



Participant Information Booklet

If you have a query, please feel free to contact us.

 Head Office: 3 Thurston Street, Box Hill 3128

 info@alkira.org.au

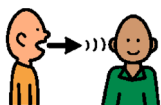
 03 9890 1365



Alkira wrote this booklet. When you see the words 'we' 'us' and 'our' it means Alkira.



We use pictures to help explain some ideas to make it easier to understand.



You can ask someone to support you to read this booklet.



*We understand you are
in control of your life!*

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WELCOME



Welcome to **alkira**



We are excited to meet you.



You will learn new skills and
do exciting programs and activities.



You will meet new people and
make new friends.



This booklet will briefly discuss
your rights and responsibilities.



This booklet helps you learn about us
and what you can expect of us.

ABOUT US

OUR VALUES



Care



Challenge



Inclusiveness and
Collaboration



Enrichment and
Celebration

OUR VISION

To be the leading provider of services for people with an intellectual disability in Eastern Metropolitan Melbourne.

OUR MISSION

We strive to meet the needs and wishes of people with intellectual disabilities through care and support to enrich and challenge them to be a part of the world community.

OUR SERVICE AGREEMENT

A service agreement is an agreement between you and us.



It is a document that outlines



- what services we will provide



- how we will give you support



- how much our support costs



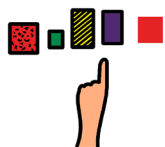
- who is responsible for paying.

WHAT YOU CAN EXPECT

WE WILL...



Individualise services based on your needs and wishes.



Promote, support and encourage choice and control.



Respect your culture and beliefs.



Promote and respect everyone's rights to privacy and confidentiality.



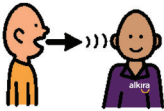
Try to find staff you like and support you well.



Be easy to contact.

WHAT YOU CAN EXPECT

WE WILL...



Listen to you.



Communicate with you in the way you prefer.



Hear your concerns and take your complaints seriously.



Support you to engage an Advocate.



Support you to make informed choices and to understand any risks.



Support you to have choice and control over your life.

HOW YOU CAN HELP US

PLEASE...

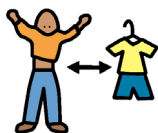


Be courteous and respectful to others.

Take responsibility for your decisions and actions.



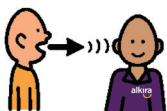
Respect other's rights and privacy.



Wear appropriate clothing and shoes which are neat, comfortable and safe for your programs.



Try your best to be on time for programs and activities. If you can not attend or you will be late please let us know.



Work together with us.

Let someone know if you need to leave your program for any reason.



Let us know if you are not happy.

MEETINGS: COMMUNITY SUPPORTS



At Alkira we have meetings for different reasons.



Participant Committee members have meetings to discuss ways we can improve Alkira.



You can give your ideas to the Participant Committee members and they will speak about it at their next meeting.



You can read more about who the Participant Committee are and how to become a member on our website.

MEETINGS: HOME SUPPORTS



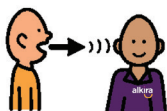
If you are an Alkira resident you can choose to attend house meetings.



House meetings are for every resident in the house.



These meetings discuss many different things to do with living together with housemates.

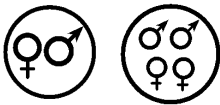
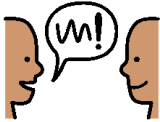


Speak with your House Co-ordinator to find out more about house meetings.

DIVERSITY

Diversity can be many things.

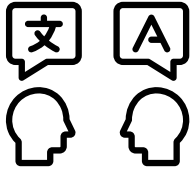
For example,



- the language you speak
- your culture
- your religious beliefs
- your sexuality.



DIVERSITY



If you speak a different language, information can be provided with the support of interpreters.



We can assist you to access interpreters.



Cultural safety is important. You can tell us about your cultural needs so we can best support you.

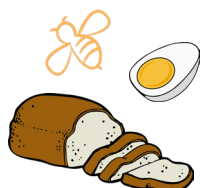


It is your choice if you want to let us know about your diversity and any requests.

MEDICATION AND ALLERGIES



We can support you to safely take your medication. Please keep us informed of any medications, support and changes.



We need to know if you have an allergy or other medical conditions.



We will keep you as safe as we can from any of your allergens.



Please let us know about your allergy or medical conditions with information from your doctor.



Please do not bring snacks, lunches and drinks which contain nuts.



If you need an EpiPen please bring one with you.

SUN PROTECTION



SLIP SLOP SLAP

From November until April
please be Sun Smart.



- wear suitable clothing, hat and sunglasses that covers your body to protect you from the sun



- apply sunscreen regularly



- stay hydrated by drinking water



- stay in the shade where possible when you are outdoors.



We will reschedule outdoor activities
when the weather is too hot.

YOUR PRIVACY



Privacy and confidentiality is important.



We only collect and share your



- information



- photos



- stories

with your consent.

Consent means we ask your permission.



We make sure that you know why and when we collect your information.



We will respect your space and belongings and we want you to respect others.



You can learn more from our Easy Read Privacy Policy on our website.

SEE SOMETHING, SAY SOMETHING

If something happens which



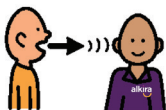
- hurts your body or feelings



- could have hurt you



- hurts someone else



please talk to us.



We do not tolerate violence, neglect, exploitation and discrimination of anyone.



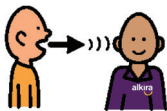
 **ZERO TOLERANCE**

All our policies, procedures and training follow this rule.



You can read more about what we do when people get hurt in our Easy Read Incident Procedure on our website.

GIVING US FEEDBACK



Feedback is:



- telling us when we do things well



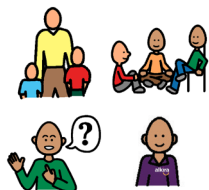
- when you need to tell us when there is a problem or something is wrong



- telling us what we can do better.



You may want someone to help you to give us feedback or make a complaint.



A friend, family member, advocate, elder, support person or a staff member you trust can help you.

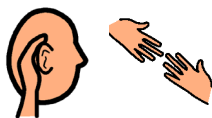


Feedback is important to us. We encourage you to share with us and provide feedback.



You will **not** be treated differently for saying what you think or how you feel.

GIVING US FEEDBACK



When you tell us we will listen, try to fix the problem and help you.



After telling us how you feel and the person you talk to is unable to help you can talk to a manager at Alkira.



NDIS Quality and Safeguards Commission

If the manager at Alkira is unable to help you can contact the NDIS Quality and Safeguarding Commission.



Each year we ask for your feedback in our Feedback Survey.



We encourage you to complete the surveys as they will help us improve the services we provide to you.



You can read more about what we do when we receive feedback in our Easy Read Feedback and Complaints booklet on our website.



We acknowledge the traditional Owners of the land on which we reside, the Wurundjeri people, of the Kulin nation, to which we pay our respects to Elders past, present and emerging.



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