



Create Change Counselling
Create your happiest life.

Create Change Counselling

WELCOME PACK

Participant Handbook – Easy Read

Updated April 2026

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Create Change Counselling

WELCOME PACK PARTICIPANT HANDBOOK EASY-READ

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This handbook tells you about what we do at Create Change Counselling and It is written for our **Participants**.

Participants are the people we support through our services with our services. Our Participants are aged between 16 and 65 years old.

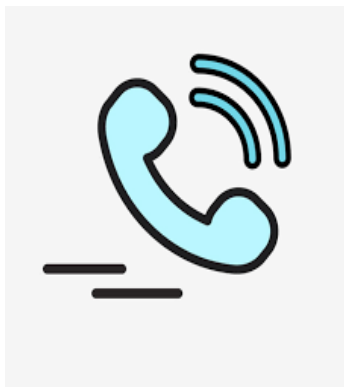
Our participants are people who are cared for, including people with disabilities and/or other care needs. We welcome and include people of all backgrounds, identities, and needs. This handbook tells you about:

- Our rules and **policies**
- How our services run
- How to solve problems

Policies are the guidelines that help us provide safe, respectful, and effective support. This information is written in an easy-to-read way. We use pictures to explain some ideas. Some words are written in blue. We explain what words in bold mean.



Contact us:



(08) 92881734



Office: 5/95 Canning Highway, South Perth, WA 6151

Postal address: PO box 58, Victoria Park, WA 6979



info@createchangepcounseling.com

YOUR RIGHTS

You have rights as a participant of Create Change Counselling; some of these rights are:

- High-quality services from qualified staff
- The right to say NO
- Respect
- Be accepted for who you are and treated the same as anyone else
- Stay safe
- Be given information you understand
- Be supported to make your own decisions
- To be a part of your community, Including work and study
- Be supported to be as **independent** as possible
- Speak up and be listened to
- Have a support person or **advocate**
- Be able to **complain** safely
- Your **personal** information is kept private
 - o You can ask to see your information

You have all these rights:

Without being treated badly because of them.

- No matter what your background or age
- Treat staff and others with respect
- Give us the information we need
- Remember, everyone has the same rights as you
- Help our program stay safe

About Your Human Rights

Human **rights** are values or ways of being treated. Rights mean you are treated fairly, the same as everyone else. Rights mean you are safe and able to make your own decisions about your life.

REGISTRATION

You or your carer will phone us first.

We will ask questions about you and them. This is called **registration**.

We will ask for personal information. This is sometimes called **sensitive information**.

We will keep your information safe. We will only share it with others with your **consent**.

Consent means you have given us permission to share the information. We only share with people who need to know.

We will only ask what we need to know:

- To give you great support
- For the government Communicating with Us Tell us if:
- You need a support person or interpreter to communicate with us
- You need to communicate by phone, email, video call or another way.



Assessment

Before you use some of our services and programs, we will need to do an [assessment](#).

An assessment is when we ask you questions to find out about your:

- Support needs and goals
- Personal information
- Situation – family, life, work etc
- This information helps us to work out:
- Your [eligibility](#) for programs
- How we can support you, and whether we need to do a [Care Plan](#)
- Whether you need a [referral](#). Each of these is explained below.

Eligibility

Everyone is welcome at Create Change Counselling. It is important that we verify you are an NDIS participant and that you tell us if this changes. If you stop being eligible for NDIS, you can still access services, but you will become responsible for paying for the services yourself.



CARE PLANS

Most people who use our services will need a [Care Plan](#).

A Care Plan tells us about you and how best to support you. It is written with you in mind. Depending on which program or service you use, it might include information like:

- ☐ Support needs
- ☐ Communication
- ☐ Interests and hobbies
- ☐ Goals

Updating your Care Plan

We are always updating this information. You should tell us about important changes like:

- ☐ Your address or phone number
- ☐ Changes to your health or needs
- ☐ Changes to your plan

Referral to Other Organisations

If we can't give you the supports you need, we will find other services who can. We will ask you if it's OK to give your personal information to the other services so they can contact you. This is called [referral](#).



ABOUT OUR SERVICES

At Create Change Counselling, we pride ourselves on the personal, participant-focused and high-quality service that we provide.

Our disability services have been formed from these Standards, so we believe it is important not only to tailor our services to meet your needs but to provide the best quality services.

At Create Change Counselling, **we would like to make a difference** in the lives of those with disability and make life easier, fairer and get people involved and participating within their own communities.

We will strive to give you a personal and great experience, and you will be treated fairly throughout your time with us, **choosing to do the things that are important to you**. With your help, we can continuously work to improve our services to meet your needs and goals.

Learn more about Create Change Counselling

Create Change Counselling is a Social Work run therapy service based in Western Australia. I am a sole trader and work with private clients, medicare and NDIS. This business predominantly provides individual therapy. This can be in person at our offices in Perth or via telehealth. We have advertised the availability of group therapy as a value for money option, but can not start until there are enough people interested (minimum 3 participants per group to be viable).

As I am an Accredited Mental Health and Clinical Social Worker. I am registered for social work services including therapy, assessment and training. I am also registered to provide specialist and level two support coordination. This is

limited to a small number of participants to actively support due to my therapy caseload. Please ask if we are taking new participants.

Values Statement

At Create Change Counselling, we are guided by respect, integrity, and a deep belief in each person's right to live a full and meaningful life. We uphold the dignity, autonomy, and cultural identity of every individual. Our practice is grounded in social justice, ethical care, and inclusive, person-centred support that empowers choice, fosters connection, and promotes safety for all.

Vision Statement

"To create meaningful change in people's lives through therapy and support coordination services that are grounded in social justice, professional integrity, and authentic human connection."

Mission Statement

At Create Change Counselling, our mission is to provide compassionate, evidence-based therapy and tailored support coordination that fosters personal growth, emotional wellbeing, and social inclusion. We are committed to working alongside individuals with integrity and cultural sensitivity, honouring their strengths, lived experiences, and right to self-determination.



When Things Go Wrong

No Show

A No Show is when you don't come to a program, even though you are booked in.

For some programs, we need to check you are ok. Depending on the program, we might:

- ☐ Call you
- ☐ Call your emergency contact
- ☐ Call the police if we are very worried about your safety

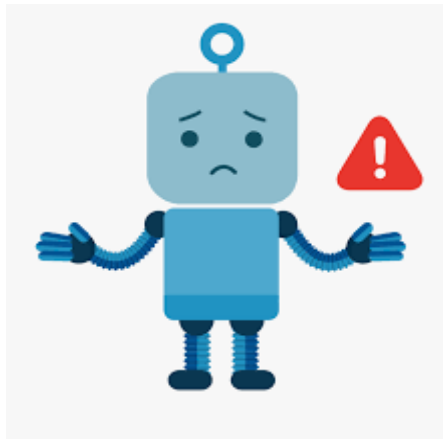
Dealing with Death It is possible that someone you know might die. This might be:

- ☐ A participant or staff at Create Change Counselling
- ☐ Your family or friend.

If someone you know dies, we can help you get support to deal with it. In some cases, Create Change Counselling may be able to arrange:

- ☐ Care at home
- ☐ Someone to talk to

Please ask us if you need help



Making a Complaint

If you are not happy with our services, you can tell us. This is called a [complaint](#).

We deal with all complaints fairly and equally.

To make a complaint, you should:

- ☐ Talk to a staff member, or
- ☐ Write a letter or email to us
- ☐ Talk to the supervisor of the program

We will listen to you.

You will never be treated unfairly for making a complaint.

You can still use our services if you make a complaint.

We will try to improve things or explain why things must be that way.

If you need support

You might need help to make a complaint. Ask us if you need help finding support.

Advocacy and Other Support

What is an Advocate?

An individual advocate is someone who supports you in speaking up. They may speak on your behalf.

They will:

- ☐ listen to you
- ☐ give you information for an [informed decision](#)

- ☐ **National Contact (All States/Territories)**

- ☐ **Disability Advocacy Support Helpline**

Free, short-term telephone advocacy support + referral to local services.

 **1800 643 787** (toll-free)

- ☐ **People with Disability Australia (Peak National Advocacy)**

Supports rights, NDIS issues, discrimination concerns and referrals nationally.

 **1800 422 015** (toll-free)

- ☐ _____

- ☐ **New South Wales (NSW)**

- ☐ **Disability Advocacy NSW** – Free individual advocacy across much of NSW

 **1300 365 085**

(Office alternate: **02 4927 0111** for Newcastle)

- ☐ **Other NSW advocacy contacts (for specific needs)**

- ☐ **Physical Disability Council NSW** – 1800 688 831

- ☐ **Blind Citizens Australia** – 1800 033 660

- ☐ **Deaf Connect** – 02 8833 3600

- ☐ _____

- ☐  **Queensland (QLD)**
- ☐ **Queensland Disability Advocacy Pathways (central referral service)**
 **1800 130 582**
- ☐ **Queensland Advocacy for Inclusion (QAI)** – Individual & systemic advocacy
 **1300 130 582 or 07 3844 4200**
- ☐ Other QLD advocacy providers (regional/priority groups):
- ☐ **ADA Australia Yarn2Action (First Nations)** – 1800 718 969
- ☐ **Speaking Up For You (Brisbane region)** – 07 3255 1244
- ☐ _____
- ☐  **Victoria (VIC)**
- ☐ **Disability Advocacy Victoria** – Advocacy and rights support
 **03 9489 2999**
- ☐ Additional advocacy services:
- ☐ **VALID (Adults w/ disability)** – 03 9416 4003
- ☐ **Association for Children with a Disability (ACD)** – 03 9880 7000
- ☐ _____
- ☐  **Western Australia (WA)**
- ☐ **People with Disabilities WA** – Disability advocacy & support
 **08 6243 6948 or 1800 193 331 (regional)**
- ☐ Other WA services:
- ☐ **Kin Disability Advocacy** – 08 9388 7455 / **1800 659 921**
- ☐ **Developmental Disability WA (DDWA)** – 08 9420 7203
- ☐ **Advocacy WA** – 08 9721 6444

- ☐ _____
- ☐  **South Australia (SA)**
- ☐ **Disability Rights Advocacy Service (state-wide)**
 **08 8351 9500**
- ☐ Other advocacy contacts in SA:
- ☐ **Independent Advocacy SA** – 1800 999 884
- ☐ **Disability Advocacy & Complaints Service of SA** – 08 7122 6030
- ☐ _____
- ☐  **Tasmania (TAS)**
- ☐ **Advocacy Tasmania** – Disability advocacy & rights
 **1800 005 131**
- ☐ Other supports:
- ☐ **Speakout Advocacy** – 03 6231 2344
- ☐ _____
- ☐  **Australian Capital Territory (ACT)**
- ☐ **ACT Disability, Aged and Carer Advocacy Service (ADACAS)**
 **02 6242 5060**
- ☐ _____
- ☐  **Northern Territory (NT)**
- ☐ (Not always a single statewide number, so use national helplines or search tools to find local providers.)
- ☐ Useful general supports:
- ☐ **Disability Advocacy Support Helpline:** 1800 643 787
- ☐ **People with Disability Australia:** 1800 422 015

☐ **Words in this Handbook**

Advocate	An advocate is someone who supports you with speaking up. They may speak on your behalf.
Booking	A booking is when we save a place for you in our disability program
Care Plan	A Care Plan tells staff about you and how best to support you.
Complaint	If you are not happy with our services you can tell us. This is called a complaint.
Consent	Consent means you have said we are allowed to share the information or do something.
Interests	Interests are the things you like to do and learn about.
Participants	Clients are also known as participants, they are people with disability, who come to Create Change Counselling.
Sensitive information	Personal information is sometimes called sensitive information.
Registration	When you or your advocate first contacted Create Change Counselling we registered them. We asked a lot of questions about you and them

Your Notes

[illegible]



5/ 95 Canning Highway South Perth, WA 6151

Mobile service limited to Perth Metro area and subject to risk assessment.

Telehealth available to participants anywhere in Australia.

info@createchangelcounseling.com

08 92881734