

# Scope letter to clients, families and supported workers

Scope



Easy English



## Blue words



Some words in this book are **blue**.

We write what the blue words mean.

## Help with this book



You can get someone to help you

- understand this book
  
- find more information.



Contact information is at the end of this book.



## About this book

This book is from Scope.

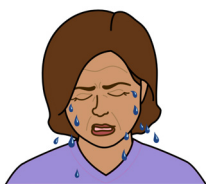


This book is for

- our clients
- families of our clients
- our **supported workers**.



Supported workers are people with disability who have a support worker with them at work.



A bad thing happened to one of our clients in 2020.

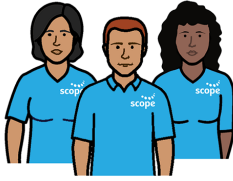


This book is about

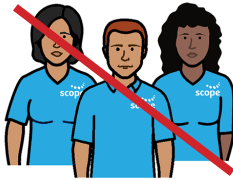
- what we did when the bad thing happened
- what we are doing now.



## The bad thing that happened



3 people who worked for Scope hurt one of our clients.



These 3 people do **not** work for Scope anymore.



There is a news story about the bad thing that happened.



We know our clients and staff are upset about what happened.

## What we did when we found out what happened



When we found out the bad thing happened

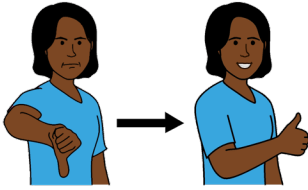
- we told the police
- we told the **NDIS Quality and Safeguards Commission**.



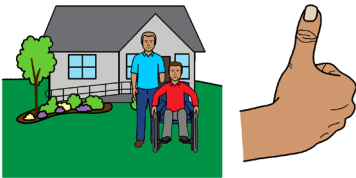
The NDIS Quality and Safeguards Commission makes sure NDIS services are safe.

We call it the **NDIS Commission**.

## What changes we made



We changed a lot of things to make our services better.



For example, we did a lot of things like

- we give good services



- we keep our clients and supported workers safe.



We made it easier for our staff to tell us when

- they think a bad thing happened to a client or supported worker



- they find out a bad thing happened to a client or supported worker.

## What else we did



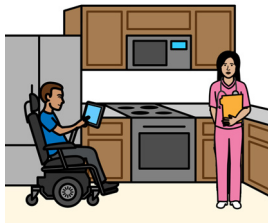
We told our staff they **must** do our **code of conduct** training.



Our code of conduct says how our staff **must** behave at work.

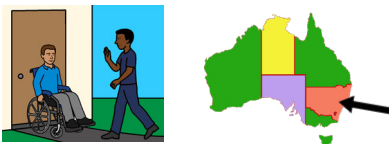


When the bad thing happened we sent nurses to visit clients with a lot of needs in our Victoria **Supported Independent Living** homes.



Supported Independent Living means people get support to live in their home.

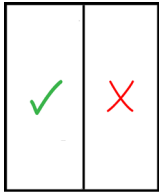
We call the homes **SIL homes**.



Soon, we will also send nurses to visit clients with a lot of needs in our New South Wales SIL homes.



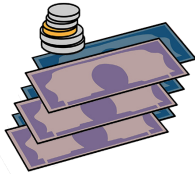
We started a special group to help make our **policies** and services better.



Policies are plans that say how we do things.



We asked some of our clients to help the group.



We spent a lot of money to make our **culture** and **values** better.



Our culture says how we think and what we do.



Our values are ideas that are important to us and the community.



To do better at supporting people with disability, we all need to

- share when bad things happen



- learn from bad things that happen.



## What we are doing now

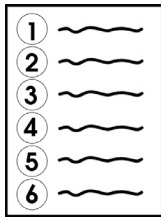
In 2019 the government made a group to check what life was like for people with disability.



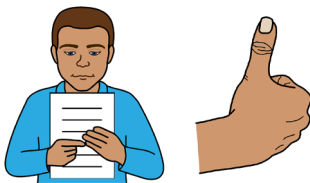
The group is called the **Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.**



The group wrote a report.



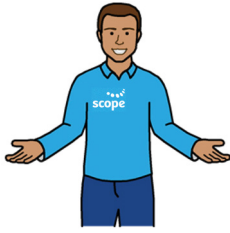
The report says what should happen to make life better for people with disability.



We agree with what the report says.



We are also working with the NDIS Commission to give better services.



We are very proud to support you  
to **belong** and **thrive**.

Belong means to be part of something.



Thrive means to have the best life you can.



Our staff know you are very upset about the  
bad thing that happened.



Our staff are also very upset.

Please treat our staff with **respect**.

Respect is when we

- are kind to each other
- use good manners.



You can always talk to us if you have concerns  
about the support we give.

## If you have concerns about the support we give



You can raise concerns about the support we give with your Scope contact.



You can also call our customer enquiry service.



Call            1300 472 673



You can give us **feedback** on our website.

Feedback is when you tell us what you think of our service.



Website    [scopeaust.org.au](http://scopeaust.org.au)

## Where you get more support



There are free mental health support services you can use to talk about any problems you have.

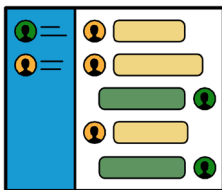
### Beyond Blue



Beyond Blue can give phone or chat counselling.

Call or chat for free anytime night or day.

Call 1300 22 4636



Online chat [beyondblue.org.au/get-support/talk-to-a-counsellor/chat](https://beyondblue.org.au/get-support/talk-to-a-counsellor/chat)

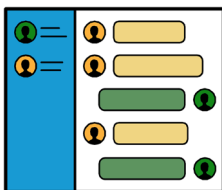
### Lifeline



Lifeline can give phone or chat counselling.

Call or chat for free anytime night or day.

Call 13 11 14

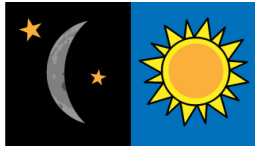


Online chat [lifeline.org.au/crisis-chat](https://lifeline.org.au/crisis-chat)



## 13 YARN

For First Nations people of all ages.



Call or chat for free anytime night or day.

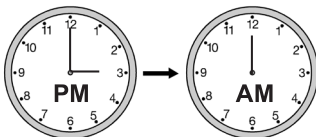


Call 13 92 76



## Q Life

For LGBTIQ+ people of all ages.

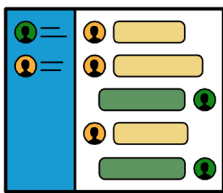


Call or chat for free every day from

3 pm to 12 am.



Call 1800 184 527



Online chat [qlife.org.au/resources/chat](https://qlife.org.au/resources/chat)

## If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

## If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)



Call 1800 555 660



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