

YOUR INDEPENDENCE AND INFORMED CHOICE

Easy English book February 2021



How to use this book

This book is by Life Without Barriers.

It is in Easy English.

We use pictures to help people know what it is about.

Some words are in **blue** and we will tell you what the words mean.



This book is about how we support you to make the choices that you want.

INDEPENDENCE AND INFORMED CHOICE

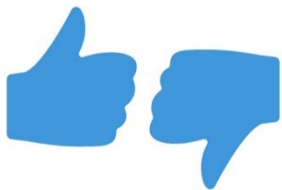
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You get support from Life Without Barriers.

We help you live life the way you like.



You decide what support we give you.

You can choose how we give you support.



Some people call this **independence**.

Independence can mean being free to make your own choices.

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When you get support, you should always be able to choose what you like and what you don't like.



We should ask you questions to make sure you are happy.



You have the **right** to choose what you do and how you live.

Rights are something you have, and we should make sure you know what they are.

There are lots of things you can choose.



Things like:

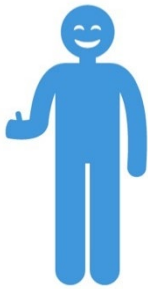
- ✓ Food you eat
- ✓ TV shows you watch
- ✓ Exercise you do
- ✓ People you talk with
- ✓ People you love
- ✓ Clothes you wear
- ✓ Religion you follow
- ✓ Jobs you do



It is important you feel safe to choose.

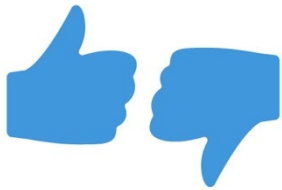
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We must listen and support your decision.

We must respect your choice.



When you say you do not like something,
we will not do it.

When you say you do want something, we
will support you to do that.



To make choices, you need to have lots of
information.

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This is called **informed choice**.

Informed choice means you have the right information so that you can make the best choice for you.



This means we must tell you all the choices you can make.

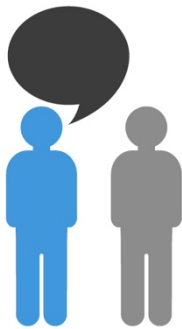


We will tell you about all the things you can do so you can choose the one you like the most.



If you feel like your choices are not being respected, tell people you trust.

We want you to tell us what you want from your support.



We call the people you trust, like family and friends your **support network**.



If you or your support network are not happy with how we support you, you can make a **complaint**.

A complaint is when you tell a person that you are not happy with something.



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You or your support network can make a complaint to Life Without Barriers

To make a complaint you can:



- ✓ **Email**
complaints@lwb.org.au



- ✓ **Call**
1800 721 226



- ✓ **Website**
www.lwb.org.au



- ✓ **Mail**
National Complaints Manager Life
Without Barriers PO Box 2226
DANGAR NSW 2309



You and your support network can also talk to the NDIS Quality and Safeguards Commission.

To make a complaint you can:



- ✓ **Call**
1800 035 544



- ✓ **Website**
www.ndiscommission.gov.au



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You and your support network can talk to
Life Without Barriers for more information.

You can:



✓ **Email**
info@lwb.org.au



✓ **Call**
1800 935 483



✓ **Website**
www.lwb.org.au



✓ **Mail**
Life Without Barriers
PO Box 2226
DANGAR NSW 2309

This Easy English book was made by Life Without Barriers.

**Life Without Barriers uses Easy English and accessible information so that people know all
the different ways we can support them.**