



ESTIA Foundation of Australia

A.C.N. 070 332 997

Caring for People with Special Needs

**INCORPORATING THE REQUIREMENTS OF
THE NSW DISABILITY SERVICES STANDARDS**

Consumer Handbook

Accommodation Support Services

December 2003

This book will tell you about:

1. The Accommodation Support Services provided by Estia Foundation.



2. Your rights and responsibilities

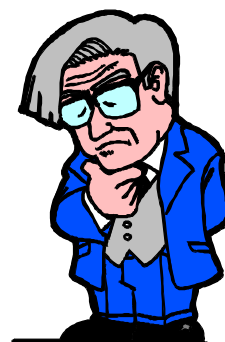


This is a book for you to keep.



If you do not understand some words ask your family, a friend or the person who gave you this book to help you.

If you have a problem with a carer or are worried about something, this book can help you find out how to fix the problem. You can ask a carer or other people to help you read this book and find out how to fix your problem at any time.



The Service

Accommodation services provide support to you to help you with the things that you need to do every day. It will help you with things like eating, dressing and many other things in your life that you need help with. It will also help you to make other friends and go out into the community to see and do things other people do.



The carers will help you plan for the things you need help with and help you do things that you like to do in the community.



You will be able to say what you want and need in the plan, so will your mum and dad or others you want to come. The plan will tell you what the carers will do for you and help you make choices about what you want to do.

Your carers can help you with lots of things. They can help you to enjoy things you like to do and they can help you to learn things like being able to do things without needing the carer to do it for you. You can have time to play or relax, have your own music, have your own things that you want and be able to go with your carer in the community to do things others do like shopping, going out to lunch or doing things like swimming or having a barbecue.



Your carer can help you if you have trouble eating or going to the toilet by yourself.



Your Rights and Responsibilities

You have the same rights as others like saying where you would like to go and what things you like to do. You can tell your carer or family that you've changed your mind and they can tell you what happens when you change your mind. You can tell your carer or your family if you don't want things or if you feel frightened about things.



People have to respect the decision you make and people should tell you what happens when you make a choice.

Sometimes you cannot always get or do what you want. Your carer or family should tell you why you can't and give you other choices. If you feel unhappy about what happens, tell your carer, your family or the person who gave you this book. You can still get the things you want even if you complain.



If you don't want some things done any more you can tell somebody about it. You can tell your carer, the coordinator, your family or the person who gave you this book.



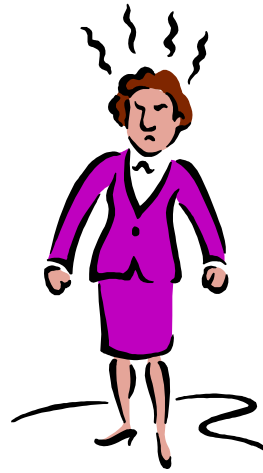
Your carer may ask you for information about yourself but only what he/she needs to know to help you get the things you need or want.

Your carer can't give other people information about you without you saying its okay. If someone asks questions about you that make you feel unhappy, you don't have to answer. Things will only be kept in your file that help you get what you need and the file will be kept safe by your carer.

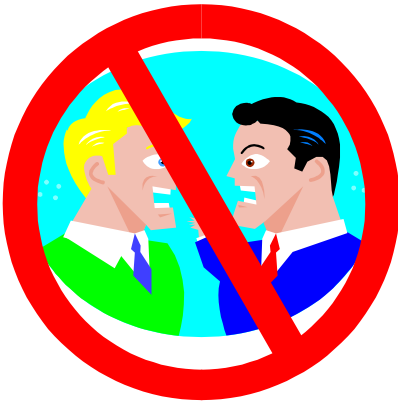


You can see anything that is written in your file about you, ask your carer, your family or the person who gave you this book.

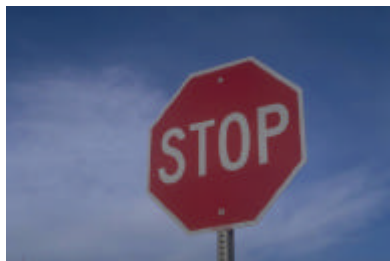
You can tell your carer or your family your problems and someone will help you fix them.



You have a right not to be hurt by anyone.



You have a responsibility not to hurt anyone else or other people's things.



If anyone touches the private parts of your body and you don't want them to, tell your carer or family. If someone makes you look at the private parts of their body or touch them and you don't want to, tell your carer or family.

No one has the right to touch you or make you touch them if you don't want them to. If you are friends with someone, it's no different. You don't have to be touched by them or touch them unless you want to.

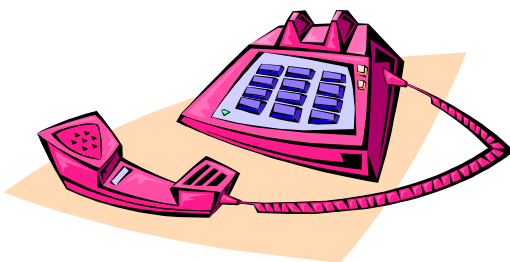
If someone takes your money or asks you to take money out of the bank or spend your money on something you don't want, tell your carer or family. No one has the right to ask you to spend your money unless you think it is okay.



If someone says something to you that makes you sad, angry or scared, tell your carer or family.

If someone hurts you or makes you do something you don't think is right, tell your carer, your family or the person who gave you this book.

If you need help solving problems, other people can speak for you to help you solve any problems.



You can telephone the General Manager on (02) 9816 1859 if you want to complain or get help about the things you want or need.