

**LIFE
WITHOUT
BARRIERS**

Client voice survey



Easy Read

www.lwb.org.au

About this survey



This is a **client voice survey**.

A **client voice survey** is when you answer questions about the support you get from us.



Life Without Barriers made this survey.

We will say **LWB** for short.



This survey is about the disability services you get from LWB.

This means services like



- **Supported Accommodation**

This is when you live in a house with other people who all get help from staff



- **In home or Community Participation Services**

This is when someone helps you do things in your home and be part of the community



- **Short Term Accommodation**

This is when you stay somewhere else for a short time with help from staff.



What you tell us will help us make our services better.

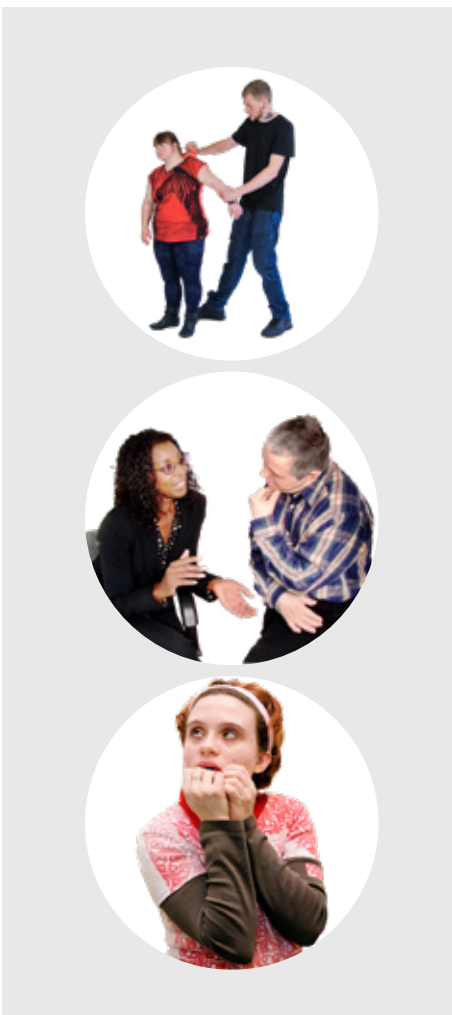


You do not have to answer the questions if you do not want to.



We will keep your answers **private**.

Private means we will not show other people your answers.



We will only tell other people about your answers if

- You are being hurt by someone
- You ask us to tell someone
- You are not safe.

We will look at all the answers from people and tell you

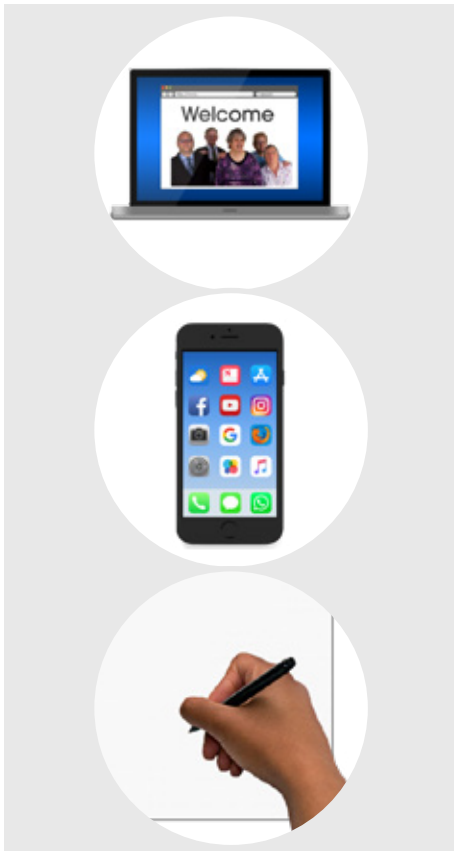


- What we found out



- What we will do about it.

How to do the survey



You can do the survey

- Online
- On the phone
- On paper.



You can choose the way that is best for you.

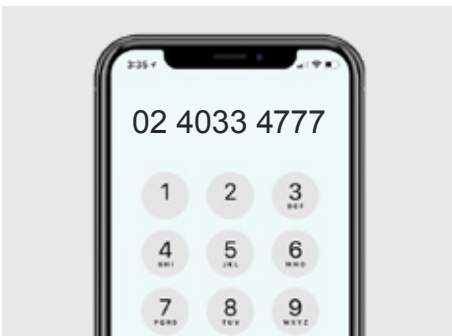


You can ask someone who does not work at LWB to support you.



If you want to do it online you can fill in the form on our website at

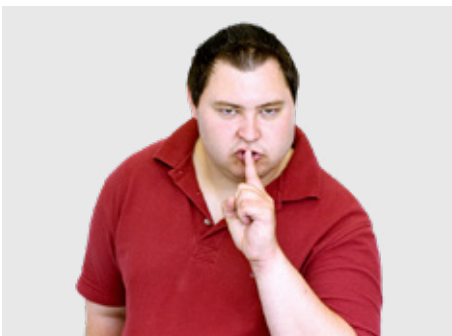
www.lwb.org.au/disability/survey-general-2024



If you want to do it on the phone you can call us on **02 4033 4777**.



The person you talk to will be a LWB staff person.



They will keep your answers private.

If you want to do it on paper you can complete this form and



- Send it back to us in the reply paid envelope



- Email it to us at **yourlwb@lwb.org.au**.

Questions about LWB



These questions are about how you feel about LWB.



Would you tell someone else LWB is a good service?



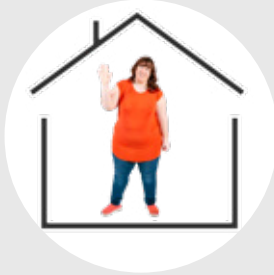
Yes



No



I do not know.



What support do you get from LWB?

You can tick as many boxes as you want.

- In my home where I live with others who all get support from staff
- In a home where I live with others who do not get support from staff
- In my home where I live on my own
- To go out into the area I live in
- At a service I go to in the day
- Somewhere I stay for the weekend or for a short time.



How happy are you with the supports you get from LWB?



I am very happy



I am happy



I am not happy or unhappy



I am unhappy



I am very unhappy



I do not know.



How could we support you better?

You can write in the box.

Questions about your rights



These questions are about your **rights**.

Rights are things that belong to everyone.



When you are supported to get your rights it means you

- Can make choices about your life
- Are treated the same as everyone else
- Get to do things you like that make your life good.



Do people who support you talk about your rights in a way you can understand?



All of the time



Most of the time



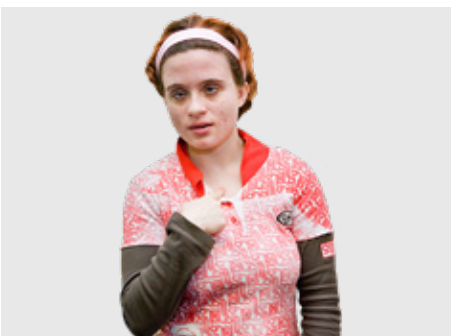
Some of the time



Never



I do not know.



How could we support your rights better?

You can write in the box.



You have the right to get the chance to do things you like in your life.



Do LWB staff ask you what you want to do?



All of the time



Most of the time



Some of the time



Never



I do not know.



You have the right to make your own decisions.



Do LWB staff support you to make your own decisions?



All of the time



Most of the time



Some of the time



Never



I do not know.



You have the right to be treated with **respect**.

Respect is when people treat you in a nice way.



Do LWB staff treat with you with respect?



All of the time



Most of the time



Some of the time



Never



I do not know.



You have the right to be safe.



When you are safe it means no one does things like



- Yells or throws things at you



- Hits you



- Touches you in a way you do not want.



Do you feel safe when LWB workers support you?



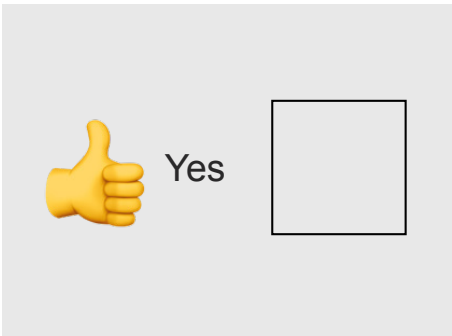
Yes



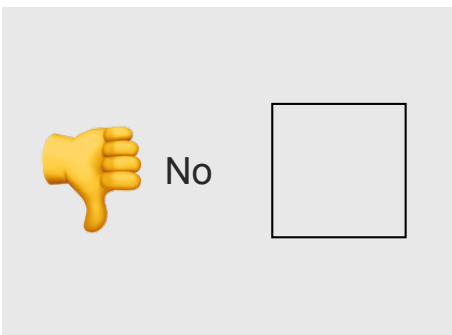
No



I do not know.



If you ticked yes please tell us the things that help you feel safe at LWB.



If you ticked no please tell us what made you feel not safe.



You have the right to do things and be a part of your community.



Do you choose what things you do in the community?



All of the time



Most of the time



Some of the time



Never



I do not know.



You have the right to get **justice**.

Justice means you can speak up and get support if someone has not treated you fair.




Do you know who to talk to if you are unhappy or want to make a **complaint** at LWB?

A **complaint** means you tell someone if you are not happy with the supports from LWB.


 Yes


 No


 I do not know.




Do LWB staff support you to talk to your family or friends about what is happening in your life?

 All of the time

 Most of the time

 Some of the time

 Never

 I do not know.



Do LWB staff respect your **privacy**?

Privacy means they do not share any information about you without asking you.



All of the time



Most of the time



Some of the time



Never



I do not know.

About you



These questions are about you.



Which place do you live in?

- Queensland
- Northern Territory
- New South Wales
- Australian Capital Territory
- Victoria
- South Australia
- Tasmania
- Western Australia.



Are you Aboriginal or Torres Strait Islander?



Yes I am Aboriginal



Yes I am Torres Strait Islander



Yes I am both Aboriginal
and Torres Strait Islander



No I am not Aboriginal or
Torres Strait Islander



I do not want to say.



Do you speak a language that is not English?



Yes



No



I do not want to say.



If you ticked yes please tell us what languages you speak.



Are you doing this survey on your own?



Yes



No.



If you ticked no please answer the next question.

Who is the person helping you?



- Family



- Friend



- Someone who supports me to make decisions



- LWB staff



- Someone else.

Help to make our services better



Do you want to help make our services better or make new **policies**?

Policies are rules all LWB staff have to follow.



Yes



No

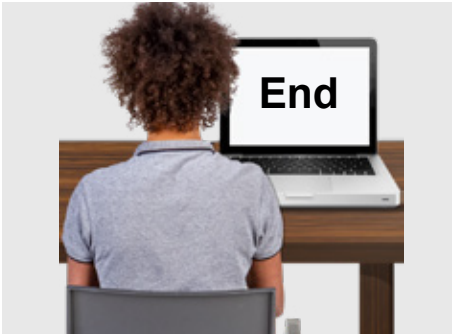


If you ticked yes we will need your name to contact you about it.



If you want to tell us your name you can write your name in the box.

End of the survey



This is the end of the survey.



Thank you for telling us what you think.



We will use this information to make our service better.



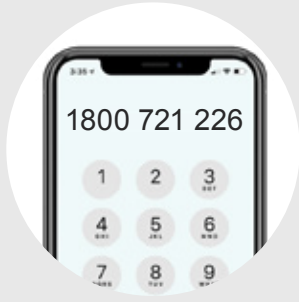
You can always contact us to

- Tell us what you think
- Make a complaint.

If you want to tell us what you think or make a complaint you can



- Email it to us at **complaints@lwb.org.au**



- Call us on **1800 721 226**



- Fill out a form on our website at **<https://lwb.i-sight.com/external/cf/new>**



- Send us a letter to

Life Without Barriers
PO Box 226
Dangar NSW 2309.

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at **business@cid.org.au**.