

Residents and families



Easy English



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.



Hi, I am Andrew Richardson,
CEO of House with No Steps.



Welcome to our service.

Our goal is to

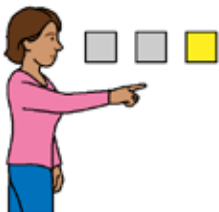


- give you the best supports and services
- make this change easy.

We will



- get to know you and your support staff
- learn what is important to you



- give you choice and control



- make sure you have a good life.

About this book

This book is about our services and how we can help you.

About us

We have lots of different services.

For example



- **accommodation**
 - a place to live



- **respite**
 - stay with other people and get help from support workers for a short time.

We believe you



- have equal rights



- should be treated with respect



- can choose how you want to live.

We will give the best services to lots of people.



We want you and your family to be happy with our services.

Our values



We want people with disability to be respected by everyone in the community.

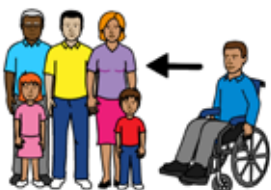
We will



- let you choose how you want to live



- respect you



- include you



- do what is right for you



- help you to be your best.

Our values help us to give you good services.



Our values also help us to work well with

- you and your family



- our staff

- the community



- the government.

We do **reviews**.



A review means we

- ask for feedback from you and our staff



- make changes to the way we give services

- make our services better.

Our services

We will



- support you and meet your needs.
- give you the same service you are used to



- keep you safe.

How we meet your needs

We will



- talk to you and listen to your ideas



- talk to your house **supervisor** about your needs
 - supervisor means the manager of your house



- give you clear information about us and the things you need to know
- tell you how to give feedback.

You can contact us



Email: star@hwns.com.au



Call: 1800 931 934



Website: hwns.com.au

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English in August, 2018. www.scopeaust.org.au

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