



Down Syndrome Victoria

Supporting Victorian families since 1978

Participant Handbook



Easy Read

www.downsyndrome.org.au

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Participant Handbook



This is your participant handbook for Down Syndrome Victoria.

DSV for short.



Participant means a person who takes part in a program.



The participant handbook tells you

- About DSV
- What the rules are for you and DSV
- About your rights

About DSV



DSV supports people with Down syndrome and their families in Victoria.



We want to make sure people with Down syndrome can have good lives.



We help people with information and support.



DSV is a member of Down Syndrome Australia.



To read more about us go to
www.downsyndrome.org.au/vic

Our services



At DSV we can support you when

- You leave school
- You look for a job or place to live
- You have a baby



We have support groups like MyTime or Club21.



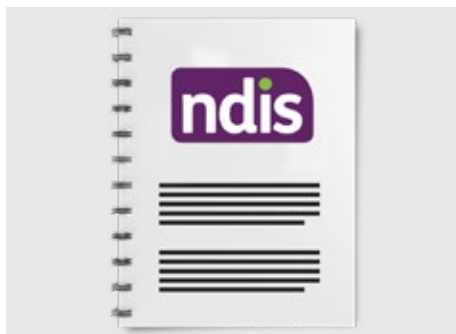
We support teachers to work better with people with Down syndrome.



We do systemic advocacy.

Systemic advocacy means we speak up on the big issues for people with Down syndrome.

NDIS Rules



DSV follows the NDIS rules and the NDIS code of conduct.



The NDIS rules say how disability services like DSV must do their work.



The **NDIS code of conduct** says what our staff can and cannot do.



This is to make sure you get good service.

Rules for DSV

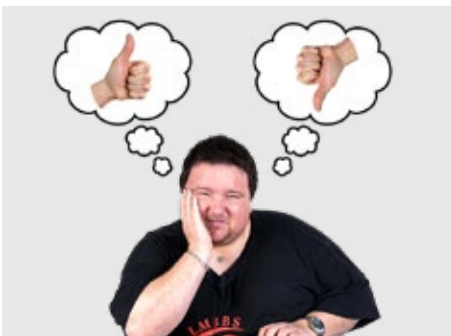


These are the rules for us when we support you.



We must tell you about your rights.

We must respect your rights.



We must support you to

- Make your own choices
- Get to your goals
- Keep in touch with family, friends and the community



We must keep you safe from being hurt.



Our supports and services must respect

- Your culture and where you are from
- Your religion
- The way you live your life



We must give you information about supports you can get.

This can also be supports not from DSV.



We must help you find an advocate if you want one.

An **advocate** is a person who helps you speak up about issues.



We must listen when you tell us that there is an issue.

We must sort out the issue quickly.

Rules for you



These are the rules you must follow when you get services from DSV.



You must tell us how we can best support you.



You must treat other people using the service and our staff with respect.



You must pay us in time for our supports and services.



You must tell us in time if

- You want to change or stop a service
- You cannot make a service

When you use DSV services



If you want to use a DSV service you must do an intake interview.

Intake interview means we talk to you about the services you want.



You can bring someone you trust to the interview to support you.



The interview helps us find out if we can give you the support you need.



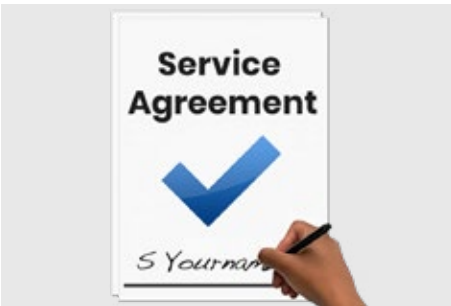
We will let you know within 1 day after the interview if we can support you.



After 5 to 10 days we will have a meeting with you and your support people.



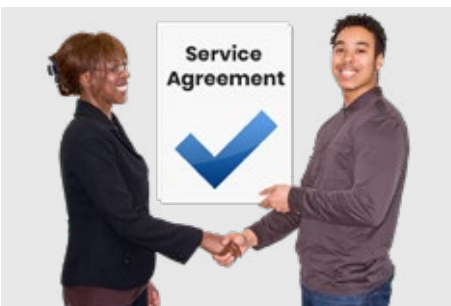
In this meeting we will work together to get you the right services.



We will write your service agreement.

The **service agreement** says

- What services you get from DSV
- What the rules are for you and DSV



We will look at the service agreement every year with you and your support people.

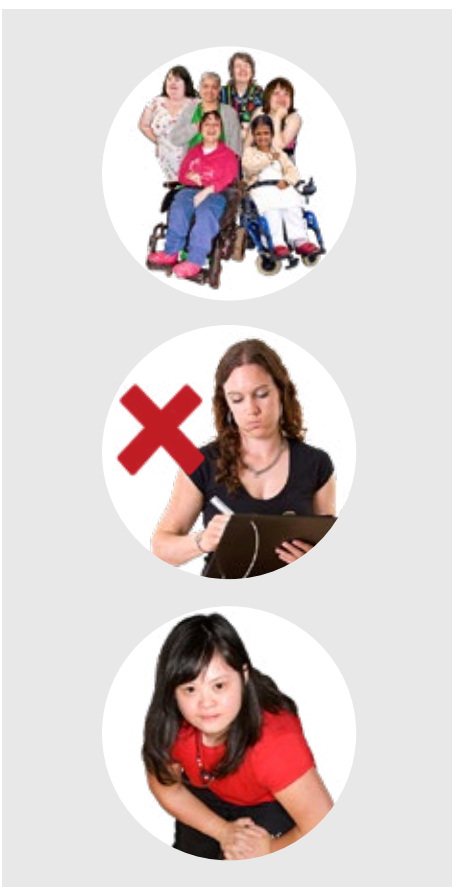


We can make changes if your needs change or you want different services.

Saying no to a service

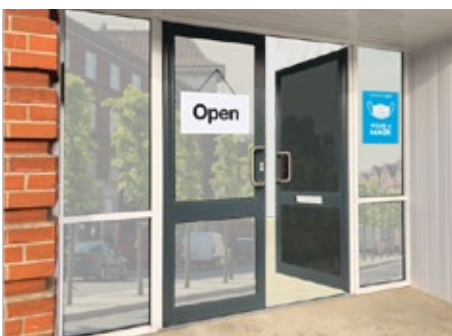


You can say no to a service that we offer to you.



DSV can say no to give you a service if

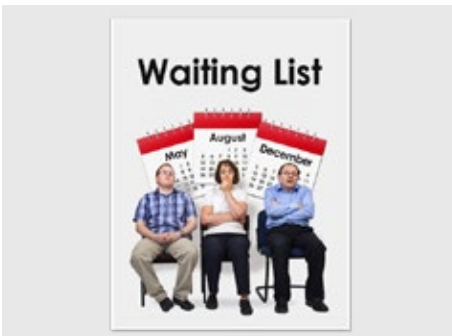
- Other people need the service more than you
- We do not have enough spots
- You have needs that we cannot look after



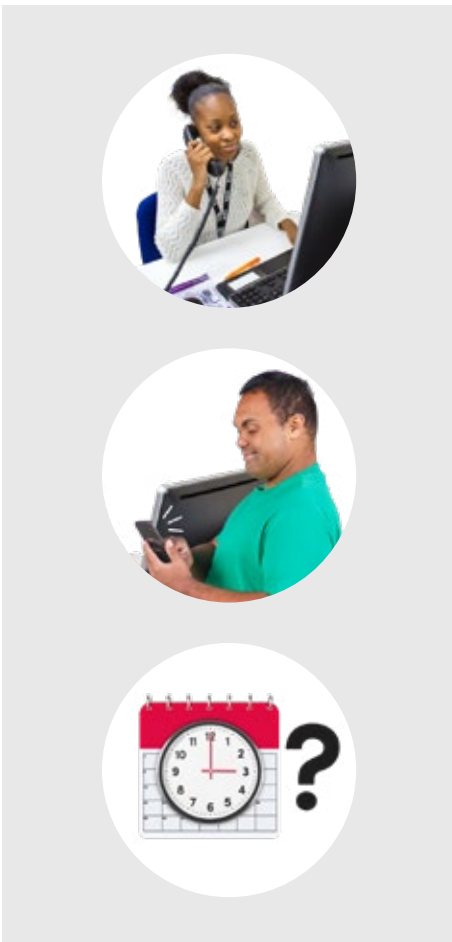
If we cannot give you a service we will try to help you find a service somewhere else.



Sometimes people fit our rules for DSV services but we do not have a spot.



When that happens we can put you on a waiting list.



If you are on the waiting list we will

- Contact you every 3 months
- Ask you if you still want a spot
- Let you know how long you still have to wait

Stop your services at DSV



You can stop using our services anytime you want.



You must tell us at least 2 weeks before the service agreement ends.



If you stop a service we will ask you how we can make that service better.

It is up to you if you want to tell us.



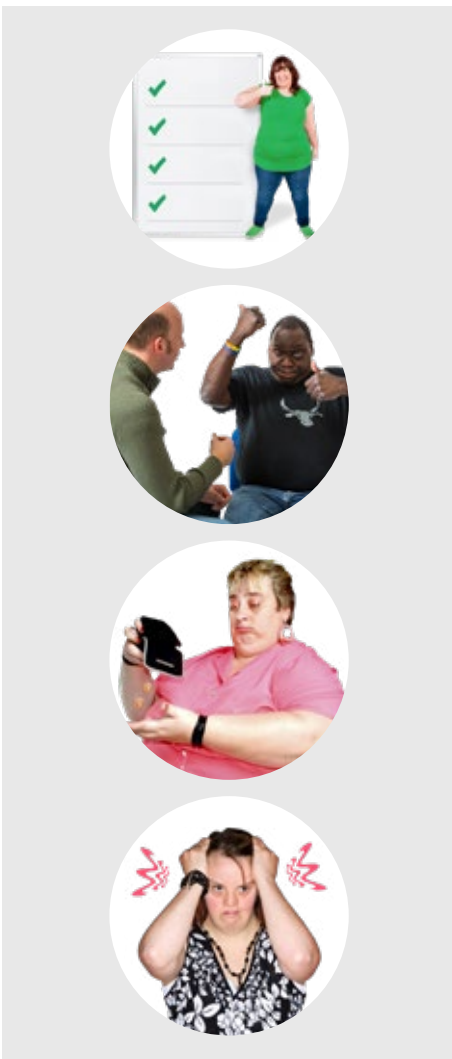
We can also help you make a plan for what happens after you stop our service.



If you change your mind within 1 month after you stop a service you can come back if we have spots.



If you want to stop a service our staff can help you do this.



DSV can stop your services if

- You do not work on the goals we agreed together
- You hurt other people or staff
- You do not pay for the service
- Your health changes in a way that we cannot support you anymore

What you need to pay



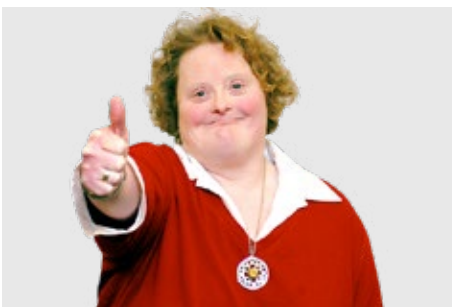
Our services have different prices.



We will tell you how much our services cost when we meet with you.



We will write down in your service agreement how much you need to pay and when.



You must say yes to the prices before we start our services for you.



Talk to our staff if you find it hard to pay for your services.

Your information



We will keep your information private.

That means we will not share your information with others.



We follow all of the laws about keeping information private.



DSV will only keep information about you that helps us

- Keep you safe
- Give you good service



We only share your information with others if we need to.

This could be with the police or in an emergency.



If we need to share your information with another service we will ask you if that is ok.



You can look at your information at any time.

You need to ask a staff member to see it.



When we no longer need your information we will destroy it.

Tell us what you think



We want you to tell us what you like about our services and what can be better.



You can

- Tell our staff
- Call us on **1300 658 873**
- Send an email to **info@dsav.asn.au**



You can ask our staff for the feedback and complaints form.

They can help you fill in the form.



Sometimes we might ask you to do a survey.

A **survey** is a list of questions about DSV services.

Complaints



You can make a complaint if something is not right.



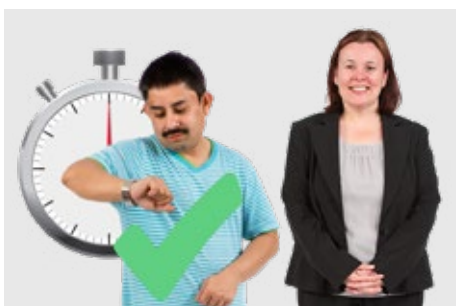
You can

- Talk to our staff
- Fill in the complaints form

Our staff can help you fill in the form.



When you make a complaint we will not share your name and what you said with others.



Our staff will try and fix the issue in the next 2 days.



If they cannot fix it then the CEO will look into the issue.

The **CEO** is the boss of DSV.



You can also make a complaint to organisations outside of DSV.



You can do that if you are not happy with DSV or how we sorted an issue.

You can make a complaint to

NDIS Quality and Safeguard Commission



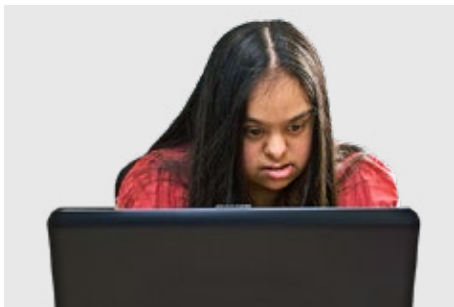
- Call them on **1800 035 544**
- Go to their website
www.ndiscommission.gov.au

Human Rights Commission



- Call them on **1300 656 419**
- Go to their website
www.humanrights.gov.au

Contact



You can contact us to find out more about this handbook or our services.



You can call us on **1300 658 873**



You can send an email to **info@dsav.asn.au**



You can go to our website
www.downsyndrome.org.au/vic

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at **business@cid.org.au**.