



Read GuideEasy

## Quality Service Guide



This document is about how P2P will try to give the best service that they can.

The Government has said that all services must give people with disabilities and their families or carers the best service they can.

P2P will treat people with disabilities and their families or carers in the same way as everyone else is.

P2P believe that it is important for People with Disabilities:

- to have roles in their communities that are the same as other people
- to be able to make decisions about their own lives
- to have the ability to make mistakes about what they want in their lives

## What does that mean?

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This means that P2P will:



- listen and work with you to understand your needs
- be open and honest and follow through on our promises
- answer questions in a timely manner, whether they are made face to face, by phone or via the P2P website
- deliver training and workshops that help people to learn to work together as equals
- provide Planning that is relevant, caring and professional
- be on time when they meet with you
- be well prepared and professional at all times
- make sure that when they work with you they do no harm to you physically, emotionally or financially

## Protection:

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P2P will work to make sure that their service is safe for everyone.

They will have rules in place to make sure all people who work with P2P know what to do.

These rules will be in Normal and Easy Read English so that everyone can read them.

Everyone who works with P2P must have a Blue Card if they work with Children and an NDIS Worker Screening Card. These are important to keep people safe.

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## Reputation and Services:

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P2P has worked with People with Disabilities and the families or Carers for over 25 years.

They are highly thought of by people and other services.

They offer:

- Information about how to access the National Disability Insurance Scheme (NDIS)
- Information on NDIS funded services
- Planning Alternative Tomorrows with Hope (PATH)
- Plan Management
- Loud & Clear - an advocacy group
- Short term projects

Information on P2P's work is on the Website and in documents that are Easy Read.

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## Human Rights:

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P2P wants everyone who uses their service to feel safe from harm.

They will try to make sure that everyone who uses their services is treated with respect.

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## Contact Information

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If you want to ask a question about this guide you can contact:

The Chief Executive Officer (CEO) by sending an email to [manager@p2pqld.org.au](mailto:manager@p2pqld.org.au)

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