



ACCESS 2 PLACE HOUSING



**Your home - Your choices**

.....  
**ACCESS 2 PLACE TENANT CHARTER**



**Easy English**

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



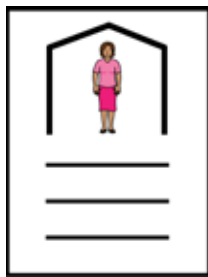
- find more information.

## About this book



This book is written by Access 2 Place.

When you see the word **we** it means  
Access 2 Place.



This is our **tenant charter**.



Our tenant charter is a document about the  
ways we can help you with housing.

# What we will do

## Quality



**Quality** means we

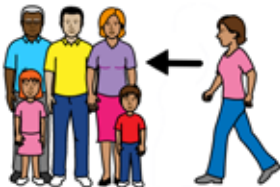
- talk to you about your housing agreement



- give the best services we can



- give you the information you need.



We will be fair and **inclusive**.

Inclusive means our services meet the needs of people

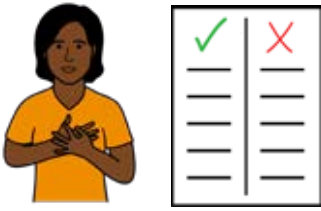


- with different disabilities



- from different cultural backgrounds.

## Responsibility and compliance



**Responsibility and compliance** means we do the right thing and follow the **code of conduct**.

The code of conduct includes rules we **must** follow.

For example



- we will **not** give other people your personal information



- we will make sure you know your rights



- we will listen to **complaints** to see how we can do a better job next time.



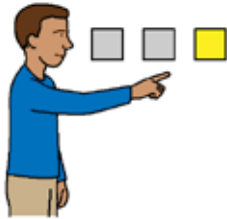
Complaints means you say you are **not** happy about a service.

## Person centred practice



**Person centred practice** means we

- put your needs first



- support your choice and control



- help you do things by yourself.



We support your rights. For example, your right to get help from an **advocate**.



An advocate is a person who can help you

- understand information



- get your message across



- get the supports you need.

## Accountability



**Accountability** means we

- check on your home each year



- tell you before we come to check your home



- help you fix things in your home



- give you helpful information.



You can find helpful information

- in our welcome pack



- on our website



- on social media. For example, on Facebook.

## Our goals

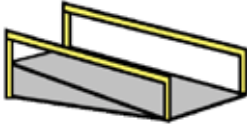
We made 8 goals to help us give good services.



### 1. We want to give you an accessible home

An **accessible home** means your home is

- easy to use and move around in
- close to things you need in the community.



### 2. We want to be inclusive

Inclusive means we give you a home where

- you can access your disability supports
- you can focus on your personal goals.



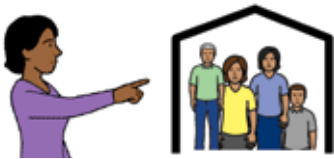
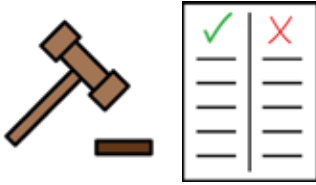




### 3. We want to find you a safe home

A safe home means

- we follow government rules to keep you safe
- you choose who you live with.



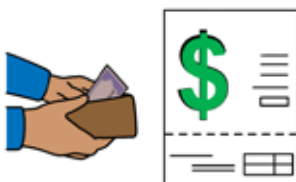
### 4. We want to give you an affordable home

**Affordable** means you have enough money to

- pay your rent

and

- pay for other things you need. For example, bills and food.



## 5. We want to give you choice



Choice means we

- tell you about all your options



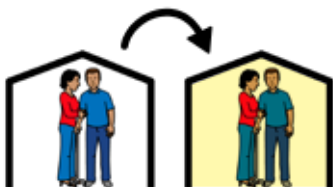
- include you in decisions about your home.

## 6. We want to give you a secure home



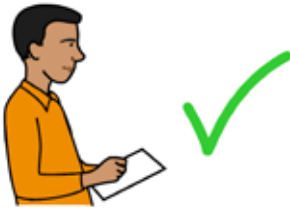
A secure home means

- the rent agreement is in your name



- you can stay at your home even if you change your other supports and services.

## 7. We want to be accountable



**Accountable** means we will always check if

- we do a good job



- there are things we can do better.

## 8. We want to be engaging



**Engaging** means we work with you and your family in the most helpful way.

## Your feedback



Your **feedback** helps us give better services.



Feedback means you tell us

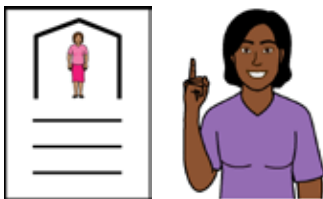
- things we do well
- things we can do better.



Nothing bad will happen if you tell us there are things we can do better.



We want to work with you to fix any problem you might have.



You can ask to see our full tenant charter to learn more.



## More information

For more information contact Access 2 Place.



## Call us

08 8274 6300.



If you need help to speak or listen contact us through the National Relay Service or NRS.

## NRS help desk

1800 555 660



[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)



## Email us

[info@access2place.com.au](mailto:info@access2place.com.au)

## Visit us



20 Greenhill Road  
Wayville SA 5034



At our office you can

- fill in a form to tell us what you need



- talk to a staff member.



## Visit our website

[www.access2place.com.au](http://www.access2place.com.au)



## Write us a letter

Ground Floor  
20 Greenhill Road  
Wayville SA 5034



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To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact Access 2 Place (A2P).

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