EASY ENGLISH

Children and Young People's Handbook

Information for children, young people and their families

For people who get support from Axis Supports in the ACT and NSW



Axis Supports

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Axis Supports Group Pty Ltd · ABN 68 619 815 333 · NDIS registered provider 4-F0VH53R

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How to use this handbook



This handbook is written in **Easy English**.

We use pictures to help explain the words.



This handbook is for children and young people who get support from Axis Supports.

It is also for their families and carers.



You can ask someone you trust to read it with you.

This could be your mum, dad, carer or support worker.



Axis Supports gives disability support in the **ACT** and **NSW**.

We have offices in Canberra and Sydney.

We are a registered NDIS provider.



You can ask us to explain anything in this handbook.

Call us on **1300 696 888**.

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SECTION 1: RIGHTS AND SAFETY

Your rights



This part is about your **rights**.

Rights are things every person should have and be able to do.



Australian laws protect the rights of people with disability.

You have the **same rights** as all other Australians.

You should be included in community life.

What are your human rights?



You should be:

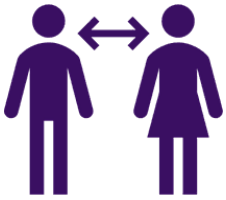
- safe at home and everywhere else
- treated with respect
- part of your cultural community.



You should be able to:

- practise your religion
- express your sexuality
- speak your family's language.

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You also have rights when you get support from Axis Supports. You have the right to:

- get good quality services
- tell us what you want
- choose the type of support worker you want
- make your own choices.



You also have the right to:

- be safe
- get help when you need it
- try new things and take risks.

How do we respect your rights?

We will:



- keep you safe
- respect you and your privacy
- treat you well
- listen to you
- help you make your own choices.

We will also:



- include your family, carers or advocate, if you want us to
- ask what supports you want
- ask what type of worker you need
- keep your personal information private.

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We can help you find an **advocate** if you need one.



You can safely:

- make a complaint
- give us feedback
- tell us if you want to use another provider.



We will do what you ask, unless we think you may get hurt.

Then we will talk with you and your family or advocate about the risks.

We will help you make a safe choice.



Our staff must follow the **NDIS Code of Conduct**.

These are rules about how staff must treat you.

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Advocacy



This part is about **advocacy**.

Advocacy means helping a person stand up for their rights.



Advocacy can help your voice be heard.

It can help you get what you want and need.

It can help you be part of your community.



Sometimes it is hard to say what you want. You might want someone to:

- support you
- speak up for you
- be your voice.



An **advocate** can be that person.

An advocate speaks up for you when you cannot, or do not want to, speak up for yourself.

You can ask someone you trust to be your advocate, like your:



- mum or dad
- brother or sister
- carer
- close friend.

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You can also ask an **independent advocate**.

Being an advocate is their job.

They do not work for Axis Supports.



An advocate should be fair.

They should treat everyone the same way.



Your advocate should always:

- listen to you
- be on your side
- help you make your own choices.



Your advocate can help you:

- get ready for meetings
- tell people what you want
- understand forms and papers.



Your advocate can help you make a complaint if you are not happy with:

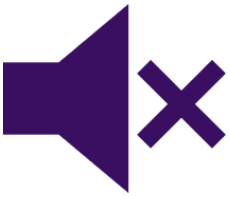
- your supports
- the way you have been treated.



Your advocate can tell us if you have been treated badly.

They can help us understand the support you need.

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Your advocate must keep your information **private**.

How do you find an advocate?



We can help you find an advocate.

Call us on **1300 696 888**.



You can look for an advocate online.

Use the **Disability Advocacy Finder** on the Ask Izzy website: askizzy.org.au



You can also call the **Disability Gateway** on **1800 643 787**.

They are open Monday to Friday, 8am to 8pm.

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Privacy and your information



This part is about your **privacy**.

Privacy means keeping your personal information safe.



We collect and keep information about you.

This helps us plan supports that meet your needs.



Personal information can include:

- your name, address and phone number
- your advocate's contact details
- people close to you, like your mum, brother or a good friend
- the supports you need
- your health records
- other services you use.



We must keep your information **private and safe**.

We keep your records for at least 7 years.



We only share your information if you say **yes**.

Sometimes the law says we must share it. For example, if someone may be hurt.



You can say **no** to us sharing your information with other people or services.

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We will ask you, or your parent or guardian, to sign a **consent form**.

The form says who we can share your information with.



This might be:

- your advocate
- a person you trust
- other services that support you
- government services that support you, like the NDIS.



You have rights about your information. You can:

- ask to see your information at any time
- ask us to fix information that is wrong or not complete
- tell us if you think information should be deleted.



You can help us make our rules better.

Tell us what you think about how we work with you.



Not happy with how we look after your information?

Tell our **Privacy Officer**. Call 1300 696 888.

You can also call the Office of the Australian Information Commissioner on **1300 363 992**.

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Complaints and feedback



This part tells you how to make a **complaint** or give **feedback**.

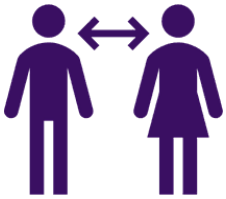
A complaint is when you tell us you are not happy.

Feedback is when you tell us what you think. It can be good or bad.



It is okay to complain. Tell us if you are not happy about:

- the supports you get
- your support workers
- Axis Supports.



You might not want to tell us yourself. That is okay. You can ask someone you trust to help, like your:

- mum or dad
- brother or sister
- carer or support worker.



An independent advocate can also help you.

We can help you find one.

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How do you make a complaint or give feedback?



You can talk to:

- your support worker
- your contact person at Axis Supports
- our **Complaints Manager**.



You can call us on **1300 696 888**.

Ask to speak to the Complaints Manager.



You can email us.

Canberra: admin@axissupports.com.au
Sydney: adminnsw@axissupports.com.au



You can fill in our **Complaints and Feedback Form**.

Ask us for a copy, or find it on our website.

You can email it or post it to us.



You can fill in the **participant survey** we send you every year.



You can make a complaint and stay **anonymous**.

Anonymous means we will not know who you are.

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To stay anonymous, use our **Anonymous Complaints and Feedback Form**.

You, or your advocate, can fill it in.

Send it back to us in the stamped envelope we give you.



If you stay anonymous, we cannot tell you what we did about your complaint.

This is because we will not know who you are.



We take all complaints and feedback seriously.

They help us make our services better for you.

What happens after you complain?



Our Complaints Manager will:

- talk with you about the problem
- listen to you
- write down what you say
- make a plan with you to fix the problem.



They will:

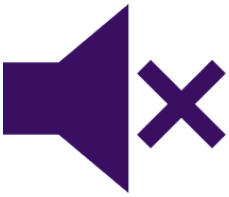
- try to fix the problem
- keep in touch to tell you what is happening.



Someone may be in danger of being hurt. If so, we must tell people who can help keep them safe.

This might be the police, child protection services or the NDIS Commission.

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We keep your complaint private.

We only share it with people who need to know.



Not happy with how we handled your complaint?

You can tell the **NDIS Commission**.

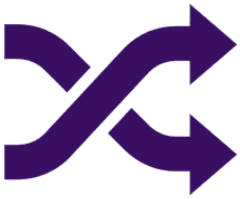
Call **1800 035 544**. It is free from a landline.

Or go to ndiscommission.gov.au

You can complain to the NDIS Commission at any time. You do not have to tell us first.

You can stay anonymous.

Conflict of interest



This part is about a **conflict of interest**.

A conflict of interest is when what a staff member wants gets in the way of what is best for you.

Our staff must always do what is best for you.



What a staff member wants might be about:

- getting money
- their family or friends
- another job they have.



For example, a staff member might also work for another provider.

They must not tell you to use that provider so they can get more money.

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It is okay for staff to have a conflict of interest, if they tell us. Then we make a plan to manage it.

It is wrong if staff use it to get more for themselves, their family or their friends.



Our managers check every conflict of interest. They make sure it does not affect:

- your support
- the quality of our work
- good decisions.



A conflict of interest might affect your support. If so, we will talk with you.

We will explain how we will manage it.



Tell us if you are not happy with how we manage it.

We will work with you to make changes.



You can choose to use other providers too.

This will not change the support you get from us.



We might not be able to fix the problem. If so, we can help you move to another provider.

We will help you keep getting the support you need.

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Incidents



This part is about **incidents**.

An incident is when something happens that hurts someone, or could have hurt someone.



An incident can be when:

- someone hurts you, or could have hurt you
- you hurt someone else
- you feel that someone is going to hurt you.



Some incidents are very serious. They are called **reportable incidents**.

We must tell the **NDIS Commission** about them.

A reportable incident is when:



- someone dies
- someone is badly hurt
- someone is abused or neglected
- someone hurts or touches a person with disability in a way that is against the law.

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It is also a reportable incident when:

- someone does something sexual that is not okay, to or near a person with disability. This includes **grooming**. Grooming is when someone builds trust with a child so they can abuse them.
- someone uses a **restrictive practice** that is not allowed. This is something that stops a person moving or doing what they want.



If you are in an incident, tell someone **straight away**.

You can tell your support worker, your contact person or a person you trust.



Your worker may think you have been hurt, or may be hurt.

If so, they will tell **child protection services**. This helps keep you safe.



Our managers will meet with you.

They will write down what happened.



They will ask you:

- what happened
- who saw it
- when you told someone, and who you told
- how it made you feel
- what could stop it happening again.

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Your safety is important to us.



After an incident, we will help you get better. We will:

- fix the problem quickly
- help you look after your health and wellbeing.



We will keep you up to date. We will:

- talk with you about what happened
- tell you what we will do to fix it
- tell you what we have already done.



We will ask what you think about how we are fixing the problem.

We will ask for your ideas to make things better.



We look into every incident to find out what happened.

We work out how to stop it happening again.



We might:

- change how we do things
- change our rules
- give our staff more training.

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When there is a reportable incident



We must tell the **NDIS Commission**.

For most reportable incidents, we must tell them within **24 hours**.

We send them more information within 5 business days.



We tell the **police** if a crime may have happened.

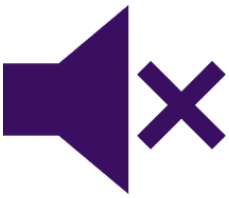
We tell **child protection services** if a child may not be safe.



The NDIS Commission looks at what happened.

They tell us if we need to do more.

We will tell you what they say.



We keep what you tell us private. We only share it with people who need to know.



Not happy with how we handled the incident?

You can tell the **NDIS Commission**.

Call **1800 035 544**. It is free from a landline.

Or go to ndiscommission.gov.au

Zero tolerance of harm



Zero tolerance means we do not accept any violence, harm, abuse, neglect or exploitation.

This part tells you how we keep you safe.

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You have the right to a life free from violence, harm, abuse, neglect and exploitation.

You should always feel safe with us.



Violence is when someone hurts your body.

This could be hitting, punching or slapping.



Harm is when someone treats you badly.

It can hurt your body or your feelings.



Neglect is when someone does not care for you or help you the way they should.



Exploitation is when someone takes advantage of you.



Tell us if someone hurts you.

Tell us if you do not feel safe with someone.

You can also tell someone you trust, like your:



- mum or dad
- brother or sister
- carer or support worker
- teacher.

An independent advocate can also help you.

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You can call the **National Disability Abuse and Neglect Hotline** on **1800 880 052**.

You can call **Kids Helpline** on **1800 55 1800**. It is free, any time of the day or night.

In danger right now? Call 000.



To keep you safe, we:

- make sure our staff follow the rules
- train our staff to help you
- keep your information private.

We will always:



- support you if something bad happens
- call the police or child protection services if we need to
- listen to you or your advocate
- give you the support you need
- tell you what is happening.

Not happy with how we are keeping you safe?

You can tell the **NDIS Commission**.

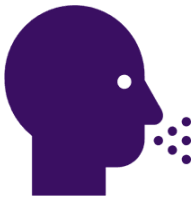
Call **1800 035 544**. It is free from a landline.

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SECTION 2: PLANNING AND SUPPORT

Planning with you



Your voice is important. It helps us know how to work with you.

Please tell us what you need and what you want.



We will make a **Support Plan** with you.

You are at the centre of your plan.



We look at your **NDIS plan** funding.

This helps us make sure we can give you the services you need.



To make your plan, we may talk to your family, doctors and other people who support you.

We only do this if you say it is okay.

We will talk with you about:



- learning life skills
- your interests and hobbies
- groups and activities in your community
- getting around and transport.

We will also talk about:



- your family
- your culture, like the food you eat
- your religion or beliefs
- how you like to communicate.

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We check your safety. We look at:

- your home and the places you go
- your emergency plan.

We look at your health needs, like:



- medical needs and general health
- complex health needs
- therapy, like speech pathology or physiotherapy
- health checks and vaccinations
- your teeth and mouth.



We look for **risks**.

Then we work out how to remove them or make them smaller.



We make plans for your risks with you.

We train our staff in these plans.



We review your Support Plan every year.

If your needs change, we will review it sooner.



You, or your parent or guardian, will sign your Support Plan.

We will give you a copy.

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Risk assessment



Your safety is very important.

A **risk** is when something could happen that may hurt you or someone else.



We check for risks when you start with us.

We check again at least once a year.

We also check when things change for you.



To check risks, we ask:

- What could go wrong?
- How often could it happen?
- How bad could it be?
- Do we need to do something?



We write a plan for each risk. This is called a **strategy**.

It goes in your Support Plan.



We will talk with you about your risks and your plans.



Some activities have a high risk. We will talk with you about the risks.

You and your family can then choose if you want to do it. This is called **informed consent**.

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We check your home for:

- things you could trip on
- electrical cords
- hot water
- how medicines are stored
- pets
- stairs.



We also check that the people around you support you.

We check that no one is hurting you.



We train our staff in your risk plans.

If your needs change, we will check your risks again.

Safe environment



Your safety is our priority.

We check your home to make sure it is safe.



We check your floors and rugs.

We look for rips, tears or edges that lift up. These can make you trip and fall.



We check for electrical problems, like cords that hang down or are damaged.

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We make sure your hot water is not too hot.

This stops burns.



We check how your medicines are stored.



If you have pets, we make a plan to keep you, your pets and our staff safe.



Please do not smoke when our staff are with you.



Sometimes we may wear masks.

This stops germs spreading.



We clean to stop germs spreading.



Our staff wash their hands, wear gloves and use hand sanitiser.

This helps keep you well.

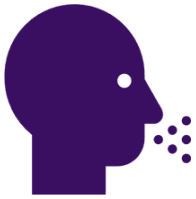


Wash your hands often, especially after you use the toilet or blow your nose.

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If we clean your home, we clean the surfaces and take out the rubbish, as your plan says.

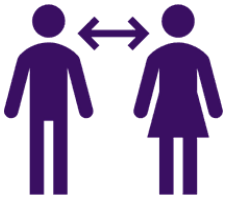


If you are sick, please tell us.

Then we can plan your support.



We talk with you about your safety at least once a year.



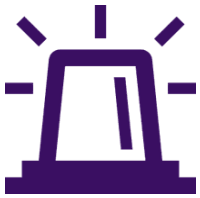
Talk to us at any time if you are not sure or you feel unsafe.

Emergency and disaster planning



We will make an **emergency plan** with you.

It helps keep you safe in an emergency or disaster.



An **emergency** is something sudden and dangerous.

It could hurt you, your health or your home.



A **disaster** is something big, like a fire or flood.

It can cause harm and damage. We can get ready for it.

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Your plan helps make sure you keep getting support.



It says what you need to stay safe and well.



It says how to get ready, and what to do when an emergency happens.



It says how we will contact you, your family and other people who support you.



We will practise the plan with you.

You can tell us what worked and what needs to change.



Our managers look at what we learn.

We change the plan if we need to.



Your support workers will learn your plan.

They will know how to help you.

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Service Agreement



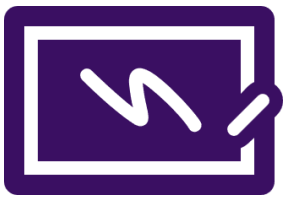
A **Service Agreement** is a document.

It is an agreement between you and Axis Supports.



It says what services we will give you.

It helps make sure you get the right services.



To show you agree, you sign it. We sign it too.

If you are under 18, your parent or guardian will usually sign it.



You can ask a person you trust to help you.

This could be a family member, carer, friend or independent advocate.



Your trusted person can speak for you.

They can sign for you, but only if you say it is okay.

What goes in a Service Agreement?



We will meet with you.

We will ask you about the support you want.

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Tell us:

- what support you need
- how you want your support
- the type of support worker you want
- when you need support
- how long you need it.



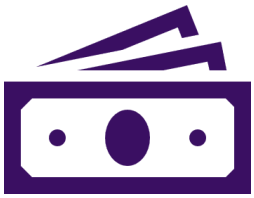
We will talk with you about:

- the supports we can give
- your rights and responsibilities
- our responsibilities
- anything special we need to know.



Please bring your **NDIS plan** to the meeting.

If you want, we can keep a copy of your plan with your agreement.



When we agree on supports and costs, we write the Service Agreement.

It says how much our services cost.



It says what we will do and what you will do.

We will explain this to you.

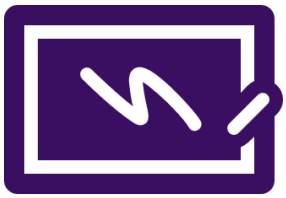
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When do you sign it?



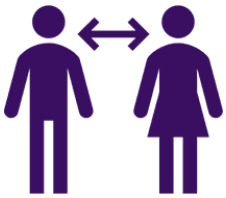
Sign it after you, or your trusted person, have read it.

Only sign it if you are happy with it and agree with it.



There are two copies. One is for you and one is for us.

Keep your copy in a safe, private place.



You can change or end your Service Agreement.

Talk to us if you want to change it.



To end it, tell us. Put it in writing if you can.

Give us the notice it says in your Service Agreement.



We will help you while you move to a new service.

Money and property



This part tells you how we look after your **money** and your **things**.

Your money and things belong to you.



If you say it is okay, we can help you buy things with your money.

We may use your things to give you support.

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We only use your money or things if you agree.

This is written in your Service Agreement and Support Plan.

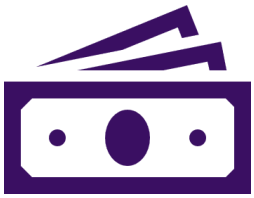
You, or your parent or guardian, fill in a **Money and Property Consent Form**.

Your things



- Staff only use your things if they need to, to support you.
- You must say it is okay.
- We list the things we use in your Support Plan.

Your money

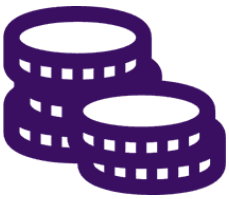


- You tell us how you want to spend your money.
- Staff cannot touch your money unless you say yes.
- If you ask a support worker to help you spend money, they must check with their manager first.



Staff must never use your **PIN** or get money out of an ATM for you.

Your PIN is very private.



Staff count your money with you before they buy something. They count your change with you after.

They keep receipts. They write down all the money they spend.

You both sign a form to say the money was spent the right way.

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Every month, we tell you how and when your money was spent.

Our staff cannot give you advice about money.



Someone might be misusing your money or things.

If we think this, our managers will tell you.



Our managers will:

- look into it and write a report
- tell the police or others if needed
- give you extra support if you need it.



Do you want help with money after your Service Agreement is written? We will talk with you about the help you need.

We will add it to your Service Agreement and Support Plan. We will give you a new copy.



Not happy with how we look after your money or things?

You can tell the **NDIS Commission**.

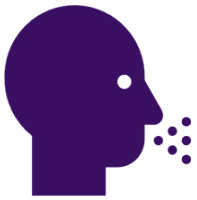
Call **1800 035 544**. It is free from a landline.

Or go to ndiscommission.gov.au

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SECTION 3: WORKING WITH YOU

Communicating with you



Your voice is important to us.

Please tell us what you want, or what we need to change.



Tell us the best way to talk with you.



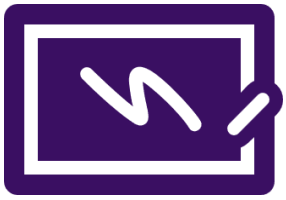
Tell us if you need an **interpreter**.

This could be for Auslan or another language.



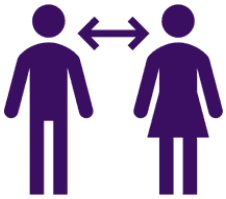
Would you like us to email you?

Or is a phone call best? Tell us.



We will write down what you tell us.

We will tell our staff what you want.



Would you like to give our managers feedback often? Tell us.

This helps us make our service better.

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How to contact us



Call us on **1300 696 888** to:

- make or change a booking
- cancel a booking
- ask about payments
- give feedback, good or bad
- ask us anything.



Email us:

Canberra: admin@axissupports.com.au
Sydney: adminnsw@axissupports.com.au



Outside office hours, our **on-call coordinator** can help.

Ask your contact person how to reach them.



Remember, what you say is important.

It helps us give you the right support.

Mealtimes



Tell us what you need and like at mealtimes.



We will make sure your meals are healthy.

We will make sure your food has the right **texture**.
Texture is how soft or hard food is.

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A **speech pathologist** can help plan your meals. This is a health worker who helps with eating, drinking and swallowing.

They check how you swallow. They may say you need softer food or thicker drinks.

They look at your risks, like:



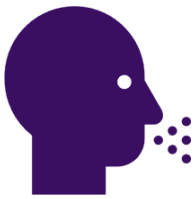
- how you sit
- swallowing
- diabetes
- food allergies and anaphylaxis. Anaphylaxis is a very serious allergic reaction
- your weight.

They can help plan how you sit when you eat.



They write a plan for your eating, drinking and swallowing.

Your staff can see your plan, so they know what you need.



Our staff are trained to help if you cough or choke.



We check for risks to keep you safe when you eat.

We store your food safely. We give you the right meals.

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Don't worry. If you have trouble, we will help.

We will change your support as your needs change.

Oral health



Oral health means looking after your teeth and mouth.



Brush your teeth two times a day.

Brush in the morning and at night.



Use a toothbrush and toothpaste.



Floss your teeth after you brush.



Try not to have too many sugary foods and drinks.



Visit your dentist for check-ups.

We can help you get to the dentist if you need help.

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SECTION 4: CHILD SAFE STANDARDS

Child Safe Standards



Axis Supports is a **child safe** organisation.

We follow the 10 **Child Safe Standards**. These are rules to keep children and young people safe.



In the ACT, the **ACT Human Rights Commission** checks that organisations follow the standards.

In NSW, the **Office of the Children's Guardian** checks them.

Standard 1

Keeping you safe is our number one priority.



We do this by:

- telling everyone we are a **child safe** place
- always thinking about child safety risks
- making plans to manage safety risks.



Our staff must pass safety checks before they work with you:

- an NDIS Worker Screening Check
- in the ACT, a Working with Vulnerable People check
- in NSW, a Working With Children Check.

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Our staff are trained to:

- help you if you feel unsafe
- take responsibility for your safety
- follow our rules.

Standard 2

You can speak up, and we will believe you.



We want to hear what you have to say. Tell us about:

- the things you like and want
- the things you do not like or want.



Tell us if you have been hurt, or you feel unsafe or scared.

You can tell us about your worries.



We will always listen to you.

We will help you and keep you safe.

Standard 3

We work with your family and community to support you.



Your family and community are important.

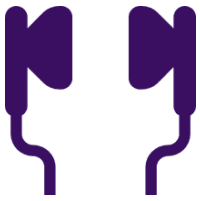
We work with them to help you.

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We share information with you and your family about your care and safety.

We include you and your family in important decisions.



We ask your family and community how we can keep you safer.

We listen to what they say. We make changes based on their ideas.

Standard 4

We treat you fairly and help you reach your full potential.



We want you to:

- feel proud of your culture and family
- always be treated fairly
- always feel included.



Tell us about your culture.

We will respect your cultural needs.



We will always give you:

- support
- information about things that matter to you
- ways to complain about your support.

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We want you to join in and enjoy our services and activities.

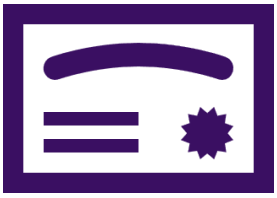
Standard 5

We choose the right staff, and we support them.



We want you to know:

- you are safe with our staff
- we care about you
- you can trust us
- you can tell us anything that upsets or scares you.



Our staff:

- know that keeping children safe is important
- have been approved to work with children.



We train all new staff in:

- their child safety responsibilities
- our child safety rules.



We supervise our staff.

We check they follow the safety rules and keep you safe.

Our staff get regular child safety training.

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Standard 6

Children come first when we deal with complaints.



We want you to speak up about anything that worries you. We will:

- look after you and keep you safe
- act to fix the problem.



We take complaints seriously.

We use them to learn and do better.



Our staff are trained to deal with complaints, including child safety complaints.

We deal with complaints quickly. We tell everyone involved how we will fix the problem. Then we fix it.



Tell us if you:

- are unhappy
- feel unsafe or scared
- have been hurt in any way.



You will never get in trouble for telling us how you feel, or what happened to you.

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If someone hurts you, we may need to tell other people so they can protect you.

This could be the police, child protection services or the NDIS Commission.

Standard 7

We help our staff learn how to keep you safe.



Our staff are trained to keep you safe and protect you.



If you are hurt, our staff know who to tell to get you help.

Standard 8

We keep you safe in the places you go and online.



You have the right to privacy.

We want you to try new things in new places.



Tell us what makes you feel safe or unsafe when you are with us.

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If you go online, tell us if something does not feel safe or makes you feel bad.



We think and talk about things that could hurt you when you are with us.

We change things that are unsafe.



We will always listen if you feel unsafe.

We will make changes so you feel safe.

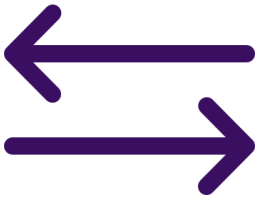
Standard 9

We keep making child safety better.



We always look at how we keep you safe.

We always try to do it better.



To do this, we:

- learn from our mistakes
- listen to feedback and complaints
- make changes to fix problems.



Our managers check how we keep you safe.

They look for ways to make child safety better.

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We make things better by:

- updating our rules
- training our staff in new ways to keep you safe.

Standard 10

Our safety rules are written down, and all our staff know them.



Our policies are our rules to keep you safe.

They follow the Child Safe Standards.



Our rules tell staff:

- what they must do
- how to keep you safe.



You and your family can tell us how to make our rules better.

Do you feel unsafe?

Tell someone you trust.

You can call **Kids Helpline** on **1800 55 1800**. It is free. You can call any time, day or night. It is for young people aged 5 to 25.

If you are in danger now, call **000**.

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Who can help

These services can help you. You can ask someone you trust to call with you.

Emergency If you or someone else is in danger now	**000**
Kids Helpline Free, any time, day or night. For ages 5 to 25. kidshelpline.com.au	**1800 55 1800**
NDIS Commission Complaints about NDIS services. Monday to Friday, 9am to 5pm. ndiscommission.gov.au	**1800 035 544**
National Disability Abuse and Neglect Hotline	**1800 880 052**
Disability Gateway Help to find an advocate. Monday to Friday, 8am to 8pm	**1800 643 787**
ACT Human Rights Commission Complaints about services in the ACT, including services for children and young people	**(02) 6205 2222**
NSW Office of the Children's Guardian Child Safe Standards in NSW. Monday to Friday, 9am to 4:50pm. ocg.nsw.gov.au	**(02) 8219 3600**
Worried a child is being harmed?	
ACT: Children, Youth and Families	**1300 556 729**
NSW: Child Protection Helpline	**132 111**
Need an interpreter?	
TIS National	**131 450**

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Contact us



Call us on **1300 696 888**



Email us

Canberra: admin@axissupports.com.au
Sydney: adminnsw@axissupports.com.au

Visit us



Canberra office
Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911

Sydney office
Shop 1, 5 George Street, North Strathfield NSW 2137



Our website is **axissupports.com.au**



Outside office hours, contact our **on-call coordinator**.

You can ask us to help you read this handbook.

Version 2.0. Effective October 2026. Next review October 2027.

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