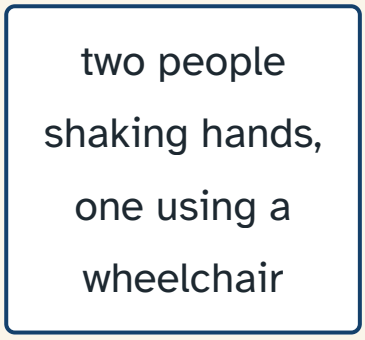
EASY READ

Your Service Agreement

An easy read guide to working with IEL



This paper tells you about working with us.

We are Integrity Empowered Living.

Most people call us IEL.

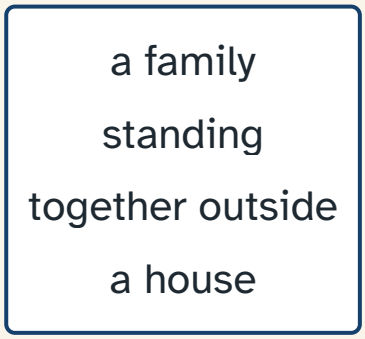
About this easy read guide

This guide uses easy words and pictures.

It tells you the main things.

The full Service Agreement has more words in it. Both papers say the same things. If you want to know more, ask us and we will read the full one with you.

Who we are



We are a family business.

Thomas and Nyree Reeves started IEL.

We are in Ulverstone, in Tasmania.

a support worker helping someone make lunch	We help people with disability. We help with things like showering, cooking, medicine, and going out.

What we will do

a calendar with shifts marked on it	We will come at the times we agreed. We will do the things on your list. Your list is called your Schedule of Supports.
one page with a tick on it	Your list is one page. If your plan changes, or your shifts change a lot, we give you a new page. You say yes to the new page. **You do not sign the big paper again.**
a worker showing an ID badge	Every worker is checked before they work with you. They are trained for your needs.

a person and a worker talking, both smiling

We will treat you with respect.

You choose how you want to be supported.

a clock showing a working week

We usually need to work **20 hours a week** with you.

That is how we keep the same team for you.

If you need less, tell us. We often say yes.

You are never charged for hours you did not get.

What it costs

an NDIS card

Your supports are paid for by your NDIS money.

They are not paid for out of your own pocket.

a price tag

We charge what the NDIS says we can charge.

We never charge more than that.

If the NDIS changes its prices, we write to you within **14 days**.

a house with a weekly calendar beside it

Some people get support at home every day. That is called SIL.

If you get SIL as one amount each week, that amount only changes if you say yes to a new page.

a piece of paper with a list of numbers

You can ask us to show you what we charged.

Ask any time. It is free.

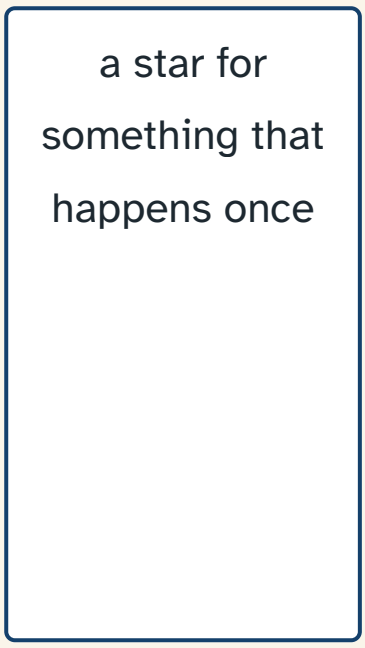
a car on a road

Sometimes we charge for travel.

That is when a worker drives to you, or drives you somewhere.

Only if you say yes first. You tick it on the consent form.

You can say no.



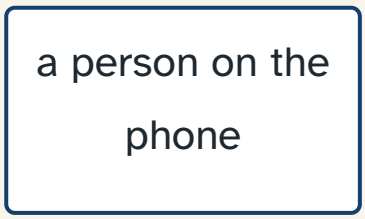
There is a **one off starting fee** when you first join us.

It comes out of your NDIS money. Not your pocket.

It only happens once, ever.

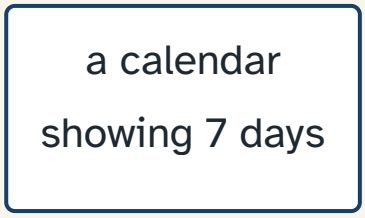
If you leave in the first 3 months, **we give all of it back**.

If you need to change a shift



Tell us as soon as you know.

Ring us on 1800 370 540. Press 2.



Try to tell us **7 days** before.

For a nurse visit, tell us **2 work days** before.

a hospital bed	If you tell us late, we might still charge your NDIS money. But not if you were sick. Not if you went to hospital. Not if someone died. Not if the weather was bad. We talk to you first. Every time.

If you are not happy

a person with a worried face talking to someone	Please tell us. We want to know when something is wrong.

You can tell us in any of these ways

Talk to any worker.

Ring us on 1800 370 540. Press 1.

Email operations@integrityempowered.com.au

Ask someone else to tell us for you.

You do not have to say your name.

a clock showing 2 days	We will answer you in **2 work days**.
a green tick	Telling us will never get you in trouble. We will not stop your supports because you told us.
a phone with 1800 035 544 on the screen	You can ring the NDIS Commission instead. Their number is **1800 035 544**. You do not have to tell us first.

If you want to stop using IEL

a calendar showing 14 days

You can stop any time you want.

Tell us **14 days** before.

a tick, meaning this is allowed

You do not have to tell us why.

an empty wallet with a cross through it

It costs you **nothing** to stop.

There is no fee. Not ever.

a calendar with some days crossed out

One important thing.

Tell us which shifts you will not need.

You can tell us when you say you are leaving.

Then you pay nothing for them.

a warning sign

If you just stop coming and do not tell us, we may still charge for those shifts.

Your worker still came. We still paid them.

So please just tell us. That is all.

a person speaking, with speech bubbles

You can tell us any way you like.

You can ring us. You can text. You can tell a worker.

Someone else can tell us for you.

We will write it down for you.

two workers passing a folder to each other

We will help you find a new place to get support.

a house key

If you live in an IEL house, **you keep your room**.

Changing who supports you does not change your home.

If we have to stop

a calendar showing 28 days

Sometimes we might have to stop supporting you.

We will tell you **28 days** before.

a clock showing three months

In your **first 3 months** it is **14 days**, not 28.

That is for both of us. It is a settling in time.

We still need a real reason. We still have to try to fix things first.

two people sitting at a table talking

First we will talk to you about the problem.

We will try to fix it with you.

Stopping is the last thing we do.

This part is important

Sometimes no other place can support you.

If that happens, **we do not just stop**.

We keep helping you with the important things. Like showering. Like medicine. Like meals.

We ring the NDIS to get help.

We keep looking for another place for you.

We talk to you about it every 2 weeks.

This costs you nothing extra.

Your rights

a person standing tall and proud	You have the right to be treated well. You have the right to be safe.
a key, meaning you are in charge	You make your own choices. It is your life.
a person with a friend beside them at a meeting	You can bring someone with you to any meeting. It can be family, a friend, or an advocate. An advocate helps you say what you want. It is free.
a locked filing cabinet	We keep your information private. We only share it if you say we can.
a folder with papers in it	You can ask to see what we have written about you. Ask any time. It is free. If something is wrong, we fix it.

a key, meaning you are in charge

Nobody can lock you in.

Nobody can lock your fridge or your bedroom.

Nobody can give you medicine to change how you behave.

Not unless it is written in your behaviour support plan first.

If that happens and it is not in your plan, tell someone. Ring the NDIS Commission on **1800 035 544**.

a hand holding up a stop sign

You can say no to any question on the consent form.

Tell us and we stop.

You can change your mind later.

a shield with a tick on it

Some things we must share because the law says so.

Like telling the NDIS Commission if you get hurt.

We tell you when that happens.

Your home and your supports

Only if you live in an IEL house

This part is for people who live in a house where IEL holds the lease.

If that is not you, skip this part.

two pieces of paper side by side	You get two papers. One is for your supports. That is this one. One is for your room. That is called your licence. They are separate.
a house key	You have a key to your home. Your room has a lock. You choose who comes into your room.
friends visiting at the front door	You can have visitors. We help you do that safely.

a person speaking up	Before anyone new moves in, we ask you first. If something in the house is wrong, tell any worker. Or ring 1800 370 540.
two people shaking hands	You can change who supports you. **You still keep your room.**

Who signs

a person signing with a helper beside them	You can sign this paper yourself. If you have a nominee or a guardian, they can sign with you. We still ask you what you want.

Before you sign

a person reading a paper with a cup of tea	You do not have to sign today. You can take this home. You can talk to family or a friend first. **You only sign your name one time.**

a person putting their hand up to ask a question	Ask us anything you want. There are no silly questions.
a folder with papers going into it	You can send us papers. Like your NDIS plan. Your medicine list. Reports. You can add them when you sign, or later. You do not have to.
a megaphone, meaning help to be understood	If you need help to understand, tell us. We can get someone who speaks your language. We can get an Auslan interpreter. **We pay for it. Not you.**

Who to call

IEL

Phone: **1800 370 540**

Press 1 to talk to us.

Email: operations@integrityempowered.com.au

We are at 47 King Edward Street, Ulverstone.

If it is an emergency

Ring **000** first.

Then ring us.

Other people who can help

NDIS Commission: **1800 035 544**

Advocacy Tasmania: **1800 005 131**

Tenants' Union of Tasmania, if you live in an IEL house: **1300 652 641**

Lifeline: **13 11 14**

13YARN, for Aboriginal and Torres Strait Islander people: **13 92 76**

Your notes

Things I want to ask

The person helping me with this

Name:

Phone: