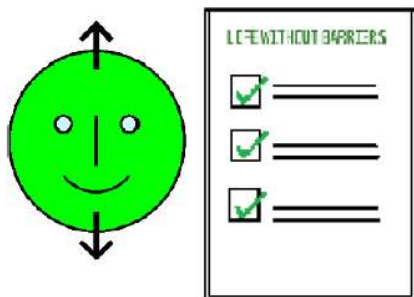


You live in a LWB house.



You signed lots of papers to live in your home.

It means you agree to our rules.



You say yes

You will follow the rules.



Your home must be safe for

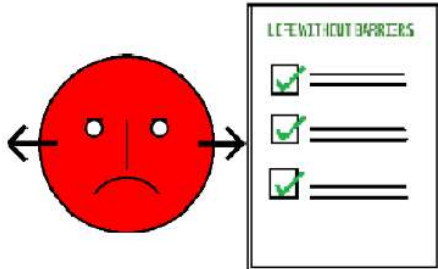
- you
  - your house mates
  - staff that work with you
- and
- people who visit.



**These are some of the rules**



You have a house mate. You hit them.



The rules say do not do this.



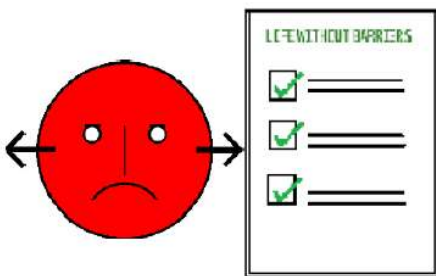
You may have to move out.



You break the law. Like you take some money.  
It is not your money.



You do this in your home.



The rules say do not do this.

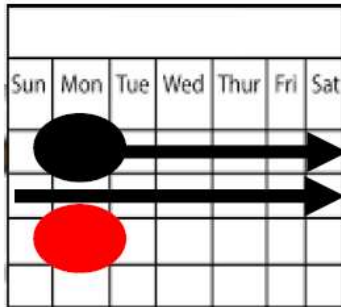


You may have to move out.

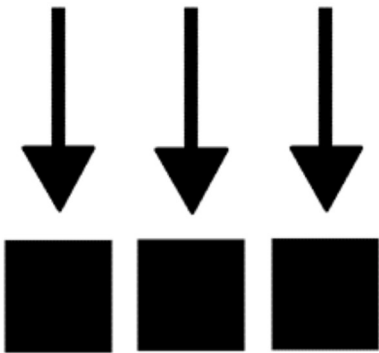


You do not pay your rent on time.

It is always late.



Like you are more than 14 days late.



You do this all the time.



You may have to move out.



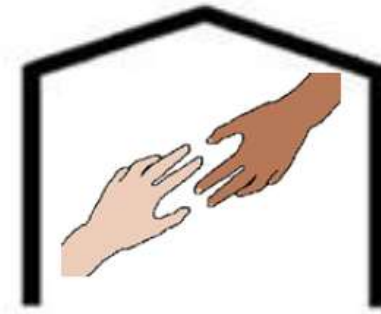


Your problem may be a big problem. Like  
You hurt someone.



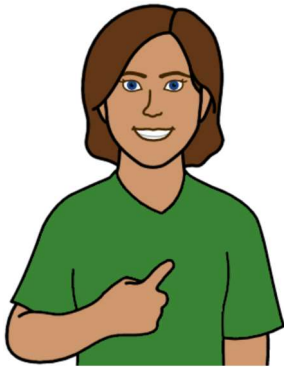
Some times a person breaks the law.  
We need to tell the police.

# You choose your help in your home



You need help in your home.

You can choose your help.



You can choose

- LWB staff to help you

or



- you can choose different staff.

They are from a different service.



That is ok. It is your right.



You live alone.

You can have the team of staff you want.



You live with other people with disabilities.

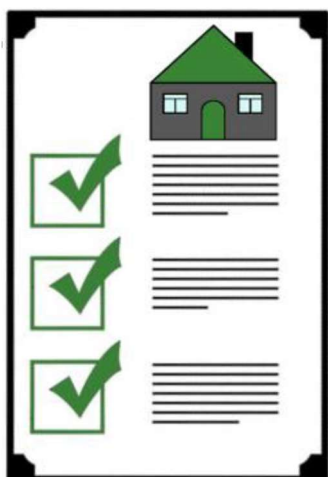


All the house mates need to agree to the same group of staff.



The house staff need to know

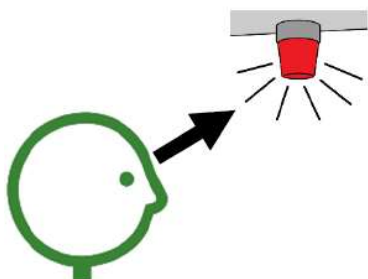
- how to give you the help you need. Like they know about your disability



- who does what help. Like

LWB property fix things that break.

The house staff help you get dressed.



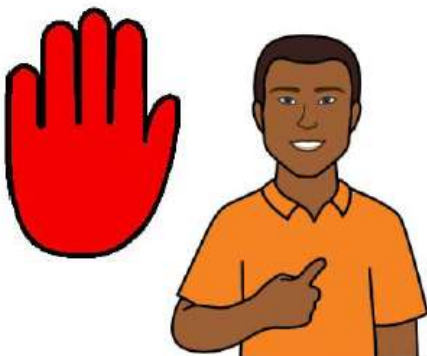
- how to help you be safe.

Like LWB property staff check the smoke alarms work.

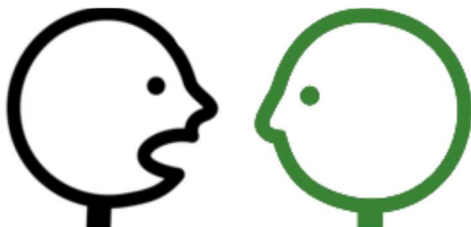


The house staff help you understand how to be safe when you go out.

Like how to contact your support worker.

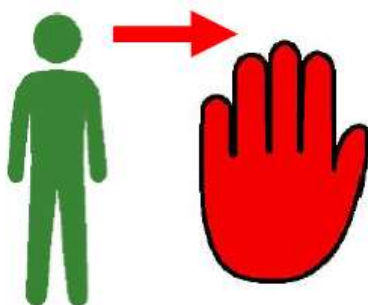


You change your mind. You want different staff to help you at home. You can stop their help.

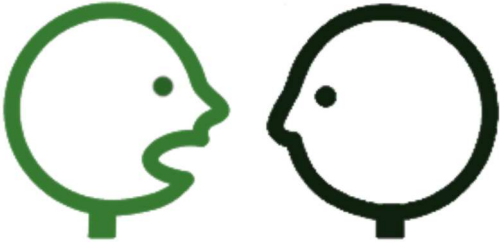


You must tell LWB property staff know you want to stop.

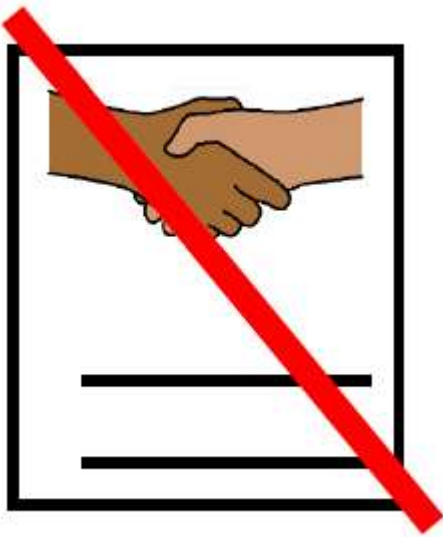
**But**



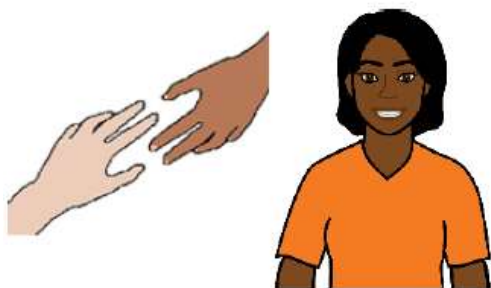
Some times LWB property staff may stop the house staff who help you at home.



We tell you why.



We stop the agreement.



## **You need new staff to help at home**

LWB property staff help you find new staff.

We talk to you about other staff for home.



You have a house meeting.

You choose the new staff to help.

**But**

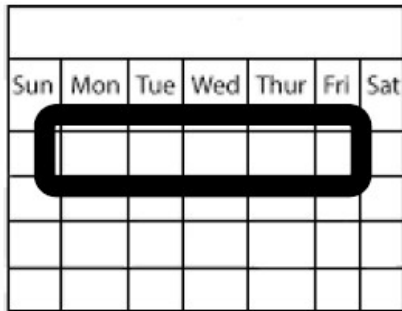


LWB may need to find house staff now.

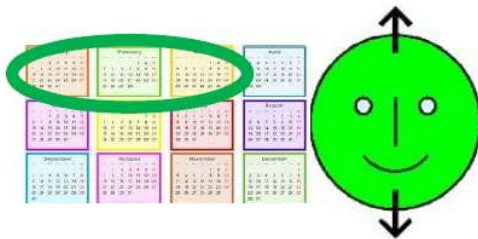


LWB choose staff. The staff are for now.

It is for 3 months.



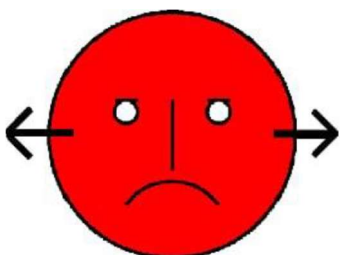
You have 5 days to choose.



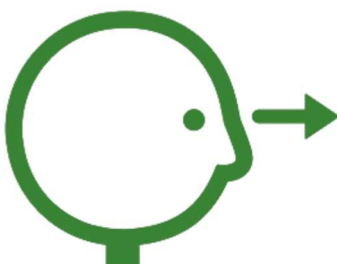
• yes. These staff are OK.

They are for 3 months.

or



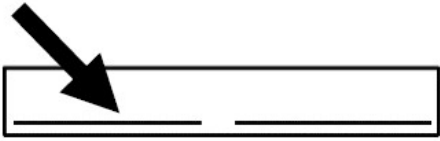
• No. You do not want these staff.



LWB property staff will look for other staff.



# Who can we talk to?



Your first name

---



Your last name

---



Address

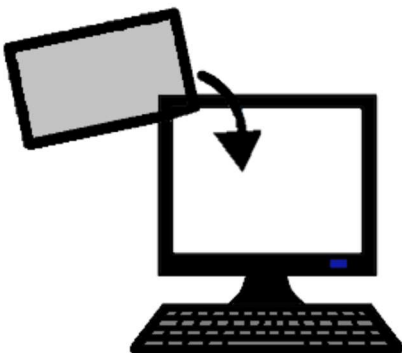
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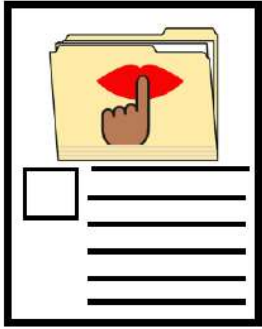
Phone

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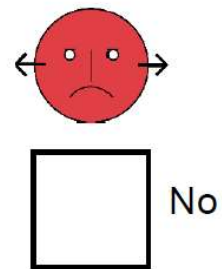
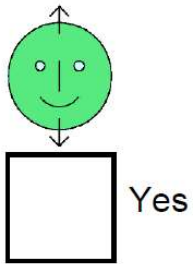


Email

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Do you know the rules about your private information?



There are some questions here.  
Tick the box to tell us what you want.



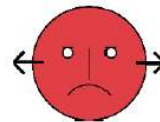
Who can we talk to about you?



1. The staff that help you at home.

☐

Yes

☐

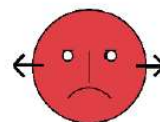
No



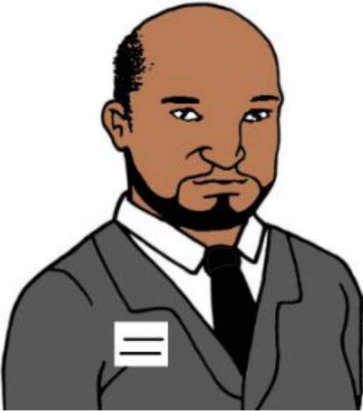
2. The NDIS.

☐

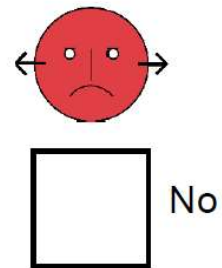
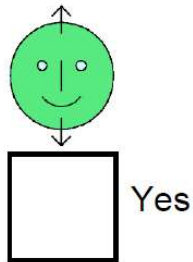
Yes

☐

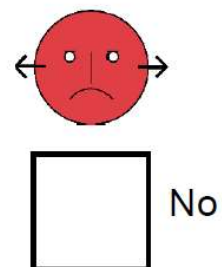
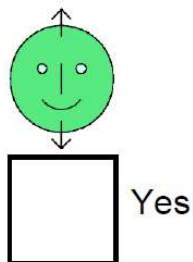
No

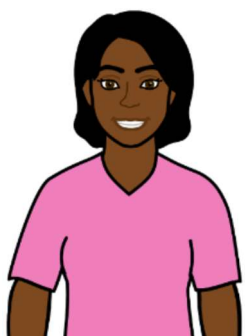


3. The person who can make choices for you. Like what you do with your money  
They are called your **guardian**.



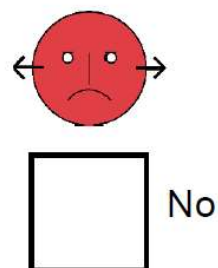
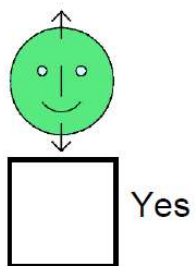
4. Your family



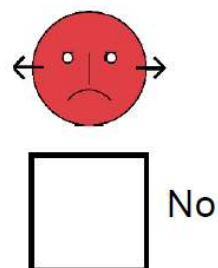
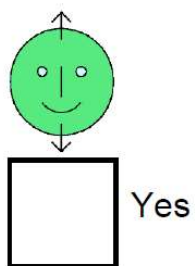


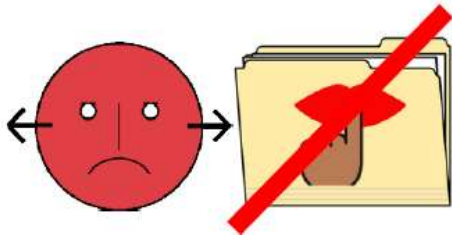
5. The person who helps you speak up.

This is an **advocate**.



6. Other staff at LWB.





There is some body else.

You do **not** want them to have your private information

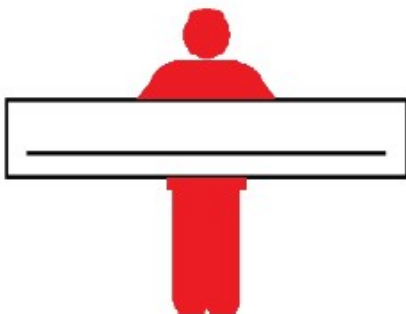


Like

- a person you do not live with now
- a person from your family.

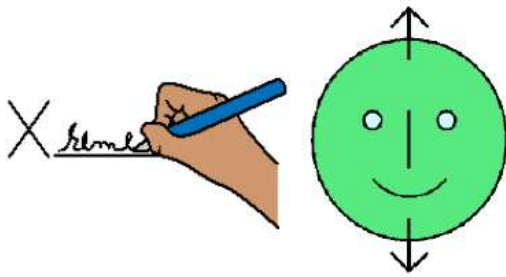


That is ok.



You can write their name here.

Name\_\_\_\_\_

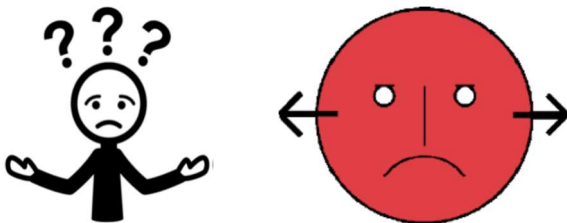


Only sign papers

- you understand
- you agree with.



Do not sign papers when



- you do not understand them
- you do not agree with them.

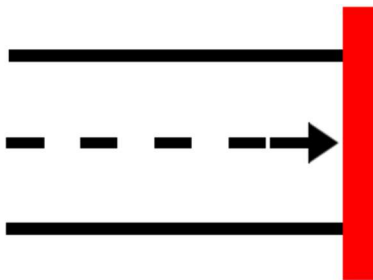


Sign

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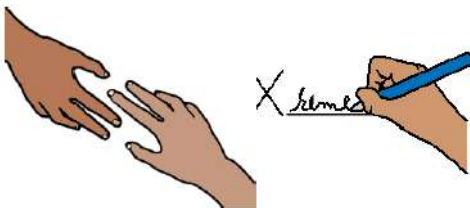
Date

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The form is done

or



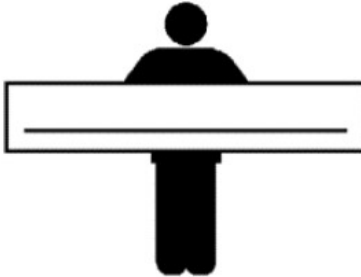
You need help to sign





Sign

---



Name

---



How they know you

---

---



Date

---

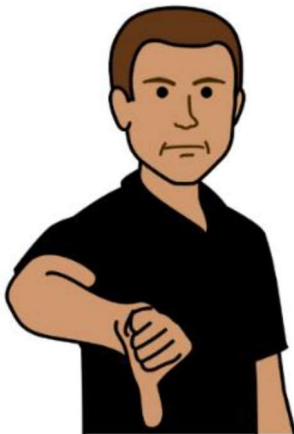
# You do not agree



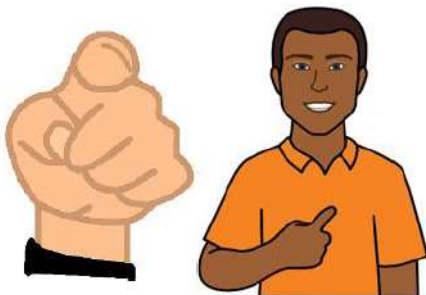
You do not like some thing.

It may be you do not like

- your house mate
- the colour of your bedroom.



It is a problem.



LWB work with

- you
- the staff who work with you.



LWB meet with you.

We try to fix the problem. Like  
you argue with your house mate.

**But**



We can not fix the problem.

LIFE  
WITHOUT  
BARRIERS

We give you information.

