NSW Boarding Houses

New laws and rules 2013

Book 4
Rights.
The New South Wales Government made this book.

The New South Wales Council for Intellectual Disability

and

some people who live in Boarding Houses helped make the book.

2014 The book was made in 2014.
If you need help to read this book, you can ask

- a worker
- an advocate
  or
- someone else you trust.
This information is based on a new NSW law. The law is the **Houses Act 2012** and **Boarding Houses Regulation 2013**. Your Boarding House must follow this law.

Laws are like rules.

There are 4 books you can read.

This is book 4.
All the information you read in these books is about your Rights. Like, you have the Right to

- your own bedroom

- healthy food.

This book tells you about all your other Rights.
What is in Book 4?

1. Stay Well page 8

2. Stay Safe page 10

3. Say no to abuse and neglect page 12

4. Emergency help page 16
5. Make choices

6. Boarding House workers

7. Your personal information

8. Privacy

9. Make a complaint
1. Stay Well

You have the Right to have regular health checks

See your doctor if you see any change in your health. A worker can sometimes see this, like you have a bad sore. It is not getting better. He may say you need to see your doctor.

You can choose
- your doctor
- your dentist
- the chemist
- any other specialist, like an eye doctor.
The workers will write this information in your file.

The workers can help you

- make appointments
- help you **plan** how to get to appointments.

Accidents can happen at home, like

- you have a nose bleed
  
or
- slip over in the bathroom.

Workers must give you First Aid.

Workers must call an ambulance, if needed.

A poster about ‘How to Resuscitate you” must be on the wall.
2. Stay safe

The workers must help you be safe.

You have a key for your bedroom door.

You know how to tell a worker if someone
- hurts you
- makes you feel bad
- does bad things to you.
Fire Drills

You know where to go in a fire drill. This will help you get out quickly.

There is a map of the Boarding House. The map

- is on the walls
  and
- easy to read.

Everyone in the Boarding House must practise the fire drill lots of times. Then, everyone will know what to do if there is a fire.
3. Say no to abuse and neglect

Abuse is when somebody
- hurts you
- or
- makes you feel bad.

Neglect is when people do not care for you properly.

You must not be abused or neglected in any way.
Tell another person if someone

- hits you
- yells at you
- threatens you
- swears at you
- makes you feel unsafe or scared.

Tell another person if someone

- stops you eating what you want
- stops you seeing who you want
- stops you doing what you want to do
- uses or breaks your stuff when you said **no**.
You must tell another person if someone

- locks you up

or

- makes you take drugs or medicines.

These are **not** drugs or medicines from your doctor. You do **not** want to take these other drugs.
You can tell

- a case worker
- an OCV or Official Community Visitor
- a Home Care worker

or

- a friend
- advocate
- your ALI worker
- someone else you trust.

The Manager and workers must **not** hurt you.
They must help you. You can tell another person if the Manager or worker hurts you or does **not** help you.
4. Emergency help

An emergency is when you need help right now!

There must be an easy way for you to call for help. This can be a Call Bell.

There must be a call bell in

- all bathrooms
- the kitchen
- all living rooms.

Other rooms you use can also have a Call Bell.
The Call Bells must work all the time.

The Manager must check the Call Bells work.
5. Make choices

You decide what you do each day.

You cannot be forced to do things.
Workers do not choose for you.

Your family and friends can visit you or talk to you anytime.
You choose your own friends.

Workers must not stop you making friends.
You can **not** be forced to cook or clean or do washing

But

You can do this if you do want it.

This is OK.
Do you need help to make choices and decisions?

Yes.

Workers must help you get the help you need.

You can use

- an advocate
- guardian
- a support service.
Your Boarding House must give you information about advocates and other services. This may be phone numbers.

The numbers are

- near the phone

  and

- easy to see.

Workers can help you find the numbers.

or

Workers must find someone who can help. This can be advocates or OCV’s.
6. Boarding House workers

Boarding House workers are there to help you.

The Boarding House must have

- the right number of workers for everyone that needs help
- rules. Workers must know what to do, like
  - what is a healthy meal
  - how to help you leave in a fire.

The rules are on a poster on the wall.
There must always be a worker in the Boarding House who

- knows how to do first aid
- knows what to do in a fire.

All workers must have the right skills to do their job.

The Manager must check the workers

- have the right skills
- are doing their jobs
- have not been in trouble with the law before.
7. Personal information

Your Boarding House must keep clear information about you. Sometimes this is called your personal file or your file or your records.

Everyone else who lives in the Boarding House has a file too.

This information must be kept private. It must be kept in a safe place.
Your personal information helps the workers to

- make sure you get the help you need
- know who to call if you are sick
- know what you want to do in the future.

You can read your personal file.

Your file will have

- your name
- date of birth
- pension number
- Medicare number.
Your file will have a list of all the things you own

- when you came to the Boarding House
- new things you have.

It will have your health information. This can be

- your doctors name and phone number
- what medicines you take
- history about your health
- any food that makes you sick.

Workers must write in your file when you get hurt or get sick. It will help them, if you are sick another time.
Your file will say

- when you started at the Boarding House

and

- any tests you did then.
- your answers to the questions then.

Your file will also say what help you need to

- shower or go to the toilet
- dress or undress
- eat or cook meals
- take your medicine
- do things in the community
- make choices
- do any other things.
Your file will have information about people in your life. This can be

- your next of kin. This is the person in your family who is close to you, like your mum or sister.
- your advocate
- support services you use
- the person who looks after your money, if any
- your guardian.

You can write down anyone else who is important in your life. Like, a friend, or people you used to live with.
8. Privacy

Information about you must stay private.
Workers must **not** talk about you to others without your say so.

Your file must be kept in a safe place.
Like, a locked filing cabinet.
Boarding Houses can have a private room.

You can talk without other people hearing you.

You can talk to

- your advocate
- anyone else you want to talk to.
9. Make a complaint

A complaint is speaking up when things are not right.

It is OK to make a complaint.

Information about your complaint must be private.
Your Boarding House must have rules to help you

- make your complaint
- listen to a complaint
- make any changes after a complaint.

The Manager must check you know how to make a complaint.

You must get the help you need to make a complaint.

Your advocate or guardian can help you too.
The Manager must decide about any complaint in a fair way for everyone short time.

After you make a complaint you cannot get into trouble from anyone cannot be made to leave the Boarding House. This is against the law.

The Manager must keep records of when people complain what he did to fix things.
Sometimes a complaint is something very serious.

Like,

- abuse
- neglect
- sexual assault
- a big accident when help is needed.

Other people need to know about the big complaint. Like

- police
- and
- ADHC.
Images in this book

Most of the pictures in this book are from Photosymbols. www.photosymbols.com

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