

Rules. We work together

We call them
rights and responsibilities



Easy English



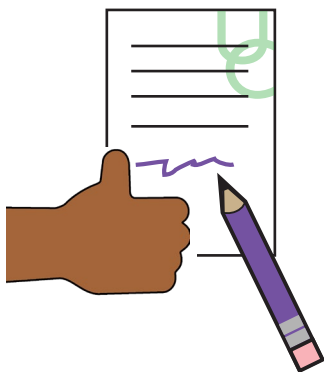
Uniting Communities helps you to do things.
The NDIS call this support.



We agree to work together. We write down
the support you want. Then

- you sign the forms
- and**
- we sign the forms.

The NDIS call this your Service Agreement.



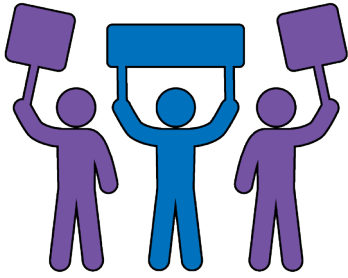
You have rights

and

there are things you must do.



There are also things
Uniting Communities must do.

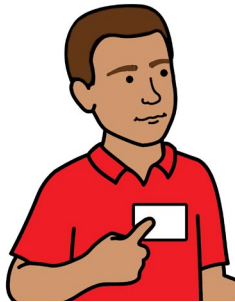


Your rights



We must treat you with respect. Our workers

- listen to you
- know what is important to you.



You choose who you are. Our staff respect who you are. Like

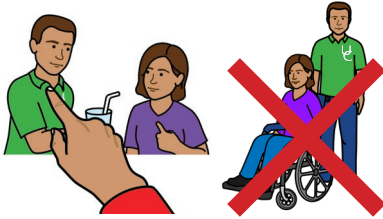
- your name is Kevin
- you want to be Kerry
- we call you Kerry.



You can

- get the support you want

and



- you can get support to make your own choices.



You can choose when you get support. Like

- the day
- the time.



You can choose what support you get.

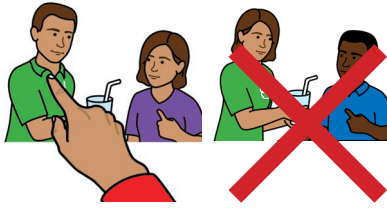
Like you want help

- in a group

or



- at home.



You can choose who supports you.



You can have help to speak up.
We can help you find some one.

or



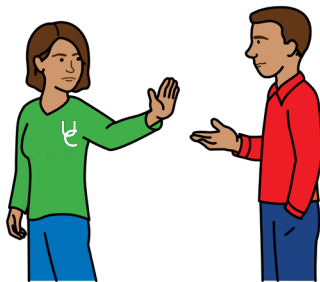
You may have some one who can help you.

Like

- in your family
- a friend.



If you are **not** happy with the support you get.
You can make a complaint.



You can tell us when things are **not** good.

Like your workers

- did **not** help you
- were **not** nice.



You can tell us if you do **not** feel safe
with your worker.



You must follow these rules

The rules are part of your agreement.



You **must** treat workers with respect. Like

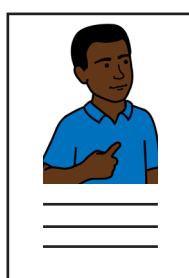
- be nice
- do **not** swear
- do **not** hit.



You need to make a plan with
Uniting Communities.

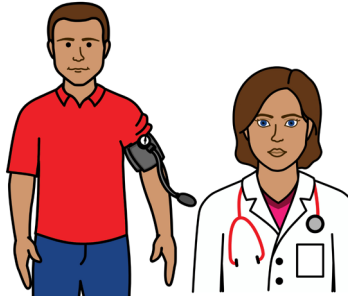
The plan is about the support you would like.

We call it your Support Plan



Your Support Plan tells us about you. Like

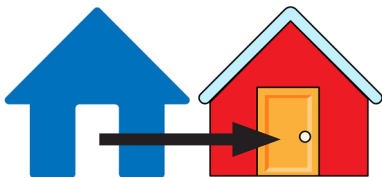
- your goals
- your health.



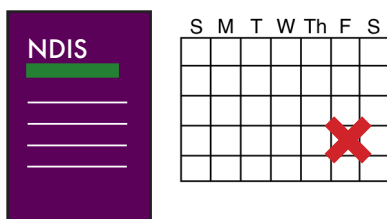
You must tell us about any changes to your health.

Like

- your arm is broken
- you have diabetes
- you need more support.



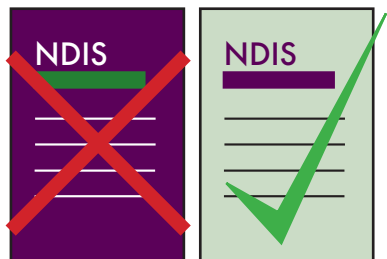
You must tell us about changes to how you live. Like you move house.



You must tell us about any changes to your NDIS plan. Like

- your plan stops

or



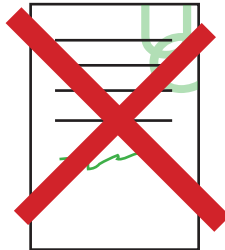
- you get a new plan.



You must tell us if you

- do not need time with staff

or



- want to stop your Service Agreement.



You can change your support services.

We can help you.



Uniting Communities must follow these rules

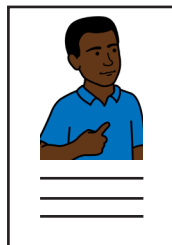


We must talk about the support you want.

We must write down the support we give you.

We must sign the form.

This is your Support Plan.



We must do what your

- Support Plan

and



- Service Agreement says.

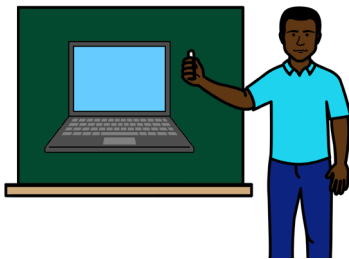


We must give you the support we have agreed to.

Like you want us to support you at home.

You need support 2 days each week.

and



You want a worker to take you to computer class.

The class is each week.



We will help you in an

- emergency

or



- natural disaster.



Some times in an emergency we can **not** help you. Like

- there is a flood
- you live near the flood
- we can **not** get to your home.



When we can **not** help you

- we find other people who can

and



- we make sure you are ok.



We must listen if you are **not** happy.

You make a complaint about your

- worker
- services
- support.



We must try and fix the problem.

Like your worker is late a lot.

We will talk to your worker.



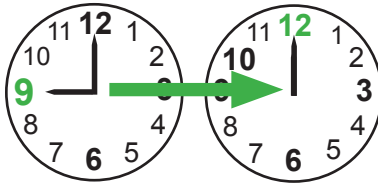
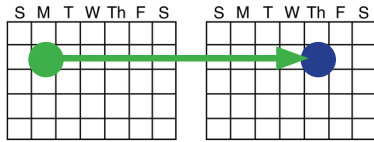
You can ask us to write a report every year.
The report tells you about the support
we gave you. We can add the cost of the
report to your plan.



You take the report to your
NDIS planning meeting.
It helps you make your new NDIS plan.



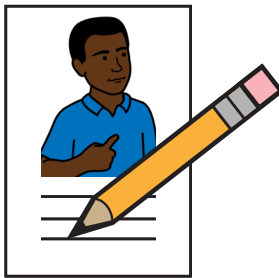
We must keep your information in a safe place.
Your information is locked.
Your workers can see your information.
We only share your information when
you tell us we can.



We must tell you about any change to your support. Like some times your support may

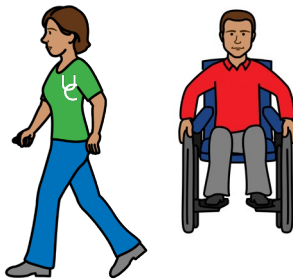
- change to a different day
- change to a a different time
- be with a different person.

We talk to you before we make the change.

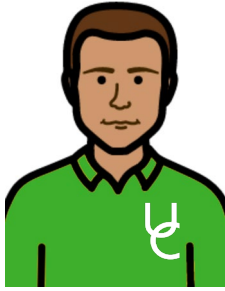


We write notes about your goals.

The notes are part of the support we give you.



We write notes in your support time.



Talk to us



Call 08 8202 5269

or

1800 668 685



Email

NDIS@unitingcommunities.org



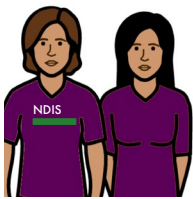
Visit us

43 Franklin Street

Adelaide SA 5000



You are **not** happy with Uniting Communities.
It is ok there are other people you can talk to.



You can make a complaint to the NDIS
Quality and Safeguards Commission.
Call 1800 035 544



Images

The images are from

- Boardmaker
- The Noun Project.

