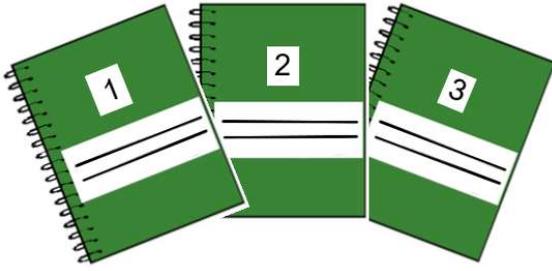


# LIFE WITHOUT BARRIERS



## **Tenant Handbook Part 1**

### **About Life Without Barriers**



This folder is in 3 parts

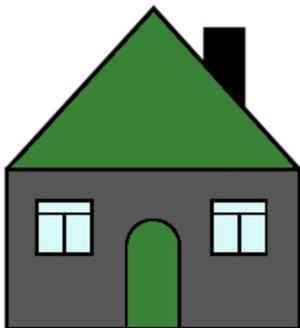
This is **Part 1**

## LIFE WITHOUT BARRIERS

**Part 1** is about Life Without Barriers



Part 2 is about you

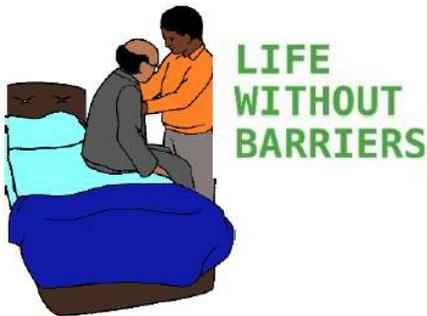


Part 3 is about your home



This folder talks about

- you
- your family



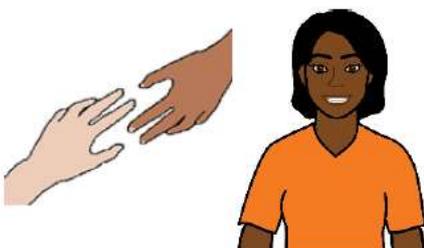
- your carers
- Life Without Barriers



- 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.

# Who is Life Without Barriers?

**LIFE  
WITHOUT  
BARRIERS**

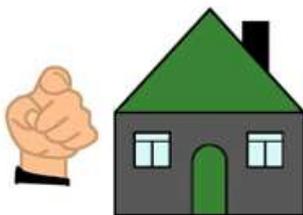
Life Without Barriers. We call it **LWB**.

We will write **LWB** to talk about us.

**LIFE  
WITHOUT  
BARRIERS**



We work with the NDIS.



We work to find the right home for you.

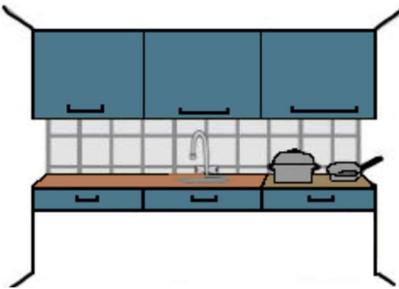


You may need help to live in your home.

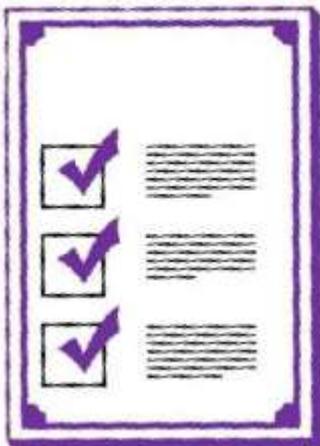
Like you need a

- ramp

or



- low kitchen benches for your wheelchair.



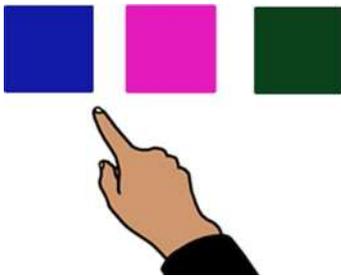
We follow the NDIS rules.



We check you get the help you need

- to do things for your self

**and**



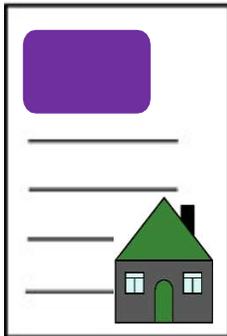
- to choose how you live.

You live your life the way you like.

# Things LWB must do



LWB have lots of rules we must use. The hard to read information is called the **Accommodation Agreement**.



LWB must follow your NDIS plan.

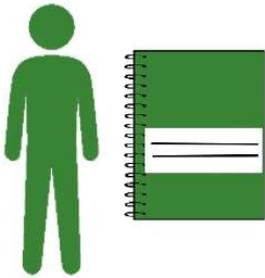


We must find a home that is right for you.



We must use the rules for staff to be safe at work.

Like keep the home safe for every one.



LWB staff must

- know the rules about how to work with you
- use the rules



LWB must check you

- know the rules to live in your home
- use the rules



There was a form in the hard to read information about **The rules to live in a LWB home.**

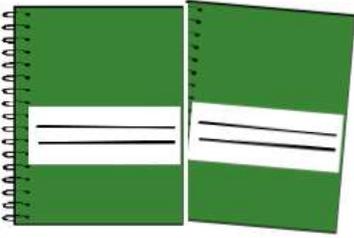
It was signed by

- you
- or
- a person you trust. Like your mum.



It means some one has talked to you about it. Like you

- understand all of the information
- know what it means for you.



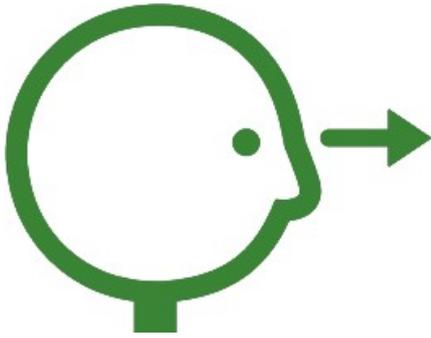
You get a copy of this information.



You also have this folder of information.

It is in Easy English.

It tells you lots of the rules too.



LWB must make your home ready to move in.



The home must be clean.

You say yes the home is clean.

**But**



Only when it is clean.



The home must be safe. Like there must be

- no broken windows
- no broken locks
- no wires you can see.



We must check your home

- has locks
- and**
- they work well.

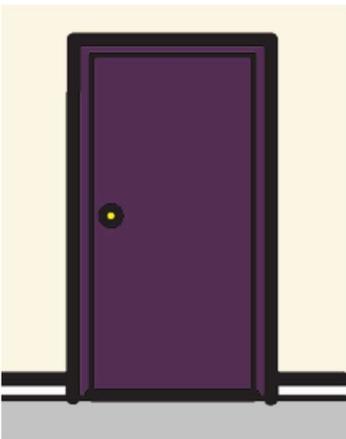


LWB staff do not live in your home.



LWB must respect

- you
- your family.



LWB must check you have private space. Like  
Your own bed room. You can close your door  
at any time.

LIFE  
WITHOUT  
BARRIERS



Your private information

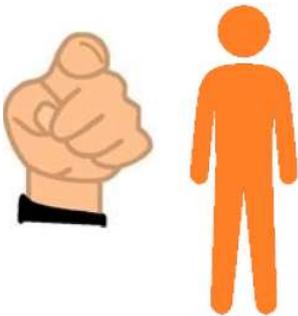
LWB must keep your private information private.



LWB have rules when you share your home.

Like you do not feel safe in your home.

It is some thing your house mate does.



We must talk to

- you
- the house staff.



We must make it safe for you.

We try to fix the problem.



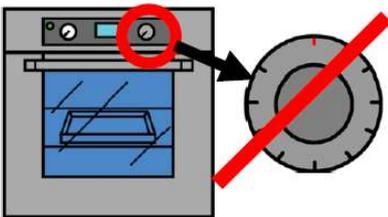
You are **not** happy about some thing.



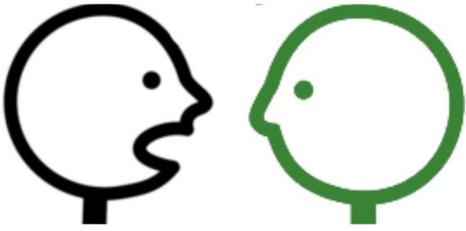
It is about a

- house mate

or



- some thing in your home broke.

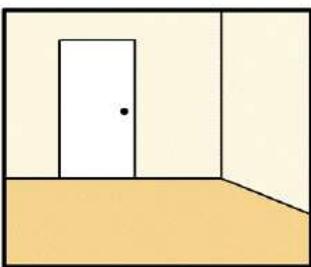


You tell LWB.



We must

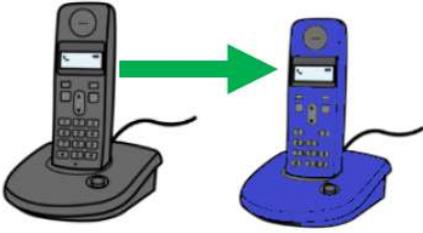
- listen
- try to fix the problem.



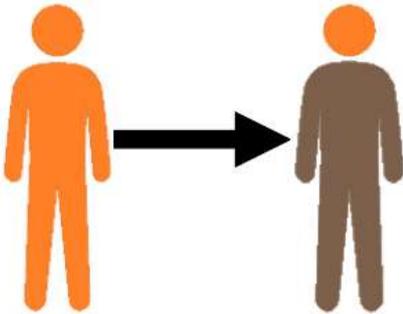
There is a spare room in your home.

You need a house mate.

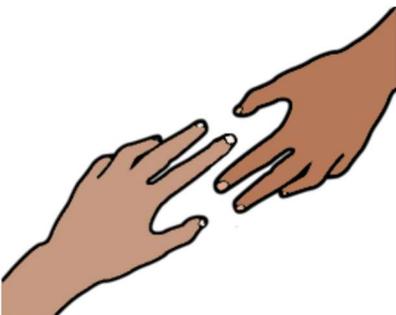
We talk to you about a house mate.



Some things can change at LWB. Like  
LWB have a new phone number.  
We have **5** days to tell you.



You want to change the staff who help you.  
Like some house staff are rude to you.  
You want a new group of staff.



LWB help you find new staff.

# We need to change some thing



You moved in.



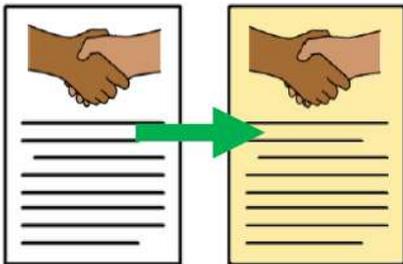
You signed our form.

It was about how you live in your home.

There were lots of rules.

You said yes to the rules.

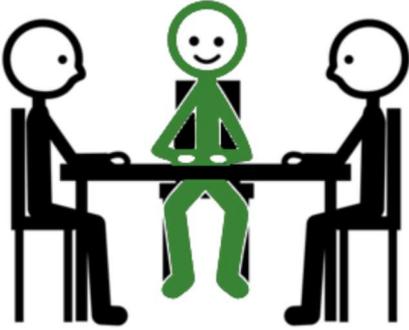
**But**



LWB need to change some thing about the rules.

Like the help you need changes.

We need to change the rules to help you.



We meet with you.

We talk about what is different.

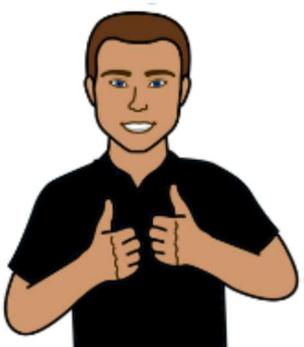


You can

- bring a support person to the meeting
- ask for staff you work with to be there

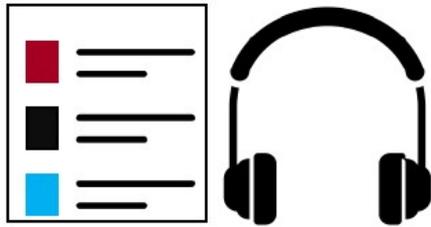


You can ask the NDIS person to the meeting.



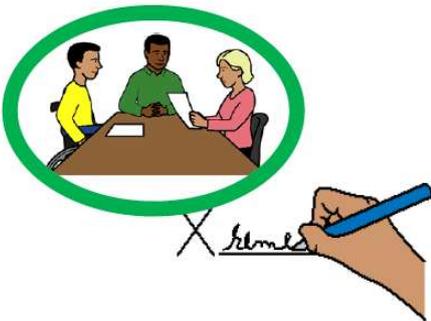
You agree to the change in the rules.

We write the new rule for you.



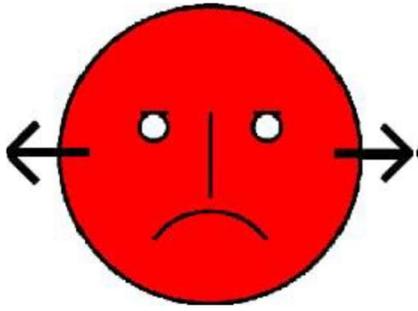
Ask for it in a way you can understand. Like

- Easy English
- so you can hear it.



Every one at the meeting signs the new rule.

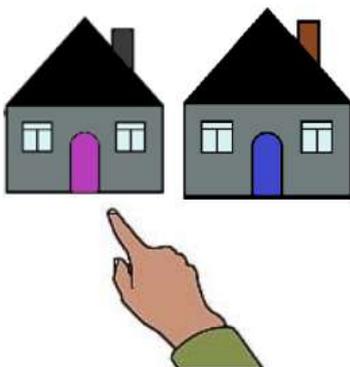
It means every one agrees to the new rule.



**You do not want the change**



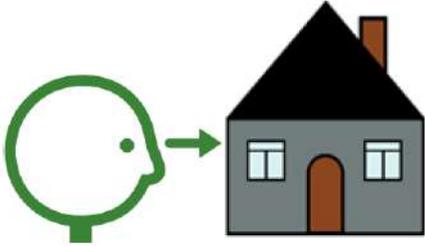
You can choose to move to a different home.



There may be a choice of a different place to live.

LWB will help you look at the choices.

# LWB need to look in your home



LWB need to look in your home.

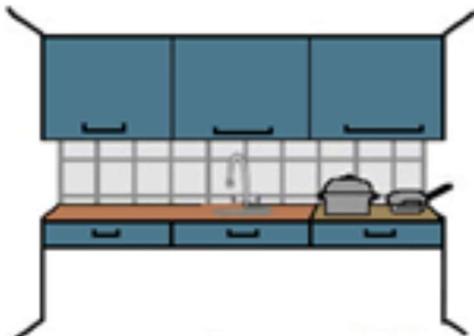


We may need to

- fix some thing. Like a door
- clean
- make changes. Like put in a new shower.

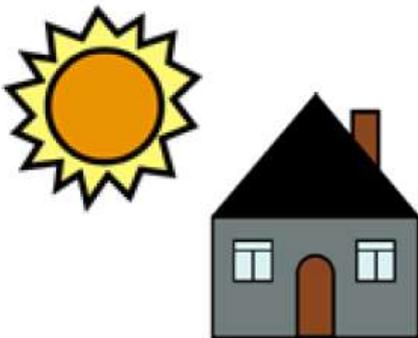


## When can LWB come?



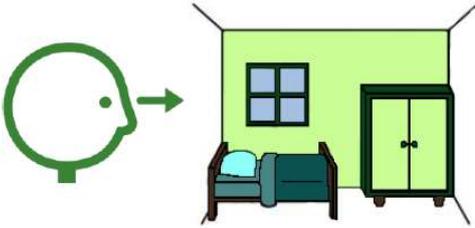
It is a shared area. Like

- the kitchen
- the bathroom.

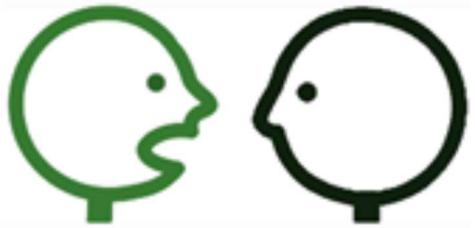


LWB can come into your home.

It must be at a good time. Like in the day time.

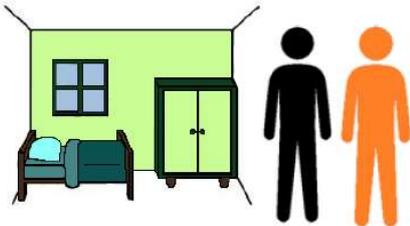


We may need to look in your bed room.



We must tell you

- when we need to go in to your room
- why we need to go in to your room.

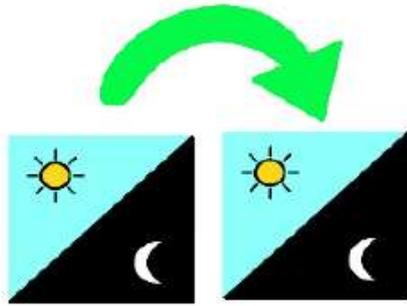


We go in to your room.

You want to be there.

A person you trust can be with you.

Like staff who work in your home.



LWB need to tell you 24 hours before they come.

This is the same as 1 day.

Some people call it 1 sleep.

**But**



Some things need to be fixed now.

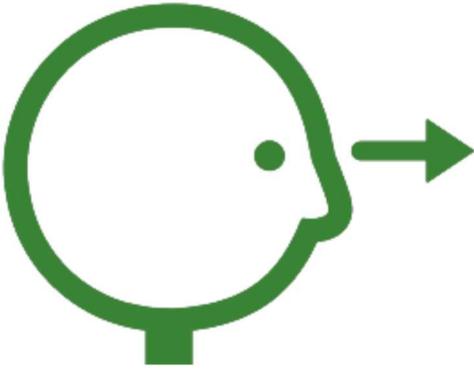
Like a leak in the roof.



We do not need to tell you when we will come.

We can go in to your room now.

It needs to be fixed now. It is an emergency.



Other times LWB can come in to your home.

LWB wants to

- show new people the home
- look at how you care for your home.

This is called your inspection.

- any other time LWB need to look in your home.

Sun	Mon	Tue	Wed	Thur	Fri	Sat
			★		★	

LWB need to tell you 48 hours before.

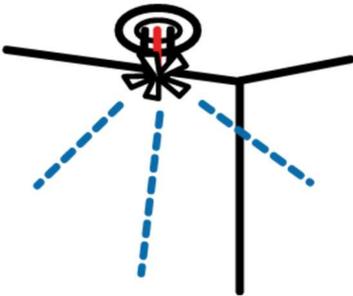
This is the same as 2 days.

Some people call this 2 sleeps.

# We check your home is safe for you



We check there are things in your home to keep you safe.



Like

- fire sprinklers



- smoke alarms



- other fire safe things. Like
- safety blanket
- fire extinguisher.



We must show you where they are.



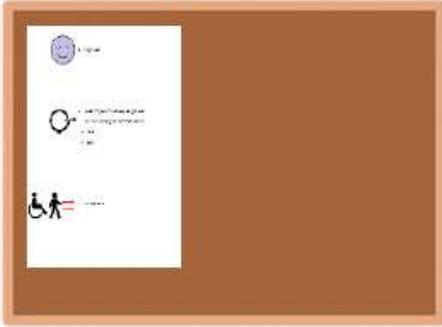
We must check they work. Like

- we check each thing works
- we come in to your home to do this.

We must do this each year.

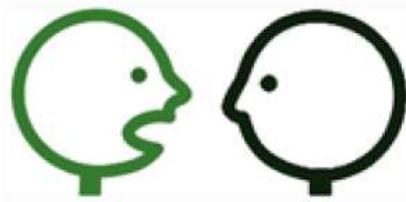


LWB teach the staff in the home how to use these things.



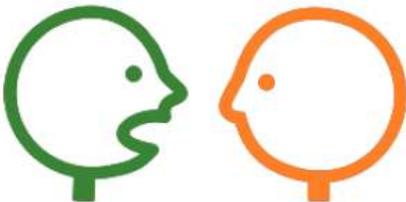
We must put how to be safe steps on the wall.

It shows you how to get out fast in an emergency.



Every one must know about how to get out fast. Like

- you
- house mates
- staff who work with you in your home.





## Your list to be safe



You have things to keep you safe in your home.

We will show you where they are



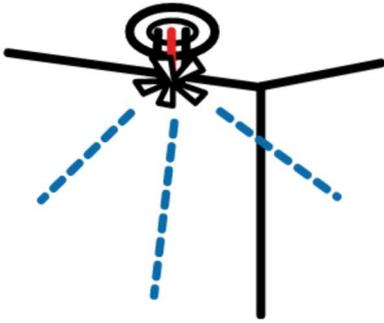
- fire blanket.

In my home it is in the \_\_\_\_\_



- smoke alarm.

In my home it is in the \_\_\_\_\_



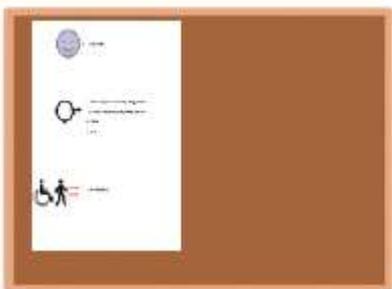
- fire sprinkler

In my home it is in the \_\_\_\_\_



- fire extinguisher

In my home it is in the \_\_\_\_\_



- how to be safe information on the wall.

It tells you how to get out of your home fast.

In my home it is in the \_\_\_\_\_

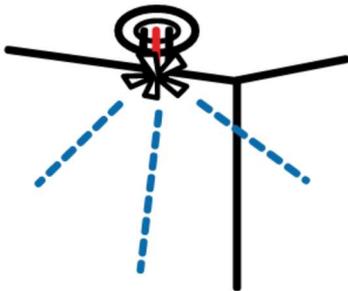


**What do you do?**



- when you hear a smoke alarm

You should \_\_\_\_\_



- when the fire sprinkler starts

You should \_\_\_\_\_



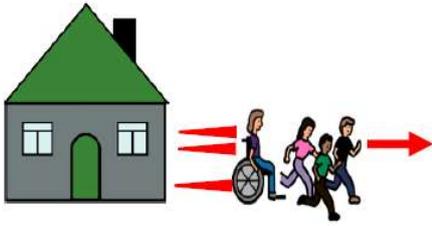
- with a fire blanket

You should \_\_\_\_\_



- with the fire extinguisher

You should \_\_\_\_\_

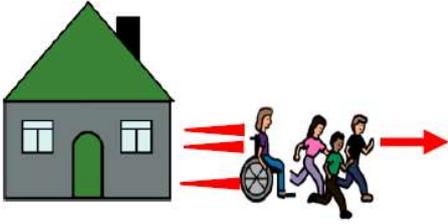


**You must go now**



You make a plan for you.

It has steps to get out very fast.



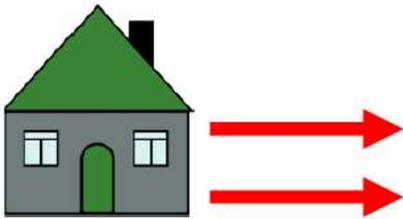
### 1. Stay calm

To stay calm you will

---

---

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### 2. Find the best way to get out

Look at your steps to be safe map.



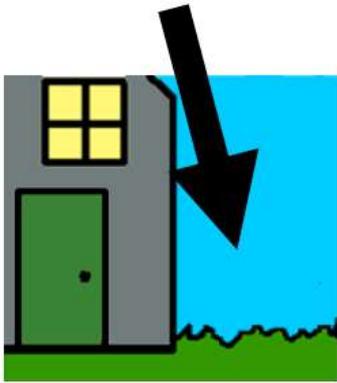
### 3. Go out now

Is there any thing you need to take?

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#### 4. Stay out side

Where do you stand out side?

---

---

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**000**

#### 5. Call 000

Do you need the

- police
- fire brigade
- ambulance?



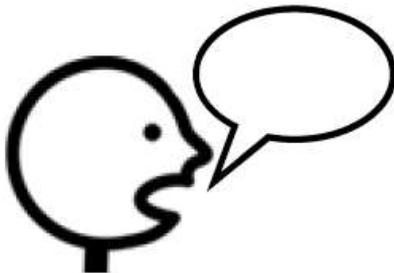
Tell them

- your name

and



- your address.

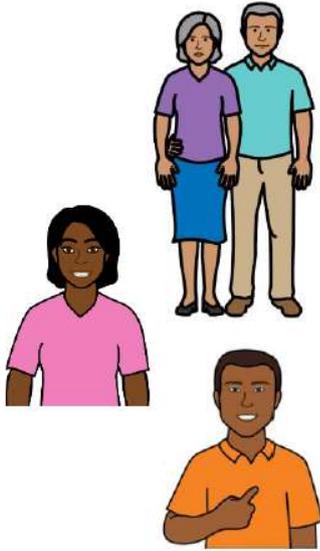


What will you say?

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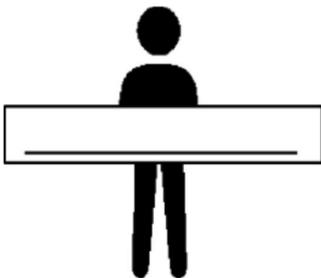
Do you need to call some one else?

Like your

- mum
- dad
- advocate
- support staff.



Who will you call?



Name

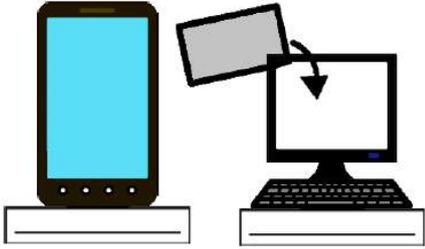
---



Phone

---

# Your private information



Your private information are things about you. Like

- your phone number
- your email address



- where you live
- your family.



It is also about

- your health
- when you get sick
- what pills you take

**and**



- your money

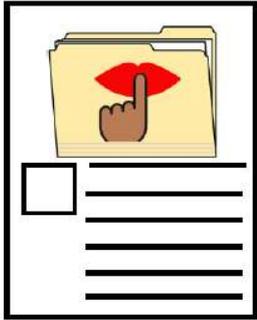


- the help you need.



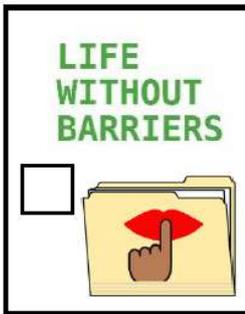
It will also say any other important things.

Like you may need to go to Court.

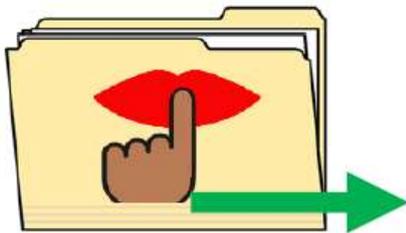


There are rules about private information.

The rules are the law.

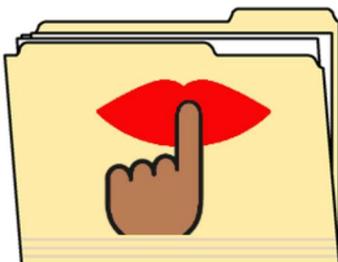


LWB follow all the rules about your private information.



Like how we

- share your private information.
- keep your private information.



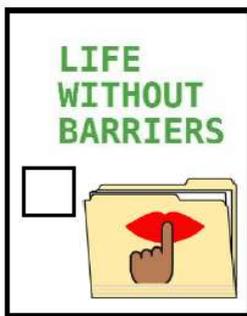
- use your private information.

Like we only tell people who need to know.



You have an

- NDIS plan
- or**
- COS plan.



Your plan is part of your private information.

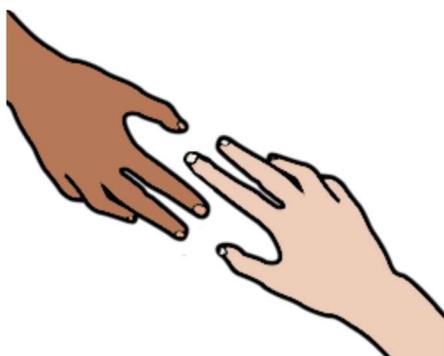
LWB follow the rules about your plan too.



You have people who work

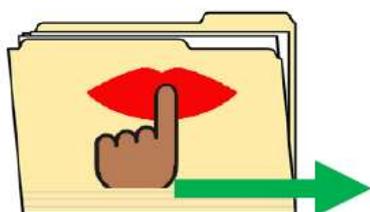
- with you
- for you.

Like staff in your home.

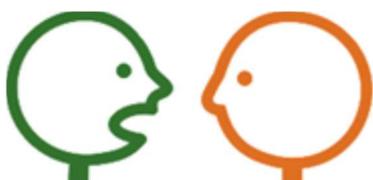


They may help you

- cook your meals
- pay your bills
- go out.



LWB may need to share your private information with them.



Can we talk to them?

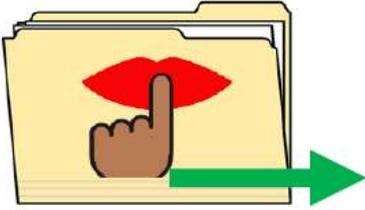


Can they talk to us?

It will help us to help you.

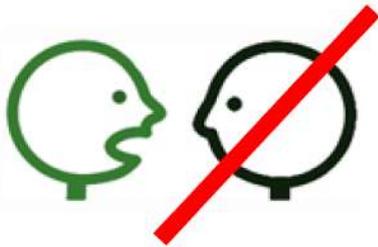


You need to sign a form about this.



We may need to share your private information.

It is only some times. Like you are in danger.



We do not need to ask you.

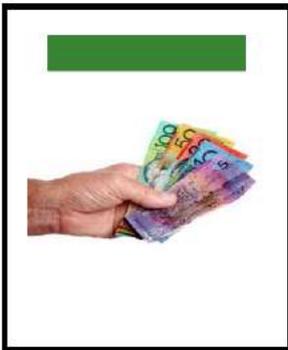


The law says we must report this.

# We keep your information



LWB keep information about different things about you. It is a record of what we do.



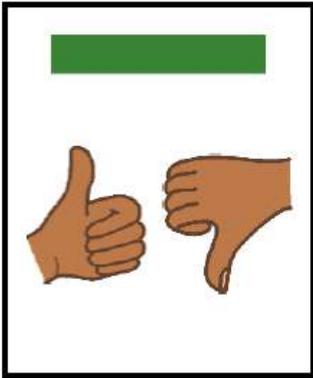
Like

- the money you pay us

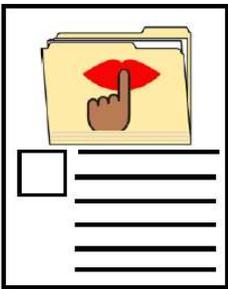


- when you need some thing fixed

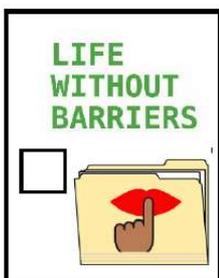
and



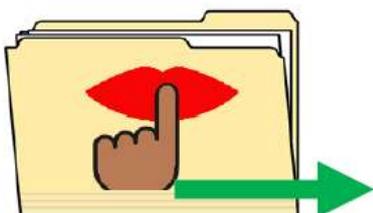
- when you tell us about things that are good
- when you tell us you have a problem.



There are rules about private information.  
The rules are the law.



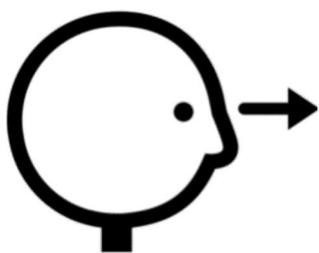
LWB follow all the rules  
about your private information.



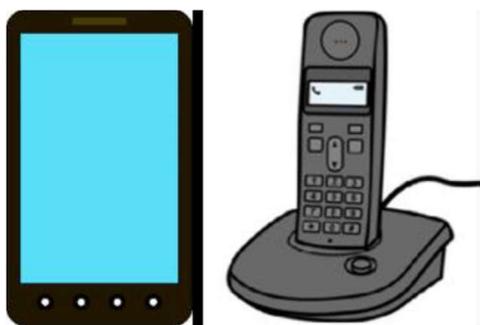
Like how we

- share your private information
- use your private information.



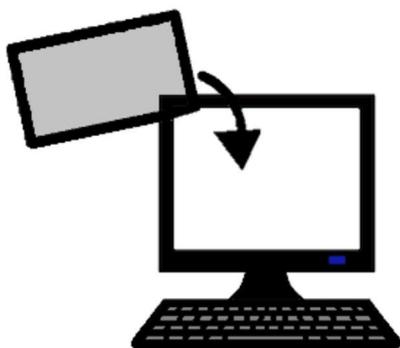


You can see this information



Call 1800 721 226

or



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

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

We show you the information.

We must do this in 14 days.

It is the same as 2 weeks.



Some times we must show you before that.

Like the law says LWB must show you now.