

# HEALTH, THERAPY AND WELLBEING

Easy English



EASY ENGLISH



WE  
LIFE WITHOUT BARRIERS  
VE

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Supporting People with Disability



**WELCOME TO  
HEALTH,  
THERAPY AND  
WELLBEING**

Easy English



EASY ENGLISH

# WHAT ARE HEALTH, THERAPY AND WELLBEING SERVICES



Health, therapy and wellbeing services are a group of services that can help you

- feel better, and
- be more healthy.



They are also called **therapeutic support services**.

The people who will do this work with you have had special training.



**Therapeutic support services can help you manage**

- the way you think and feel
- the way you eat and swallow
- the way you talk
- the way you behave
- your safety, and
- your general health.



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There are different types of therapeutic support services. You can find out about these later in this book.

## ABOUT THIS BOOK



You can ask someone to help you read this book.

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Some words in this book are in **blue**. You can find out the meanings of these words on page 28.

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**LIFE  
WITHOUT  
BARRIERS  
=  
LWB**

In this book Life Without Barriers is also called LWB.

## WHAT IS IN THIS BOOK



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## WHAT ARE THE DIFFERENT TYPES OF THERAPEUTIC SUPPORT?



We have many different types of therapeutic support. We can give you the support that you need. This may include

- assessments
- plan development
- therapy and counselling, and
- training.

You can find out more about these next.



Some of our therapeutic support services may be part of your [NDIS Plan](#).



You can find out what services are in the area where you live. You can ask your LWB contact person. Their details are at the end of this book.

## ABOUT ASSESSMENTS



An **assessment** is when someone collects information about

- you
- the things you find hard, and
- what help you need to make these things easier.



For example if you find it hard to **communicate** and swallow you can have a **communication and swallowing assessment**. This means someone will look at

- how you **communicate** and swallow now, and
- what treatment you need so you can **communicate** and swallow more easily.

We can do many different types of assessments.





We can do a

- **health assessment.** This is about how healthy you are.
- **communication and swallowing assessment.** This is about the way you **communicate** and swallow.
- **psychometric assessment.** This is about the way you solve problems and make decisions.
- **adaptive assessment.** This is about how well you do things on your own. For example
  - caring for yourself
  - household tasks, or
  - going out in the community , and
- **functional behavioural analysis.** This is about the support you might need to manage the way you cope with things, and
- **psychological assessment.** This is about the way you think, learn and behave.

# ABOUT PLAN DEVELOPMENT



We can help you make a plan about how to manage the things you find hard. The plan will be all about you and what you need.

We can do different types of plans for you.

We can do a:



- **behaviour support plan.** This is about the support you need to manage the way you behave.
- **health care plan.** This is about the support you need to stay healthy.
- **safety plan.** This is about how to keep you safe.
- **risk management plan.** This is about things that may make you unsafe. It is about how to manage those things.
- **meals plan.** This is about the support you need during mealtimes.
- **personal plan.** This is about the support you need for **personal care**.
- **communication plan.** This help others understand what you are thinking and feeling and how you get across your message.



## ABOUT THERAPY AND COUNSELLING



**Therapy and counselling** services are where

- you can talk to someone about the way you feel about things, and
- they can help you find ways to feel happier.

These services can teach you new ways to manage your feelings.

Please  
supply  
image

You can do therapy and counselling

- by yourself, or
- with a group of people.

## ABOUT TRAINING



The people who support you may need some training to give you the support you need. Your **NDIS Plan** may include some **funding** for this.



We can give your support staff training about

- how to help someone manage the way they behave
- **mental health**
- how to support someone who has had thoughts about killing themselves
- **tube feeding**
- diabetes and how to check blood sugar levels
- **epilepsy** and medicines for **epilepsy**
- how to support someone who has a **spinal cord injury**
- how to support someone to be more healthy
- how to support someone who finds it hard to speak or swallow
- and more.



## HOW WE WILL WORK WITH YOU



We can help you meet your **goals** by giving you the services you need. **Goals** are the things you want to do now and in the future.



When we provide a service to you we will always try to help you

- do more for yourself
- learn new things, and
- feel good about yourself and what you can do.



The support we give you will include

- working together with you
- giving
  - information
  - **advice**, and
  - training

to the people who support you

## HOW WE WILL WORK WITH YOU



We will

- visit you at home, and
- support you over the telephone.



We will make a plan about how the support we give you will meet your goals.

The plan will say

- what you think is important, and
- what support you need.



The plan may include how you

- behave with your family and people in the community
- can be safe when you are doing daily tasks like eating and personal care. This can help you
  - do more for yourself, and
  - feel good about yourself and what you can do, and
- can stay healthy and happy.



## HOW TO GET STARTED



If you are interested in our services you can contact us by

- phone, or
- email.

Our details are at the end of this book.

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We will talk to you about

- what you need, and
  - how we can help you.
- 

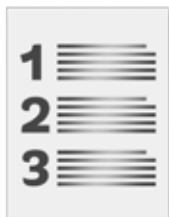


If you would like to use our services we will

- visit you, or
- talk more with you

so we can do a first assessment.





We will make a plan with you. The plan will list all the things we will work on together.

If you decide to use our services we will review the plan **regularly** to make sure

- you are happy with the services we are giving you, and
- you are getting what you want.



**What happens after you meet your goals**

When

- all your goals have been met, and
- you feel happy with the way things are

we will help you make a **moving on plan**. This is a plan that can help you keep things going so you can stay happy and healthy.



# WHAT IS THE NDIS QUALITY AND SAFEGUARDING FRAMEWORK?



The **NDIS** has rules about the way we must provide our services. These rules say

- you must be able to make your own choices
- you must be safe when you are using our services, and
- we must provide good services to you.

These rules are called the **NDIS Quality and Safeguarding Framework**.



We work hard to make sure we follow the **NDIS** rules in all the places we provide services.

## WHERE YOU CAN GET THERAPEUTIC SUPPORT FROM LWB?



We have therapeutic support services around Australia. You can contact us to find out if we have services where you live. Our contact information is on page 27.

## OUR PROMISE



### What we promise to do

We will ask you first if we need to

- get information about you
  - keep information about you
  - talk to others about you, or
  - use your information in any way.
- This includes using your picture.



It is very important to tell someone if you are not happy about something. You can tell

- us, or
- someone else.

We want to do what is right for you.

## ABOUT STANDARDS



There are rules about how we should support people with disability. These are called the **National Disability Standards**. These rules are there to make sure you are treated

- well, and
- fairly.

We must follow these rules when we support you.

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This means

- you will be in charge of your plan
- you have the right to be treated
  - well, and
  - fairly

by everyone who lives with you.

## ABOUT STANDARDS



- we will help you to
    - stay in touch with your family and friends, and
    - be part of the community.
- 



- we will help you to learn new things so you can reach your goals. You will be in charge of your plan.
- 



- we will ask you how things are going, and do something if you have any problems.
- 

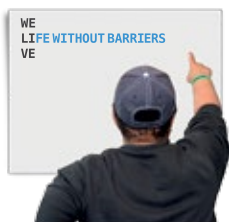


- we will ask for
  - your ideas, and
  - your help with our planning.



we will be

- fair, and
- treat you the same as others.



we will do these things if you are

- using our services, or
- choosing another service.



we will make sure

- we are doing our job well, and
- you know who to talk to if there is a problem.

## ABOUT LWB



### About LWB

LWB has lots of different services for people with disability.

We want you to be able to

- choose the services you want
- make decisions about your services, and
- do as much as you can for yourself.



We have a list of things that we think are important. These are called our values.

We will stick to our values when we support you.



We will

- **build relationships.** This means we will
  - listen to you, and
  - make sure we understand what you need.





- **be imaginative.** This means we will always try to think of
    - new ideas, and
    - better ways to do things.
- 



- **be respectful.** This means
    - we will treat you well
    - we will care about you, and
    - you will be important to us
- 



- We will not treat you differently because of
- where you were born
  - your religion, or
  - the way you live your life.
- 



- **be responsive.** This means we will make sure you get what you need from us. We will
  - do our job, and
  - do it well.

## ABOUT LWB



- **be courageous.** This means we will do what we think is right even it is hard to do.
- 



We also have other services for people all around Australia.

These include

- care for children and families
  - support for **Aboriginal and Torres Strait Islander** people
- 



- care for people with
    - **mental health** needs, and
    - housing needs.
- 



- support for **refugees** and **asylum seekers**
- 



- care for older people.

## CONTACT US

You can contact us by



**Post** 352 King Street  
Newcastle NSW 2300

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**Phone** 1800 935 483

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**Email** [yourlwb@lwb.org.au](mailto:yourlwb@lwb.org.au)

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You can

- ask questions, or
  - tell us what you think.
- 



If you have trouble speaking or hearing you can phone the National Relay Service.

**TTY** 133 677

**SSR** 1300 555 727

**Internet relay** [www.relayservice.com.au](http://www.relayservice.com.au)

# IMPORTANT CONTACTS



You can write your LWB contacts here  
or  
you can also ask someone else to do this for you.



Write the address of your local office here

.....  
.....  
.....



Write the phone number of your local office here

.....



Write the email address of your local office here

.....

Write the name of your contact person here

.....



Write the name of their **supervisor** here

.....



You can email a **customer representative** at

Email [dsac@lwb.org.au](mailto:dsac@lwb.org.au)

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You might want to talk to someone who is not from LWB. Write who you can talk to here.

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## WHAT DO THESE WORDS MEAN?

|                                     |  |
|-------------------------------------|--|
| <b>NDIS</b>                         | The NDIS is the way the government supports people with disability to live their life. It is also called the National Disability Insurance Scheme.   |
| <b>NDIS Plan</b>                    | A plan you make before you can start using the NDIS. Your NDIS Plan is a list of Goals you have set<br>And<br>The support you need because of your disability. The NDIS will use your plan to decide how much funding you need.                                |
| <b>communicate or communication</b> | The way you talk to someone. The way you tell someone what you think. There are different ways to communicate. For example <ul style="list-style-type: none"><li>• speaking</li><li>• using pictures</li><li>• moving your head, and</li><li>• more.</li></ul> |

**mental health**

The way you think and feel. People who have a mental health condition might

- feel very sad all the time
- very worried all the time, or
- they might see or hear things that are not really there.

**tube feeding**

When someone cannot eat food and they are fed liquid through a tube that goes into their stomach.

**epilepsy**

A condition where something happens in your brain that makes you have **seizures**.

**Seizures** are when

- your body jerks or shakes  
and you
- cannot stop it
- are not awake, and  
do not know what is happening.

## WHAT DO THESE WORDS MEAN?

|                           |   |
|---------------------------|---|
| <b>spinal cord injury</b> | When you have done something to damage your spinal cord. Your spinal cord is part of your spine. It runs from your brain to the bottom of your spine.                     |
| <b>personal care</b>      | Help with daily tasks to take care of yourself. For example <ul style="list-style-type: none"><li>• bathing</li><li>• eating, or</li><li>• going to the toilet.</li></ul> |
| <b>funding</b>            | The money you get from the government to pay for the supports in your NDIS Plan.  |
| <b>review</b>             | To look closely at something to see if it is working well or needs to be changed.   |



**regularly**

When something happens regularly it happens

- often

with

- the same amount of time between each time it happens.

For example it might happen

- every Tuesday
- every week, or
- every month.

**Aboriginal and  
Torres Strait Islander**

People related to the **first Australians**. **First Australians** are people who lived in Australia before others came from overseas to live here.

Aboriginal and Torres Strait Islander people are also called Indigenous people.

## WHAT DO THESE WORDS MEAN?

|                                |  |
|--------------------------------|--|
| <b>refugees</b>                | <p>A person who has been forced to leave their country because their life is in danger. This might be because of</p> <ul style="list-style-type: none"><li>• war</li><li>• their religion, or</li><li>• a natural disaster. For example<ul style="list-style-type: none"><li>– a flood, or</li><li>– earthquake.</li></ul></li></ul> |
| <b>asylum seeker</b>           | <p>A person who has left their home country because</p> <ul style="list-style-type: none"><li>• they disagree with the government, and</li><li>• believe they will be treated badly because of what they believe.</li></ul> <p>The person then asks to live in another country to be safe. This is called seeking asylum.</p>        |
| <b>supervisor</b>              | <p>A person who is in charge of</p> <ul style="list-style-type: none"><li>• other staff, and</li><li>• the job the staff do.</li></ul>   |
| <b>customer representative</b> | <p>A person who</p> <ul style="list-style-type: none"><li>• looks after customers, and</li><li>• helps with any problems.</li></ul>  |

The Easy English in this book was written by Clear Words ([www.clearwords.com.au](http://www.clearwords.com.au)) and LWB.

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# IMPORTANT CONTACTS

Your local LWB office is:

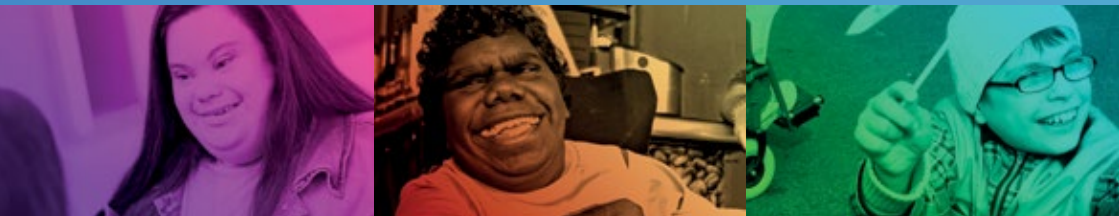
Your local LWB contact details are:

Your LWB contact person is:

Their supervisor is:

Your local LWB customer representative can be reached through: [dsac@lwb.org.au](mailto:dsac@lwb.org.au)

Local independent organisations you can talk to:



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